Joint Protocol

Portable Fire Extinguishers

CACFOA

Local Government Association

FETA

Working in Partnership

Local Government Association

JOINT PROTOCOL : PORTABLE FIRE EXTINGUISHERS

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PROTOCOL FOR PORTABLE FIRE EXTINGUISHERS

INDEX

Section 1

- Foreword
- The Changing Face of Fire Safety Legislation and the Changing Role of the Fire Service

FOREWORD

This Protocol describes all of the essential information pertaining to the valuable role which portable fire extinguishers perform in the fight against fire.

It describes the changing role of the Fire and Rescue Services following the publication of the Government White Paper “Our Fire and Rescue Services”; the implications of the proposed changes in fire safety legislation; the results of the pan-European Survey into the successful use of portable fire extinguishers and the relevant standards and independent third party certification schemes which, under the new Regulatory (Fire Safety) Order, will assume even greater importance.

It is the intention of the Chief and Assistant Chief Fire Officers’ Association and the Local Government Association to develop protocols with other constitutent trade associations who are Members of the Fire Industry Confederation covering structural fire protection, fire detection and alarm systems, fire suppression systems, sprinklers and emergency lighting.

We are pleased that the Fire Extinguishing Trades Association, which has played such an important part, in helping to set the national fire safety agenda since its formation in 1916, is the first of the FIC Member Trade Associations to agree to such protocol.

We are convinced that adherence to this protocol will advance fire safety in the UK.

Jeff Ord	**Jane Hobday**	**John Worboys**
President, CACFOA	**Chair, LGA Fire**	**Chairman, FETA**

THE CHANGING FACE OF FIRE SAFETY LEGISLATION AND THE CHANGING ROLE OF THE FIRE SERVICE

The proposed Regulatory (Fire Safety) Order is to consolidate over 120 fire related statutes, as well as introducing new measures, and is expected to be published in the summer/autumn 2004.

The Order is aimed at creating one fire safety regime for England and Wales, applying to all buildings in which the public might resort.

It is very much hoped that the Scottish Executive and the Northern Ireland Assembly will also take due note of these proposals for reform, leading to the UK once again, having a common compatible system for fire safety legislation.

A series of eleven guidance documents* aimed at particular building types and business sectors, is to be published by the Office of the Deputy Prime Minister to support the new legislative regime. The guidance documents will reflect the fact that portable fire extinguishers should not only be installed for the purpose of maintaining or accessing exit routes, in the event of fire, but have a vital role in fire mitigations and preventing small fires from growing into large fires.

The Fire and Rescue Service has been moving from its traditional role of intervention to a proactive role of fire prevention confirmed recently by the Government White Paper “Our Fire and Rescue Services”. In particular, the Service has embraced Community Fire Safety and already has a proven record in schools fire safety education, young offenders programmes, Young Firefighters Association, counselling juvenile firesetters as well as carrying out home fire risk assessments and fitting smoke detectors.

The principal aim is, of course, to reduce the number of fires that occur and hence the resultant deaths and injuries, to protect the built and natural environment.

It is clear from the pan European Survey conducted into the successful use of portable fire extinguishers (see Section 3) that such equipment should form an essential part of any fire authorities Integrated Risk Management Plan.

Portable fire extinguishers are an essential element in the Fire Services comprehensive approach to fire safety legislation.

They are integral to protecting life and the country's economic, heritage, environmental and social base.

There are numerous examples where the use of extinguishers, by properly trained individuals, has resulted in a fire of devastating potential being extinguished in its initial stages. The rules are straightforward. The user should know how to operate the extinguisher, to know that it is appropriate to the risk and to ensure that their means of escape from the fire is not compromised.

***Note:**

The eleven Guidance Documents will cover the following building types and business sectors:

- Offices & Shops (including superstores)
- Factories & warehouses
- Places providing sleeping accommodation
- Residential care
- Small & medium places of assembly
- Theatres, cinemas (and larger clubs)
- Larger places of assembly
- Open air activities
- Educational establishments
- Transport interchanges
- Healthcare premises

Section 2

Extract from “Fire Safety : An Employer’s Guide”

Available from The Stationery Office, The Health and Safety Executive or good bookshops

ISBN 0-11-341229-0

EXTRACT FROM
'FIRE SAFETY : AN EMPLOYER'S GUIDE'
(Publication issued by the Government in support of the Workplace Regulations)

- Fire kills. In 2000-2001, there were 628 fire-related deaths and some 17,000 injuries with fire losses to industry amounting to £7.5bn.
- Fire costs money. The costs of a serious fire can be high and afterwards many businesses do not reopen. You can get advice about minimising fire losses from your insurer.

Businesses need to comply with the basic requirements of:

- The Fire Precautions (Workplace) Regulations 1997 (as amended) (in Northern Ireland, the Fire Precautions (Workplace) (Northern Ireland) Regulations) and
- The Management of Health and Safety at Work Regulations 1992 (as amended).

Fire precautions legislation deals with general fire precautions. These include:

- means of detection and giving warning in case of fire
- the provision of means of escape
- means of fighting fire and
- the training of staff in fire safety.

The information forming a part of this Protocol, is aimed at highlighting the important role portable fire extinguishers play in helping to reduce fire damage to people, property, heritage and the environment.

Portable fire extinguishers enable suitably trained people to tackle a fire in its early stages, if they can do so without putting themselves in danger.

All workplaces should be provided with means of fighting fire for use by people in the premises. When you are deciding on the types of extinguisher to provide, you should consider the nature of the materials likely to be found in your workplace.

If you are not sure what to provide in any given circumstances, your local fire authority or an organisation listed on the BAFE website meeting the requirements of Schemes SP101 and/or ST104, will be able to advise you.

Section 3

Joint FETA/IFEDA Survey onto the Successful Use of Portable Fire Extinguishers

Executive Summary - United Kingdom

A joint survey into the use of portable fire extinguishers in the UK was recently undertaken by the Fire Extinguishing Trades Association (FETA) and the Independent Fire Engineering & Distributors Association (IFEDA).

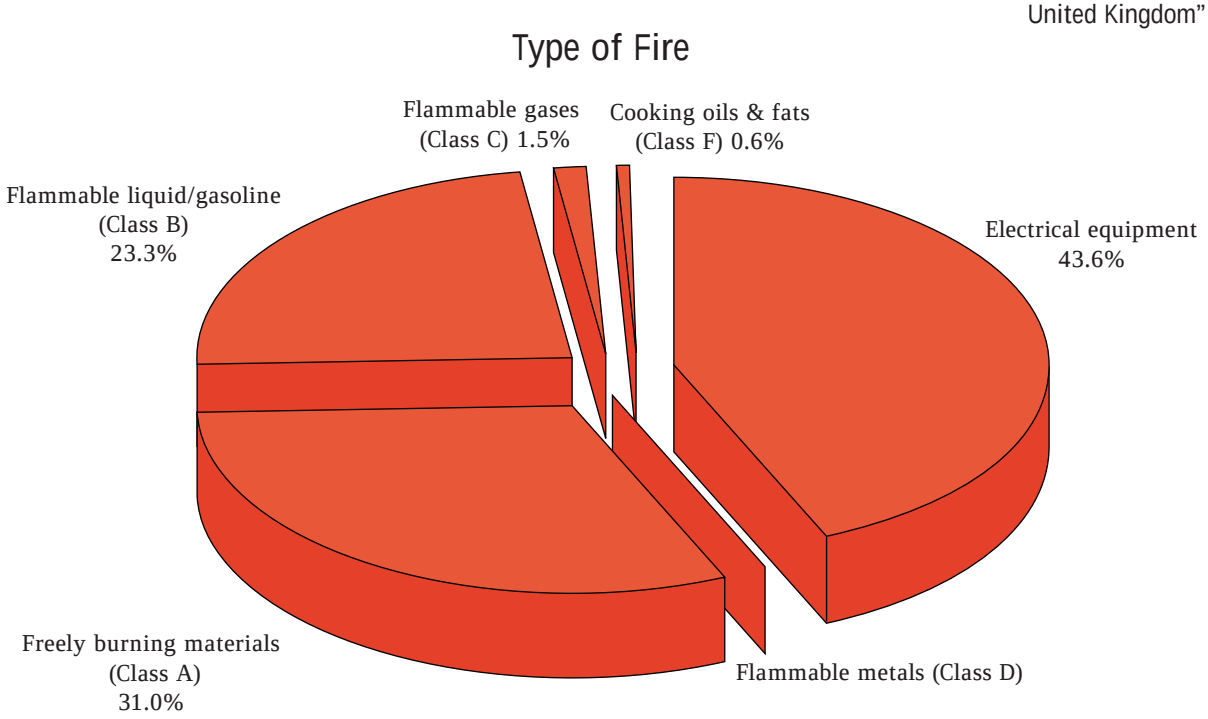
According to the survey, fire extinguishers are estimated to:

- save the UK economy over £500million (based on values of the total fire claims for commercial premises in 1999)
- prevent 1,629 injuries (based on figures for deaths and injuries caused by fire published in 2001)
- prevent the loss of 24 lives.

Fire losses in the UK are currently estimated at £7billion per annum but these official statistics only take into account those incidents reported to the fire service.

Fire extinguishers are designed to prevent relatively minor incidents becoming major conflagrations. Hence, their use often goes unreported.

The chart illustrated represents the UK results from the survey (See "Results of Survey - United Kingdom" page 4)



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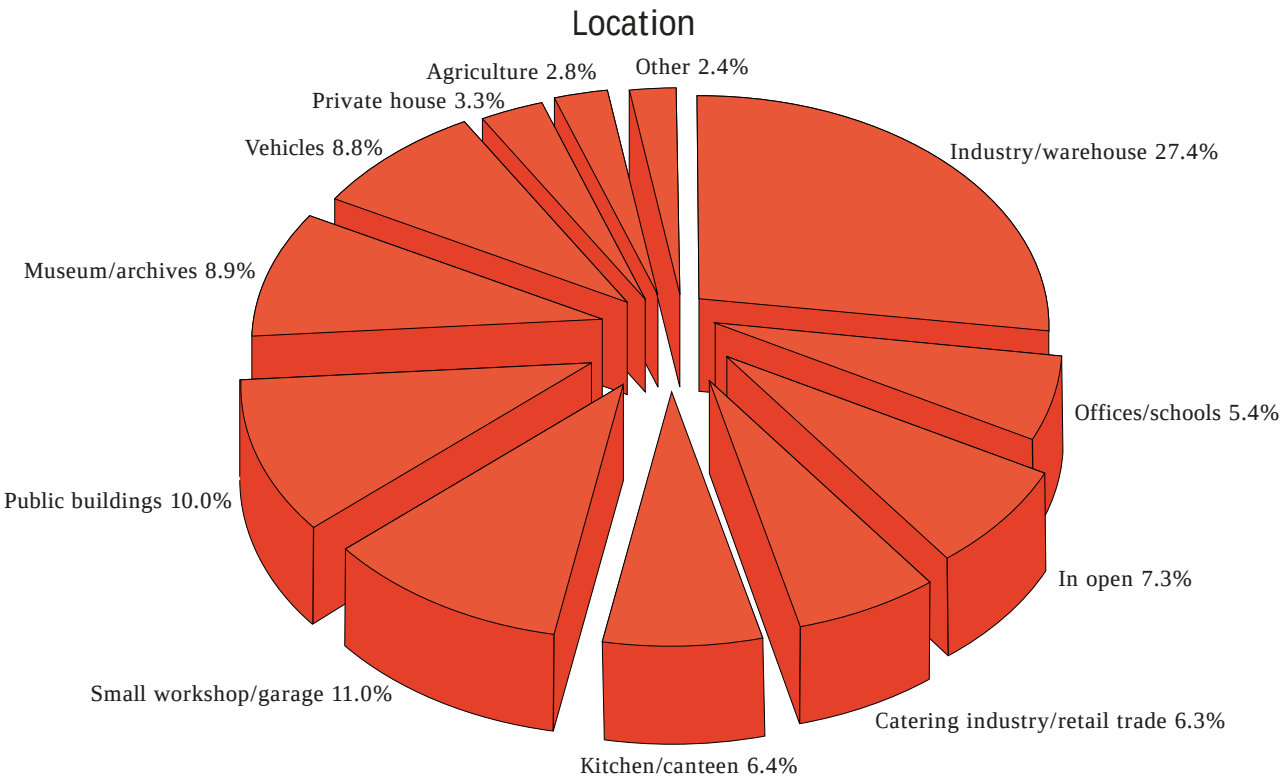


This fact is borne out by the findings of the survey in which some 75% of incidents documented did not require the attendance and resources of the fire service and were subsequently, therefore, not recorded in any official statistics. The two trade associations which represent the UK manufacturers, installers and maintainers of fire extinguishers and hose reels realised that the role of the extinguisher is not currently represented accurately and sought to bring into focus the very important role they play in fire safety.

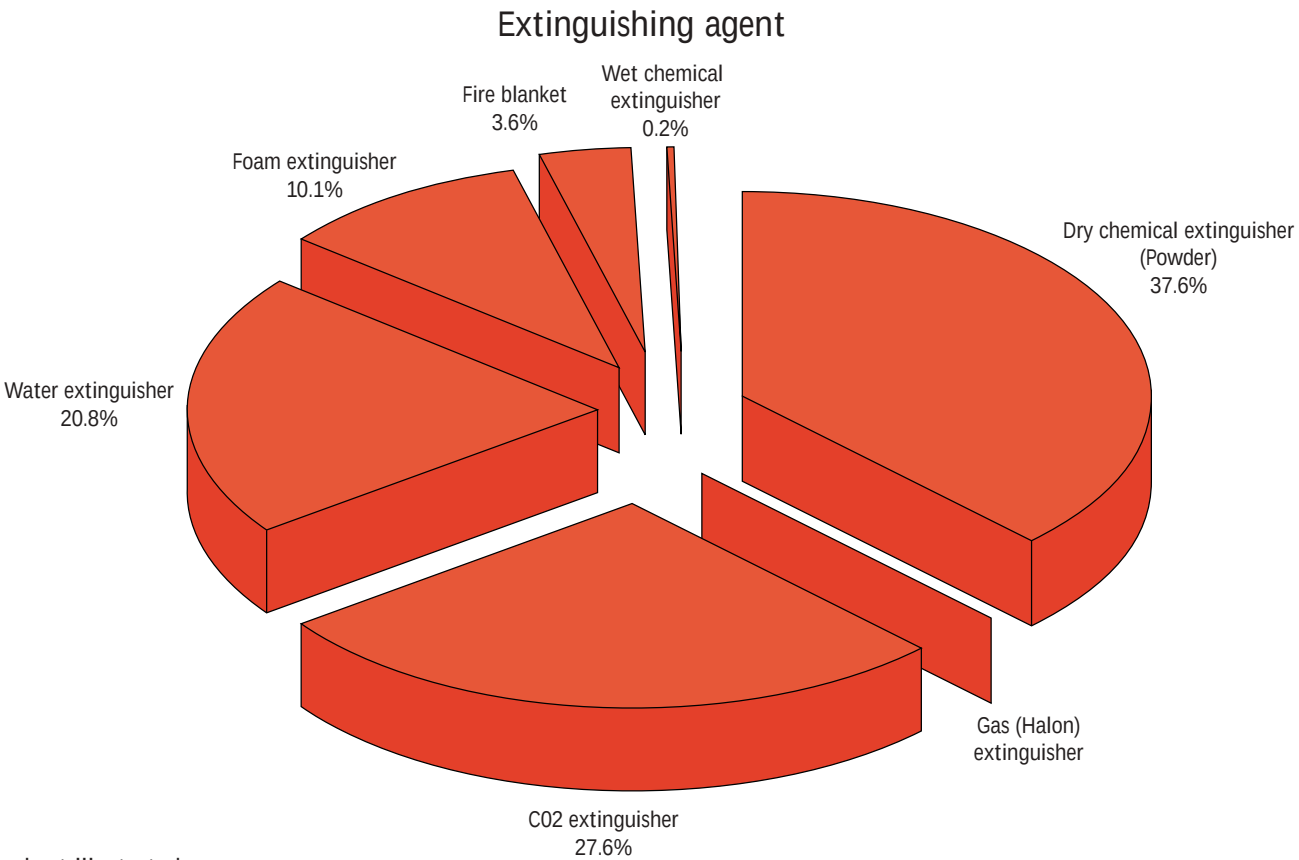
The survey, which was carried out in 2002 with data collected from forms completed by service engineers of FETA and IFEDA member companies, also aims to identify the types of situation in which extinguishers continue to provide a vital means of first-aid fire-fighting.

Of the 2,173 incidents recorded in the survey, in 80% of cases (1,737) the portable equipment successfully extinguished the fire and in 75% (1,637) of those cases, the fire brigade was not required to attend. At a time when the cost of the fire service is under severe scrutiny (following publication of the Bain Report), estimates further suggest that portable fire extinguishers actually save £5.1million each year in terms of fire service resources (based on Gateshead Fire Service call-out costs of £220 per visit).

The Fire Extinguishing Trades Association (FETA) and the Independent Fire Equipment Distributors Association (IFEDA) are seeking general recognition that fire extinguishers, used by people who have received the appropriate training, make a significant contribution in the prevention of serious fires in the UK and that there is a failing in the current method of collating fire statistics.

More worringly, both associations believe that, in some quarters, the removal of extinguishers from some buildings was occurring because there was now a belief that the dangers posed by fire no longer existed. It was felt within FETA and IFEDA that this was a short-sighted and dangerous point of view.

The survey, it is felt, has demonstrated the important role that portable fire extinguishers play in the preservation of life and property. In the majority of incidents when a fire has started, fire extinguishers are sought out and are generally the first form of fire-fighting on the scene. Therefore it is equally vital that those extinguishers are well installed and maintained.



