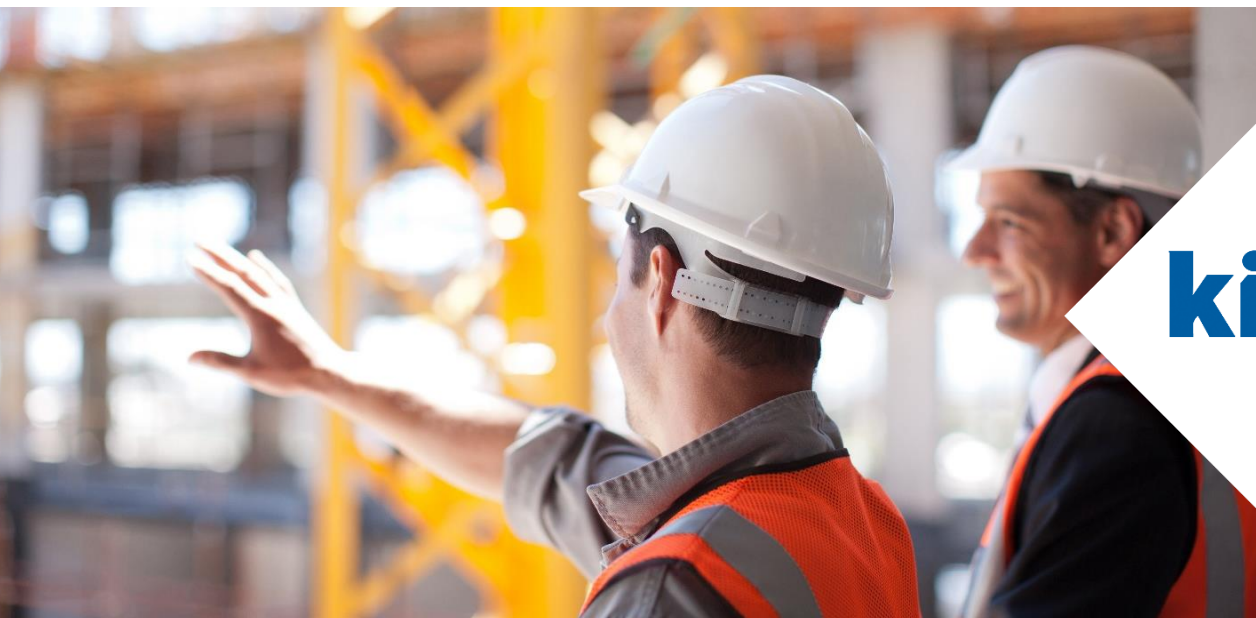




IFCC SDI 00 INSTALLER CERTIFICATION SCHEME

General Requirements for Installers of Fire Protection, Fire Suppression and/or Smoke Control Products/Systems and Assemblies



Partner
for
Progress

GENERAL REQUIREMENTS FOR CONTRACTORS INSTALLING FIRE PROTECTION, FIRE SUPPRESSION AND/OR SMOKE CONTROL PRODUCTS, SYSTEMS AND ASSEMBLIES

Uncontrolled Document

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Amendment Record

To ensure that each copy of the Scheme Requirements Document contains a complete record of Amendments, this Amendment record is updated as issued with each set of revised/new pages of the Document.

| AMENDMENT | | | DISCARD | | | INSERT | | |
|-----------|---|----------|------------|-------|-----------|-------------------|------------|-----------|
| No. | Summary of change | Date | Section | Page | Issue no. | Section | Page | Issue no. |
| 01 | Reference to BS EN ISO/IEC 17065:2012 incorporated into Section 1.1. | 18/10/13 | 1.1 | 4 | 1.0 | 1.1 | 4 | 1.1 |
| 02 | Contact name changed | 28/01/14 | 8.1 & 8.4 | 18 | 1.1 | 8.1 & 8.4 | 18 | 1.2 |
| 03 | Explanation of scope extension process expanded to provide more detail in Section 1.11.1 to 1.11.7 inclusive. | 03/12/14 | 1.11 | 6 | 1.2 | 1.11 | 6 | 1.3 |
| 04 | Document rewritten to comply with requirements of BS EN 16763:2017 | 19/02/18 | All | All | 1.3 | All | All | 1.4 |
| 05 | Design added to section 3.4.1 to allow for sprinkler / smoke control companies | 18/09/18 | 3.4.1 | 13 | 1.4 | 3.4.1 | 12 | 1.5 |
| 06 | Reference to latest UKAS logo document updated, 'ref URN 98/887' removed | 02/10/19 | A 1.9 | 31 | 1.5 | A 1.9 | 31 | 1.6 |
| 07 | Reference to Fire Suppression & Smoke Control | 24/04/20 | All | All | 1.6 | All | All | 1.7 |
| 08 | References to inspection amended to audit | 24/04/20 | All | All | 1.6 | All | All | 1.7 |
| 09 | References to site inspection manager amended to peer reviewer | 22/04/20 | All | All | 1.6 | All | All | 1.7 |
| 10 | Add definition for designer | 22/04/20 | 2 | 8 | 1.6 | 2 | 9 | 1.7 |
| 11 | Reference to designer added to section 3 to allow for sprinkler / smoke control companies | 22/04/20 | 3.1, 3.3.1 | 9, 10 | 1.6 | 3.1, 3.3.1, 3.4.3 | 10, 11, 14 | 1.7 |
| 12 | Paragraph added to section 4.2.1. to allow for remote audits | 22/04/20 | 4.2.1 | 16 | 1.6 | 4.2.1 | 18 | 1.7 |
| 13 | New sub-sections added to section 4.3 to cover cancellation of audits and access to site | 22/04/20 | 4.3 | 17 | 1.6 | 4.3.3, 4.3.4 | 19 | 1.7 |
| 14 | New sentences added to 5.1 and 5.2 relating to costs | 22/04/20 | 5.1, 5.2 | 18 | 1.6 | 5.1, 5.2 | 20,21 | 1.7 |
| 15 | New sub-sections added to section 5 relating to suspension and observations | 22/04/20 | 5 | 19 | 1.6 | 5.5, 5.6 | 21 | 1.7 |
| 16 | Reference to application fee in section 8.3 amended to quotation/ precertification audit fees | 22/04/20 | 8.3 | 20 | 1.6 | 8.3 | 23 | 1.7 |
| 17 | New sub-sections added to section 10 relating to personnel, suspension, complaints and associated costs | 22/04/20 | 10 | 21-28 | 1.6 | 10 | 24-31 | 1.7 |
| 18 | New IFCC formatting applied | 17/02/21 | All | All | 1.7 | All | All | 1.8 |

