

Fire Safety Procedure

Pinnacle Group



1. Purpose

Pinnacle Group is committed to keeping the buildings it manages safe from fire. We do this by planning, delivering, checking and improving fire safety arrangements for each client. This helps make sure our work meets legal requirements, client standards, technical requirements and contract commitments.

The purpose of this procedure is to make sure we:

- Meet all relevant fire safety laws, client standards and agreed service levels.
- Keep residents, staff, visitors and others safe by managing fire risks effectively.
- Keep clear records and provide accurate reporting so clients can see what has been done and what still needs action.

We will work closely with clients, contractors and other stakeholders so fire safety is managed in a consistent and joined-up way. We will also communicate clearly and openly, so clients understand performance, risks, actions and progress.

2. Related legislation and guidance

This procedure is based on the main fire safety laws, regulations, standards and guidance that apply to the buildings we manage.

- Regulatory Reform (Fire Safety) Order 2005
- Fire Safety Act 2021, which updates the Fire Safety Order
- Fire Safety (England) Regulations 2022
- Section 156 of the Building Safety Act 2022
- Fire Safety (Residential Evacuation Plans) Regulations 2025
- BS 7972 fire risk assessment guidance, including templates and codes of practice
- BS 8674 competence framework for fire risk assessors

3. Scope

This procedure applies to every building where Pinnacle acts as the managing agent. It applies to all Pinnacle teams, contractors and partners involved in fire safety work. This includes inspections, servicing, resident communication, managing fire risk assessments, and emergency planning. The aim is to make sure fire safety is managed consistently across all relevant buildings.

4. Alignment with Client Fire Safety Criteria

Pinnacle will make sure all fire safety work follows each client's own requirements. This includes the client's fire safety policies, technical standards, governance rules, design requirements, product standards, reporting

expectations and level of risk they are prepared to accept. It also includes any rules about when issues must be escalated.

For each contract, Pinnacle will keep a Fire Safety Register so the client's requirements are clearly recorded and followed. If a client's requirements change, Pinnacle will review the change through the formal change control process. We will then update relevant procedures, templates, briefing notes and contractor instructions, and share the changes with the right teams. Pinnacle will report compliance at governance meetings so clients can see how their requirements are being met. Where a client's requirements go beyond legal minimum standards, Pinnacle will follow the higher standard.

5. Roles and Responsibilities

Contract Compliance Lead

- Oversees fire safety compliance and governance for the contract.
- Manages day-to-day fire safety delivery.
- Tracks FRA actions and checks that they have been completed properly.
- Monitors contractor performance and makes sure work is delivered to the required standard.

Property Managers

- Carry out routine property inspections.
- Identify fire safety issues and raise work orders where action is needed.
- Complete site audits, speak with residents where needed, and keep local records up to date.
- Check contractor attendance and the quality of completed work.

Health & Safety / Quality Team

- Carry out independent audits and checks.
- Check that people carrying out fire safety work have the right skills and competence.
- Support investigations when fire safety incidents or issues occur.

Data & Performance Teams

- Keep dashboards, trackers and compliance reports up to date so performance can be monitored and reported clearly.

6. Fire Risk Assessment (FRA) Process

Fire Risk Assessments (FRAs) will be carried out using the method and FRA type required by the client. This may include Type 1, 2, 3 or 4 assessments. Each FRA must reflect the building's fire strategy and evacuation plan. The main FRA types are summarised below.

Type 1 – Common Parts (Non-destructive)

- Checks the shared areas of the building only.
- Does not involve opening up walls, ceilings, floors or other parts of the building.
- Looks at fire precautions, escape routes, signage and protection in communal areas.

Type 2 – Common Parts (Destructive)

- Checks the shared areas of the building in more detail.
- May involve opening up parts of the building to check fire stopping, compartmentation and hidden defects.
- Usually needs support from a contractor.

Type 3 – Common Parts + Sample of Flats (Non-destructive)

- Includes a Type 1 assessment and checks a sample of flats.
- Checks inside flats without opening up building materials.
- Focuses on flat entrance doors, detection and escape routes inside the flat.
- Helps identify fire risks that may affect residents in their homes.

Type 4 – Common Parts + Sample of Flats (Destructive)

- Provides the most detailed type of assessment.
- May involve opening up parts of both communal areas and a sample of flats.
- Checks compartmentation, internal construction and hidden routes where fire could spread.

All FRAs must be completed by competent assessors with recognised accreditation, such as IFE, IFSM, FRACS or an equivalent qualification.