The chart illustrated represents the UK results from the survey
(See “Results of Survey - United Kingdom” page 4)

Eurofeu Successful Use of Portable Extinguisher Survey 2002

Results of survey - United Kingdom

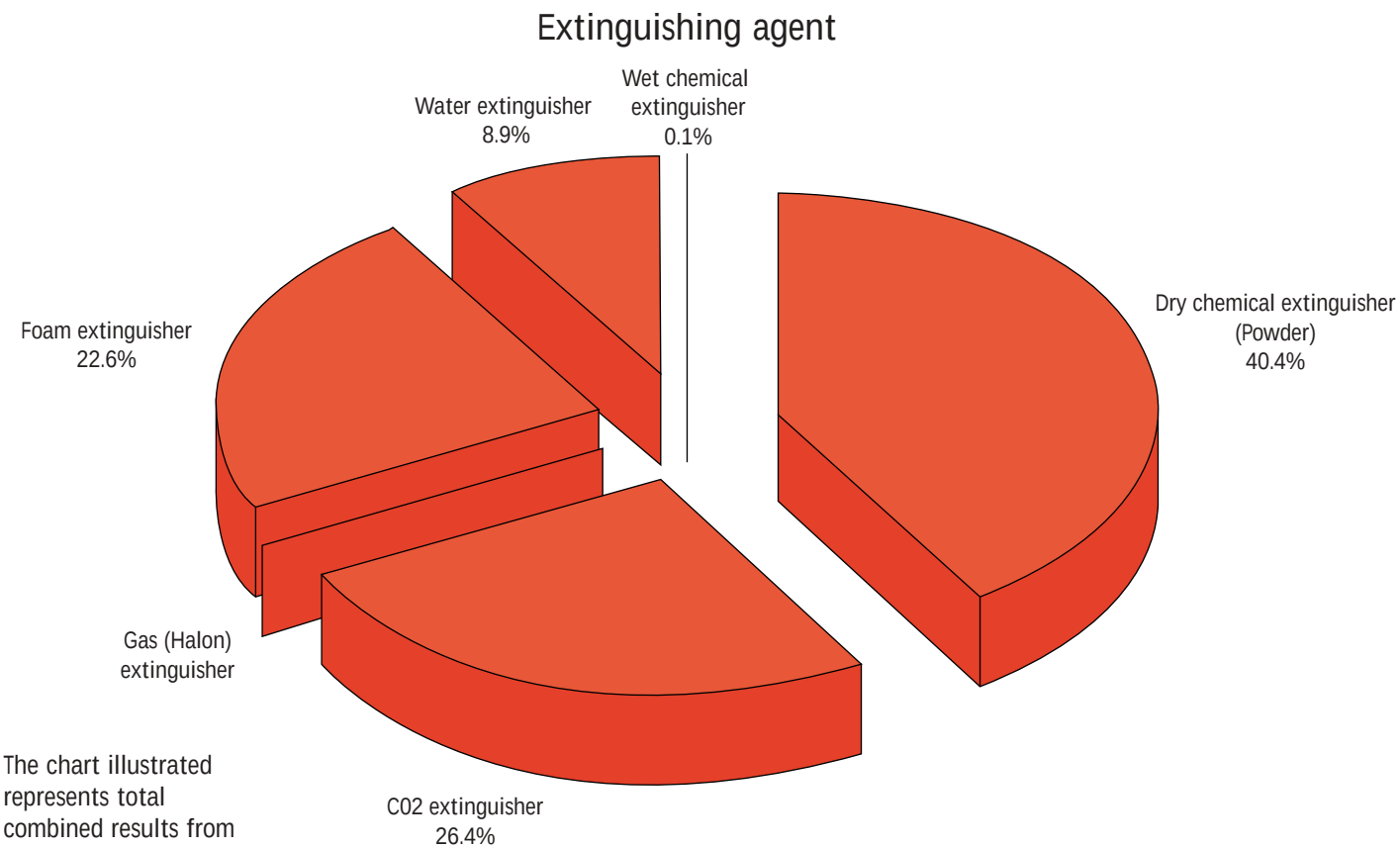
		Per cent
Total number of incidents reported:	2173	
Extinguished by extinguisher	1737	79.9%
Not extinguished by extinguisher	436	20.1%
Fire Brigade called	523	24.1%
Fire Brigade not called	1637	75.3%
Not known	13	0.6%
Type of fire:		
Freely burning materials (Class A)	674	31.0%
Flammable liquid/gasoline (Class B)	507	23.3%
Flammable gases (Class C)	32	1.5%
Cooking oils and fat (Class F)	12	0.6%
Electrical equipment	947	43.6%
Flammable metals (Class D)	1	-
Location:		
Industry/warehouse	595	27.4%
Small workshop/garage	239	11.0%
Public buildings	218	10.0%
Catering industry/retail trade	137	6.3%
Offices/schools	118	5.4%
Museum/archives	193	8.9%
Kitchen/canteen	140	6.4%
Vehicles	191	8.8%
Agriculture	61	2.8%
Private house	71	3.3%
In open	158	7.3%
Other	52	2.4%
Type of extinguisher used:		
Dry chemical (powder)	1925	37.6%
CO_2	1407	27.6%
Water	1061	20.8%
Foam	516	10.1%
Fire blanket	185	3.6%
Wet chemical	12	0.2%
Gas (Halon)	2	-
Total	5108	100.0%
Cause of fire:		
Accident	1830	84.2%
Arson	260	12.0%
Unknown	83	3.8%
Operated by trained staff		
Yes	1273	58.6%
No	790	36.4%
Unknown	110	5.0%

Executive Summary - Europe

In addition to the UK findings, the survey was part of a wider European survey conducted by Eurofeu, - the European committee of the manufacturers of fire protection equipment and fire-fighting vehicles - in which research was also undertaken in Austria, Belgium, Germany, France and the Netherlands. Across the six EU member countries it was found that in 83% of incidents, fires were successfully put out by extinguishers, reflecting the 80% success rate found in the UK and demonstrating the importance of the role played by first aid fire-fighting in reducing fire losses.

The following pages contain the results of the survey into the successful use of portable fire extinguishers in the five other European countries with the final table giving a summary of all six countries. The survey was carried out during 2002.

As the replies from each member association varied slightly in the categories listed, the collated results have been adjusted to allow for this variance. For example, in the German results “store/warehouse” and “factory warehouse” have been combined to give the “industry/warehouse” figure. This adjustment does not change any of the trends shown by the survey.



The chart illustrated represents total combined results from Eurofeu survey (See “Results of Survey - General” pages 12 -13)

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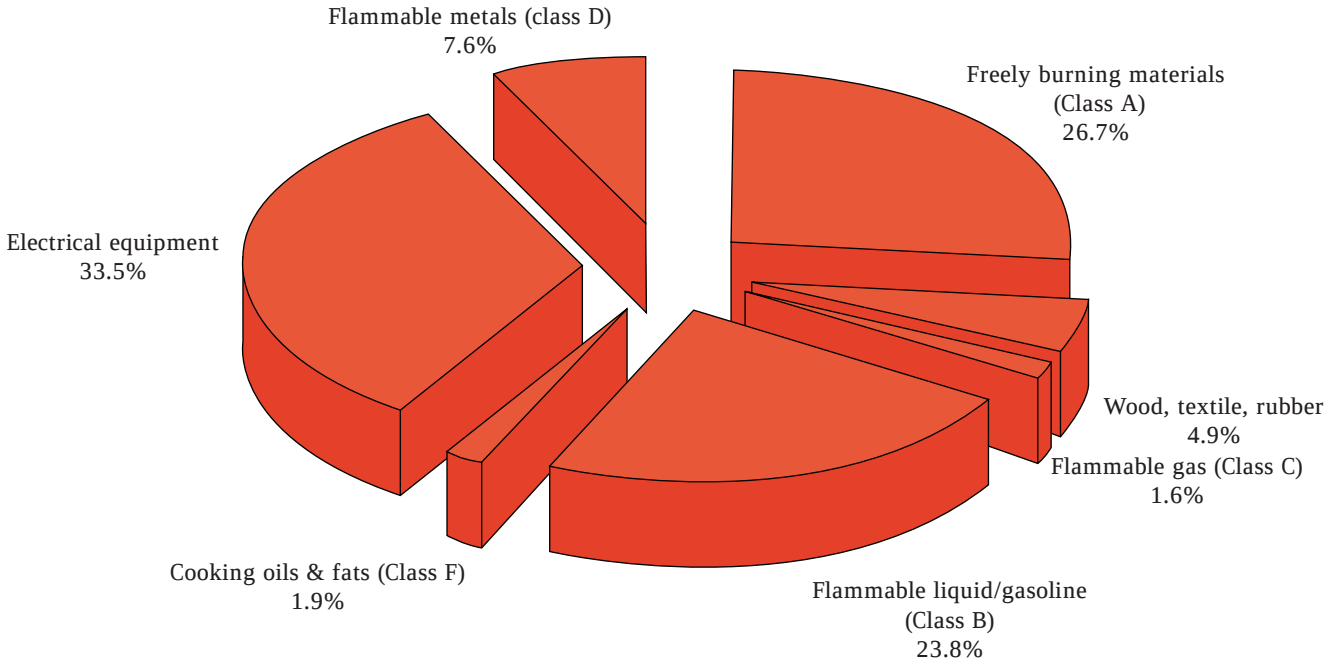
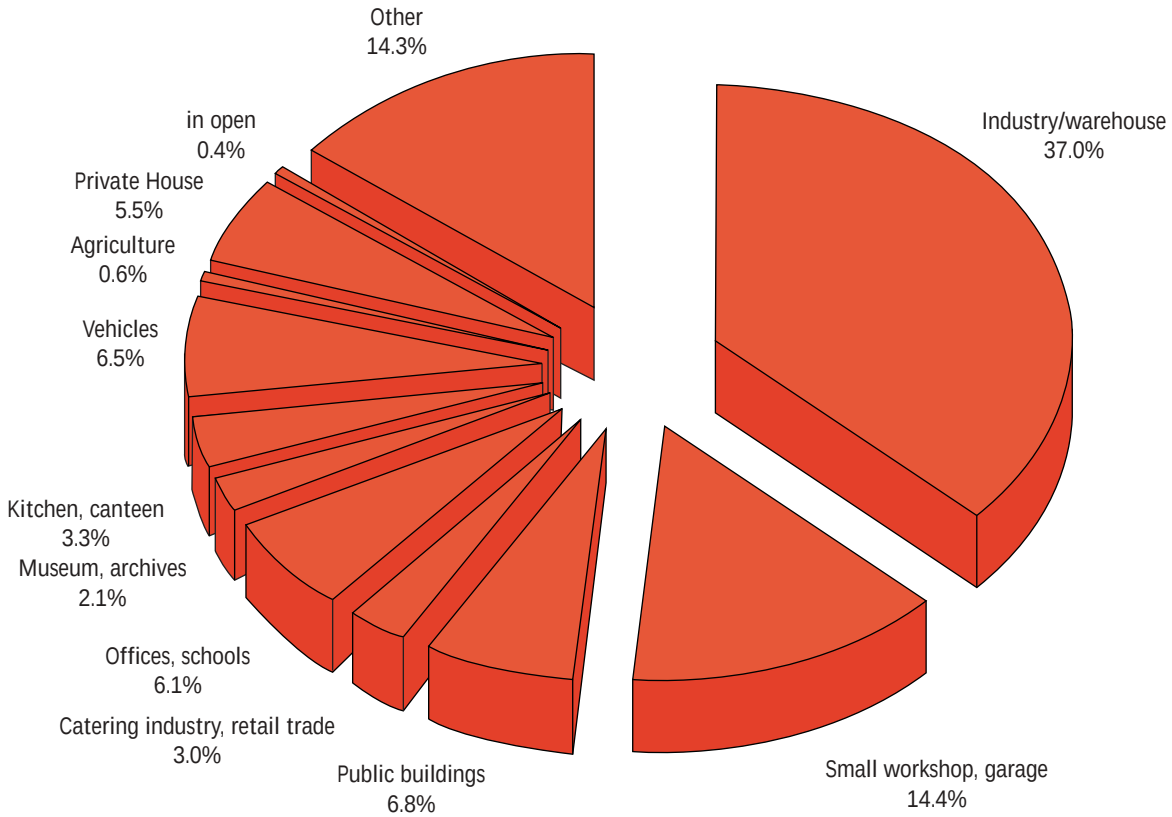
Type of Fire



The results of the survey show that the majority of fires (83%) were successfully extinguished by the use of portable fire extinguishers and in most cases (78%), the incident was handled without the need to call the fire brigade.

Location



Section 4

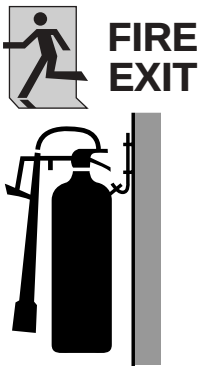
Fire Extinguishers : User’s Guide

Which extinguisher to use

	Freely Burning Materials (A)	Flammable Liquids (B)	Flammable Gases (C)	Flammable Metals (D)	Electrical Equipment	Cooking Oils & Fats (F)
Water	●					
Foam	●	●				
Dry Powder (ABC)	●	●	●		●	
Carbon Dioxide		●			●	
Wet Chemical	●					●
Special Powder				●		

Purchasing and Installation

In the guidance document to the Fire Precautions (Work place) Regulations 1997 (as amended) the Government strongly recommends the installation of independently tested and certified extinguishers as part of an employers' measures for protecting their staff and others from fire. Both the Office of the Deputy Prime Minister (ODPM) and the Fire Brigades recommend extinguishers approved to the European Standard BS EN3 and compliant with the BS 7863 colour coding specification. FETA member companies provide extinguishers to these standards and install and maintain to BS 5306.
Most workplaces will require the provision of a minimum of 2 water based extinguishers as primary protection.
In addition all other classes of risks such as electrical equipment and flammable liquids need to be separately assessed and the relevant extinguishers provided.



Siting of extinguishers

Extinguishers should be located in conspicuous positions, available at all times for immediate use and fitted on brackets or stands where they will be readily seen by persons following an escape route.
Fire extinguishers should be securely hung on wall brackets. Where this is impractical extinguishers should be located on suitable
stands (not on the floor).
If wall mounted the carrying handle of larger, heavier extinguishers should be 1 metre from the floor but smaller extinguishers should be mounted so the carrying handle is 1.5 metres from the floor.
Extinguishers should be sited in such a way that it is not necessary to travel more than 30 metres from the site of a fire to reach an extinguisher.
To avoid confusion, all extinguishers installed in any one building or single occupancy should have the same method of operation and if intended for the same function should be similar in shape, appearance and colour.
Wherever possible, portable extinguishers should be grouped to form a fire point.

Maintenance

Extinguishers should be routinely inspected by the user at not less than quarterly and preferably at least monthly intervals to make sure that appliances are in their proper position and have not been discharged or lost pressure.
The user should replace extinguishers not available for use by serviceable extinguishers.
Annual inspection, service and test discharging should be carried out by a competent person.
The UK servicing standard BS 5306 Part 3 puts the onus on the user (i.e. the Company) to use a competent person and that extinguishers should be serviced to that standard and the manufacturers recommended procedure.

Training

All people regularly employed in a workplace should be aware of the risk of fire. They need to know:

- How to summon the Fire Brigade.
- How to warn others of the fire including the operation of the fire-warning apparatus.
- The location and use of escape routes.
- The procedure for assisting visitors or members of the public from the workplace.
- The location of the fire assembly point.
- How to use the fire equipment provided.

How to use a fire extinguisher

Water

Suitable for most fires except those involving flammable liquids or live electrical apparatus.

1: Direct the jet at the base of the flame and keep it moving across the area of the fire.

2: Seek out any hot spots after the main fire is extinguished.

3: A fire spreading vertically should be attacked at its lowest point and followed upwards.

Foam

Suitable for most fires involving flammable liquids, apart from cooking oil fires.

1: Where the liquid on fire is in a container, direct the spray at the back edge of the container or at an adjoining vertical surface above the level of the burning liquid. This allows the foam to build up and flow across the surface of the liquid to smother the fire.

2: Where this is not possible stand well back, direct the spray with a gentle sweeping movement, allow the foam to drop down and lie on the surface of the liquid.

3: Do not aim the spray directly into the liquid as this will drive the foam beneath the surface and render it ineffective. In addition, it may splash the fire onto the surroundings.

Dry Chemical (Powder)

Suitable for fires involving flammable liquids or electrical apparatus.

1: On fires involving either liquids in containers or spilled liquids, direct the nozzle towards the near edge of the fire. With a rapid sweeping motion drive the fire towards the far edge until all the flames are extinguished.

2: On fires involving flowing liquids, direct the nozzle at the base of the flames and sweep upwards.

3: On fires in electrical equipment, switch off the current if safe to do so and then direct the nozzle straight at the fire.

4: Where the equipment is enclosed, direct the nozzle into any opening with the object of penetrating the interior.

5: When the fire appears to be extinguished shut off the discharge and wait until the atmosphere clears. If any flame is then still visible, discharge again.

Carbon dioxide

Suitable for fires involving flammable liquids or electrical apparatus.

Method and operating instructions as for dry powder.

1: Carbon dioxide extinguishers should NOT be used in confined spaces where there is a danger that fumes may be inhaled.

2: DO NOT HOLD THE HORN SINCE IT BECOMES EXTREMELY COLD DURING USE

Wet Chemical

Specifically for use on fires in deep fat fryers. DO NOT USE on fires involving live electrical equipment.

1: Turn off the source of heat if safe to do so.

2: Hold the lance at arm's length, well above the fire with its nozzle at least 1 metre away from the fire.

3: Holding the lance still, discharge so that the spraying wet chemical falls gently onto the surface of the fire.

4: Even if the fire appears to go out quickly, discharge the entire contents of the extinguisher.

Section 5

Fire Extinguishers : Manufacture

FIRE EXTINGUISHERS : MANUFACTURE

Fire extinguishers should conform to a recognised standard such as British Standard EN3 for new ones or British Standard 5423 for existing ones. For extra assurance, you should look for the British Standard Kitemark, the British Approvals for Fire Equipment (BAFE) mark or the Loss Prevention Certification Board (LPCB) mark.

Fire extinguishers may be colour-coded to indicate their type. Previously, the entire body of the extinguisher has been colour-coded, but British Standard EN3 : Part 5 (which came into effect on 1 January 1997) requires that all new fire extinguisher bodies should be red.

A zone of colour of up to 5% of the external area, positioned immediately above or within the section used to provide the operating instructions, may be used to identify the type of extinguisher. This zone should be positioned so that it is visible through a horizontal arc of 180^0 when the extinguisher is correctly mounted. The colour-coding should follow the recommendations of British Standard 7863.

Fire extinguishers, if properly maintained and serviced, may be in service for at least 20 years. So there may be situations where a building will have a mixture of new and old fire extinguishers with the same type of extinguishing medium but with different colour-coded markings.

In these cases and to avoid any confusion, it is advisable to ensure that extinguishers of the same type but with different colour-coded markings are not mixed, either at the same location in single-storey buildings or on the same floor level in multi-storey buildings.

Old style fire extinguishers must not be painted red in an effort to comply with the new standard as this would contravene British Standard EN3.

CONSTRUCTION

DEFINITION OF PORTABLE EXTINGUISHER

An extinguisher which is designed to be carried and operated by hand and which, in working order, has a mass of not more than 20KG.

Additional Reference: BS EN3 Part 1 : 1996

CONSTRUCTION

MARKINGS

The following information should be on the **same** label:

- The word ‘extinguisher’
- Extinguishing medium and nominal charge
- Types of fires
- Instructions for use (pictograms and text)
- Restrictions or dangers of use
- Unsuitability for use on electrical equipment (water based) where applicable
- Manufacturer/suppliers name and address

*Operating instructions include pictograms to enable non-English speaking people to quickly and easily identify the method of operation.

This does not detract from the need for staff at any premises to be trained in the correct use of the fire equipment provided.

The following information may be found on a **separate** label:

- Instructions to refill after use
- Instructions to check periodically
- Instructions to use conforming spare parts
- Identification of extinguishing medium
- Identification of percentages of additives for water-based extinguishers
- Propelling gas
- Number of references of the approval
- Manufacturers model number

CONSTRUCTION (CONTINUED)

- Temperature limits
- Warning against freezing (if applicable)
- Reference to EN3.

COLOUR

The colour of the body shall be **red.** A zone of colour up to 5% of the body may be used to identify the extinguishing agent.

PRESSURE TEST

The test pressure shall not be less than 1.3 times the working pressure or at least 20 bar.

The body shall not leak or show any visible signs of permanent deformation.

BURST TEST

The burst pressure shall not be less than 2.7 times the working pressure or at least 55 bar. The burst test shall not cause the body to fragment.

PLASTIC COMPONENTS

Plastic components on extinguishers subject to pressure undergo artificial ageing conditions and ultra violet light tests. These components are subjected to burst pressure tests at different temperature ranges.

The burst pressure shall be at least equal to 3.4 times the working pressure or at least 55 bar. Plastic components are fitted to charged extinguishers and impact tested.

SAFETY DEVICES

The operating mechanism shall be provided with a safety device to prevent accidental operation. It shall be possible to determine whether the extinguisher has been operated by means of a safety element (used indicator) e.g. used/empty indicator, gauge reading zero, non-returnable pin.

CONSTRUCTION (CONTINUED)

WATER BASED EXTINGUISHERS

The discharge tube shall be made from materials resistant to the extinguishing agent.

A strainer shall be provided with the following design features:

- Each orifice shall have an area smaller than the smallest cross section of the discharge passage

- The total area of the holes on the strainer shall be, at least, equal to eight times the smallest cross section of the discharge passage.

PERFORMANCE TESTING

Performance testing is carried out at ambient temperatures and at both ends of its operating range:

- -20^0C to $+60^0$C for powder and CO_2
- -10^0C to $+60^0$C for water/foam.

INTERNAL AND EXTERNAL CORROSION TESTS

Prescribed tests are carried out to satisfy this criteria.

MOUNTING

Bodies for extinguishers that may be free standing shall either have the means to raise the pressure retaining part 5mm off the floor or if in contact with the floor this area shall be at least 1.5 times the minimum wall thickness.

DIELECTRIC TEST

This test is to establish the suitability of water based extinguishers for use on live electrical equipment. Other types of extinguisher are not subject to this test.

SPECIAL PROVISION

Controlled Discharge
Extinguishers shall be fitted with a self-closing control to enable discharge to be interrupted temporarily.

CONSTRUCTION (CONTINUED)

Operating Position

Extinguishers shall operate without being inverted. The operating devices shall be located on the upper part of the extinguisher or partly on the upper part and partly on the lower part and partly at the end of the hose or nozzle.

Hose Assembly

Extinguishers with a mass of extinguishing medium or volume greater than 3kg or 3 litres shall be provided with a discharge hose. The flexible section of the hose shall be 400mm or greater.

Additional Reference: BS EN3 Parts 3-5 : 1996 ; *BS EN3 Part 2 : 1996*

Section 6

Fire Extinguishers : Class ‘F’

The enclosed Factfile provides information on this type of fire extinguisher. For detailed information, consult the British Standard.

British Standards may be purchased from:

British Standards Institution
Customer Services
389 Chiswick High Road
London, W4 4AL
Tel: 020 8996 9001 Fax: 020 8996 7001
Website: www.bsi-global.com

FIRE EXTINGUISHING TRADES ASSOCIATION

Neville House, 55 Eden Street, Kingston Upon Thames, Surrey, KT1 1BW
Tel: 020 8549 8839 Fax: 020 8547 1564
Email: feta@abft.org.uk Website: www.feta.org.uk

FACT FILE NO. 015

CLASS F FIRES

INTRODUCTION

This fact file has been created to help understand, what class F fires are, why a specific standard has been introduced and how to choose and install the correct class F fire extinguisher.

