

Loss Prevention Standard

LPS 1197: Issue 4.2

Requirements for the LPCB approval and listing of companies inspecting, repairing and maintaining fire and security doors, doorsets, shutters and active smoke/fire barriers.

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PARTICIPATING ORGANISATIONS

This standard was approved by the BRE Global Governing Body. The following organisations participated in the preparation of this standard:-

Association for Specialist Fire Protection (ASFP)
 Association of British Insurers (ABI)
 Association of Insurance Surveyors
 BAA plc
 British Automatic Fire Sprinkler Association (BAFSA)
 British Property Federation (BPF)
 Construction Industry Council (CIC)
 Construction Products Association
 Co-op Banking
 The Door and Hardware Federation (DHF)
 Fire Industry Association (FIA)
 Home Builders Federation (HBF)
 Homes & Communities Agency
 Lend Lease
 Chief Fire Officers' Association (CFOA)
 London Underground Ltd
 NHBC
 RIBA
 RICS
 Risktech Ltd
 Sustainability + Architecture
 Sustainable by Design

REVISION OF LOSS PREVENTION STANDARDS

Loss Prevention Standards will be revised by issue of revised editions or amendments. Details will be posted on our website at www.redbooklive.com

Technical or other changes which affect the requirements for the approval or certification of the product or service will result in a new issue. Minor or administrative changes (e.g. corrections of spelling and typographical errors, changes to address and copyright details, the addition of notes for clarification etc.) may be made as amendments. (See amendments table on page 11)

The issue number will be given in decimal format with the integer part giving the issue number and the fractional part giving the number of amendments (e.g. Issue 3.2 indicates that the document is at Issue 3 with 2 amendments).

USERS OF LOSS PREVENTION STANDARDS SHOULD ENSURE THAT THEY POSSESS THE LATEST ISSUE AND ALL AMENDMENTS.

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FOREWORD

This Standard identifies the evaluation and / or testing practices undertaken by LPCB for the purposes of approval and listing of products and services. LPCB listing and approval of products and services is based on evidence acceptable to LPCB:-

- that the product or service meets the standard;
- that the manufacturer or service provider has staff, processes and systems in place to ensure that the product or service delivered meets the standard

and on:-

- periodic audits of the manufacturer or service provider including testing as appropriate;
- compliance with the contract for LPCB listing and approval including agreement to rectify faults as appropriate;

The responsibility for ensuring compliance with the technical and managerial process and requirements for the product or service lies with the manufacturer, service provider or supplier.

NOTES

Compliance with this LPS does not of itself confer immunity from legal obligations. Users of LPSs should ensure that they possess the latest issue and all amendments.

LPCB welcomes comments of a technical or editorial nature and these should be addressed to “the Technical Director” at enquiries@breglobal.co.uk.

The BRE Trust, a registered charity, owns BRE and BRE Global. BRE Global and LPCB (part of BRE Global) test, assess, certificate and list products and services within the fire and security sectors. For further information on our services please contact BRE Global, Watford, Herts. WD25 9XX or e-mail to enquiries@breglobal.co.uk

Listed products and services appear in the LPCB “List of Approved Products and Services” which may be viewed on our website: www.redbooklive.com or by downloading the LPCB Red Book App from the App Store (for iPhone and iPad), from Google Play (for Android devices) or from the Windows Store (for Windows 8 Phones and Tablets from 2014).

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1 SCOPE

This standard defines the requirements for companies inspecting, maintaining and/or repairing the installed products as defined in clauses 2.1, 2.2, 2.3, 2.4, 2.5 and 2.6. The purpose of the standard is to assess whether the inspection, maintenance and repair company can carry out the work such that the products continue to meet the intended fire and/or security performance of the installed system.

2 DEFINITIONS

2.1 Inspection

The process of examination of the installed product with the aim of identifying faults or degradation of performance or condition.

2.2 Maintenance

Work undertaken to prevent the degradation of performance or condition.

2.3 Repair

The restoration of the installed product to at least its original performance specification.

2.4 Security Door or Shutter

Any door, doorset or shutter with a defined security resistance.

2.5 Fire Resisting Door or Shutter

Any door, doorset or shutter with a defined period of fire resistance.

2.6 Smoke /Fire Barrier

A device to channel, contain and/or prevent the migration of smoke (fire effluent).

3 REQUIREMENTS

The requirements in this clause are generic for all inspection, maintenance and repair companies approved under this standard.

3.1 General requirements

3.1.1 Management of Contracts

The company shall have written procedures for the management of the inspection, maintenance and repair activities approved under this standard.

3.1.2 Records and Supporting Documentation

The company shall have a documented quality system which shall demonstrate compliance with the requirements of this standard.

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3.1.3 Training

All personnel employed in the inspection, maintenance or repair of the products and assemblies shall have successfully completed training for the function they undertake.