7. Actions and Prioritisation

FRA actions will be prioritised using the client's criteria. Common examples are shown below:

- Intolerable – complete within 7 days
- Substantial – complete within 1 month
- Moderate – complete within 3 months

All actions will be recorded in the Client Action Tracker so there is a clear audit trail of what has been done and what is still outstanding. An action can only be closed when suitable evidence has been added, such as certificates, photographs or clear notes.

High-risk actions will be checked jointly with the client so they receive the right level of review and assurance. If there is an immediate risk, Pinnacle will act without delay to make the area or equipment safe. The client will be told within the agreed timescale, usually within one hour, so they are aware of the issue and can support the response if needed.

8. Inspections, Testing & Maintenance

Pinnacle will make sure all fire safety systems are tested and maintained in line with:

- Legal requirements and relevant British Standards
- The manufacturer's instructions
- Any testing or servicing frequencies agreed with the client

Pinnacle will use a planned programme of inspections, tests and servicing to keep key fire safety systems working properly and to support legal compliance.

Fire alarms will be tested weekly and serviced at regular intervals to make sure they continue to work as intended. Emergency lighting will be checked each month, with a full three-hour discharge test completed once a year to confirm that it will operate during a power failure.

Automatic Opening Vents (AOVs) and smoke control systems will be tested regularly and maintained each year so they can help manage smoke if there is a fire.

Sprinkler and misting systems will be serviced in line with the relevant British Standards. Dry and wet risers will be visually inspected every six months and pressure tested once a year to confirm they are ready for use by the fire and rescue service.

Firefighting equipment, including extinguishers and hose reels where provided, will be serviced every year.

Fire doors in communal areas will be inspected every three months. Flat entrance doors will be checked every year to make sure they provide suitable fire and smoke protection. Compartmentation and fire stopping will also be checked as part of planned inspections and after works, so any gaps or damage can be found and fixed.

9. Preventative & Protective Measures

Pinnacle will keep preventative and protective fire safety measures in place so the building's fire protection remains effective, reliable and compliant. All installations must be completed to the required standard, using client-approved materials and competent, certified contractors.

Fire stopping works must follow the relevant standards. Photographic evidence must be kept to show the work has been completed correctly and to provide a clear audit trail.

Pinnacle will keep clear records of product information and installation details. These records will support future maintenance, assurance checks and any regulatory review.

Pinnacle will manage housekeeping risks by checking for combustible materials, blocked routes and unsafe storage. These issues will be addressed where they could increase the risk of fire spread or make escape more difficult. Escape routes must be kept clear of hazards so residents and building users can leave safely in an emergency.

All hot works must be controlled through a formal permit to work process. This helps reduce ignition risks and makes sure the right precautions are in place before, during and after the work, including fire watch arrangements where needed.

10. Resident Engagement and Communication

Good communication with residents is essential. Pinnacle will give residents clear, accurate and building-specific fire safety information. This information will reflect the building's design, fire strategy and level of risk. It will help residents understand what to do in an emergency, including how the building's evacuation strategy works and what residents are expected to do to help keep themselves and others safe.

Extra support will be provided to vulnerable residents in line with the client's policy. This may include Person-Centred Fire Risk Assessments (PCFRAs) to consider individual needs, such as mobility, sensory, cognitive or other relevant needs.

Pinnacle will send timely updates after any fire-related incident, significant maintenance work or major works that could affect residents' understanding of fire safety arrangements or evacuation procedures. Where needed, engagement events will be held for Higher Risk Residential Buildings (HRRBs) or other buildings with higher levels of risk. These events will give residents the opportunity to ask questions, receive updates and better understand the fire safety arrangements for their building.

11. Emergency Planning & Preparedness

Pinnacle will keep emergency plans in place for each building. These plans will reflect the client's evacuation strategy.

Pinnacle will make sure each building has clear, accurate and up-to-date building plans. These plans will provide the information needed to manage fire safety and support an emergency response. They will include the building's risks, evacuation arrangements, emergency actions, and the roles and responsibilities during an incident.

Where required, Premises Information Boxes (PIBs) will be kept up to date with the documents needed by the fire and rescue service. This may include current floor plans, fire strategy information and any other information required by the client or relevant guidance.

Building plans will also include key operational information, such as emergency contact details, utility and life safety system isolation points, and any specific hazards that could affect firefighting or resident safety. These documents will be kept up to date, version controlled and easy for authorised people to access when needed.