WHAT IS CLASS F?

Class F fires are fires involving cooking oils or fats. Class F fires differ from conventional liquid fires due the high temperatures involved.

In order for any flammable liquid to burn the temperature must exceed the flash point. Above this temperature the liquid will ignite when an ignition source is applied.
For a flammable liquid to spontaneously ignite the auto ignition temperature needs to be reached. Typical flammable liquids e.g. petrol have low flash and auto ignition temperatures and are relatively easy to extinguish.

Cooking oil or fat fires have auto ignition temperatures in excess of 340°C and are very difficult to extinguish using conventional extinguishers having a class B capability. The industry recognised the difficulties and inadequacies of conventional class B extinguishers and therefore created a new standard BS7937: 2000 to cover the special risks involved.

LIMITATIONS OF NON CLASS F EXTINGUISHERS

To extinguish a fire created by auto ignition the flames must be extinguished and the temperature of the burning liquid reduced below the auto ignition temperature. The amount of heat involved with the liquid above 340°C is high and the use of the incorrect extinguisher can be extremely dangerous. For example a water jet extinguisher directed at the surface of a burning cooking oil will create an explosion as the water is quickly converted into steam resulting in the expulsion of burning oil possibly spreading the fire and harming the operator. Conventional foam extinguishers have been proven to extinguish the flame, but the heat involved quickly destroys the foam blanket, exposing the surface of the oil, allowing re-ignition. Carbon dioxide and ABC powder extinguishers are effective in extinguishing the flame, but without sealing the surface of the liquid from oxygen the oil rapidly re-ignites.

Conventional powder, foam or CO_2 extinguishers are normally too powerful and direct and can easily splash the burning liquid and spread the fire. A fast high rate discharge may be ideal for a petrol fire, but is very dangerous for fires involving burning cooking oils or fats.

CLASS F EXTINGUISHERS

Extinguishers designed for cooking oil fires typically include "Wet Chemical", "Dry Chemical" or are foam based with special additives. These special materials react with the hot burning oil to create a thick soapy heat resistant crust on top of the cooking oil surface, preventing the flammable vapours reacting with oxygen. The name given to the reaction is "saponification". The alkalinity of the extinguishing material quickly reacts with the burning oil to create the soap layer.

Some of the "foam based with special additive" extinguishers work by covering the hot burning oil with a thick heat resistant crust on top of the surface as above whilst at the same time cooling the burning oil by converting the extinguishing water into steam in a controlled manner. The special additives, which are added to the basic AFFF mixture, are based on nitrogenated derivatives and ammonium salts of phosphoric acid.

Wet chemical materials are typically based on alkaline potassium salts of citrate, acetate, lactate or carbonate or mixtures. The potassium helps to quickly knockdown the flame whilst the radical of citrate, acetate or carbonate provides the ingredients to form the soap layer. The wet chemical can be water based or added to AFFF or FFFP to create a saponifying media. The commonly used materials are potassium citrate or acetate that provide good extinguishing characteristics.

Dry chemical based media include sodium or potassium bicarbonate BC powders. The powder reacts in the same way as wet chemicals to create a soapy layer. Dry chemical types do have the disadvantage of reducing visibility and contaminating the surrounding area.

WHY EXTINGUISHERS?

Fire blankets are only suitable for small cooking oil fires up to three litres. They also require the operator to position the blanket over the fire. If the operator attempts to remove the blanket they risk fanning the fire.

Commercial deep fat fryers typically include fifty, sixty or more litres of cooking oil, beyond the scope of any fire blanket. Fires for cooking oil extinguishers are rated 5F, 15F, 25F or 75F depending on the fire size. The number preceding the F denotes the number of litres of cooking oil used for the test. Extinguishers provide the benefit of control for interruption and direction and allow the operator to stand further away from the fire.

WHY BS7937: 2000?

The creation of BS7937 took into account not only the recognition of the special risk for burning cooking oil, but also the need to limit risks to the operator.

The standard includes the requirements for special features to reduce splashing by extending minimum discharge times compared to BS EN3: 1996 e.g. 6 litre class F extinguisher with 75F rating requires a minimum of 40 second discharge compared to a 6

litre Water extinguisher only requiring a 9 second discharge time for compliance with BS EN3. The slower rate of application is less likely to splash burning oil.
The standard also requires extinguishers having a rating of 15F or above to have a rigid lance of 400mm minimum length. This feature allows the operator to stand slightly further away from the fire.

Kitchens and cooking areas have many electrical appliances therefore BS7937 requires all extinguishers to pass the 35kV dielectric test from BS EN3.

Extinguishers have to meet the physical and construction requirements from BS EN3. The new standard also requires extinguishers to have an area coloured canary yellow between 3-10% of the surface area of the cylinder. A new class F pictogram was also created to allow easy recognition for cooking oil risks.

Fig 1: Class F Pictogram

WARNING

Extinguishers for cooking oil risks have been specifically designed to provide a means of extinguishing class F fires. It is not recommended to change media in conventional water, foam or powder extinguishers in an attempt to convert to a class F extinguisher. The extinguisher application or construction may be totally unsuitable for cooking oil risks.

INSTALLATION AND GUIDANCE

BS5306: 2000 has been recently updated to recognise class F risks and now provides guidance for selection and installations for class F fire extinguishers.

REFERENCES

BS EN3: 1996
BS 7937:2000
BS5306 Part 3:2000
BS5306 Part 8:2000

DISCLAIMER

October 2001

Section 7

Fire Extinguishers : BS5306 Part 8 : 2000 Selection and Installation

British Standards may be purchased from:

British Standards Institution
Customer Services
389 Chiswick High Road
London, W4 4AL
Tel: 020 8996 9001 Fax: 020 8996 7001
Website: www.bsi-global.com

FIRE EXTINGUISHERS : BS 5306 PART 8 : 2000 (SELECTION AND INSTALLATION)

This Code of Practice provides recommendations on the suitability and siting of portable fire extinguishers, primarily those conforming to BS EN 3, that can be comfortably carried by any one person and that would be used for protection of employees, building and other premises and their contents.

For further details see:

- Section 8 – Fire Ratings
- Section 9 – Provision and Siting and
- Additional reference BS 5306 Part 8 : 2000

Section 8

Fire Extinguishers : Ratings

FIRE EXTINGUISHERS : RATINGS

Extinguishers display a fire rating which indicates the size and type of test fire they can extinguish.

DESIGNATION

The type (Class) of fire is identified by a letter i.e. A, B etc.

The size of fire is identified by a number. The larger the number, the larger the test fire it can extinguish i.e. 13A/113B.

This rating indicates the extinguisher is capable of extinguishing a Class A fire to the size 13A and a Class B fire to the size 113B under test conditions.

Extinguishers are related to risk by Class and area of fire for which they are suitable when used by a person trained in their use.

TEST FIRES

Test Fires for Class A:

Apparatus

A metal frame support of 250mm high on top of which is placed wooden sticks in the form of a crib shape. The height of the crib is 560mm and the width is standard at 500mm (see drawing for further details).

The length of the crib is determined by the rating to be assessed.

Fuel

Industrial heptane is used.

Procedure

Test fires are conducted indoors. Water to a depth of 30mm is added to the tray along with the fuel. Ignite the fuel. Allow to burn for 2 minutes and withdraw the tray. Permit burning for a further 6 minutes then attack the fire.

Result Criteria

The fire should be extinguished within 5 minutes for fires up to and including 21A and 7 minutes for fires greater. There shall be no re-ignition within 3 minutes of extinction.

FIRE EXTINGUISHERS : RATINGS (CONTINUED)

Additional References: BS 5306 Part 8 : 2000 Section 6.1 and Annex A Section A.1

Test Fires (Class B):

Apparatus
These tests are carried out using welded steel, cylindrical trays. Dimensions of which are given in the accompanying table.

Fuel
Industrial heptane is used.

Procedure
The trays are filled with a third water base and two-thirds fuel. The fuel is ignited and allowed to burn for 1 minute. The fire is then attacked.

Results Criteria
All flames to be extinguished and there is a minimum of 5mm depth of fuel left in the tray. There is a minimum duration of discharge for extinguishers.

CLASS A AND B FIRES

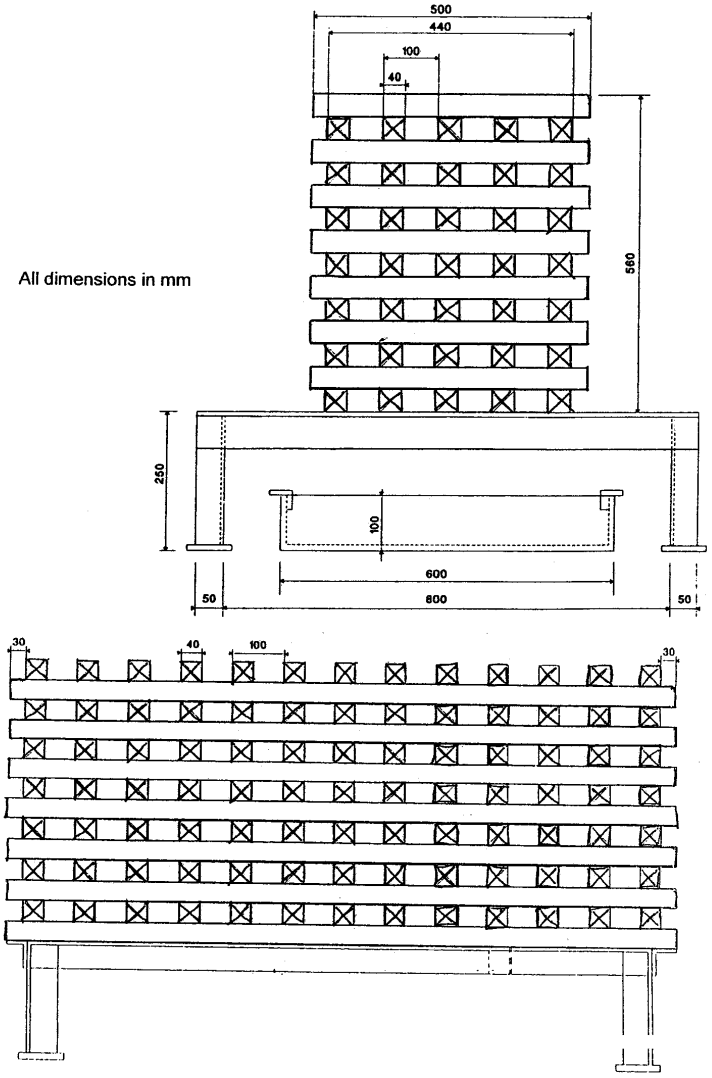
A successful test is achieved when two fire tests of a series are extinguished. A series is complete after 3 fires or when the first 2 fires are extinguished or not. There is no restriction on the number of series.

There is a **minimum** performance for **maximum** charge weights i.e.

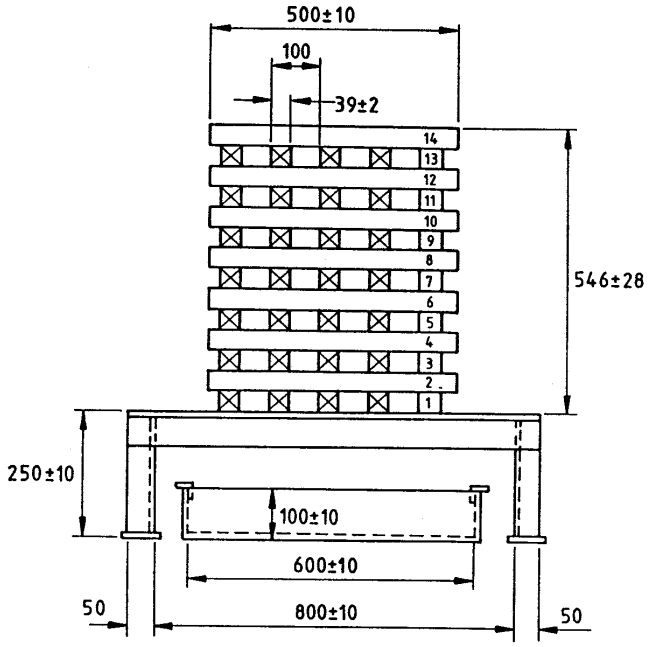
A 13A rating should be achieved by an extinguisher no larger than 9 litres (water based) or a 4Kg ABC dry powder extinguisher.

RATINGS

All dimensions in mm

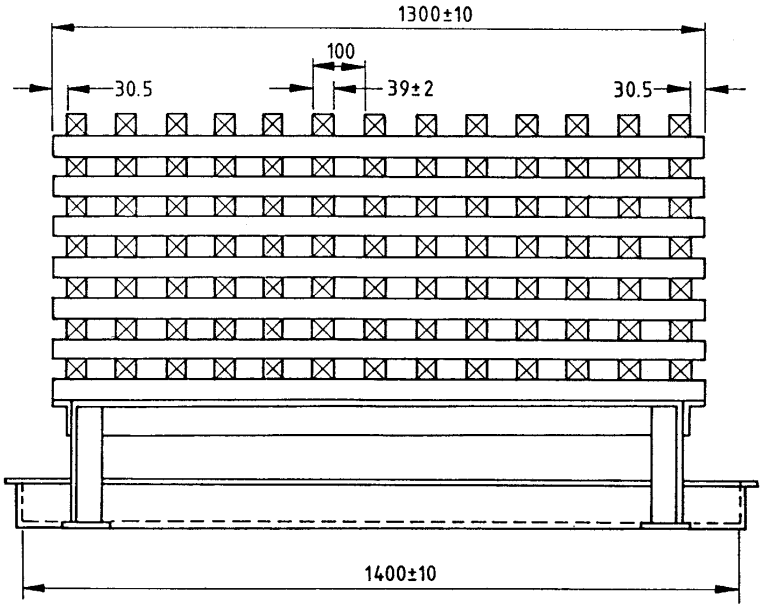


RATING	LENGTH OF CRIB (M)	NO. OF 0.5M STICKS IN EACH TRANSVERSE SECTION	CONSTRUCTION
5A	0.5	5	
8A	0.8	8	
13A	1.3	13	
21A	2.1	21	
27A	2.7	27	
34A	3.4	34	21A + 13A
43A	4.3	43	8A + 27A + 8A
55A	5.5	55	21A + 13A + 21A



Front view identical for all test fires.
Dimensions are in millimetres.

Figure 3. Class A test fire front view



Dimensions are in millimetres.

Figure 4. Class A test fire side view showing a 13A fire

RATINGS

Test Fires (Class B) Continued

DIAGRAM OF TRAY USED FOR B TEST FIRES

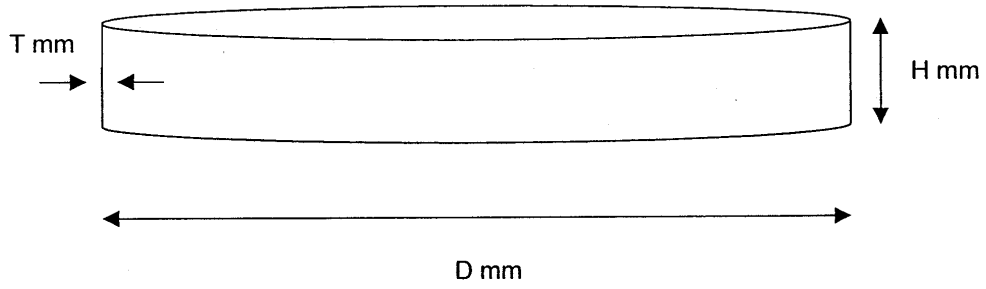


TABLE OF PERMITTED B RATINGS AND TRAY SIZES FOR TEST FIRES

RATING	VOL. OF LIQUID	VOL. OF FUEL (APPROX)	VOL OF WATER (APPROX)	AREA OF FIRE (APPROX)	TRAY I.D	TRAY DEPTH	TRAY WALL THICKNESS
	litres	litres	litres	m^2	D mm.	H mm	T mm
21B	21	14	7	0.66	920+/-10	150	2.0
34B	34	23	11	1.07	1170+/-10	150	2.5
55B	55	37	18	1.73	1480+/-15	150	2.5
70B	70	47	23	2.20	1670+/-15	150	2.5
89B	89	60	29	2.80	1890+/-20	200	2.5
113B	113	76	37	3.55	2130+/-20	200	2.5
144B	144	96	48	4.52	2400+/-25	200	2.5
183B	183	122	61	5.75	2710+/-25	200	2.5
233B	233	156	77	7.32	3000+/-30	200	2.5

Reference: BS EN 3 PART 1 : 1996

Section 9

Fire Extinguishers : Provision and Siting

FIRE EXTINGUISHERS : PROVISION AND SITING

Extinguishers should normally be sited

- In prominent positions on brackets or stands
- On escape routes and in similar locations on all floors
- Near room exits, corridors, stairways, landings and lobbies.

The following factors should be considered when siting fire extinguishers:

- Extinguishers should be on an escape route
- Elevated to a height so that the carrying handle is 1m from the floor for heavier units and 1.5m for smaller units
- Adjacent to the risk but not too close to prevent use in the event of fire occurring
- Near a door, inside or outside according to occupancy
- In multi-storey buildings at the same position on each storey
- In groups forming ‘fire points’
- In shallow recesses where possible
- Away from extremes of temperature within extinguisher temperature ranges
- Maximum 30m travelling distance from a fire to an extinguisher.

Additional Reference: BS 5306 Part 8 : 2000 Section 7

FIRE EXTINGUISHERS : PROVISION AND SITING (CONTINUED)

The following factors should also be considered when siting fire extinguishers as additions to **existing** fire protection equipment in a building:

Method of Operation
All extinguishers, where possible, operate by the same method

Ease of Handling
The occupiers should be capable of handling the types and sizes recommended

Labelling
Where different types of extinguishers for different risk types are sited together they must be properly labelled to prevent confusion

Suitability for Risk
Extinguishers with suitable jet or spray nozzles or flexible hoses to suit the risk involved

Maintenance Arrangements
Extinguishers to be serviced to the latest standard

Rating
The fire rating must be covered.

Additional Reference: BS 5306 Part 8 Sections 4-7

FIRE EXTINGUISHERS : PROVISION AND SITING (CONTINUED)

CLASS A RISKS

MULTI-STOREY

- On each storey there should be at least two extinguishers sited
- The total Class A rating of all extinguishers on that storey should be not less than 0.065 x floor area (m^2) and in no case less than 26A
- A 13A rated extinguisher covers 200m^2.

SINGLE OCCUPANCY

- The above applies but on upper floors in single occupancy buildings if the floor area does not exceed 100m^2 the minimum aggregate rating is 13A.

MULTIPLE-OCCUPANCY

- As each storey could be occupied by separate companies the minimum provision of 26A applies.

The above provision is based on minimal risk in a building. Provision of fire equipment should be increased depending on fire load of the building.

Additional Reference : BS 5306 Part 8 : 2000 Section 6.2

FIRE EXTINGUISHERS : PROVISION AND SITING (CONTINUED)

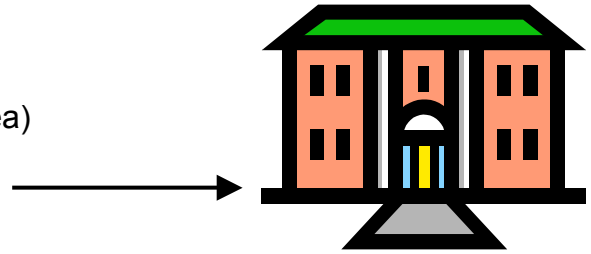
CLASS A RISKS

Example:

40m x 40m = 1600m^2 (floor area)

x 0.065

= 104 Class A rating



In the above example, the following options are available:

- 8 x 13A rated extinguishers = 104A
- 2 x 27A and 7 x 8A rated extinguishers = 110A
- 4 x 27A rated extinguishers = 108A
- 3 x 43A rated extinguishers = 129A
- 1 x 43A and 5 x 13A rated extinguishers = 108A.