Suitable training includes third party accredited training courses such as NVQs. Manufacturers of the products or assemblies also often provide training and evidence of attendance and satisfactory performance on their courses shall also be considered By LPCB. It is also considered that on the job training and experience are important elements of training and competency. All training, whether formal or 'on the job' shall be documented to demonstrate that staff are adequately trained.

Records of the training received by all staff, including those employed on a sub contract basis, shall be maintained by the company.

Training and competence records shall be maintained and regularly reviewed by the company to ensure that they are up to date and relevant to the work undertaken.

3.1.4 Use of sub-contract staff and companies

The company shall be responsible for all work that it sub- contracts.

If the company uses sub-contract staff for the delivery of services covered by this standard, the company shall:

- I. Have procedures for the selection and management of sub contract staff and companies.
- II. Maintain records of all sub-contract work.

All work undertaken by sub-contractors shall be reviewed and verified by qualified staff directly employed by the company to ensure that the requirements of this standard were met.

3.1.5 Tools, measurement and test equipment.

The company shall possess the necessary equipment to perform the functions required by this standard.

The company shall have procedures for ensuring all tools, measurement and test equipment are maintained and/or calibrated.

3.1.6 Defect reporting

Should the process of inspection, maintenance or repair detrimentally affect the performance of the installed product, the company shall have documented procedures in place for notifying their client of:-

- I. The nature of problem and effect on the performance of the system.
- II. A system of working, agreed with the client, to minimise the risk to the client whilst the work is completed.

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If it is not possible to return a product to the required performance levels, the company shall have documented procedures for notifying their client of:-

- i. The immediate action to be taken.
- ii. Nominated individuals within the company who shall be advised.
- iii. Client representative(s) who shall be advised.
- iv. The actions required to return the product to a serviceable condition.
- v. An estimate of timescales to return the product to the specified performance level.

3.2 Requirements for companies offering inspection services

In addition to the General Requirements of clause 3.1, the company offering inspection services shall comply with the following requirements.

The company shall maintain records of the inspections undertaken under this standard. This documentation shall, as a minimum, record the following information.

- i. Date of inspection.
- ii. Name of person(s) undertaking the work.
- iii. Description of the installed product.
- iv. Location of the installed product.
- v. Details of the manufacturer and the product model and size
- vi. Performance requirements of the installed products and supporting certification or fire test evidence (if any)
- vii. The scope of the inspection (i.e. what items were inspected)
- viii. A condition report for each of the items in (vii) above.
- ix. A summary report giving the overall condition of the installed product in relation to item (vi).
- x. Remedial work required to meet the requirements detailed in item (vi).
- xi. Any limitations in respect of the inspection, e.g. limited access, equipment of unknown origin or performance.
- xii. List of calibrated instruments/measuring equipment used.

The company shall have documented procedures for the inspection of the installed products

Note – These procedures may be based on manufacturer’s installation instructions, specific trade association guidance or client specification.

On completion of the inspection visit, the company shall issue an LPCB Certificate of Inspection to the client.

3.3 Requirements for companies offering maintenance services and ‘one off’ general repair

For each contract covered by the standard, in addition to the General Requirements of clause 3.1, the company shall maintain records that detail the scope of the maintenance and ‘one off’ repair activities undertaken as part of the client contract.

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These records as a minimum should include:

- i. Date of visit.
- ii. Name of person(s) undertaking the work.
- iii. Performance requirements of the system maintained/ repaired.
- iv. Description of the scope of the repair and/ or maintenance work.
- v. Details of the manufacturer and the product model and size.
- vi. Location of the installed product.
- vii. Remedial work undertaken to meet the requirements detailed in item iii.
- viii. List of items replaced during the maintenance or repair of the system.
- ix. A report giving the overall condition of the item following maintenance/ repair.
- x. Any limitations that may affect the performance or any third party approval of the system following repair or maintenance, e.g. limited access, equipment of unknown origin or performance, compatibility of replacement items.
- xi. Recommendation for additional work including an on-going maintenance plan for the system.
- xii. List of calibrated instruments/measuring equipment used.

The company shall have procedures for the maintenance services and general repair.

Note – These procedures may be based on manufacturer's installation instructions, specific trade association guidance or client specification.

On completion of the visit, the company shall issue an LPCB Certificate Of Repair.

3.4 Requirements for companies offering inspection, maintenance and repair service term contracts.

For companies offering term contracts, the requirements in clauses 3.1, 3.2 & 3.3 will apply (dependent on the services offered).

For each term contract covered by the standard, the company shall maintain records that detail the scope of the inspection, maintenance and repair activities to be undertaken as part of the client contract.

In addition to the requirements above, the client contract records shall also include details of:

- i. The frequency and duration of the visits.
- ii. Inspection, and maintenance work covered by the contract.
- iii. Repair work within the scope of the contract.
- iv. Method of reporting to the client and other interested parties defects outside the scope of the existing contract.