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SDI 00 – GENERAL REQUIREMENTS FOR INSTALLERS OF FIRE PROTECTION, FIRE SUPPRESSION AND/OR SMOKE CONTROL PRODUCTS/SYSTEMS AND ASSEMBLIES

| AMENDMENT | | | DISCARD | | | INSERT | | |
|-----------|---|----------|-------------|-------|-----------|-------------|-------|-----------|
| No. | Summary of change | Date | Section | Page | Issue no. | Section | Page | Issue no. |
| 19 | New Kiwa formatting applied | 14/02/23 | All | All | 1.8 | All | All | 1.9 |
| 20 | Reference to Director of Certification changed to Head of Certification/Head of Technical | 14/02/23 | All | All | 1.8 | All | All | 1.9 |
| 21 | Reference to Site Inspection Manager changed to relevant IFCC Scheme Manager | 14/02/23 | All | All | 1.8 | All | All | 1.9 |
| 22 | Add requirement to include all fire protection/fire suppression/smoke control system installations in application | 14/02/23 | 1.11 | 6 | 1.8 | 1.11 | 7 | 1.9 |
| 23 | Add requirement to pay for additional visits for more than two scopes | 14/02/23 | 1.11.1 | 6 | 1.8 | 1.11.1 | 7 | 1.9 |
| 24 | Reference to availability of site documentation, mock-up installations and documents for non-standard details | 14/02/23 | 3.3.2.1 | 12 | 1.8 | 3.3.2.1 | 13 | 1.9 |
| 25 | New sub-section added to section 3.4 relating to sub-contract designers | 14/02/23 | | | | 3.4.3.4 | 15 | 1.9 |
| 26 | New sub-section added to section 3.4 relating to use of sub-contract companies | 14/02/23 | | | | 3.4.8 | 17 | 1.9 |
| 27 | Add requirement to register contract advice prior to start on site, irrespective of value and/or duration of contract | 14/02/23 | 4.1.2 | 17 | 1.8 | 4.1.2 | 18 | 1.9 |
| 28 | References to Certificate of Conformity only being valid for works carried out between start and finish date on contact advice | 14/02/23 | 4.1.3 | 17 | 1.8 | 4.1.3 | 18 | 1.9 |
| 29 | New sub-sections added to section 4.3. relating to IFCC carrying out snapshot inspections and not primary inspections or 'sign off', manufacturers installation instructions and IFCC carrying out a series of audits | 14/02/23 | 4.3.2-4.3.4 | 18 | 1.8 | 4.3.2-4.3.6 | 19-20 | 1.9 |
| 30 | Paragraph added to section 8 relating to use of IFCC logo before award of certification | 14/02/23 | 8 | 22 | 1.8 | 8 | 24 | 1.9 |
| 31 | New sub-section added to section 10 relating to travel time | 14/02/23 | 10.5 | 23 | 1.8 | 10.5 | 26 | 1.9 |
| 32 | Sub-sections 10.5-10.48 re-number due to insertion of new sub-section | 14/02/23 | 10.5-10.48 | 23-30 | 1.8 | 10.6-10.49 | 26-33 | 1.9 |
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1. Introduction

1.1

The IFCC SDI 00 Certification Scheme for Installers of Fire Protection is a voluntary scheme intended for the independent third - party certification of installation contractors who provide a service to industry of installation of fire protection products, fire suppression and / or smoke control systems. The scheme is operated by IFCC in accordance with the requirements of BS EN ISO/IEC 17065:2012 “Conformity Assessment – Requirements for bodies certifying products, processes and services”.

1.2

The scheme covers the installation of a variety of fire protection, fire suppression and smoke control products, systems, and assemblies, each with its own specific installation requirements to be satisfied to provide the product’s intended fire performance. The technical requirements to be satisfied in order for an installation contractor to be certificated to install a specific type of fire protection / fire suppression / smoke control system shall be set out in separate product family specific type “IFCC Installer Scheme Documents” (SDI ##) which should be read in conjunction with this document.

1.3

The intention of this document is to set out general requirements which apply to all IFCC Installer Scheme Product Certification but not the technical competence (practical skill / workmanship / technical ability) involved in undertaking the work to a standard for which certification may be awarded.

1.4

For an applicant to achieve third party certification the requirements herein and those technical requirements set out in the applicable product family specific “scheme documents” must all be satisfied.

1.5

All work carried out by the certificated company which is within the certificated scope is required to be conducted in accordance with the scheme requirements. No certificated installer shall deviate from manufacturer’s instructions without written consent from the manufacturer, and this shall be project specific and shall not (unless instructed by the manufacturer) be used as a deviation for common use in installations on other projects.

1.6

This document also (where applicable to the specific product family type) covers the Contractor’s ability to offer and provide an appropriate level of service and maintenance to the client (or end user) after installation and commissioning of the fire protection / fire suppression / smoke control product, system and / or assembly.