12. Incident Reporting & Investigation

All fire safety incidents must be reported to the client within the agreed timescale. This helps make sure the client is informed quickly and the response is properly coordinated. An initial update must be provided within 24 hours of the incident being identified. This update should explain what is known, what immediate action has been taken, and whether there are any immediate risks.

A full investigation must then be completed within 10 days. The investigation must look at what happened, why it happened, and whether there were any underlying causes, system failures or repeated issues. It must also identify any learning for the organisation and set out clear actions to help prevent the same issue

happening again. These actions must be recorded, assigned to the right person or team, monitored, and closed when complete.

A separate procedure is in place for Mandatory Occurrence Reporting.

13. Record keeping

Pinnacle will keep clear, accurate and up-to-date fire safety and building safety records. These records help show that legal requirements are being met, give clients assurance, and support good governance. Information must be recorded in a consistent and secure way so it can be checked, traced and managed throughout the life of each building.

Records will include, but are not limited to:

- Fire Risk Assessments (FRAs), action trackers and evidence showing completed actions.
- Inspection and maintenance records for fire safety systems, equipment and life safety installations.
- Certificates, commissioning reports, manufacturer information and test results.
- Compartmentation surveys, fire stopping logs, photographs and records of remedial works.
- Fire strategies, evacuation strategies, floor plans and other technical design documents.
- Resident communication and engagement records, including advice, letters, meeting notes and feedback.
- Incident reports, investigation findings and records of corrective actions.

All records must be clearly indexed, version controlled and stored digitally so authorised people can access them securely when needed. Records must be kept for as long as the law requires or for the period agreed with the client. Full audit trails must be maintained and available for inspection.

14. Assurance and Improvement

Internal Assurance

Pinnacle will carry out regular internal checks to make sure fire safety arrangements are working well, meet legal and procedural requirements, and identify where improvements are needed. This includes:

- Quarterly governance reviews to look at key risks, performance trends, and how well monitoring and oversight arrangements are working.
- Annual management reviews to check whether the fire safety management system is suitable, effective and properly resourced. These reviews will also consider training, performance results and planned improvement work.

Findings from internal assurance checks will be recorded, reviewed and used to improve how fire safety is managed.

Client Assurance

Pinnacle will support client-led assurance work and take an open and transparent approach to performance management. This includes:

- Cooperating with routine or one-off client audits, inspections and requests for evidence.
- Providing complete, accurate and timely information, including documents, records and evidence that show compliance and performance.
- Tracking, reporting and checking corrective actions from client audits to make sure improvements are completed properly and within agreed timescales.

This way of working helps build trust, accountability and stronger performance across building safety activities.

Continuous Improvement

Pinnacle is committed to learning from experience and improving building safety outcomes. Continuous improvement activities include:

- Reviewing lessons from incidents, near misses and investigations to understand causes, repeated issues and ways to prevent problems happening again.
- Updating procedures, guidance and tools when there are new risks, changes in legislation, audit findings or examples of good practice.
- Keeping clear feedback routes with clients, residents and operational teams so learning is shared, decisions are responsive and safety processes keep improving.
- Using this learning cycle to keep building safety management proactive, reliable and aligned with the needs of residents, clients and the wider regulatory environment.

15. Performance Standards

Pinnacle will monitor building safety performance using clear Key Performance Indicators (KPIs) and agreed standards. These measures help show clients, regulators and residents how well fire safety is being managed. KPIs can be adjusted where needed to reflect each client's requirements.

16. Asset Management Integration

Pinnacle will make sure all fire safety assets are included in the asset management framework. This includes fire doors, fire alarm systems, emergency lighting, Automatic Opening Vents (AOVs), smoke control systems and other life safety components. These assets must be recorded accurately in asset registers, linked to condition survey findings, and included in lifecycle replacement plans. This will help keep systems reliable over the long term and support effective budget planning.

All relevant fire safety information must be kept in Pinnacle's digital record keeping systems. This includes inspection results, certificates, installation records, and updates from maintenance or remedial work. Where required, this information will also be included in Golden Thread records.

Fire safety requirements must be considered in all maintenance, refurbishment and improvement works. This helps make sure compartmentation, structural fire protection and the building's original fire safety design are protected.

Pinnacle will monitor asset-related performance, including repeated defects, components reaching the end of their life, and repeat failures. This information will be used to support lifecycle planning and to help make sure fire safety systems remain reliable.