The company shall have procedures for the inspection, maintenance and repair programme covered by the term contract.

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Note – These procedures may be based on manufacturer’s installation instructions, specific trade association guidance or client’s specification

The company shall have documented procedures for the identification and procurement of suitable components for the repair and/or maintenance of the contracts covered by this standard.

If it is not possible to use original manufacturer’s components for the repair or maintenance of the product, the company shall have procedures to determine the suitability of replacement products.

In all instances, the client shall be advised in writing of the use of alternative products, the effect the item has on the performance of the installed product and possible invalidation of third party approval or supporting test evidence.

On completion of the visit, the company shall issue an LPCB Certificate of Conformity to the client.

3.5 Requirement for companies offering term contract emergency and call out services

For those companies offering contracted emergency and call out services, the company shall declare performance levels for at least the following items:

- i. Method of initial client contact and maximum time taken to answer the call.
- ii. Response times for initial attendance based on geographical area.

The company shall maintain records to demonstrate these performance levels are met.

The company shall define the product areas where they are equipped to undertake repairs during the initial visit to site.

The company shall have procedures for the allocation of suitably trained staff to attend the site.

The company shall have documented procedures should it not be possible to return an item of equipment to a fully serviceable condition within the duration of the visit.

These procedures and the associated contract record shall include:

- i. The nature of problem and the effect on the performance of the system.
- ii. Immediate remedial action to be taken.
- iii. Nominated individuals within the company who shall be advised.
- iv. Client representative(s) who shall be advised
- v. The actions required to return the product to a serviceable condition.
- vi. An estimate of timescales to return a product to a serviceable condition.

4 CLASSIFICATION AND DESIGNATION

The companies approved under this standard will be listed against one or more of the following services and product groups.

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4.1 Services

- I. Inspection
- II. Maintenance services and 'one off' general repair.
- III. Inspection, maintenance services and repair, term contracts
- IV. Emergency repair and response services.

4.2 Product groups (fire).

Fire rated products of the following types:

- i. Hinged and pivoted steel doorsets
- ii. Hinged and pivoted timber doorsets
- iii. Openable timber framed windows
- iv. Hinged and pivoted glass doorsets
- v. Hinged and pivoted, metal framed, glazed doorsets and openable windows
- vi. Sliding timber doorsets
- vii. Sliding steel doorsets
- viii. Horizontally folding timber doorsets
- ix. Horizontally folding steel doorsets
- x. Steel rolling shutters
- xi. Operable fabric curtains

4.3 Product Groups (security)

Security rated products of the following types:

- xii. Doors
- xiii. Shutters
- xiv. Grilles.

5 ASSESSMENT PROCESS

5.1 Initial Assessment

The LPCB initial assessment will consist of an office audit and site inspections and will need to cover all relevant services under the application.

5.1.1 Notification of sites

The applicant shall provide details of sites that can be visited by LPCB inspectors and can be used to assess compliance with this standard.

5.1.2 Initial site inspections

The purpose of the site inspections is to assess whether the applicable clauses of the standard are met.

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5.1.3 Initial office audit

The initial office audit shall determine whether there are sufficient records to demonstrate that the company is able to manage any given contract through the 'contract process' from receipt of an enquiry to completion of the contract and that the requirements of this standard are met.

5.2 On-going assessment

5.2.1 Notification of sites

The company shall, at the request of the LPCB, supply details of contracts completed and new contracts awarded since the initial assessment or last surveillance visit.

5.2.2 Site inspection – audits

LPCB will undertake a minimum of one site inspection visit each year of the company. The number of man days required will be increased if;

- i. LPCB is visiting less than 15% of the service contracts completed by the company or
- ii. if a significant number of non-compliances are identified during site inspections or
- iii. LPCB cannot audit all combinations of 'product groups' and servicing within a 24 month schedule.

5.2.3 Office audits

The number of office audits per annum will be defined by the LPCB auditor after the initial audit. A minimum of 1 office audit per annum shall be conducted.

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Amendments Issued Since Publication

DOCUMENT NO.	AMENDMENT DETAILS	SIGNATURE	DATE
LPS 1197-3.0	<ol style="list-style-type: none"> 1. Changed to latest LPS template and editorial modifications. 2. Updated standard references. 3. Review of quality system requirements. 	TB	21/09/05
LPS 1197-4.0	Updated standard and full revisions	SH	June 2012
LPS 1197-4.1	Correction to definition references in clause 1 Scope and clause 4.3 Product Groups (Security)	TB	Nov.2012
LPS 1197-4.2	<ol style="list-style-type: none"> 1. New front cover 2. Title added to header 3. Notes amended on Page 3 4. Repagination and updated page numbers on Contents page 5. Updated copyright information 	DC	Jan. 2014