Additional Reference: BS 5306 Part 8 : 2000 Annex B Section B1

PROVISION AND SITING OF EXTINGUISHERS (CONTINUED)

CLASS B RISKS

The following factors should be taken into account when providing extinguishers for Class B risks in a building:

- Each room or enclosure to be considered separately
- Fire risks more than 20m apart consider separately
- Fire risks sited within 20m of another fire risk should be assessed either as individual groups or as divided groups

  - **Undivided Group**
    Containers less than 2 metres apart

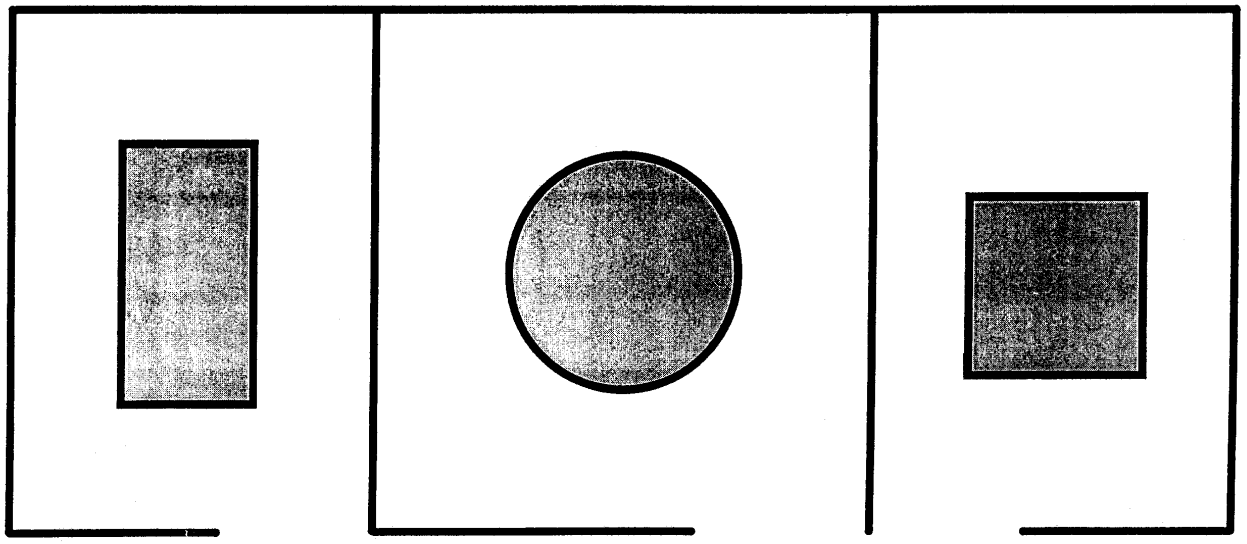
  - **Divided Group**
    Two or more containers more than 2m but less than 20m apart

- Spillage should be calculated from the anticipated volume of spillage – recommended minimum rating 10 x volume (in litres) of spillage

Additional Reference: BS 5306 Part 8 : 2000 Section 6.3

GROUPING OF CLASS B RISKS

Each room or enclosure to be considered seperately



Additional Reference: BS 5306 Part 8 : 2000 Annex B Section B2.1.1

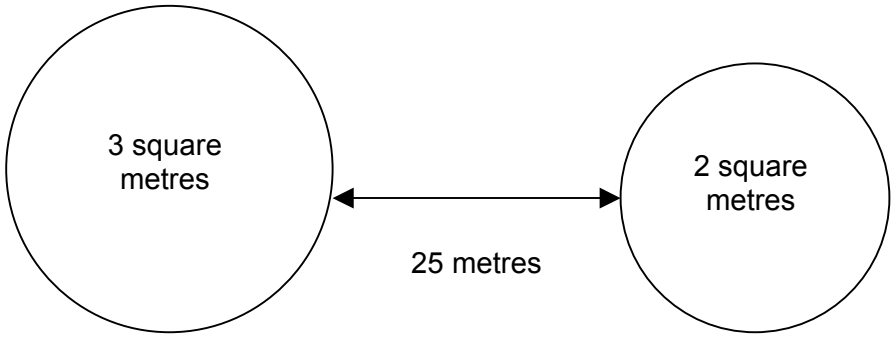
CONTAINED CLASS B RISKS

To determine the fire protection requirement for a contained Class B risk, we need to consider the surface area of the container and the separation distance from other contained Class B risks.

SEPARATE RISKS

More than 20m apart

Need to consider each risk separately e.g.



Provide one set of fire protection to deal with the 3 square metre container

And

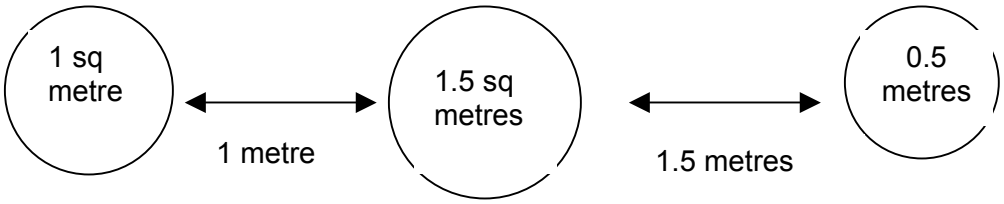
Provide one set of fire protection to deal with the 2 square metre container

GROUPED RISKS

Undivided Group

Less than 2 metres apart

Treat as a single risk equivalent to the combined surface areas of the individual risks e.g.



CONTAINED CLASS B RISKS (CONTINUED)

Combined risk equivalent to

= 1 + 1.5 + 0.5

= 3 square metres

Need to provide fire protection to deal with the equivalent combined risk of 3 square metres

GROUPED RISKS

Divided Group

Less than 20 metres but more than 2 metres apart

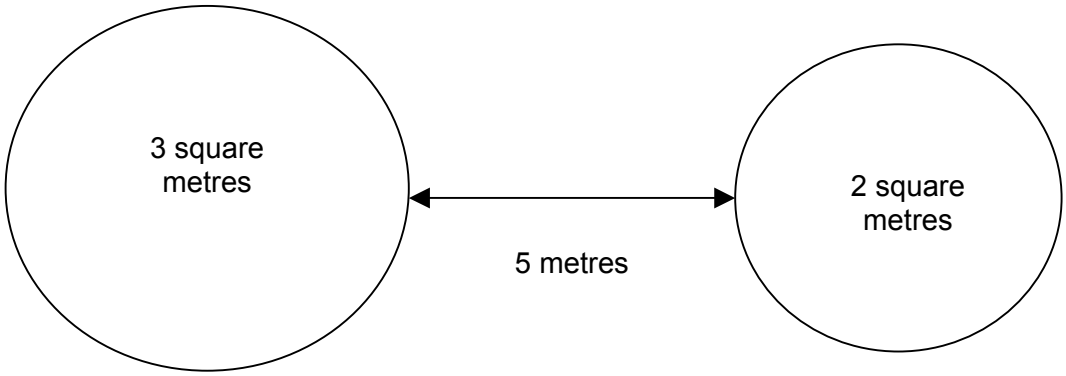
Method B1

Treat this as a single risk which is equivalent to the largest of the surface areas of the individual risks

Or

Method B2

Treat as a single risk which is equivalent to the combined surface areas of the individual risks divided by three e.g.



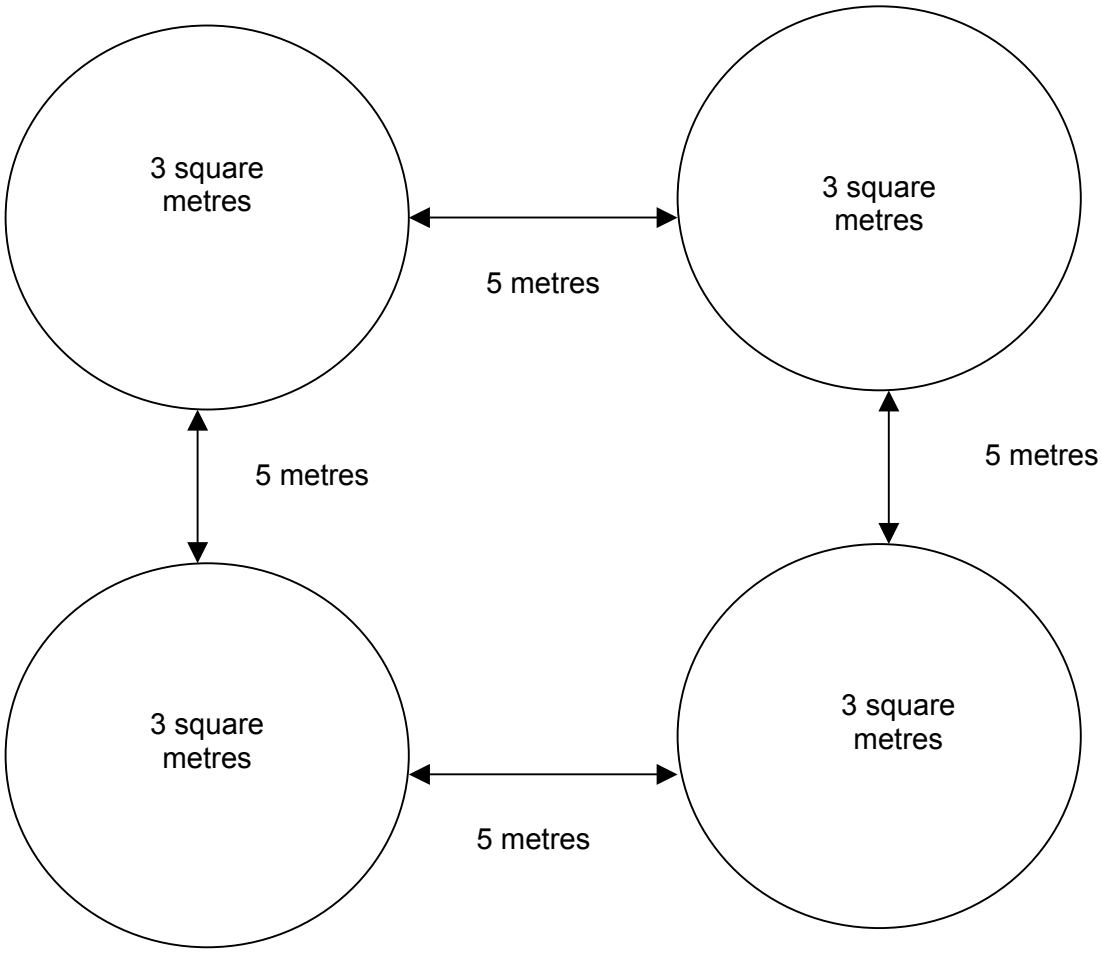
CONTAINED CLASS B RISKS (CONTINUED)

Method B1 gives a combined risk equivalent to the surface area of the largest container = 3 square metres

Method B2 gives a combined risk equivalent of one third of the combined surface areas of the individual risks

= (3+2)/3
= 5/3
= 1.67 square metres

Since Method B1 gives the higher value the equivalent risk is 3 square metres and fire protection needs to be selected to deal with this size of Class B risk e.g.



CONTAINED CLASS B RISKS (CONTINUED)

Method B1 gives a combined risk equivalent to the surface area of the largest container e.g.

=3 square metres

Method B2 gives a combined risk equivalent to one third of the combined surface areas of the individual risks

= 1/3 x (3+3+3+3)

= 12/3

= 4 square metres

Since Method B2 gives the bigger value the combined risk is equivalent to 4 square metres and fire protection needs to be selected to deal with this size of risk.

SELECTING FIRE PROTECTION EQUIPMENT FOR CONTAINED B RISK

Consult BS 5306 Part 3
Look in "Table 1 Maximum area of Class B fire (deep liquid) for which extinguishers are suitable"
Look up the nearest value to the surface area of the contained Class B risk
Read across to find the number and minimum fire rating of extinguishers needed to deal with a risk of that surface area e.g.
If the contained B risk is 1.5 square metres this can be dealt with by:

3 x 89B foam extinguishers (1.78m^2)
or
2 x 144B powder or foam extinguishers (but not a combination) (1.8m^2)
or
1 x 233B powder or foam extinguisher (1.55m^2)

CONTAINED CLASS B RISKS (CONTINUED)

TABLE 1 MAXIMUM AREA OF CLASS B FIRE (DEEP LIQUID) FOR WHICH EXTINGUISHERS ARE SUITABLE			
Extinguisher Rating	**Max. Area for 3 Exts. (Foam Only) m^2**	**Max. Area for 2 Exts. m^2**	**Max. Area for 1 Extinguisher m^2**
13B	0.26	0.16	0.09
21B	0.42	0.26	0.14
34B	0.68	0.42	0.23
55B	1.10	0.69	0.37
70B	1.40	0.88	0.47
89B	1.78	1.11	0.59
113B	2.26	1.41	0.75
144B	2.88	1.80	0.96
183B	3.66	2.29	1.22
233B	4.66	2.91	1.55
296B	5.92	3.70	1.97
377B	7.54	4.71	2.51
479B	9.58	6.00	3.19
610B	12.20	7.62	4.07

Notes:

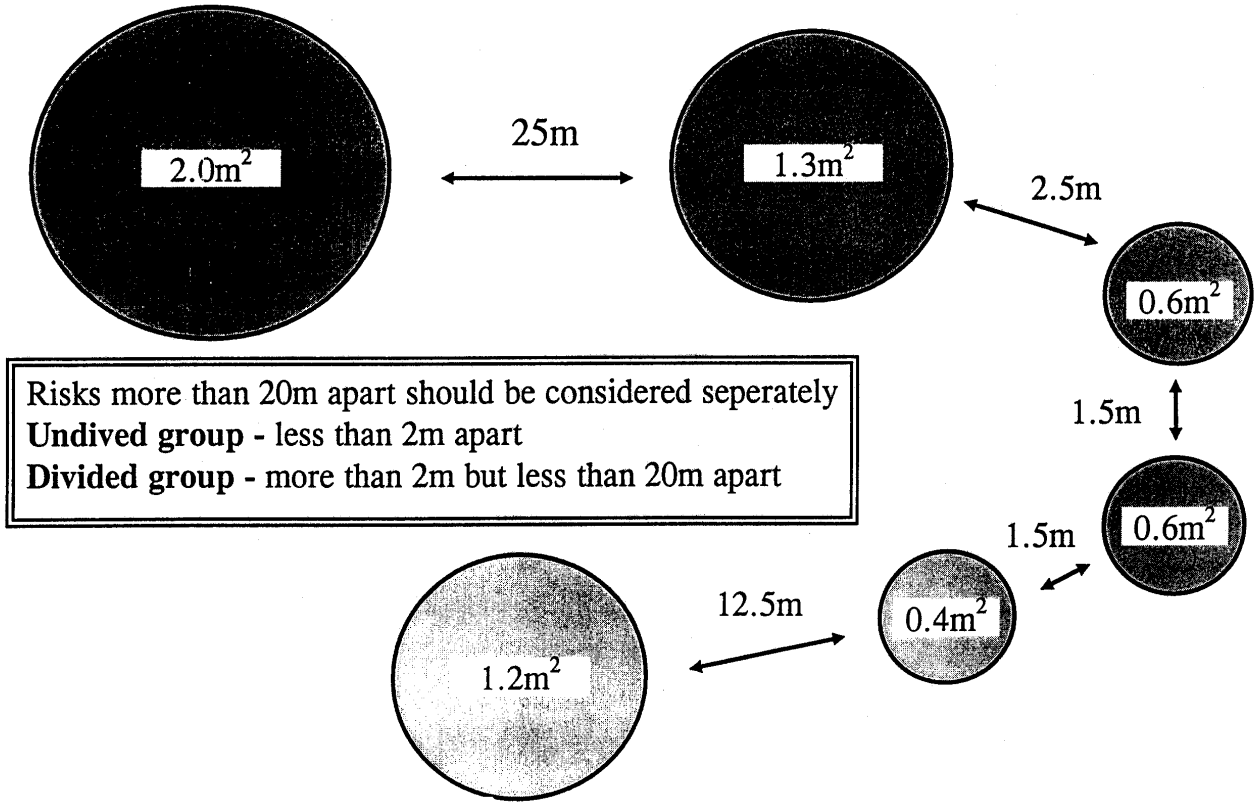
The shaded rows represent extinguisher ratings no longer applicable under BS EN3 but applicable under the previous standard BS 5423.

If three extinguishers are used they must all be foam.

If two extinguishers are used they must either be both foam or both powder. A foam and powder combination is not permitted.

If a single extinguisher is used it may be either powder or foam.

GROUPING OF CLASS B RISKS



Risks more than 20m apart should be considered seperately
Undived group - less than 2m apart
Divided group - more than 2m but less than 20m apart

Section 10

Fire Extinguishers : BS5306 Part 3 : 2003 Maintenance

British Standards may be purchased from:

British Standards Institution
Customer Services
389 Chiswick High Road
London, W4 4AL
Tel: 020 8996 9001 Fax: 020 8996 7001
Website: www.bsi-global.com

FIRE EXTINGUISHERS :
BS 5306 PART 3 : 2003 (MAINTENANCE)

This provides guidance on schedules of maintenance for portable fire extinguishers installed in industrial and commercial applications to be followed by the user and maintenance supplier.

Maintenance

This code explains the servicing procedures and the three levels of maintenance:

1. Basic
2. Extended and
3. Overhaul

and when these are required to be undertaken:

- Routine inspection by user quarterly, preferably monthly
- Annual inspection, servicing and testing by competent person and
- Replace unserviceable extinguishers.

For further information please see:

Section 11 ‘FETA Guide to Servicing of Fire Extinguishers’.

Section 11

FETA Guide to the Servicing of Portable Fire Extinguishers

The FETA Guide provides detailed information on the recommended servicing procedures.

Copies may be purchased from:

Fire Extinguishing Trades Association
Neville House
55 Eden Street
Kingston upon Thames
Surrey
KT1 1BW
Tel: 020 8549 8839 Fax: 020 8547 1564 email: feta@abft.org.uk
Price : £60

FETA GUIDE

Servicing of Portable Fire Extinguishers

Fire Extinguishing Trades Association
Neville House
55 Eden Street
Kingston upon Thames
Surrey
KT1 1BW

FETA GUIDE
TO THE SERVICING OF PORTABLE FIRE EXTINGUISHERS

Prepared and Published by
The Fire Extinguishing Trades Association
Neville House
55 Eden Street
Kingston upon Thames
Surrey
KT1 1BW
Tel: 020 8549 8839
Fax: 020 8547 1564
E-Mail: feta@abft.org.uk
Website: www.feta.org.uk

Published Price: £60

STATEMENT OF POLICY

This Manual has been prepared as a general guide for the servicing of portable fire extinguishers. As such, it does not contain detailed procedures applicable to specific makes of extinguishers. The service technician should be a competent person and is expected to read any instructions affixed to an individual extinguisher or to make him/herself familiar with manufacturers service procedures in order that specific instructions may be adhered to.

This Manual recommends the use of replacement parts, charges and refills in accordance with the manufacturer's specifications. The use of parts or recharging materials which are incompatible with a specific extinguisher design may result in ineffective, inoperable or potentially dangerous extinguishers.

The Fire Extinguishing Trades Association makes no representations of any kind and accepts no responsibility for injury or damage arising out of malfunction of any extinguisher serviced in accordance with the guidelines given in this Manual since the Association has no control over the degree to which the procedures recommend, and the instructions issued by the extinguisher manufacturer are followed by the individual service technician or the competency of the person doing so.

This Guide should be read in conjunction with the procedures set out in BS 5306 Part 3 and Part 8 : 2000.

THE MANUAL IS OFFERED AS A GUIDE ONLY

INDEX

Section 12

Proven Competency

- Third Party Certification Schemes
- BAFE

THIRD PARTY CERTIFICATION SCHEMES

As outlined in Section 1 of this protocol, the proposed Regulatory (Fire Safety) Order which is being prepared by Government is designed to consolidate over 120 fire related statutes, as well as introducing new measures, and is expected to be published in the Autumn 2004.

One of the effects of the proposed new Fire Safety Order is likely to be the primary responsibilities placed on the employers and other responsible persons to ensure that work is undertaken by 'competent' person(s).

Particular emphasis is likely to focus on contractors employed to install, maintain or test fire safety equipment or systems.

It would be for the responsible person to ensure that any person employed to carry out such work is competent to do so. One of the recommended ways of satisfying this requirement is by employing a contractor who is certificated under a suitably accredited third party certification scheme and the responsible person is being encouraged to seek proof of the qualifications or references.

Advice about selecting competent contractors is to be included in the various Guidance Documents to be issued in support of the proposed new Order and from information available.

BAFE Schemes are highlighted as a suitable means of locating competent contractors and competent persons.

BAFE (BRITISH APPROVALS FOR FIRE EQUIPMENT)

Established in 1984 BAFE is a non-profit making organisation dedicated to improving and maintaining standards in fire protection.