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1.7

The scheme is open to all bona fide contractors involved in the installation and / or commissioning / maintenance of fire protection / fire suppression / or smoke control products, systems, assemblies to apply for certification.

1.8

Companies / contractors previously holding IFC Certification which was subsequently terminated by IFC Certification because of non-compliance with certification scheme requirements or non-payment of fees may have their application rejected.

1.9

Any company which is owned / operated by individuals who held director / partner status within a company previously holding IFC Certification which was subsequently terminated by IFC Certification because of non-compliance with certification scheme requirements or non-payment of fees may have their application rejected.

1.10 Features of the Scheme:

The scheme provides independent third-party certification of installation contractors involved in installing fire protection, fire suppression and / or smoke control products, systems and / or assemblies in order to give confidence to purchasers, specifiers, management contractors, building owners and operators, regulatory authorities in the performance of the products once correctly installed as per manufacturer instructions / industry guidance in order to satisfy fire performance criteria.

The following are the general features of the IFCC SDI 00 Certification Scheme for Installers of Fire Protection.

- 1.10.1 IFC Certification reserves the rights to refuse to award certification to a Contractor where all system design is operated from one location, but installation is operated from many other locations (travelling designers moving between offices may not be acceptable to IFC Certification).
- 1.10.2 All Contractors shall employ suitably trained / competent staff (see section 3,4).
- 1.10.3 An initial audit of office systems and audit of site installation prior to any issue of certification.
- 1.10.4 Periodic on-going site installation audits (frequency of such audits related to activity level). Annual audit of office systems.
- 1.10.5 Notification of all contract awards to IFC Certification and issue of Certificate of Conformity via the IFC Certification web-database.

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- 1.10.6 Upon satisfactory demonstration of compliance with these features of the scheme, Contractors shall be awarded certification and be registered on the IFC Certification website as certificated Installers of (specified scope) Fire Protection, Fire Suppression and / or Smoke Control Systems.
- 1.10.7 The Scheme ensures that formal procedures for installation are followed at enquiry, contract review, pre-contract commencement, during installation and at completion of contract. Furthermore, following completion of contract (where applicable to the type of fire protection / fire suppression / smoke control system) an annual maintenance and service plan is offered to the client and where applicable, implemented and undertaken in accordance with the specific installer scheme.

1.11

Contractors applying for certification under the requirements of the IFCC SDI 00 Certification Scheme for Installers of Fire Protection, Fire Suppression and / or Smoke Control Systems **should declare all types of Fire Protection / Fire Suppression / Smoke Control System installation work undertaken by the contractor that is covered by an IFCC Certification Scheme**. All Fire Protection / Fire Suppression / Smoke Control System installation work carried out by the installer company falls under the requirements of the scheme. It is not possible for a company to become certificated for only part of the Fire Protection / Fire Suppression / Smoke Control System installation work undertaken. Where the company holds third party certification for a fire protection activity with another third-party certification body evidence should be provided.

- 1.11.1 The initial application will allow the company to be certificated for 2 modules. Where the contractor wishes to add additional modules for which they do not hold certification, the contractor shall request an extension to their scope of certification from IFCC to encompass the new scope work. IFCC shall require the certificated contractor to confirm the request by e-mail which should clearly identify the new scope (i.e. reactive coatings, board, etc...). Visits to site to ensure that the certified contractor is demonstrating compliance with the requirements of the appropriate product module shall be charged at the prevailing additional 'day rate' plus associated expenses.
- 1.11.2 IFCC shall review the certificated company's records to check whether the request was included in the company's initial application and has therefore already been subject to contract review.
- 1.11.3 The company records built up during the initial and subsequent office audits and site visits and the original record of contract review (F971) shall be reviewed by the authorised IFCC peer reviewer to establish whether or not a visit to the contractor's office is required in addition to the site where the new scope work is to be undertaken. Provided the IFCC peer reviewer is satisfied with the result of the review of existing records no new formal contract review record shall be generated, however the existing contract review record may be annotated with reference to any further information required (should this be necessary).
- 1.11.4 Based on the review of existing information held on file about the certificated contractor the IFCC peer reviewer shall establish what additional information (if any) is required from the contractor in addition to undertaking an audit of the installation of the new scope item

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(additional type of fire protection / fire suppression / smoke control system to that for which the company already holds certification).

- 1.11.5 Arrangements shall be made between IFCC and the certificated contractor to conduct the necessary audit (s) as determined by the IFCC peer reviewer.
- 1.11.6 The IFCC Site Inspector shall conduct an audit inspection on the contractor’s installation work relating to the new scope on a live site where the project control, workmanship, associated record maintenance etc. can be assessed, The IFCC Site Inspector shall also carry out assessment of the competence of the Supervisor and Installers involved in the installation work relating to the new scope.
- 1.11.7 Provided that the outcome of items 1.11.3 to 1.11.6 inclusive is satisfactory, the certificated contractor’s scope of certification shall be extended to include the new scope item which shall include re-issue of the contractor’s IFCC Installer Certificate and up-date of the contractor’s entry in the IFCC Website.

1.12

Contractors who become certificated under the requirements of the IFCC SDI 00 Certification Scheme for Installers of Fire Protection, Fire Suppression and / or Smoke Control Systems **shall not be allowed to undertake “labour only contracts” (where the Contractor provides fitters to install fire protection / fire suppression / smoke control systems for other non-certificated installer contractors) within the scheme.** If such works are undertaken this cannot be certificated and there can be no reference to IFC Certification in relation to such work.

1.13

Contractors who become certificated under the requirements of the IFCC SDI 00 Certification Scheme for Installers of Fire Protection, Fire Suppression and / or Smoke Control Systems **shall not be allowed to certificate work for which they have provided technical assistance for but in which they have had no involvement in the installation and commissioning.** If such work is undertaken this cannot be certificated and there can be no reference to IFC Certification in relation to the work.