It is supported by, amongst others, Government, Trading Standards and Health and Safety Executive. A full list of BAFE Council Members is given below:

- Association of British Insurers
- British Automatic Sprinkler Association
- British Fire Protection Systems Association
- British Standards Institution
- Building Research Establishment/Loss Prevention Certification Board
- Chief and Assistant Chief Fire Officers' Association
- Confederation of British Industry
- Electrical Contractors Association
- Fire Extinguishing Trades Association
- Fire Protection Association
- Health and Safety Executive
- Institute of Building Control
- Institute of Fire Engineers
- National Quality Assurance
- National Security Inspectorate
- Office of the Deputy Prime Minister
- Trading Standards
- Underwriters Laboratories.

BAFE is chaired by Kenneth Knight, Commissioner and Chief Executive of the London Emergency Planning Authority. CACFOA is represented by Alan Holmes, Deputy Chief Fire Officer of Tyne and Wear Metropolitan Fire Brigade. FETA is represented by David Bonnett, Member of the FETA Council.

BAFE adopts third party certification schemes developed by industry or UKAS accredited certification bodies and, where there are not relevant schemes in place, develops its own for use by certification organisations.

BAFE adopted schemes that are currently available are:

MP101	Manufacture of portable fire extinguishers
SP103	Refurbishment of portable fire extinguishers
SP101	Contract Maintenance of portable fire extinguishers
SP104	Registered Technicians Scheme for maintenance of portable fire extinguishers
MP102	Manufacture of fire fighting hoses
MP103	Manufacture of fire blankets
SP201	Fire detection and alarm systems (LPS 1014)
SP202	Fixed extinguishing systems (LPS 1204)
SP204	Halon decommissioning
SP203	Modular scheme for fire alarm and suppression systems covering design, installation, commissioning and maintenance

Organisations meeting the BAFE quality criteria are listed on the BAFE website (www.bafe.org.uk)

The listings are by Scheme and provide a useful and independent method of assisting end users with identifying proven competent organisations that provide fire safety services i.e. Contract maintenance of portable fire extinguishers.

Approved third party accreditation organisations listed by BAFE who meet BAFE's relevant schemes criteria may be found by reference to Section 14.

Section 13

Proven Competency

- BAFE Scheme SP101
- BAFE Scheme ST104

PROVEN COMPETENCY
BAFE SCHEMES FOR PORTABLE FIRE EXTINGUISHERS

A fire extinguisher may sit unused for many years but when it is called into action it is vital that it operates effectively first time, every time, lives can depend on it.

Damage and even the loss of a building and its contents can also be prevented by prompt intervention. But, you may not get a second chance if an extinguisher fails.

It is therefore essential that extinguishers are properly and regularly serviced and maintained. If not, you could be putting yourself, your employees and your business at risk.

The BAFE Registered Technicians Scheme ST104 is designed to offer peace of mind in the service and maintenance of portable fire extinguishers. The scheme ensures qualified and experienced technicians are looking after your equipment. All BAFE registered technicians have passed a stringent examination and are continuously assessed by BAFE in the field. To indicate their competency technicians carry a BAFE ID card.

BAFE Scheme: SP101
Version: November 2003

SPECIFICATION FOR THE APPLICATION OF BS EN ISO 9001:2000 TO THE CONTRACT MAINTENANCE OF PORTABLE FIRE EXTINGUISHERS.

SCHEME DESCRIPTION
AND
GUIDANCE NOTES

BAFE
Neville House
55 Eden Street
Kingston upon Thames
Surrey KT1 1BW

Phone: 020 8541 1950
Fax: 020 8547 1564
email: bafe@abft.org.uk
website:www.bafe.org.uk

BAFE SCHEME DESCRIPTIVE DOCUMENT

NUMBER: **SDD:** SP 101	**TITLE:** Contract Maintenance of Portable Fire Extinguishers (Fire Extinguisher Maintenance)	**DATE:** April 2003 **Pages**: 16
SHORT TITLE: Fire Extinguisher Maintenance		
BAFE SCHEME NO: SP 101 Requires Compliance with the Following National **CRITERIA:** Criteria		
PRIMARY: BAFE SDD SP 101 i.e. This Document		

SECONDARY	**SUBSIDIARY DOCUMENTATION REFERRED TO:**
BS EN 3 Parts 1-6 : Specification for Portable Fire Extinguisher Manufacture.	As listed in BS
BS 5306 Part 3 2003 : Maintenance of Portable Extinguishers - Code of Practice.	As Listed in BS FETA Guide to Servicing
BS 5306 Part 8 2000 : Specification and Installation of Portable Fire Extinguishers – Code of Practice.	
BS EN ISO 9001 2000 : Quality Management Systems: Requirements. (NOTE: Appendices A and B to this SDD amplify the requirements of BS EN ISO 9001 in this particular case.)	As listed in BS

Attachments: Appendix A - Syllabus and Bibliography
Appendix B - Examination Format
Appendix C - Certification bodies currently certificating to this Scheme

THE CONTRACT MAINTENANCE OF PORTABLE FIRE EXTINGUISHERS

Introduction

This quality specification reflects the contents of BS 5423 and BS EN3. The document relates to BS EN ISO 9001 : 2000 and BS EN ISO 9002 : 1994, which is now obsolete.

This quality specification was originally developed with the participating parties listed and supersedes QAS 3169.4/9 and QSP 94001

ORGANISATIONS ORIGINALLY CONSULTED DURING THE DEVELOPMENT OF THIS QUALITY SPECIFICATION.

Association of County Councils
Association of Metropolitan Authorities
British Approvals for Fire Equipment (BAFE)
British Fire Protection Systems Association Ltd
British Nuclear Fuels PLC
Cable and Wireless PLC
Chevron Petroleum (UK) PLC
Chief and Assistant Chief Fire Offices Association
Confederation of British Industries
Consumers Association
Co-operative Wholesale Society
Council of British Fire Protection Equipment Manufacturers
Department of Health and Social Security
Department of Trade and Industry
Department of Trade and Industry (Marine Directorate)
Fire Extinguishing Trades Association
Fire Insurers, Research and Testing Organisation
Fire Offices' Committee
Fire Research Station
Guest, Keen and Nettlefords PLC
Home Office
London Fire Brigade
National Coal Board
Property Services Agency
Retail Consortium
Shell UK Exploration and Production
Tesco Stores Ltd
The British Fire Services Association

TABLE OF CONTENTS

1. SCOPE

The Quality Specification relates to the BSI originated and BAFE adopted scheme for the Registration of Organisations of Assessed Capability for the Contract Maintenance of Portable Fire Extinguishers, where the service is conducted for any other organisation (i.e. second party).

The scheme covers the selection and installation of portable fire extinguishers as described in BS 5306 : Part 8 : 2000 and periodic maintenance as described in BS 5306 : Part 3 : 2003 for which recharging and replacement procedures are specified by the manufacturer.

It does not cover:

i) the refurbishment of fire extinguisher body shells

ii) the refilling of carbon dioxide and halon extinguishers and factory sealed stored pressure extinguishers of other types

The scope of a Registered Organisation is given in the Certificate of Registration issued by the certification body and shall include:

Scope of Maintenance Operation in accordance with BAFE Scheme SP101

Geographic Areas of Operation

Numbers of Maintenance Personnel Employed

2. SPECIFICATIONS

Portable fire extinguishers shall be selected and installed in accordance with the manufacturer's recommendations*, taking particular note on fire ratings and the need to provide the correct level and types of extinguishers to a standard not less than recommended in BS 5306 : Part 8 : 2000.

Portable Fire Extinguishers shall be maintained in accordance with the manufacturer's service and maintenance instructions* to a standard not less than recommended in BS 5306 : Part 3 : 2003

BS 5306 : Part 3 : 2003, refers to BS 6643 : 1985 : Part 2, but compliance with Clause 3.4 of BS 6643 : 1985 : Part 2, is specifically excluded from this Quality Specification.

BS 5306 : Part 3 : 2003 Clause 8.1 to 8.4.3 incl. refer to extinguishers, which are defective and should be replaced in one of the following categories: "condemned" or "non maintained".

***NOTE**

Where a manufacturer's instructions are not available, guidance may be found in "The Guide to the Servicing of Portable Fire Extinguishers", as published and amended from time to time by the Fire Extinguishing Trades Association, Neville House, 55 Eden Street, Kingston-upon-Thames, Surrey KT1 1BW. Alternatively, other trade associations may provide similar publications.

3. DEFINITIONS

For the purposes of this quality specification, the following definitions shall apply:

Portable Fire Extinguishers

An extinguisher which is designed to be carried and operated by hand and which in working order has a mass of no more than 20kg (ref BS EN 3)

Organisation

An individual, body corporate, or body incorporation which is seeking registration under this Quality Specification.

Client

That person or organisation authorising the maintenance service.

Maintenance Personnel

Persons who have successfully completed an approved training course and have gained an approved qualification in the servicing of portable fire extinguishers (paragraph 4.9 refers)

Nonconforming Equipment (referred to as Defective portable fire extinguishers in BS 5306 : Part 3 : 2003)

Nonconforming extinguishers, i.e. portable fire extinguishers, which cannot be maintained in accordance with the specifications as in (2) above, e.g.: those that have either been condemned or require corrective action, pressure testing, or require recharging for which appropriate equipment or components are not immediately available. (see clause 8 of BS 5306 : 3 : 2003)

4. SYSTEMS REQUIREMENTS

4.1 Quality Systems

The quality systems requirements of this scheme are specified in BS EN ISO 9001 : 2000 Quality Management Systems – Requirements.

The requirements of this Quality Specification are additional to BS EN ISO 9001 and amplify its requirements in relation to the maintenance of portable fire extinguishers.

4.2 Quality Control

The organisations quality control system shall ensure that all maintenance operations are conducted by, or under the supervision of, qualified maintenance personnel (paragraph 3 – Definitions, and paragraph 4.9 – Training, refer).

4.3 Records (BS EN ISO 9001, 4.2.4 refers)

Records of all servicing and maintenance carried out shall be retained for a minimum period of two years. These records shall provide for traceability from initiation to completion of servicing, and shall include the recording of any advice given to the client regarding any nonconforming equipment and any recommended corrective action (see paragraph 4.5 and 4.6).

Records of all the information given on the Certificate of Inspection (see paragraph 5) shall be retained for two years.

4.4 Work Instructions (BS EN ISO 9001, 7.5.1 refers)

Clear and precise documented instructions shall be issued to the maintenance personnel to cover all maintenance operations relating to portable fire extinguishers covered by the organisation's scope; included in those instructions shall be relevant quality control requirements.

4.5 Control of Non-Conforming Equipment (BS EN ISO 9001, 8.3 refers)

The organisation shall have a written procedure in respect of nonconforming equipment for reporting to the client the reasons why the extinguisher cannot readily be serviced in accordance with BS 5306 : Part 3. This advice is to be recorded on the certificate of inspection (paragraph 8.4.1 refers).

4.6 Corrective Action (BS EN ISO 9001 8.5.2 refers)

The organisation's corrective action procedures shall provide for dealing with customer complaints. Records of all complaints received and action taken shall be retained.

The corrective action procedures shall provide for feedback of defects and customer complaints to equipment manufacturers.

4.7 Replacement Service

Where contractually required by the client, or stated as a service by the organisation, there shall be a system for providing a replacement for any extinguisher removed from the client's premises. A discrepancy shall be recorded on the Certificate of Inspection if the replacement is not equivalent.

4.8 Extinguishers for which Maintenance Instructions are not available

There shall be a procedure for dealing with equipment for which maintenance instructions have not been provided. That procedure shall include reference to other organisations to obtain guidance (ref. Paragraph 2 above – Specifications).

4.9 Training

Personnel

The competence of maintenance personnel is proven by both training and examination.

Training

Each individual shall undergo a training programme, which covers the syllabus detailed in Appendix A.

Examination (See Appendix B)

Each individual shall undergo an examination, invigilated, marked and certified by a technically competent person independent of both the training organisation and the employer, covering all aspects of the syllabus. Certificates issued should state '(name) has satisfactorily completed an examination in the theory and practice of servicing portable fire extinguishers in accordance with the requirements of SP101'. See BAFE/BSI for exact format of certificate. Details of approved examination bodies may be obtained through BAFE.

All maintenance personnel employed at the time of applying for registration, shall be qualified, as above, at the time of the assessment. Maintenance personnel appointed subsequent to the company applying for registration, shall be qualified within one year of the date of their appointment.

4.10 Guidance to Clients

The organisation shall have a system for providing guidance to, and acquainting clients of, their responsibilities for periodic inspections as defined in BS 5306 : Part 3 : 2003, Clause 4 and under CDGCPL2 regulations.

4.11 Workload Capacity

4.ll.l When required by the client, the organisation's procedures shall identify their response time to a client's call-out for an emergency service for maintenance of extinguishers.

4.ll.2 There shall be a system for analysing the organisation's maintenance workload.

4.12 Uncompleted Service/Maintenance Work

If the service/maintenance task has not been completed in one working day, a written report may be needed, at the client's discretion, concerning any unserviceable or missing portable fire extinguisher. This report shall be handed to the client's nominated representative by the maintenance engineer prior to his departure from the client's premises each day.

4.13 Engineers Audits

For those organisations that also subscribe to BAFE Scheme ST104, Technician's Scheme for Contract Maintenance of Portable Fire Extinguishers, audits of all technicians listed under the scheme must be undertaken at least annually. Records of the technicians' audits must be maintained for a minimum period of three years and the records made available for inspection by the representative of the chosen certification body and, if requested, to representatives of BAFE.

4.14 Insurance

Evidence is required that adequate insurance cover is held for the categories of work undertaken.

4.15 Sub-contracting

In the event of any work covered by this Scheme being sub-contracted the requirements of this scheme shall be extended to apply to the sub-contractor(s).

5. CERTIFICATE OF INSPECTION

In all cases a Certificate of Inspection shall be issued to the client.

The Certificate of Inspection should include:

5.1 The name, address and telephone number of the maintenance organisation.

5.2 Identification of maintenance engineer.

5.3 Client's registered name and address and location involved

5.4 A list of all portable extinguishers included in the maintenance task recording all nonconforming equipment and recommending appropriate corrective action.

5.5 A statement that, apart from the nonconforming extinguishers as recorded, all portable fire extinguishers have been inspected and serviced in accordance with BS 5306 : Part 3 : 2003.

APPENDIX A

Syllabus and Bibliography

Syllabus	**Bibliography**
1. Theory of Fire	
Principles of combustion, cause of fire extinguishing methods, classes of fire	Fire Safety an Employers Guide ISBN 0-11-341229-0
2. Portable Fire Extinguishers	
Construction, operating principles, servicing, classes of fire to be used on :	FETA Guide to Servicing Portable Fire Extinguishers BS 5306 : Part 3
a) Water (Gas Cartridge) b) Water (Stored Pressure) c) Water Spray (with or without additives) d) Mechanical Foam (Gas Cartridge) e) Mechanical Foam (Stored Pressure) f) Extinguishing Powder (Gas Cartridge) g) Extinguishing Powder (Stored Pressure) h) Carbon Dioxide (Stored Pressure) i) Halon (Stored Pressure)	Extinguisher Manufacturers Literature and Servicing Instructions
3. Siting of Extinguishers	BS 5306 : Part 8

4. Extinguishing Media

a) Water

b) Powder : Various types

B C	Manufacturers' Literature
A B C	
Other	BS 5423/ BS EN3
	BS 6535 : Parts 1
	BS EN ISO 25923
	BS EN ISO 27201
	BS EN ISO 615
	FPA Data Sheets

c) Foam

d) Gases

e) Halons

f) Wet Chemical

5 Health and Safety at Work

Duties and responsibilities of Employer and Employee	The Health and Safety at Work Act:

APPENDIX B

Examination Format

General

The examination shall consist of a written paper and a practical assessment to conform to the following:

a) Each candidate shall be given a number at the time of Registration, this is to be entered on the written paper and practical assessment sheet so that neither their name nor company will be known to the Examiner.

b) When registering, each candidate should produce proof of identity.

c) The results of the examination should be made known to the candidate and their company within one month of the examination.

d) Successful candidates to be issued with a certificate signed on behalf of the examining board, stating their qualification and date.

e) The required pass mark shall be an average of 80% across the written and practical sections of the examination, subject to a minimum pass mark of 75% in each section of the examination.

Written Examination

The written paper shall cover all aspects of the syllabus and the time allowed will be a *minimum* of 1½ hours

Practical Assessment

a) Each candidate shall provide a full range of servicing tools
b) The assessment shall cover the servicing of one extinguisher from each of the four types listed, from a cross section of manufacturers.

TYPE A	TYPE B	TYPE C	TYPE D
Water (Gas Cartridge)	Mechanical Foam (Gas Cartridge)	Dry Powder (Gas Cartridge)	Carbon Dioxide (Stored Pressure)
Water (stored Pressure)	Mechanical Foam (Stored Pressure)	Dry Powder (Stored Pressure)	

APPENDIX C

AN OUTLINE ON HOW TO ACHIEVE BAFE REGISTRATION

Those companies who wish to obtain BAFE listing must first implement a quality management system known as BS EN ISO 9001 : 2000 from a UKAS accredited Certification Body. Once a company has this in place, they can proceed with BAFE listing to the appropriate scheme.

BAFE operates a number of schemes, and the accredited certification bodies for this scheme are listed below. For a complete and up to date list of certification bodies working on this and other BAFE schemes please go to www.bafe.org.uk or contact BAFE at:

Neville House
55 Eden Street
Kingston-upon-Thames
Surrey KT1 1BW

Telephone 020 8541 1950
Fax 020 8547 1564
e-mail bafe@abft.org.uk

1. **British Standards Institution**
   389 Chiswick High Street
   London W4 4AL

   phone: 020 8996 9000

Scheme Available	**Contact**
• Contract Maintenance of Portable Fire Extinguishers	Mr Barrie Barnes

2. **Centre for Assessment Ltd**
   Wigan Investment Centre
   Waterside Drive
   Wigan
   WN3 5BA

   phone: 01942 705705
   fax: 01942 244052
   email: **support@carn.co.uk**

Scheme Available	**Contact**
• Contract Maintenance of Portable Fire Extinguishers	Joanne Lewis

3. **Independent European Certification Limited**
41A Knight Street
Pinchbeck Spalding
Lincolnshire
PE11 3RB

phone: 01775 722728

Scheme Available	**Contact**
• Contract Maintenance of Portable Fire Extinguishers	Mr Frank Gabbutt

4. **Loss Prevention Certification Board**
Garston
Watford
Hertfordshire
WD2 7JR

phone: 01923 664000

Scheme Available	**Contact**
• Contract Maintenance of Portable Fire Extinguishers	Mr A Russell

5. **National Quality Assurance**
Warwick House
Houghton Hall Park
Houghton Regis
Dunstable
LU5 5ZE

phone: 01582 539000

Scheme Available	**Contact**
• Contract Maintenance of Portable Fire Extinguishers	Mr S Dewhurst

6. **National Security Inspectorate**
Queensgate House
14 Cookham Road
Maidenhead
Berkshire SL6 8AJ

phone: 0870 205 0000

Scheme Available	**Contact**
• Contract Maintenance of Portable Fire Extinguishers	Mr P Baldwin

7. **United Register of Systems Ltd**
United House
4 West Street
Axbridge
Somerset
BS26 2AD

phone: 01954 733388

Scheme Available	**Contact**
• Contract Maintenance of Portable Fire Extinguishers	Mr Allan Rea

Once a company has been registered to a particular scheme, the Certification Body will inform BAFE who will produce a certificate and release the relevant logos. The company will have its name placed on the **National List of Registered Companies**, which is available to the public free of charge.

BAFE Scheme: ST104
Version 1.4: Oct 2003

LISTED SERVICE TECHNICIANS SCHEME FOR CONTRACT MAINTENANCE OF PORTABLE FIRE EXTINGUISHERS

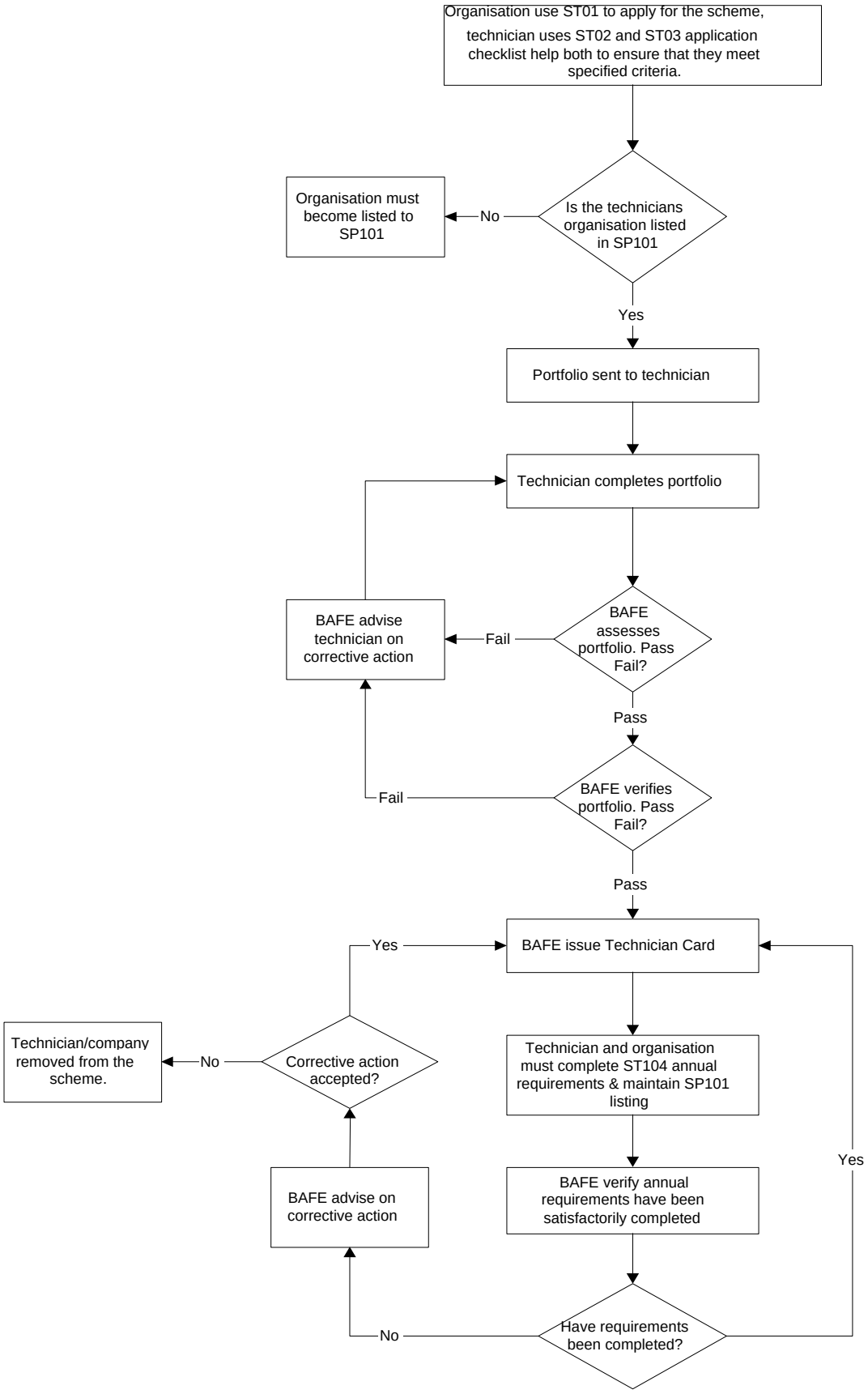
SCHEME DESCRIPTION AND GUIDANCE NOTES

BAFE
Neville House
55 Eden Street
Kingston upon Thames
Surrey KT1 1BW
Tel: 020 8541 1950
Fax: 020 8547 1564
email: bafe@abft.org.uk
www.bafe.org.uk

CONTENTS

BAFE LISTED SERVICE TECHNICIANS SCHEME FOR CONTRACT MAINTENANCE OF PORTABLE FIRE EXTINGUISHERS

SCHEME PROCESS



INTRODUCTION

The BAFE Listed Technicians Scheme ST104 has been designed to cover the provision and servicing of portable extinguishers. The Scheme will form part of the Listed Firms Scheme SP101 for the Contract Maintenance of Portable Extinguishers and as such becomes an essential requirement for firms servicing extinguishers to participate to maintain their BAFE Listed Firm status.

The prime objectives are to increase the competence of technicians thus providing the highest possible service to the end user. Benefits include:

- Third Party service accreditation
- Fully competent Service Technicians
- Consistent level of competence and service
- Performance management process (appraisal)
- Improved commercial awareness
- Increased customer satisfaction
- Recognised Industry approved benchmark
- Provides additional differentiation for quality companies/firms

The Scheme is based on technicians proving their competence through written, practical examinations and on the job assessment in order to gain Listed status and be awarded a diploma and ID badge.

MEMBERSHIP

A prerequisite of membership is that the organisation will operate an approved ISO 9001:2000 Documentation Scheme, which is certified by a UKAS or an equivalent accredited certification body. BAFE Listed Firm for the Contract Maintenance of Portable Fire Extinguishers, Scheme SP101is also seen as an essential part of the scheme.

On joining the scheme companies/firms are required to appoint a co-ordinator. All technicians within the company are to be registered within 12 months of joining the scheme. New technicians joining a company/firm will need to achieve registration within 12 months from the start of their employment.

To apply for membership to the Scheme, companies should complete form ST01 and ST02 should be completed for each technician, they should then be forwarded

to the Scheme Administrator, with the appropriate payment. (See Appendix A). ST03 is a checklist designed to help organisations' through the process.

CANDIDATE REGISTRATION

Individual listing ST02, forms are to be completed by the employer for each person applying for registration under the Scheme.

These listing forms are to be submitted to the Scheme Administrator, together with two colour passport type photographs and two examples of the applicant's signature. Upon satisfactory completion of this form and appropriate payment being received the Technicians Portfolios will be issued to the employer.

TECHNICIAN'S PORTFOLIO

The Portfolio contains a Guide to Obtaining the BAFE Listed Service technicians qualification, the evidence of assessment required, the assessment process, planning and achievement. The BAFE Assessor will provide guidance during the initial group meeting or via correspondence on what evidence should be provided; how this will be collated; how the assessment process will be carried out and agree an assessment programme to achieve prompt successful verification.

It is the responsibility of both the Listed Company and Technician to ensure the following successful verification of the Technician's Portfolio, that this is maintained up to date with records of ongoing assessments, quality checks and training records.

This information is to be available for inspection by BAFE verifiers during ongoing verification visits.

TRAINING

The qualification is in two parts:

1. Written/practical BAFE recognised examination
2. On-the-job assessment

Three examinations are recognised by BAFE as meeting the criteria required. These are those provided by:

A. British Fire Consortium
B. Fire Extinguishing Trades Association
C. Independent Fire Engineers & Distributors Association

Successful completion of one of the examinations must be achieved prior to commencing on-the-job assessment.

Evidence of training, covering the following subjects, is required.

The essential areas of knowledge are as follows:

- Theory of fire
- Types of fire risk
- Maintenance of equipment
- Regulations/Legislation
- Provision of equipment
- Health & Safety
- Standards

To comply with the recommendations of BS 5306-3 2000, evidence will be required that all technicians have undertaken refresher training within the last three years. Details should be available in the Portfolio.

ASSESSMENT

The company should actively involve the technician in the process of assessment, so that each person:

a) has ownership of how they are assessed
b) "buy into" the necessary training
c) understands clearly what they need to do to improve and become qualified
d) feels able to question how they have been assessed.

The BAFE assessor will measure the technician's performance against agreed BAFE criteria covering the following headings taken from the scheme details i.e:

- Servicing fire protection equipment
- Planning and organising work schedules
- Maintaining positive working relationships with colleagues and customers
- Applying safe working practice
- Maintaining and caring for tools and associated equipment
- Reviewing fire protection provision and establishing changing customer needs
- Recommending opportunities for improving services to customers
- Identifying and interpreting fire extinguisher protection problems affecting customers and implementing solutions

- Recommending fire protection equipment to cover fire risks

- Preparing and restoring work sites prior to, and following, servicing of fire protection equipment

BAFE will provide the assessment/verification service. This service utilises BAFE employed assessors/verifiers who have extensive experience of portable fire extinguisher maintenance and service procedures and requirements. The assessors/verifiers are independent of any commercial organisation involved in this business segment.

All information provided during the assessment/verification process will be treated in strictest confidence.

All the assessors/verifiers hold a valid examination certificate issued by a BAFE recognised examination organisation. They have also successfully completed the National Standards for Training and Development Units D32, D33 and D34.

BAFE assessors will carry out the assessment activity. These assessments will typically comprise an initial group meeting with candidates and the employer's co-ordinator. Some of these assessments will take the form of field accompaniment with individual candidates.

The assessment process will cover the details as set out in the Scheme Guidance Notes. The initial visit will cover the following requirements:

- the assessment process
- the study of the candidate's portfolio
- how and what evidence is required
- preparation of an action plan
- commence the assessment process
- agree assessment timetable.

It is essential that all candidates attend the initial visit of the BAFE assessor, which will advise the necessary actions required.

To be covered during subsequent visits:

- study and check evidence prepared for inclusion in the candidates' portfolios
- undertake field assessments
- complete assessment feedback records
- agree any continuing assessments
- complete successful assessments for each candidate
- sign off the portfolio
- notify the BAFE Scheme Administrator that assessment has been completed
- undertake verification of portfolio
- issue of diploma and ID card

VERIFICATION

Upon successful completion of the assessment that candidate(s) portfolio(s) will be verified by BAFE. To ensure integrity of the scheme, verification will be carried out by a separate BAFE verifier. This person will not have any involvement in the actual assessment process. The verification may take place at the Listed organisation's premises or elsewhere, whichever is the most economic.

The verification will take the form of an inspection of all the candidates' portfolios to confirm that they have provided the necessary evidence and that this meets the required standards. In addition, chargeable field visits to selected technicians may be made at the discretion of the BAFE verifiers and with prior approval of the employer.

REGISTRATION

Once the technician's assessment is successfully completed, the BAFE verifier will notify the Scheme Administrator and, subject to the information being satisfactory, an individual diploma and identity card will be issued.

The diploma is the personal record of achievement of the listed technician and should be kept by him/her. The scheme administrator will manage the issuing and control the provision of identity cards. The card will carry the following information.

- BAFE Logo and information.
- Technicians name, photograph and signature.
- Employing company address.
- Technicians qualifications.
- Expiry date – renewable every 36 months.
- Identification number – BAFE Listed Firm.

Ownership of the technician's identity card remains the property of BAFE and is not transferable. The card is issued to the sponsoring firm and is only valid whilst the listed technician is employed by the firm whose name appears on the card. This card must be worn at all times whilst working.

Maintenance of technician status is subject to ongoing Technicians audit by the listed company, maintenance of a work log by the technician, no substantiated complaints against either company or technician, successful completion of refresher training (when required) and payment of all fees.

Technicians are permitted to transfer their registration to another organisation, which is Listed to the BAFE Scheme ST104. However, under these circumstances it will be necessary for re-assessment/verification to be carried out within six months of appointment. Registration of a technician lapses immediately upon ceasing employment by a Listed organisation.

VALIDITY

The registration of technicians is on a 12 monthly ongoing basis, with ID cards being issued every three years. The issue of new cards will be conditional upon the technician and employer fully complying with the scheme criteria, as given in this document.

FINANCE

Payment to cover the operation and promotion of the scheme may be made via two methods.

The first of these is by direct debit, to enable costs to be spread via 12 monthly payments. Technicians Terminating Employment: If a technician leaves a participating organisation within the first twelve months to take up alternative employment the original employer will maintain the payment of the direct debit until the expiry of the initial twelve month period has elapsed. Payment will then become the responsibility of the new employer subject to them being listed.

The second option available is against a quarterly invoice. Terms of payment are strictly 30 days nett from date of invoice, plus VAT at the current rate.

In the event of failure to make payment when due BAFE reserve the right to delist any organisation and all its technicians.

Organisations may leave the scheme subject to 3 months notice and full payment of money due during this period.

Organisations who wish to leave the scheme during the initial 12 month period will be required to pay the equivalent of a complete annual fee for the appropriate number of technicians they had within the scheme.

If a technician leaves a participating organisation within the first twelve months of the scheme to go to another participating organisation, the new employer will be expected to take over the direct debit if they wish the technician's badge to be maintained. If the technician leaves a participating organisation within the first twelve months of the scheme to go to a non-participating organisation, the original company will be required to maintain the direct debit to the end of the twelve month period, after which time it will be cancelled.

Requests for replacement ID cards, whether they have been lost or because of a change of employer will be subject to an administration charge as defined in appendix A

COMPLAINTS PROCEDURE

Although the vast majority of service calls are performed satisfactorily, situations will arise when the customer feels he has been unfairly treated by the service technician.

Customers with a complaint should be encouraged to raise this with the technician's employer. The employer should examine the matter speedily and sympathetically and take corrective action if justification is established.

Should it not be possible to resolve any dispute with the customer, or the customer approach BAFE directly, then the following procedure will be implemented.

Complainant	asked by BAFE to put the complaint in writing to the Scheme Administrator.
BAFE	reply within seven days and record the complaint in the Complaints Register. The complainant will be encouraged to contact the member concerned but with the advice to return to BAFE if they are not satisfied. A copy of the letter will be sent to the listed organisation concerned.
Listed Organisation	undertakes to deal with the complaint in accordance with its documented ISO 9000 processes.
Complainant	not satisfied
BAFE	refer to the Scheme Administrator who will attempt to resolve the issue informing both parties by letter of his decision within seven days.
Listed Organisation	undertakes to carry out the decision of the Scheme Administrator within seven days of receipt, provided the complainant agrees.
Complainant	still not satisfied.
BAFE	invites both parties to a meeting with members of the BAFE Council.
Listed Organisation	undertakes to carry out the decision of the BAFE Council within seven days of that decision, provided the complainant agrees.
Complainant	still not satisfied.
BAFE	the BAFE Council may refer the complaint to the Chartered Institute of Arbitrators (CIA). The complainant must be willing to meet the costs if the Institute rules against them. The decision of the CIA is binding on the registered organisation and the complainant.
Listed Organisation	undertakes to abide by the ruling of the CIA.

Information collected concerning complaints may be made available to the Office of Fair Trading and published in summary annually by BAFE. Details of complaints against individuals will not be published.

USE OF THE BAFE MARK

There are two logos which BAFE listed clients are entitled to use, BAFE remains the copyright holder of the logos at all times. The following sets out the requirements for the use of those logos. Regardless of which logo is used directly adjacent to the logo there must be a box defining the BAFE scheme to which the organisation is listed (i.e. ST104 Technicians Scheme), where an organisation is listed to more than one scheme all schemes must be listed. For further information see 'Rules Governing the use of the BAFE Mark'.

The logo may be used on letterheads, marketing literature etc, it may **not** be used on any manufactured product unless you are a listed company in schemes MP101, MP102 or MP103.

The BAFE logo may not be used in isolation under any circumstances and the organisation certification body rules regarding use of their logo must be adhered to at all times.

Example 1 Roundel

Example 2 Brand Logo

DELISTING

Should a complaint be substantiated against a listed organisation or its technician(s) BAFE reserve the right to suspend or de-list the organisation and/or the technician(s).

In the event of a technician not completing the portfolio to the required standard the technician will be given additional time to correct and /or provide additional evidence/information as requested by the BAFE assessor or verifier. Failure to meet the requirements in a reasonable time frame (usually 4 weeks) may at the discretion of BAFE lead to the de-listing of the person concerned.

A requirement of the scheme is for an annual assessment to be carried out by the employing organisation. A record of the assessment is to be maintained on an assessment form (ST03 is the BAFE preferred form for this purpose). The report provides for an annual assessment of each technician over a three-year cycle. The record of these assessments will be reviewed by BAFE, failure to carry out these assessments satisfactorily or to take remedial action may lead to de-listing of the organisation.

Failure to pay scheme fees by the due date will be taken to mean that will be taken to mean that the listed organisation no longer wishes to participate in the scheme, and as such BAFE reserve the right to de-list the organisation. The de-listed organisations will have their details published on the BAFE web site.

Employers and individual technicians will have the right to appeal against any decision regarding de-listing. In the first instant the appeal should be made to the BAFE scheme administrator in writing. If he is unable to resolve the matter then it will be referred to the BAFE council, the decision of the BAFE council is final.

APPENDIX A

SCALE OF CHARGES

One off application fee for sponsoring organisation	£175.00
Technicians license fee monthly by direct debit	£19.99
Technicians license fee quarterly by invoice	£70.00
Amendments or re-issue of ID cards	£25.00

ALL PRICES ARE SUBJECT TO VAT AT THE PREVAILING RATE

Completed Direct Debits or cheques, made payable to British Approvals for Fire Equipment, should be enclosed with the completed Application Form.

APPENDIX B

Application Checklist ST03

1. Have you obtained ISO 9001 : 2000 accreditation? ☐

2. Have you obtained BAFE listing for contract maintenance and service of fire extinguishers – Scheme SP101? ☐

   If yes – Certificate Number ☐

   If you answered 'Yes' to questions 1 and 2 please complete the following checklist.

   If you are unable to answer questions 1 and 2 please contact BAFE for further advice on how you should proceed

3. Complete and enclose application form No ST01 ☐

4. Complete and enclose technicians listing form No ST02 ☐
   Please complete a separate form for each technician

5. Enclose 2 passport style photographs for each applicant ☐

6. Enclose 2 sample signatures for each applicant ☐

7. Payment:
   Have you set up a direct debit or made alternative payment terms? ☐
   Enclose full details with application

When satisfied that all of the checklist points have been met send all documents to:

BAFE Scheme Administrator
Neville House
55 Eden Street
Kingston upon Thames
Surrey KT1 1BW

Upon receipt BAFE will check details and subject to the information being satisfactory will proceed with the assessment/verification process.

The assessment/verification programme will be prepared with target commencement and completion dates agreed. Upon satisfactory assessment and verification of candidates' portfolios BAFE will issue diplomas of listing and ID cards

APPENDIX C

Listed Firms Application Form ST01

Company / Firm name	
Address	
Company / Firm Contact	
Position	

ISO 9001 Approval Y N Date: _____

BAFE Approved Y N Date: _____

Number of technicians to be listed during the year ending 31 December 2003

FOR OFFICE USE ONLY

	YES	NO
Application fee paid		
Date Received		
Entered on database		

APPENDIX D

Technicians Application Form ST02

Company name	
Address	
Company Contact	
Position	
Technician's details	
Company / Firm ID number	
Location (if different to above)	
FETA or other approved examination Certificate number and date	

Enclose two sample signatures on plain white paper
Enclose two colour passport style photographs

FOR OFFICE USE ONLY

	YES	NO
Company/firm Listed to Scheme		
Fee paid		
Portfolio issued		
Scheme ID Number Allocated		
Date received		
Entered on Database		

APPENDIX E

Technicians Annual Assessment Report **ST04**

Listed Company		
Listed Technicians		
BAFE ID		
Assessment Dates	1)	
	2)	
	3)	

Be Safe With BAFE

TECHNICIANS FIELD ASSESSMENT REPORT

Assess each topic using the following A to E rating scale, be prepared to discuss your answers with the service technicians.

A This area of activity is **CONSISTENTLY** DEMONSTRATED
B This area of activity is **GENERALLY** DEMONSTRATED
C This area of activity is **OFTEN** DEMONSTRATED
D This area of activity is **OCCASIONALLY** DEMONSTRATED
E This area of activity is **SELDOM** DEMONSTRATED

DEFINITIONS. In order to be objective and accurate in our assessment, we need to define the words associated with the scale.

A ~ CONSISTENTLY. This describes the regularity with which an activity is carried out and indicates that it forms a continuous part of the technician's normal behaviour on a day to day basis. In other words the technician can be relied upon to carry out this activity.

B ~ GENERALLY. This also describes a regularity with which an activity is carried out but indicates that there are occasions and lapses in those particular activity or behaviour when in a different situation. This indicates a development need to heighten awareness and the need to develop consistency.

C ~ OFTEN. This also describes the regularity with which an activity is carried out, but indicates clearly that the activity or behaviour is neither consistently nor generally demonstrated, but there is evidence that it often occurs. This indicates a clear development need.

D ~ OCCASIONALLY. This describes a spasmodic demonstration of a particular activity or behaviour and indicates that the sales person is able to demonstrate this, but may not be aware that they are doing so or of the implications involved. This can indicate a lack of motivation or commitment, therefor this area is a definite development.

E ~ SELDOM. This describes a poor ability to demonstrate specific behaviour, which may be lack of confidence or formal training or a lack of focus or motivation. This real lack of consistency will substantially impact on performance and needs serious attention and behavioural change.

REMEMBER when scoring it is very important to be clear in your thinking and objective in your judgement, seek evidence using your experience to support your decision.