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2. Definitions

Authority Having Jurisdiction

A body, organisation, office or individual responsible for enforcing the requirements of a standard or code, and / or for approving system designs, equipment, materials, an installation, or a scheme. Such authorities may include Building Control, Fire and Rescue Service Authority, Insurer.

Certificate of Conformity

The document issued to the Client detailing the extent of certification issued to them by the certificated Contractor in respect of compliance with the applicable standard.

Certification

Approval, registration, or licensing of services.

Contractor

The company, partnership, sole trader, etc. applying for approval or certification within the IFC Certification scheme, who is responsible for the installation and (where applicable) the commissioning and maintenance of fire protection / fire suppression / smoke control products, systems or assemblies.

Authorised Person

A directly employed senior member of the Contractor's staff who is empowered to issue and sign the Certificate of Conformity upon completion of the contract.

Designer

A person who can demonstrate competence through successfully completing appropriate training (such courses must be those recognised by IFC Certification). The person is responsible for the design of sprinkler / suppression / smoke control systems. This person may be directly employed by the Contractor or employed through a sub-contract agreement.

Supervisor

A person who can oversee and peer review the work carried out by an installer and may also (where applicable) undertake commissioning activities.

Installer / Fitter

A person who can demonstrate competence in the installation of types of fire protection products, systems or assemblies and may also (where applicable) undertake servicing activities. Such a person may also be required to undertake applicable manufacturer training.

Industry Training

Undertaking and satisfactory completion of training provided by industry bodies / organisations recognised by IFCC.

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Industry Qualification

Undertaking and satisfactory completion of an industry qualification in the modules carried out by the company to achieve award of a nationally recognised qualification e.g. NVQ.

Product Training

Undertaking and satisfactory completion of training in the correct use, application, installation of the products, assemblies, materials, equipment, etc. used by the company in their installation activities.

User / End User

The person, company or other body that uses the service provision being certified.

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3. Requirements

3.1 General

3.1.1 The Contractor shall operate their business from the office address provided to IFC Certification at the point of their application for certification and must demonstrate that this is the functional location of their business activities. IFC Certification will not accept Contractors providing their address as a location where post is directed, or telephones are answered on their behalf but from where no functional operations are conducted. The office shall be the location from where system designs are produced and / or projects are run.

3.1.2 IFC Certification reserves the rights to refuse to award certification to a Contractor where all system design is operated from one location, but installation is operated from many other locations (travelling designers moving between offices may not be acceptable to IFC Certification).

3.1.3 Where an applicant Contractor operates a group of companies involved in fire protection / fire suppression / smoke control system installation, the group of companies shall be identified as one company, but the office locations shall be clearly identified. If in future any office / facility is closed, then this shall cause the certification to be suspended pending a re-evaluation of the Contractor's certification.

3.1.4 Applicants and certificated contractors shall nominate a representative and, if appropriate, at least one deputy, authorised to act in the main representative's absence, who shall be responsible for all matters relating to their IFCC scheme certification. The representative (or deputy) shall be responsible for all IFCC scheme communications between IFCC and the company.

3.2 Technical

Technical requirements related to specific types of fire protection / fire suppression / smoke control system installation for which IFCC Installation Contractor certification is applied for are detailed in the specific IFCC Installer Scheme Document (SDI ##) related to the fire protection / fire suppression / smoke control product, system, assembly.

3.3 Initial Office and Site Installation Audit Requirements

In addition to the Contractor's responsibility to conform to the standards identified in section 3.2, the Contractor will also be assessed by IFC Certification to ensure that the following are satisfactory:

3.3.1 Initial audit of the office systems

3.3.1.1 The Contractor's premises will be audited by IFC Certification to ensure that the Contractor operates a suitable management system appropriate to the size of their business that will demonstrate that.

- Records are maintained of all fire protection / fire suppression / smoke control installation project enquiries quoted.

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- Records are available to confirm that the contractor has the capability to design systems and undertake calculations where required, as detailed in the specific IFCC Installer Scheme Document (SDI ##) related to the fire protection / fire suppression / smoke control product, system. *Note - Certain schemes (sprinkler / suppression systems) may involve “Design Reviews” being undertaken remote from the contractor’s office prior to this audit.
- Records are maintained of all products, systems, assemblies for which the contractor offers an installation service, or the contractor has access to manufacturer technical data via an internet link to the manufacturer’s website.
- Records are maintained of all contract awards (jobs won) Samples retained for each partition system employed.
- Records are maintained of the third-party certification / test evidence of all products / systems installed.
- Records are maintained of all contract awards (jobs won).
- Records are maintained of all fire protection / fire suppression / smoke control related product / material / equipment purchases. A log of batch numbers, product details, and the quantity of each product (where applicable) installed on a contract shall be maintained and be traceable.
- Where applicable to the type of fire protection / fire suppression / smoke control installed - records are maintained of all commissioning inspections related to installations.
- Records are maintained of all inspections and handovers related to fire protection / fire suppression / smoke control installations and labelling of finished installations where applicable.
- A record for each project identifying which site supervisor was responsible for the final inspection / commissioning and signing off the work.
- Installation certificates are issued.
- Records are maintained of training / competence of directly employed and sub-contract supervisory and installation staff and sub-contract installation staff (where used) including a “log” of each or all operatives that may be used by the company for the purpose of installing fire protection / fire suppression / smoke control and (where applicable) for commissioning and servicing activities.
- Where applicable, records are maintained of maintenance agreements and such work carried out.
- Storage of materials and equipment is in accordance with manufacturer recommendations to protect them from damage.

3.3.1.2 As part of the initial audit, an arbitrary selection of both recently completed and ongoing projects shall be subject to audit (from quotation stage through to contract award, system design, site installation, commissioning to completion). As part of the “office based” assessment, a review shall be undertaken to check process control for the installation of

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both a completed and an on-going project. The ongoing project on which the review is conducted shall be subject of a site installation audit.

- 3.3.1.3 IFCC shall ensure that installation and (where applicable) servicing technical data is in use in the company for each manufacturer's products which the company installs. The data shall be maintained up to date and reflect a range of products which the company installs.
- 3.3.1.4 The company shall be able to demonstrate to the IFCC assessor that it has access to all necessary sources of information, such as product standards, relevant codes of practice and the relevant regulations against which any installation is being made.
- 3.3.1.5 The IFCC assessor shall ascertain that the company maintains a Health and Safety policy.
- 3.3.1.6 The IFCC assessor shall ascertain, by reference to documentary evidence, that the company carries public liability insurance and, where applicable, Employers Liability insurance. [The company is responsible for ensuring the adequacy of its insurance taking into account the size and type of contracts undertaken, this will not be specifically reviewed by IFCC.](#)
- 3.3.1.7 The audit shall establish that the installation contractor holds training records for all staff involved in the installation / commissioning / servicing of fire protection / fire suppression / smoke control systems. All installation staff must be able to demonstrate competency based on approved training plus experience, by means of industry recognised training courses, manufacturer's training, and industry qualifications before being subject to an on-site installation assessment. Where it is appropriate, the IFCC inspector may recommend provisional certification where the trainee installation operative is under satisfactory levels of supervision to facilitate a full assessment later.

3.3.2 Site installations

- 3.3.2.1 Site Installations will be audited by IFC Certification to verify the fire protection / fire suppression / smoke control products / systems / assemblies are being installed in accordance with the contract drawings, associated manufacturer installation instructions and the requirements of any relevant industry code of practise / guide / standard. Items reviewed will include (but not be restricted) to the following.
- Compliance with the company's and the manufacturer's installation instructions as applicable to the products / systems / assemblies being installed. The contractor shall ensure that all relevant technical data sheets, installation instructions and method statements are available to the installers / fitters and understood.
 - If at the time of a site audit a site file containing the manufacturer's installation instructions, technical data sheets and method statements are not available to the installers a non-conformance will be issued.
 - If the company cannot gain access to site without certification, then it may be possible to set up a 'mock-up' installation to demonstrate competency in the relevant module. However, any such mock-up must be a realistic reproduction of site conditions (e.g. if installing a penetration seal into a wall the company must demonstrate the ability to work from one side only as may be the case on site) and the company must be able to provide appropriate documentation and demonstrate appropriate quality management systems in relation to the activity.

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- Correct selection of the product / system / assembly (where applicable) considering the contract specification requirements, associated construction, function, fire rating required for the installation to provide for which it is supplied.
- Where a site- specific issue requires a revised or ‘non-standard’ solution, advice has been taken from the fire protection / fire suppression / smoke control product manufacturer, a fire safety engineer, certification / test body or combination of these. . If documentation is not available to support non-standard details, the member company must provide appropriate written supporting evidence within 48 hours of the date of audit. Failure to meet this timeframe may result in a non-conformance being issued. Additional time spent carrying out off-site document reviews will be chargeable.
- Where site conditions differ from those covered by the certification or test evidence appropriate guidance has been taken as above.
- The provision of sufficient support for the fire protection / fire suppression / smoke control system such that it will not compromise the performance of the product / system / assembly.
- Records maintained at site detailing the work ongoing and inspections of this with applicable structural references / level numbers / schedule references for future traceability of the installed fire protection / fire suppression / smoke control system along with manufacturer batch nos.), allocated to each, together with relevant dates.
- Final inspection / commissioning / testing including aspects critical for the particular fire protection / fire suppression / smoke control installation to perform its intended function as detailed in the client’s specification and product manufacturer’s installation data.

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3.4 Personnel Requirements

3.4.1 General

The installation contractor shall identify the staff undertaking the roles of authorised person, supervisor, and installer. The competency level of all key supervisory and installation / service personnel will be reviewed including project managers, site installation fitters, service engineers and all other staff associated with design, installation, commissioning, or servicing process. Training records for both in-house and external training, will be audited. The requirements set out in section 3.3.1.7 of this document must be demonstrated by the contractor. At least two competency assessed individuals will be employed or sub-contracted by the company (this shall include a supervisor who reviews the work undertaken by installers).

3.4.2 Authorised Person

- 3.4.2.1 The authorised person shall manage the technical fundamentals, the procedures, and risks together with the requirements of the relevant standards and regulations for the services provided by the installation contractor.
- 3.4.2.2 The authorised person shall demonstrate appropriate training, practical experience and competence in the services provided by the installation contractor.
- 3.4.2.3 The authorised person shall have comprehensive, specialised factual and theoretical knowledge in the services provided by the installation contractor.
- 3.4.2.4 The authorised person shall exercise management and supervision in the context of the services provided by the installation contractor.
- 3.4.2.5 The authorised person shall manage the professional development of themselves and other individuals.

3.4.3 Designer

- 3.4.3.1 The designer shall be responsible for the design of the fire protection / fire suppression / smoke control system where the specific product family type requires a design capability.
- 3.4.3.2 The designer shall demonstrate appropriate training in the design of the services provided by the installation contractor, as applicable to the type of systems the company installs, and the design standards which relate to this work (as defined in the applicable IFCC scheme document).
- 3.4.3.3 The designer shall have factual and theoretical knowledge in the design of the services provided by the installation contractor including as applicable the ability to carry out calculations (e.g. pressure & flow calculations) relating to system designs and to produce drawings / specifications / instructions to be used by the installers at site.
- 3.4.3.4 The designer may be a sub-contractor to the company however the company shall set-up a written Sub-contract Agreement with the designer. If the designer is a subcontractor to the company the company must notify IFCC of this agreement and demonstrate that an agreement is in place.