TECHNICIANS FIELD ASSESSMENT REPORT

	ASSESSMENT RATING	
ORGANISATION AND WORKING RELATIONSHIPS	1)	2)
Has the day been planned to maximise working time and appointments made when necessary?		
Is a responsible person contacted and the work to be done explained?		
Has the responsible person been informed of the service work carried out and documented?		
Does the technician present and conduct himself in an efficient and professional manner?		
Has the customer fully understood the explanation of the work carried out and recommendations made?		
HEALTH AND SAFETY		
Has the technician enquired of customer if there are any special health and safety requirements?		
To what degree has the technician complied with all safe working practices?		
Does the technician have the appropriate tools and PPE? Are they in good condition?		
Does the technician know and understand the procedure for reporting accidents?		
IDENTIFYING REQUIREMENTS AND MAKING RECOMMENDATIONS		
Does the technician demonstrate the ability to determine fire risks and select the appropriate fire equipment?		
Does the technician demonstrate the ability to communicate his recommendations to the responsible person?		
Does the technician demonstrate (if necessary) the ability to communicate by written report to others?		
INSTALLING FIRE PROTECTION EQUIPMENT		
Does the technician agree the appropriate fixing locations and methods with the customer?		
Does the technician have a selection of fixings and does he use them appropriately?		
SERVICING AND INSPECTING FIRE PROTECTION EQUIPMENT		
Does the Technician carry out the service in accordance with the latest service instructions and relevant British Standards?		
Does the technician carry out discharge testing safely and correctly?		
Does the technician, upon finding a faulty extinguisher, follow safe and appropriate corrective action?		

Be Safe With BAFE

TECHNICIANS FIELD ASSESSMENT REPORT

TRAINING	
Details of all locations where assessments have been made (attach copies of certificates and or reports)	
Date of technicians examination (eg FETA/BFC/IFEDA):	
Has refresher training been carried out? (Yes/No)	
Date of refresher training:	

WHAT TRAINING NEEDS DOES THE TECHNICIAN HAVE?	
Scheduling / planning work	
Standard of service work	
Handling objections	
Knowledge of British Standards	
Completing paperwork	
Product knowledge	
Giving advice to customers	
Identifying opportunities	

TRAINING PLANS	
When:	
Where:	
Who by:	

ASSESSOR'S COMMENTS

TECHNICIAN'S COMMENTS

Assessor's name:		**Signature:**	
Technician's name:		**Signature:**	
Verifier's name:		**Signature:**	
BAFE verifier's name:		**Signature:**	

Section 14

Proven Competency

- Organisations Contributing to Quality in the Fire Industry
- Certification Bodies

ORGANISATIONS CONTRIBUTING TO QUALITY AND PROVIDING ACCREDITATION SERVICES TO THE FIRE INDUSTRY

BAFE

Neville House, 55 Eden Street, Kingston-upon-Thames, Surrey KT1 1BW

phone: 020 8541 1950
fax: 020 8547 1564
email: bafe@abft.org.uk

Contact: Peter Bollons (BAFE Schemes Administrator)

British Standards Institution

389 Chiswick High Street
London
W4 4AL
phone: 020 8996 9000

Quality listing schemes for the fire industry.

Schemes Available	**Contact**
• Manufacture of portable fire extinguishers	Joe Milton
• Manufacture of fire fighting hoses	Joe Milton
• Manufacture of fire blankets	Joe Milton
• Contract maintenance of portable fire extinguishers	Barrie Barnes
• Refurbishment of portable fire extinguishers	Barrie Barnes

Certification International

Stratton Park
Wanborough Road
Stratton St. Margaret
Swindon
Wiltshire
SN1 4HG
Phone: 01793 829001

Scheme Available	*Contact*
• Contract Maintenance of Portable Fire Extinguishers	John Pymer

Independent European Certification Limited

41A Knight Street
Pinchbeck Spalding
Lincolnshire
PE11 3RB
phone: 01775 722728

Scheme Available	**Contact**
• Contract maintenance of portable fire extinguishers	Frank Gabbutt

Loss Prevention Certification Board

Garston
Watford
Hertfordshire
WD2 7JR
phone: 01923 664000

Schemes Available	**Contact**
• Contract Maintenance of portable fire extinguishers	Mr A Russell
• Requirements for certified fire detection and alarm systems (LPS 1014)	
• Requirements for certified fixed systems (LPS 1204)	

National Quality Assurance

Warwick House
Houghton Hall Park
Houghton Regis
Dunstable
LU5 5ZE
phone: 01582 539000

Scheme Available	**Contact**
• Contract maintenance of portable fire extinguishers	Mr S Dewhurst

National Security Inspectorate

Queensgate House
14 Cookham Road
Maidenhead
Berkshire
SL6 8AJ
phone: 0870 205 0000

Scheme Available	**Contact**
• Contract maintenance of portable fire extinguishers	Mr Pat Baldwin
• Modular fire detection, alarm and suppression systems	

United Register of Systems Ltd

United House
4 West Street
Axbridge
Somerset
BS26 2AD
phone: 01954 733388

Scheme Available	**Contact**
• Contract maintenance of portable fire extinguishers	Allan Rea

Section 15

- Portable Fire Extinguishers : Training

PORTABLE FIRE EXTINGUISHERS : TRAINING

Many businesses do not re-open following a serious fire. The actual number of businesses that fail is quite difficulty to quantify. Various figures have been quoted from 50%, 66% and even as high as 80%. However, whichever figure you take, the chances of business failure due to a serious fire are extremely high.

Portable fire extinguishers provide the first line of defence in the event of a fire outbreak.

Suitably trained people are able to tackle a fire in its early stages of development and as is proven by the fire extinguisher survey results.

Whilst firefighters undertake extensive training to meet major fire situations, the time devoted to the efficient use and maintenance of portable fire extinguishers is limited.

Courses are available to provide the necessary tuition and qualifications.

The fire protection industry, in the form of both the FETA Membership and BAFE Registered organizations are equipped to provide comprehensive training to meet customer requirements.

The customers may be fire brigade personnel, health and safety representatives, fire wardens and general employees.

The following literature provides a selection of what is believed to be the most comprehensive and valued training available.

Section 16

- Fire Brigades Contact List

UNITED KINGDOM FIRE BRIGADES

ENGLAND		
BRIGADE/RESCUE SERVICE	**ADDRESS**	**CONTACT NOS.**
Avon	Fire Service Headquarters Temple Back Bristol BS1 6EU	Tel: 0117 926 2061 Fax: 0117 925 0980
Bedfordshire and Luton	Fire Service Headquarters Southfields Road Kempston K42 7NR	Tel: 01234 351081 Fax: 01234 845035
Royal County of Berkshire	Fire Service Headquarters 103 Dee Road Tilehurst Reading RG30 4FS	Tel: 0118 945 2888 Fax: 0118 959 0510
Buckinghamshire	Fire Service Headquarters Cambridge Street Aylesbury HP20 1BD	Tel: 01296 424666 Fax: 01296 428293
Cambridgeshire	Fire Service Headquarters Hinchingbrooke Cottage Brampton Road Huntingdon PE29 2NA	Tel: 01480 444500 Fax: 01480 444587
Cheshire	Fire Service Headquarters Sadler Road Winsford CW7 2FQ	Tel: 01606 868700 Fax: 01606 868712
Cleveland	Fire Service Headquarters Endeavour House Stockton Road Hartlepool TS25 5TB	Tel: 01429 872311 Fax: 01429 870038

Cornwall	Fire Service Headquarters Old County Hall Station Road Truro TR1 3HA	Tel: 01872 273117 Fax: 01872 274440
Cumbria	Fire Service Headquarters Station Road Cockermouth CA13 9PR	Tel: 01900 822503 Fax: 01900 820249
Derbyshire	Fire Service Headquarters The Old Hall Burton Road Littleover Derby DE23 6EH	Tel: 01332 771221 Fax: 01332 270360
Devon	Fire Service Headquarters Clyst St. George Exeter EX3 0NW	Tel: 01392 872200 Fax: 01392 872300
Dorset	Fire Service Headquarters Colliton Park Dorchester DT1 1FB	Tel: 01305 251133 Fax: 01305 252002
Co. Durham and Darlington	Fire Service Headquarters Framwellgate Moor Durham DH1 5JR	Tel: 0191 283 3381 Fax: 0191 383 0907
Essex	Fire Service Headquarters Rayleigh Close Hutton Brentwood CM13 1AL	Tel: 01277 222531 Fax: 01277 229281
Gloucestershire	Fire Service Headquarters Keynsham Road Cheltenham GL53 7PY	Tel: 01242 512041 Fax: 01242 221257

Hampshire	Fire Service Headquarters Leigh Road Eastleigh SO50 9SJ	Tel: 02380 644000 Fax: 02380 643178
Hereford and Worcester	Fire Service Headquarters Copenhagen Street Worcester WR1 2HQ	Tel: 01905 24454 Fax: 01905 612380
Hertfordshire	Fire Service Headquarters Old London Road Hertford SG13 7LD	Tel: 01992 507507 Fax: 01992 550242
Humberside	Fire Service Headquarters Summersgrove Way Hessle High Road Hull HU4 7BB	Tel: 01482 565333 Fax: 01482 508635
Isle of Man	Fire Service Headquarters Elmtree House Elmtree Road Onchan IM3 4EF	Tel: 01624 647300 Fax: 01624 624734
Isle of Wight	Fire Service Headquarters St. Nicholas 58 St. Johns Road Newport	Tel: 01983 823194 Fax: 01983 825728
Kent	Fire Service Headquarters The Godlands Tovil Maidstone ME15 6XB	Tel: 01622 692121 Fax: 01622 757806
Lancashire	Fire Service Headquarters Garstang Road Fulwood Preston PR2 3LH	Tel: 01772 862545 Fax: 01772 865144

Leicestershire	Fire Service Headquarters Anstey Frith Leicester Road Glenfield Leicester LE3 8HD	Tel: 0116 287 2241 Fax: 0116 231 1180
Lincolnshire	Fire Service Headquarters South Park Avenue Lincoln LN5 8EL	Tel: 01522 582222 Fax: 01522 582200
London	Fire Service Headquarters 8 Albert Embankment London SE1 7SD	Tel: 0207 582 3811 Fax: 0207 587 4033
Manchester, Greater	Fire Service Headquarters 146 Bolton Road Swinton M27 2US	Tel: 0161 736 5866 Fax: 0161 608 4006
Merseyside	Fire Service Headquarters Bridle Road Bootle L30 4YD	Tel: 0151 296 4000
Norfolk	Fire Service Headquarters Whitegates Hethersett Norwich NR9 3DN	Tel: 01603 810351 Fax: 01603 797070
Northamptonshire	Fire Service Headquarters Moulton Way Moulton Park NN3 1XJ	Tel: 01604 797000 Fax: 01604 797070
Northumberland	Fire Service Headquarters Loansdean Morpeth NE61 2ED	Tel: 01670 533000 Fax: 01670 510584

Nottinghamshire	Fire Service Headquarters Bestwood Lodge Arnold Nottingham NG5 8PD	Tel: 0115 967 0880 Fax: 0115 926 1081
Oxfordshire	Fire Service Headquarters Sterling Road Kidlington Oxford OX5 2DU	Tel: 01865 855241 Fax: 01865 842999
Shropshire	Fire Service Headquarters St. Michael's Street Shrewsbury SY1 2HJ	Tel: 01743 260200 Fax: 01823 364589
Somerset	Fire Service Headquarters Hestercombe House Cheddon Fitzpaine Taunton TA2 8LQ	Tel: 01823 364500 Fax: 01823 364589
Staffordshire	Fire Service Headquarters Pirehill Stone ST15 0BS	Tel: 01785 813234 Fax: 01785 285202
Suffolk	Fire Service Headquarters Colchester Road Ipswich IP4 4SS	Tel: 01473 588888 Fax: 01473 588997
Surrey	Fire Service Headquarters St. Davids 70 Wray Park Road Reigate RH2 0EJ	Tel: 01737 242444 Fax: 01737 222857
Sussex, East	Fire Service Headquarters 20 Upperton Road Eastbourne BN21 1EU	Tel: 0845 130 8855 Fax: 01323 725574

Sussex, West	Fire Service Headquarters Northgate Chichester PO19 1BD	Tel: 01243 786211 Fax: 01243 780416
Tyne and Wear	Fire Service Headquarters Pilgrim Street Newcastle upon Tyne NE99 1HR	Tel: 0191 232 1224 Fax: 0191 222 1110
Wales, North	Fire Service Headquarters Coast Road Rhyl LL18 3PL	Tel: 01745 343431 Fax: 01745 343257
Wales, Mid and West	Fire Service Headquarters Lime Grove Avenue Carmarthen SA31 1SN	Tel: 01267 221444 Fax: 01267 238329
Wales, South	Fire Service Headquarters Lanelay Hall Pontyclun CF7 9XA	Tel: 01443 23200 Fax: 01443 232180
Warwickshire	Fire Service Headquarters Warwick Street Leamington Spa CV32 5LH	Tel: 01926 423231 Fax: 01926 450332
West Midlands	Fire Service Headquarters Lancaster Circus Queensway Birmingham B4 7DE	Tel: 0121 359 5161 Fax: 0121 380 7007
Wiltshire	Fire Service Headquarters Manor House Potterne Devizes SN10 5PP	Tel: 01380 723601 Fax: 01380 727000
Yorkshire, North	Fire Service Headquarters Crosby Road Northallerton DL6 1AB	Tel: 01609 780150 Fax: 01609 777038

Yorkshire, South	Fire Service Headquarters Wellington Street Sheffield S1 3FG	Tel: 0114 272 7202 Fax: 0114 253 2266
Yorkshire, West	Fire Service Headquarters Oakroyd Hall Bradford Road Birkenshaw Bradford BD11 2DY	Tel: 01274 682311 Fax: 01274 651315
CHANNEL ISLANDS		
Guernsey	Fire Service Headquarters Town Arsenal St. Peters Quay LS1 5AA	Tel: 01481 724491 Fax: 01481 715988
Jersey	Fire Service Headquarters Rouge Bouillon St. Helier JE2 3ZA	Tel: 01534 737444 Fax: 01534 66375
NORTHERN IRELAND		
Northern Ireland	Fire Service Headquarters 1 Seymour Street Lisburn Co. Antrim BT27 4SX	Tel: 0289 266 4221 Fax: 0289 267 7402
SCOTLAND		
Central	Fire Service Headquarters Maddiston Falkirk FK2 0LG	Tel: 01324 716996 Fax: 01324 715353
Dumfries and Galloway	Fire Service Headquarters Brooms Road Dumfries DG1 2DZ	Tel: 01387 252222 Fax: 01387 260995

Fife	Fire Service Headquarters Strathore Road Thornton Kirkcaldy KY1 3DF	Tel: 01592 774451 Fax: 01592 630105
Grampian	Fire Service Headquarters 19 North Anderson Drive Aberdeen AB15 6DW	Tel: 01224 696666 Fax: 01224 692224
Highland and Islands	Fire Service Headquarters 16 Harbour Road Longman West Inverness IV1 1TB	Tel: 01463 222722 Fax: 01463 236979
Lothian and Borders	Fire Service Headquarters Central Fire Station Lauriston Place Edinburgh EH3 9DE	Tel: 0131 228 2401 Fax: 0131 228 6662
Strathclyde	Fire Service Headquarters Bothwell Road Hamilton ML3 0EA	Tel: 01698 300999 Fax: 01698 338444
Tayside	Fire Service Headquarters Blackness Road Dundee DD1 5PA	Tel: 01382 322222 Fax: 01382 200791

Section 17

- FETA Leadership Statement
- FETA List of Members

LEADERSHIP STATEMENT

FIRE EXTINGUISHING TRADES ASSOCIATION
Neville House, 55 Eden Street, Kingston upon Thames, Surrey, KT1 1BW
Tel: +44 (0) 20 8549 8839 Fax: +44 (0) 8547 1564
Email: feta@abft.org.uk Web: www.feta.org.uk

FETA

Fire Extinguishing Trades Association

Leadership Statement

These Leadership Statement principal aims must be adhered to both in letter and in spirit:

To safeguard the interests of consumers in the UK of firefighting equipment and services provided by FETA members

To indicate clearly the binding principles by which FETA members must conduct their business in order to maintain the highest standards of customer service

To provide a transparent framework for corrective action should members not adhere to the Leadership Statement leading, if necessary, to the expulsion of a member.

To provide guidelines for FETA members to ensure that their organisations have the best possible impact on customers, suppliers, employees, the environment and the community at large

This leadership Statement has been prepared with due regard to government recommendations and is published on the FETA web site. Copies are available from:

FETA, Neville House, 55 Eden Street, Kingston-upon-Thames, London KT1 1BW

Tel: 020 8549 8839 Fax: 020 8547 1564 email: feta@abft.org.uk www.feta.org.uk

Table of Contents

1. Economic Principles

1.1 Management systems

.ensure that effective management systems are in place which will carry out the economic, human resources, quality, social and environmental objectives of the member. Attention will be given to the security implications of management systems.

1.2 Sustainable profitability and development

…. generate sustainable profits to satisfy proprietors and shareholders and enable investment in the future through Research and Development, capital expenditure and employee development.

1.3 Innovation

…. research and develop new products and business practices to contribute to business development, economic progress and quality of life.

2. Employee Principles

2.1 Training and development

…. recognise that the involvement and commitment of employees are essential to the achievement of business objectives. Members will be encouraged to employ effective communication and training systems which aim to achieve this. Evidence of attaining this goal would be the achievement of 'Investors in People' accreditation or similar.

2.2 Employee involvement

…. provide the necessary information for employees to do their jobs, consult them about matters which affect them, and allow appropriate participation in the organisation of the company.

2.3 Equality of treatment and opportunity

…. ensure that all employees and job applicants are free from discrimination whether it be on the grounds of race, gender, age, disability or sexual preference.

2.4 Employee satisfaction

…. encourage employees to balance the requirements of their work and life outside work to enhance work effectiveness and personal well-being.

3. Quality Principles

3.1 Pursuit of excellence

…. recognise that the pursuit of excellence is the only guarantee of sustainable success. Continuous improvement must be integral to all business activities.

3.2 Quality accreditation

…. provide evidence of commitment to quality which will normally be accreditation to ISO 9000:2000. Members will be expected to have this accreditation or demonstrate their serious intent to achieve it within 12 months of joining.

3.3 Customer satisfaction

…. although members will usually deal with complaints through their own procedures, there will be occasions when disputes cannot be resolved amicably. FETA has a complaints procedure which provides independent help and advice for the complainant (Appendix 6.3)

3.4 Experience sharing

…. recognise that the best way to be exposed to best practice is to share experiences with industry colleagues and to contribute actively to the work of the Association on matters of common interest. FETA is ideally placed to provide this forum.

4. Environment Principles

4.1 Environmental responsibility

…. recognise that environmental consideration is an increasingly important part of commercial activity. This will be pursued not just for reasons of social responsibility but also as a positive business benefit.

4.2 Environmental accreditation

provide evidence of increasing commitment to environmental responsibility by accepting the principle of accreditation to ISO 14000 and to work towards gaining formal accreditation.

4.3 Resource efficiency

…. use resources as efficiently as possible whether it is energy, water, land, or raw materials and minimise any polluting activities whether to land, water or air. Electronic communication will be used where possible.

4.4 Waste management

…. aim to reduce waste in all activities, recycle waste where possible and ensure that unavoidable waste is disposed of legally, considerately and effectively. Control and reduce noise pollution and emissions to land, water and air.

5. Social responsibility

5.1 Health and safety

…. make health and safety principles integral to all aspects of business in the broadest sense, from manual handling and the safety of our products and processes through to the way employees drive. OHSAS (Occupational Health & Safety Series) 18000 or similar registration will be a guide.

5.2 Community

…. seek to understand the effect of this business on the wider community and become involved wherever possible in disseminating information through links with schools, local organisations and other bodies.

5.3 Legislators and regulators

…. foster close links with local legislators and regulators as well as Members of Parliament in order that the collective FETA voice will be a positive influence.

6. Appendices

6.1 Membership requirements

- commit to the requirements of the Leadership Statement both in letter and in spirit. After due consultation failure to do so may result in termination of membership. Such termination will be reported in the FETA Newsletter and the trade press.
- conduct all activities with the highest degree of professionalism and integrity.
- work in accordance with recognised Standards relevant to their commercial activities. Third party accreditation must be a commitment which will normally be ISO 9000:2000 for quality, ISO 14000 for environmental management systems and relevant British Standards or European Norms for products, installations and maintenance.
- comply with the British Codes of Advertising and Sales Promotion.
- maintain product and public liability insurance with a minimum cover of £2M.
- recognising customers' statutory rights, provide a suitable guarantee on all new equipment covering faulty equipment and quality of work, make available spares for a minimum of five years from equipment manufacture and undertake to remedy faults within seven days of notification by the customer
- undertake maintenance in accordance with the appropriate British Standard and manufacturers' recommendations and guarantee repairs and spare parts for a minimum of one year.
- deal with complaints of whatever nature speedily and sympathetically, taking decisive action if justification is established.
- ensure that all correspondence including quotations, invoices and terms and conditions of contract is clear and unambiguous, including additional costs such as delivery charges or installation and commissioning costs.
- supply equipment ready for operation. If a customer insists on undertaking commissioning work themselves they must be provided with full instructions and informed of the need to comply with the manufacturer's recommendations and appropriate standard.