Note: The authorised person and the designer may be the same person within an installer company.

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3.4.4 Supervisor

- 3.4.4.1 The supervisor shall perform the technical fundamentals, the procedures and handle the risks together with the requirements of the relevant standards and regulations for the services provided by the installation contractor.
- 3.4.4.2 The supervisor shall demonstrate appropriate training, practical experience and competence in the services provided by the installation contractor.
- 3.4.4.3 The supervisor shall have factual and theoretical knowledge in the services provided by the installation contractor.
- 3.4.4.4 The supervisor shall demonstrate the ability to put into practice their knowledge.

Note: The authorised person and the supervisor may be the same person within an installer company.

3.4.5 Installer

- 3.4.5.1 The installer shall perform the assigned tasks in a reliable way for the services provided by the installation contractor and take responsibility for completion of the tasks.
- 3.4.5.2 The installer shall have appropriate training, practical experience and competence in the services provided by the installation contractor.
- 3.4.5.3 The installer shall have knowledge of the facts, principles, processes and general concepts in the services provided by the installation contractor.
- 3.4.5.4 The installer shall have the ability to select and apply basic methods, tools, materials, and information.

3.4.6 Competency Assessment

- 3.4.6.1 IFCC shall undertake verification of samples of recent or current on-site installation, commissioning, or servicing work for each employed or sub-contracted installer / service engineer to ensure that this work conforms to the manufacturer's specifications (The verification process will make best use of all available technologies including, but not limited to, on-site inspection and traceable dated photographic evidence).

Existing installers/service engineers will be interviewed to establish their level of competence.

- 3.4.6.2 A record shall be maintained of the C.V.s / training records of all installation and service engineers that can carry out an installation or supervising an installation carried out by installers, who have not previously been competency assessed.

3.4.7 Subcontract Staff

Where a contractor uses sub-contract staff to supplement their directly employed staff the contractor shall maintain evidence of sub-contract agreements* (in writing).

Note: A model sub-contract agreement is included in this document at Appendix B as an example

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3.4.8 Subcontract Companies

Where a contractor appoints a sub-contract installer company to carry out part of their fire protection / fire suppression / smoke control system workscope to a sub-contract that company shall maintain evidence of appropriate insurances and employee qualifications / experience. Where applicable the sub-contract company should hold their own third-party certification with a UKAS Accredited certification body for the works they are employed to carry out.

3.5 Maintenance (where applicable)

3.5.1 Where ongoing maintenance is a requirement of the IFCC Installation Contractor Certification Scheme, the Contractor shall offer each client a maintenance contract for the installed fire protection / fire suppression / smoke control system. The contract shall be specific to the building, shall identify the number and type of fire protection / fire suppression / smoke control products / assemblies installed and shall be allocated a unique reference number for traceability purposes.

3.5.2 Upon completion of each installation contract the Contractor shall provide an O & M manual which details the correct operation of the fire protection / fire suppression / smoke control system, also details testing and checking routines to be carried out by the client / end user (responsible person).

The O & M manual shall also set out the frequency of service intervals with a description of the servicing / maintenance requirements as set out in the applicable manufacturer's manuals.

3.5.3 The Contractor shall only allocate suitably qualified service installers / engineers to undertake service and maintenance activities for which they have received appropriate manufacturer training. The Contractor shall maintain training records to support the allocation of service installers / engineers based on their proven competence.

3.5.4 The Contractor shall maintain a database of all maintenance contracts to assist in the planning and completion of all service and / or maintenance contract work. The database shall identify each contract by unique reference no. along with client name address of building in which they are installed, a contact name / telephone number / e-mail address and the types of fire protection / fire suppression / smoke control products / assemblies installed.

3.5.5 The Contractor's service installers / engineers shall carry out routine service work in accordance with the requirements set out in the manufacturer's manuals for the applicable type of product / assembly. The service installer / engineer shall not during any maintenance work modify the product or assembly or its operation which may affect the performance of its function.

3.5.6 The Contractor's service installers / engineers shall maintain a record of all service and maintenance work on specific forms which shall be issued to the client/end user. All site maintenance logbooks / records pertaining to the fire protection / fire suppression / smoke control system, should be completed by the Contractor. The contractor's database shall be maintained to include all on-going service and maintenance work and where necessary

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shall include for “follow-up” visits to address non-complying fire protection / fire suppression / smoke control products / assemblies recorded during the service visit.

3.5.7 The Contractor shall have a procedure in place whereby the client/end user is notified immediately of any faults, non-compliances, or deterioration of equipment, which may adversely affect the operation or integrity of the fire protection / fire suppression / smoke control assembly.

3.5.8 An appropriate emergency response service shall be offered to the client/end user as part of the maintenance contract, to ensure corrective action is taken as soon as possible and to ensure that the fire protection / fire suppression / smoke control system is not impaired for unnecessarily long periods.

4. Ongoing Surveillance Assessment and Site Inspections

4.1 Notifying IFC Certification of Contract Award

4.1.1 Following satisfactory initial assessment, the Contractor will be awarded certification to the IFC SDI ## Certification Scheme for Installers of XXXXXXXXXXXX and will be allowed to use the IFC Certification Mark and will be allocated a password controlled secure location within the IFC Certification web database.

4.1.2 The Contractor shall upon award of a contract and prior to starting on site notify IFC Certification by registering a “Contract Advice” on the web-database irrespective of the value and / or duration of the contract works. The Contractor shall complete all details requested by the “on-line” form (it is understood that contract start, and completion dates may vary from those initially planned).

4.1.3 Upon completion of each contract the Contractor shall be required to complete a “Certificate of Conformity” (system installation certificate) on the IFC Certification database which shall be obtained by input of the URN for the particular contract. Upon completion of the certificate on the database it should be printed off, signed by the authorised signatory, and passed to the client. There is no requirement for the Contractor to send any copies of certificates to IFC Certification as these will automatically be received by IFC Certification upon the action of the Contractor initiating printing of the certificate. The certificate will only be valid for works carried out between the start and finish dates stated on the “Contract Advice” form.

4.1.4 The IFC Certification web-database shall also be maintained to record all design, supervisory and installation staff who are recognised as competent by IFC Certification because of satisfactory training (see sections 3.3.1.7) and assessing (installation) works they have been involved with (see section 3.4.5.1).

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4.2 Annual Office Audits

4.2.1 After certification, the Contractor's office will be audited annually in accordance with the requirements outlined in section 3.3.1. Site installation audits may also be programmed to coincide with these annual office visits, (see 4.3 below).

In times of national emergency when travel restrictions may be in place annual office audits may be conducted remotely in accordance with IFCC Operational Procedure OP12 'IFCC Remote Desktop Installer Annual Office Audit Procedure'

In addition, IFCC reserves the right to undertake office-based audits utilising internet applications such as Microsoft Teams where the client company has the capability to provide document (folder) share in real time and is able to meet the requirements of the office audit via a remote mechanism.

4.3 Interim Site Audits

4.3.1 To ensure that the certified Contractor is maintaining compliance with the requirements of the IFCC SDI 00 Certification Scheme for Installers of XXXXXXXXXXXXXXX, interim installation audits will be carried out on both new and existing contracts*. An arbitrary selection of jobs / sites will be reviewed / visited based on a variety of factors including, but not limited to, the following:

- Size and complexity of installation
- Type of fire protection / fire suppression / smoke control system installed
- Contractor activity level

4.3.2 IFC Certification will only undertake a snap-shot audit inspection of a 'live' contract to sample workmanship produced by the certified Contractor at the time of the pre-arranged audit inspection. This is to verify that acceptable standards are being maintained and the installation works are being carried out in accordance with the product / system manufacturer's instructions and the requirements of the relevant IFC Certification product installation scheme. IFC Certification will not be responsible for carrying out primary quality inspections and does not 'sign off' installations.

4.3.3 In addition to the above, compliance with the product manufacturer's installation instructions / data and the Contractor's own general standards of installation, (and where applicable) commissioning and servicing will be reviewed. The IFC Certification inspector will need to sample the manufacturer's installations instructions to verify compliance. If not available at the time of the audit a non-conformance will be issued.

4.3.4 In situations where a certificated Contractor requires a series of audits to be carried out on a particular project to satisfy a contractual condition imposed by the principal contractor / client for whom they are working, separate arrangements must be agreed with IFCC prior to committing IFCC to regular audits on one project. In such circumstances, IFCC will agree with the certificated Contractor a cost for a series of audits which will be charged at the prevailing day rate for such audits.

*Note: final selection of the sites to be inspected / audited by IFC Certification, the Contractor shall arrange access to the site ensuring security clearance is approved (if required). IFC Certification should

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also be notified of any Health & Safety issues including Personal Protective Equipment and requirements for site inductions, if necessary, for any site visit.

4.3.5 Cancellation of any confirmed audit less than 48 hours in advance will be chargeable. Any expenses incurred by IFCC will be charged at cost i.e. train tickets, hotel accommodation and a charge of 50% of our standard additional audit fee will be levied. Repeated cancellations will incur the full standard additional audit fee and may result in suspension of Installer Certification.

4.3.6 Failure to allow the IFCC inspector to gain access to site within 45 minutes of the agreed start time will result in the inspector leaving and will incur the standard additional audit fee and any associated expenses.

4.4 Audit Findings / Non-compliances

4.4.1 Further site audits may be required if any significant non-compliances are found on site. Additional site audits will be necessary until the non-compliance(s) are resolved. Non-compliances may take the form of installation deviations to the relevant manufacturer's installation instructions and / or standard, poor workmanship on site, or deficiencies in the management systems.

4.5 Issue of Installation Conformity Certificate

4.5.1 Upon completion of a fire protection / fire suppression / smoke control installation project, the contractor shall issue a signed copy of the Certificate of Conformity which shall be downloaded from the IFC Certification web-database (see section 4.1.2) to the client, to confirm that the fire protection / fire suppression / smoke control system installation complies with the relevant manufacturer's installation instructions and / or standard.*

*Note: Where the authority having jurisdiction has agreed any deviations to the applicable design standard, work scope these must be received in writing and must be maintained as a record for the particular job as an attachment to the design drawings / schedule / Certificate.

4.5.2 Any deviations to the standard or the original work-scope should be noted in the relevant section of the certificate for review by the authorities having jurisdiction.

4.5.3 In addition to issuing the original signed copy to the client, a copy of the Certificate of Conformity should be issued to the authority having jurisdiction, with an additional copy kept in the contract file.

4.5.4 In the case of multiple installations (such as a shopping centre) a separate Certificate shall be raised for each occupied business unit.

4.5.5 The contractor shall issue a set of "as installed" system drawings to the client (in addition to the C of C) for future use / reference. All as installed drawings must be correct and a true representation of the system at the time of certification / hand-over.