6.2 Membership categories

Council may at their discretion grant Membership of FETA in the following categories:

Full Membership

…. companies, corporations, partnerships or sole traders who are substantially manufacturers and/or specialist distributors of fire extinguishers, portable fire fighting equipment, fire hose, hose reels, fittings and hydrant valves or who by reason of their specialist knowledge and/or activities shall be eligible for election as Full Members ….

AND

… resident in countries belonging to the European Community or European Free Trade Association area (provided that the relevant trade associations have satisfactory reciprocal membership arrangements)….

AND

…. who have satisfied the Council as to their technical and commercial competence.

Overseas Membership

…. companies, corporations, partnerships or sole traders resident outside the United Kingdom who are interested in objects of the Association.

Honorary Membership

…. normally persons who have given exemplary service to FETA.

6.3 Complaints procedure

Complainant	asked by FETA to put the complaint in writing to the General Secretary.
FETA	reply within seven days and record the complaint in the Complaints Register. The complainant will be encouraged to contact the member concerned but with the advice to return to FETA if they are not satisfied. A copy of the letter will be sent to the Member concerned.
Member	undertakes to deal with the complaint in accordance with the Leadership Statement.
Complainant	complainant not satisfied
FETA	refer to the Chair of the Complaints Committee who will attempt to resolve the issue informing both parties by letter of his/her decision within seven days.
Member	undertakes to carry out the decision of the Chair of the Complaints Committee within seven days of receipt, provided the complainant agrees.
Complainant	complainant still not satisfied
FETA	invites both parties to a meeting of the Complaints Committee.
Member	undertakes to carry out the decision of the Complaints Committee within seven days of that decision, provided the complainant agrees.
Complainant	complainant still not satisfied
FETA	the Complaints Committee may refer the complaint to the Chartered Institute of Arbitrators (C.I.A). The complainant must be willing to meet the costs if the Institute rules against them. The decision of the C.I.A. is binding on Members of the Association and on the complainant.
Member	undertakes to abide by the ruling of the C.I.A.

Information collected concerning complaints will be made available to the Office of Fair Trading and published in summary annually by the Association. Details of complaints against individual companies will not be published. Each Council meeting will be provided with the details of complaints received since the last meeting.

FIRE EXTINGUISHING TRADES ASSOCIATION
Neville House, 55 Eden Street, Kingston upon Thames, Surrey, KT1 1BW
Tel: 020 8549 8839 Fax: 020 8547 1564

MEMBERSHIP

1st Class Fire Protection
29 Highlands, Old Costessey, Norwich, Norfolk, NR8 5EA
Phone: +44 (0) 1603 742741 Fax: +44 (0) 1603 742545

A

AFE (Comber) incorporating M&W Fire Protection
2A Brownlow Street, Comber, County Down, Northern Ireland, BT23 5SR
Phone: +44 (0) 1247 878088 Fax: +44 (0) 1247 878088

ALBA – Fire Extinguishers
Alba House, 64 Merryton Crescent, Nairn, IV12 5AQ
Phone: +44 (0) 1667 455751 Fax: +44 (0) 455504

Amerex Fire International Ltd
Unit 54, Springvale Industrial Estate, Cwmbran, NP44 5BD
Phone: +44 (0) 1633 627000 Fax: + 44 (0) 1633 627005

Anderstore Ltd
71 Harehills Road, Harehills, Leeds, LS8 5HS
Phone: + 44 (0) 113 236 5300 Fax: +44 (0) 113 236 5301

Angus Fire
Thame Park Road, Thame, Oxfordshire, OX9 3RQ
Phone: +44 (0) 1844 214545 Fax: +44 (0) 1844 213511

Anthony Buckley & Co. Ltd
Unit 22, Burnett Business Park, Gypsy Lane, Keynsham, Bristol, BS31 2ED
Phone: +44 (0) 117 986 7468 Fax: +44 (0) 117 986 8432

B

Baron Fire
Unit G5 Lubards Farm, Hullbridge Road, Rayleigh, Essex, SS6 9QG
Phone: +44 (0) 1702 230082 Fax: +44 (0) 1268 786099

BDS Fire & Security Ltd
Shepley House, Restmor Way, Hackbridge, Surrey, SM6 7AH
Phone: +44 (0) 20 8773 3377 Fax: +44 (0) 8773 4956

Berks Extinguisher Service
48 Ardingly, Bracknell, Berkshire, RG12 8XR
Phone: +44 (0) 1344 425015 Fax: +44 (0) 1344 304924

Bristol Fire (Incl. Somerset Fire)
Covert End, Westleigh Close, Yate, Bristol, BS37 4PR
Phone: +44 (0) 1454 315779 Fax: +44 (0) 273312

Burton Fire Protection Ltd
7 Thatchers Garden, Burton Latimer, Northamptonshire, NN15 5LS
Phone: +44 (0) 1536 724307 Fax: +44 (0) 726530

C

CAMS Fire & Security PLC
6 Wedgwood Court, Wedgwood Way, Stevenage, Hertfordshire, SG1 4QR
Phone: +44 (0) 1438 740840 Fax: +44 (0) 1438 737969

Canon Fire Protection
Wickford Point, Bepton, Midhurst, West Sussex, GU29 9RB
Phone: +44 (0) 1730 815209 Fax: +44 (0) 1730 816377

D.R. Caswell Ltd
Lagonda Road, Cowpen Industrial Estate, Billingham, TS23 4JA
Phone: +44 (0) 1642 379622 Fax: +44 (0) 1642 562906

Central Fire Protection N.I.
93 Carmonley Road, Glengormley, Newtownabbey, Northern Ireland, BT36 6HT

Chase Fire Protection Ltd
1 Field Place, Astonfield Industrial Estate, Stafford, ST16 3DH

Phone: +44 (0) 1785 252568 Fax: +44 (0) 1785 228884

Chubb Fire Ltd
Chubb House, Sunbury on Thames, Middx. TW16 7AR
Phone: +44 (0) 800 32 1666 Fax: +44 (0) 1932 776673

Churches Fire Security Ltd
Head Office, Fire House, Speedwell Close, Chandlers Ford, Hampshire, SO53 4BT
Phone: +44 (0) 870 6084350 Fax: +44 (0) 870 6084351

City Fire Group
172a Selsdon Road, South Croydon, Surrey, CR2 6PJ
Phone: +44 /0) 20 8649 7766 Fax: +44 (0) 20 8662 2559

Claughton Fire Protection
18 Eastbourne Road, Birkenhead, Wirral, CH41 4DT
Phone: +44 (0) 151 652 6366 Fax: +44 (0) 151 670 0284

Cleeve Fire Protection
8 Pear Tree Close, Woodmancote, Cheltenham, Gloucestershire, GL52 9TY
Phone: +44 (0) 1242 679983 Fax: +44 (0) 1242 679983

CMD Fire and Security Ltd
Block 8, Unit 1, Glencairn Industrial Estate, Kilmarnock, KA1 4AY
Phone: +44 (0) 1563 550014 Fax: +44 (0) 1563 549371

Complete Fire Protection
Unit 32, Moor Park Industrial Centre, Tolpits Lane, Watford, Herts, WD18 9SP
Phone: +44 (0) 800 731 6473 Fax: +44 (0) 1923 801170

Cormeton Fire Protection Ltd
Unit 12, Delaval Trading Estate, Seaton Delaval, Tyne and Wear, NE25 0QT
Phone: +44 (0) 191 237 0790 Fax: +44 (0) 191 237 5143

Croda Fire Fighting Chemicals Ltd
Ashcroft Road, Knowsley Industrial Park North, Kirkby, Liverpool, L33 7TS
Phone: +44 (0) 151 548 6424 Fax: +44 (0) 151 548 7263

Cromwell Fire Ltd
Unit 10 The Laurels, Fenton, Huntingdon, Cambridgeshire, PE28 2SN
Phone: +44 (0) 1487 823022 Fax: +44 (0) 1487 822433

E

East Fire 1 Ltd
Dial House, Norwich Road, Besthorpe, Attleborough, Norfolk, NR17 2LB
Phone: +44 (0) 01953 603508 Fax: +44 (0) 1953 456080

William Eagles Ltd
100 Liverpool Street, Salford, Manchester, M5 4LP
Phone: +44 (0) 161 736 1661 Fax: +44 (0) 161 745 7765

Euro Fire Protection and Maintenance Service
2 Leighton Gardens, South Croydon, Surrey, CR2 9DY
Phone: +44 (0) 208 406 3138 Fax: +44 (0) 208 406 3140

F

FDSA Fire Protection Ltd
235 Kenton Lane, Harrow, Middlesex, HA3 8RP
Phone: +44 (0) 20 8863 4000 Fax: +44 (0) 20 8863 4340

Fire Equipment Services Ltd
269-271 Billinge Road, Pemberton, Wigan, Lancashire, WN5 8DF
Phone: +44 (0) 1942 228170 Fax: +44 (0) 1942 228170

Fire Extinguisher (Rentals) Ltd
Alfred Works, Woodhill, Bury, Lancashire, BL8 1AT
Phone: +44 (0) 161 764 1434 Fax: +44 (0) 161 764 1434

Firemaster Extinguisher Ltd
Firex Works, 174-178 Hither Green Lane, London, SE13 6QB
Phone: +44 (0) 20 8852 8585 Fax: +44 (0) 20 8297 8020

Firepoint (Scotland) Ltd
13 London Street, Larkhall, Lanarkshire, ML9 1AQ
Phone: +44 (0) 1698 881775 Fax: +44 (0) 1698 307077

Fire Safety Equipment Ltd
Wilford Industrial Estate, Ruddington Lane, Wilford, Nottingham, NG11 7EP
Phone: +44 (0) 1159 814433 Fax: +44 (0) 1159 816605

Fire Safety Services (UK) Ltd
Units 6 & 7, 106A Bedford Road, Wootton, Bedford, MK43 9JB
Phone: +44 (0) 1234 766063 Fax: +44 (0) 1234 766170

Fireshield MAS Fire Protection Ltd
The Sun Building, South View Place, Midsomer Norton, Bath, BA3 2AX
Phone: +44 (0) 1761 411244 Fax: +44 (0) 1761 410920

Fire Tech Ltd
Unit 11, River Road Business Park, 33 River Road, Barking, Essex, IG11 0DA
Phone: +44 (0) 20 8591 3433 Fax: +44 (0) 20 8591 2113

FIRETEK
203 Grindley Lane, Blyth Bridge, Stoke-on-Trent, Staffordshire, ST11 9JS
Phone: +44 (0) 1782 396831 Fax: +44 (0) 1782 396831

FPS (Fire Protection) Ltd
Firemark House, Pioneer Park, Whitby Road, Bristol, BS4 3QB
Phone: +44 (0) 117 971 7050 Fax: +44 (0) 117 971 7454

FYR Fighter (UK) Ltd
32-34 Dragonville Industrial Park, Dragon Lane, Durham, DH1 2XW
Phone: +44 (0) 191 384 5977 Fax: +44 (0) 191 375 7063

Walter Frank & Sons Ltd
Wakefield Road, Barnsley, South Yorkshire, S71 3LU
Phone: +44 (0) 1226 201771 Fax: +44 (0) 1226 284218

G

The General Fire Appliance Co.
Wistons Lane, Elland, West Yorkshire, HX5 9DS
Phone: +44 (0) 1422 377521 Fax: +44 (0) 1422 377524

Gloria Plc
Unit 1, Marchants Way, Sheddingdean Industrial Estate, Burgess Hill, West Sussex, RH15 8QY
Phone: +44 (0) 1444 247799 Fax: +44 (0) 1444 247766

Thomas Glover & Co. Ltd
Parkfield House, Manchester Old Road, Middleton, Manchester, M24 4DY
Phone: +44 (0) 161 654 2222 Fax: +44 (0) 800 281035

Griffin Fire
12 Willow Street, London, EC2A 4BH
Phone: +44 (0) 20 7251 9379 Fax: +44 (0) 7729 5652

H

How Fire Maintenance Ltd
Hillcrest Business Park, Cinderbank, Dudley, West Midlands, DY2 9AP
Phone: +44 (0) 1384 459856 Fax: +44 (0) 1384 459179

Hoyles Fire & Security Ltd
Sandwash Close, Rainford Industrial Estate, Rainford, St. Helens, Merseyside, WA11 8LY
Phone: +44 (0) 1744 885161 Fax: +44 (0) 882410

K

Kidde Fire Protection Services
400 Dallow Road, Luton, Bedfordshire, LU1 1UR
Phone: +44 (0) 1582 413694 Fax: +44 (0) 01582 402339

L

London Fire Extinguishers
81 Pyms Road, Galleywood, Chelmsford, Essex, CM2 8PX
Phone: +44 (0) 1245 354570 Fax: +44 (0) 1245 354607

London Fire Protection Services
Studio House, 40 West Street, Croydon, Surrey, CR0 1DJ
Phone: +44 (0) 20 8681 5881 Fax: +44 (0) 20 8680 9295

Luxfer Gas Cylinders Ltd
Private Road No. 2, Colwick Industrial Estate, Nottingham, NG4 2BH
Phone: +44 (0) 115 980 3800 Fax: +44 (0) 115 980 3899

LW Safety Ltd
Unit 12, Derby Road, The Metropolitan Centre, Greenford, Middx, UB6 8UJ
Phone: +44 (0) 20 8575 9000 Fax: +44 (0) 20 8575 0600

M

Macron Safety Systems (UK) Ltd
Fireater House, South Denes Road, Great Yarmouth, Norfolk, NR30 3PJ
Phone: +44 (0) 1493 859822 Fax: +44 (0) 1493 858374

Mayfair Fire Protection Ltd
International House, 963 Wolverhampton Road, Oldbury, West Midlands, B69 4RJ
Phone: +44 (0) 121 552 9911 Fax: +44 (0) 121 552 9898

M&G Fire Protection Fire Prevention
Rutherford House, 1 School Close, Bisley, Surrey, GU24 9EG
Phone: +44 (0) 1483 488047 Fax: +44 (0) 1483 797728

Mines Rescue Services Ltd
Dinas Trading Centre, Tonypandy, Rhondda, Mid-Glamorgan, CF40 1JJ
Phone: +44 (0) 1443 682522 Fax: +44 (0) 01443 682058

MK Fire Ltd
70 Alston Drive, Bradwell Abbey, Milton Keynes, MK13 9HG
Phone: +44 (0) 1908 310800 Fax: +44 01908 220778

MSF Limited
Unit 3, Priestley Way, Manor Royal Industrial Estate, Crawley, West Sussex, RH10 9NT
Phone: +44 (0) 1293 543838 Fax: +44 (0) 1293 537590

N

Northants Fire Protection
The Old Leather Works, 58A Ivy Road, Northampton, NN1 4QT
Phone: +44 (0) 1604 491104 Fax: +44 (0) 1604 601900

Norton Fire Protection
Midland Business Centre, The Auction House, 88 St. Johns Road, Stourbridge, West Midlands, DY8 1EH
Phone: +44 (0) 1604 491104 Fax: +44 (0) 1604 601900

Nu-Swift International
Wistons Lane, Elland, West Yorkshire, HX5 9DS
Phone: +44 (0) 1422 372852 Fax: +44 (0) 1422 374637

P

Premier Fire Ltd
37B High Street, Kenilworth, Warwickshire, CV8 1LY
Phone: +44 (0) 1926 856999 Fax: +44 (0) 857666

Premier Fire Protection
Premier House, 49 Sunmead Road, Sunbury on Thames, Middx, TW16 6PF
Phone: +44 (0) 1932 770473 Fax: +44 (0) 785056

Prestige Fire & Safety Ltd
PO Box 8743, Sutton Coldfield, West Midlands, B74 2XQ
Phone: +44 (0) 121 308 2246 Fax: +44 (0) 308 2246

Prodem Fire & Safety Ltd
Unit 2, Derwen Works, The Willowford, Treforest Industrial Estate, Pontypridd, Mid Glamorgan, CF37 5YL
Phone: +44 (0) 1443 841551 Fax: +44 (0) 1443 841601

Prompt Fire Protection
Unit 25, Peartree Farm Industrial Estate, Hydeway, Welwyn Garden City, Hertfordshire, AL7 3UW
Phone: +44 (0) 1707 339358 Fax: +44 (0) 1707 690122

Pyrotec Fire Protection
Unit 8 Caburn Enterprise Park, Ringmer, East Sussex, BN8 5NP
Phone: +44 (0) 1273 812376 Fax: +44 (0) 1273 813259

R

Red Box Fire Control
Unit 3, The Cobden Centre, Hawksworth, Southmead Industrial Park, Didcot, Oxfordshire, OX11 7HL
Phone: +44 (0) 1235 819661 Fax: +44 (0) 1235 819662

Richard Thorpe Fire Safety Services
'Melbreak', Hazel Road, Ash Green, Aldershot, Hampshire, GU12 6HR
Phone: +44 (0) 1252 316330 Fax: +44 (0) 1252 316330

S

Safe & Sure Fire Protection
Unit 2, Mill Lane, Langley Moor Industrial Estate, Langley Moor, Durham, DH7 8HE
Phone: +44 (0) 191 378 1153 Fax: +44 (0) 191 378 9296

Safety Service Agency
Unit 52, Ledcom Industrial Estate, Bank Road, Larne, County Antrim, BT40 3AW
Phone: +44 (0) 28 2827 6609 Fax: +44 (0) 28 2826 0648

Saffire Products Ltd
22 Hazelford Way Industrial Estate, Newstead, Nottingham, NG15 0DQ
Phone: +44 (0) 1623 722000 Fax: +44 (0) 1623 722000

South West Security Ltd
5A East Reach, Taunton, Somerset, TA1 3EN
Phone: +44 (0) 1823 333868 Fax: +44 (0) 1823 337852

Southern Fire Security Ltd
Unit 4, Old Sawmills Trading Estate, Broughton Gifford, Melksham, Wiltshire, SN12 8PY
Phone: +44 (0) 1225 782020 Fax: +44 (0) 1225 782007

T

Thameside Fire Protection Company
Unit 7, Swinborne Court, Burnt Mills Industrial Estate, Basildon, Essex, SS13 1QA
Phone: +44 (0) 1268 591059 Fax: +44 (0) 590974

T&P Electrical Fire Division Ltd
Mainline House, Roudham Industrial Estate, East Harling, Norfolk, NR16 2SN
Phone: +44 (0) 1953 717999 Fax: +44 (0) 1953 718200

TVF (UK) Plc
Unit 1, 59-69 Queen's Road, High Wycombe, Buckinghamshire, HP13 6AH
Phone: +44 (0) 1494 450641 Fax: +44 (0) 1494 465378

U

UK Fire International Ltd
The Safety Centre, Mountergate, Norwich, Norfolk, NR1 1PY
Phone: +44 (0) 1603 727000 Fax: +44 (0) 1603 662796

Unique Fire Protection Ltd
Unit 26, Snugborough Trading Estate, Braddan, Isle of Man, IM4 4LH
Phone: +44 (0) 1624 623592 Fax: +44 (0) 1624 679470

V

Victory Fire Ltd
Victory House, Project Park, North Crescent, Cody Road, London, E16 4TQ
Phone: +44 (0) 20 7511 7444 Fax: +44 (0) 7476 4440

W

Walker Fire UK Ltd
Unit 2, Roman Court, Roman Way, Preston, PR2 5BB
Phone: +44 (0) 1772 693777 Fax: +44 (0) 1772 693760

H.E. Woolley Ltd
Newport Works, Forty Foot Road, Middlesborough, Cleveland, TS2 1HG
Phone: +44 (0) 1642 247337 Fax: +44 (0) 1642 250188

Wormald Fire Systems
Wormald Park, Grimshaw Lane, Newton Heath, Manchester, M40 2WL
Phone: +44 (0) 161 205 2321 Fax: (0) 161 455 4459

Overseas Members

Arabian Construction Company WLL
Shuwaikh Industrial Avenue, Block 68, Street B/12, PO Box 176, Safat 13002, Kuwait
Phone: + 00 (965) 4831988 Fax: +00 (965) 4834686

Technical Trading Company LLC
PO box 1693, Ruwi, Postal Code 112, Sultanate of Oman
Phone: +00 (968) 703515 Fax: +00 (968) 700010