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- 4.5.6 Unless a maintenance contract is in place the contractor must clarify to the client that the Certificate of Conformity will only be valid for 1 year from the date of issue of the certificate.
- 4.5.7 It is a condition of the IFCC SDI 00 Certification Scheme for Installers of Fire Protection / Fire Suppression and / or Smoke Control Products, Systems and Assemblies that the contractor raises a Certificate of Conformity upon completion of all installation works. If the contractor has not received final payment for the works, they may withhold the certificate and not issue it to the client until such payment is received. The contractor should at least raise the certificate to indicate to IFC Certification that the contract installation is complete.
- 4.5.8 IFC Certification will not (and cannot) issue a Certificate of Conformity for any system logged by the contractor at the request of their client as only the contractor can raise such a document.

5. Non-Compliances

5.1

Minor non compliances raised during an office audit, design review or site audit may be closed out by providing IFCC with evidence of correction by post or it may at IFCC's discretion be held over to the next surveillance visit.

Major non compliances identified during an office audit, design review or site audit may require an additional visit to office and / or site, the need for such an additional visit will be discussed and agreed with the contractor who IFCC shall liaise with to make suitable arrangements to undertake the visit and will be subject to an additional 'day rate' for the return visit to the office or site, plus any associated expenses, unless evidence can be provided to address the issue raised.

5.2

Site based non compliances raised as a result of non-compliant installation activities or poor workmanship shall generally result in a follow-up site visit being undertaken to ensure that the required corrections have been put in place. Arrangements shall be agreed between IFCC and the Contractor to ensure that the revisit can take place before any non-compliant work becomes inaccessible due to finishing trades covering the fire protection / fire suppression / smoke control Contractor's work. Dependent upon the details of non-compliance, IFCC may invoke a requirement to visit further jobs undertaken by the Contractor to ensure that the same issue resulting in the non-compliance is not found on other jobs undertaken by the contractor.

Revisits to site (and where necessary the Contractor's office) to check that corrections have been carried out and that the corrective action is effective shall be charged at the prevailing additional 'day rate' plus associated expenses.

5.3

No contract with "open" non-compliances shall be certificated by issue of a Certificate of Compliance from the Contractor until the non-compliance has been corrected and checked by IFCC. Any contract related non-compliance raised by the IFCC Inspector shall result in a "Hold" being allocated to the particular contract in the IFCC web based database, this shall prevent the contractor from raising the

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Certificate of Compliance until the correction has been checked by the inspector as being satisfactorily addressed.

5.4

Where non-compliances have been raised, the applicant or certificated Contractor shall provide access to the IFCC inspector to enable a check of the corrective action to ensure it has been carried out and can be seen to be effective.

5.5

Where a Certified Contractor continually has 'major non compliances' raised against the company during an office or site audit, IFCC will in consultation with the company consider suspending the Certified Contractor from the scheme with an agreed action plan for the company to implement before the suspension can be lifted. Any Contractor that fails to address the issues raised following suspension of their certificate, can have their certificate withdrawn.

5.6

Observations raised during a design review or an office audit or site audit may be closed out by an additional visit to office / site as applicable, by providing IFCC with evidence of correction or if the observation is deemed by IFCC to be minor the close out may be held over to the next surveillance visit.

6. Conditions of Acceptance

6.1 Initial Acceptance

6.1.1 Provided that the requirements identified above and in the specific IFCC SDI## Installation Contractor Certification Scheme document related to the type of product / system / assembly being installed are met, the contractor will receive certification and be listed in the IFCC Register of Certificated Installation Contractors. The listing awarded by IFC Certification shall be accompanied by a reference to the types of fire protection / fire suppression / smoke control products / systems / assemblies for which they have been awarded certification (see section 1.11). The certification is only valid if the contractor maintains the requirements of the scheme outlined in this document.

6.2 Change of Company Details

6.2.1 The Contractor shall provide written notification (email, postal) to the IFC Certification Administrator of any changes which would affect certification of this scheme, including a change of company name, company registration or location.

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7. Benefits of the IFC Certification Scheme

7.1

Due to the growth in the number of installers of fire protection / fire suppression / smoke control systems, the need to assess and control the competency of contractors is increasingly important. Since fire protection / fire suppression / smoke control products / systems / assemblies are designed and installed for life safety purposes, the adequacy and reliability of such work is paramount.

7.2

This scheme will benefit clients/end users and their insurers by assisting in the selection of a competent and experienced contractor.

7.3

A list of IFCC Certificated Installation Contractors can be found on our website, in both geographical and alphabetical format.

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8. Application Process

IFC Certification welcomes application to the scheme from contractors working in the UK and Ireland. Application can be made online by completing the web based forms available from our website at www.ifccertification.com

Alternatively, application forms are available at the following address:

IFC Certification Ltd.
Ground Floor, Suite A, Building 2
Bear Brook Office Park
Walton Street
Aylesbury, Buckinghamshire
HP21 7GQ
Tel: 01844 276920

Email:

phil.sargent@kiwa.com (Passive fire protection systems)
david.mowatt@kiwa.com (Smoke Control Systems)
lan.woodhouse@kiwa.com (Sprinklers/fire Suppression/Smoke Control Systems)

Upon receipt of the completed application form, IFC Certification will review the details and if acceptable, the contractor will be issued with a quotation and if formally accepted will be invoiced for the pre-certification audit fee. After payment of the fee, IFC Certification will make arrangements to conduct the initial audits as detailed in Section 3.3.

For any further information on this scheme or others offered by IFC Certification Ltd., please contact us at:

IFC Certification Ltd.
Ground Floor, Suite A, Building 2
Bear Brook Office Park
Walton Street
Aylesbury, Buckinghamshire
HP21 7GQ
Tel: 01844 276920

Email:

phil.sargent@kiwa.com (Passive fire protection systems)
david.mowatt@kiwa.com (Smoke Control Systems)
lan.woodhouse@kiwa.com (Sprinklers/fire Suppression/Smoke Control Systems)

Ask for Phil Sargent, David Mowatt or Ian Woodhouse as appropriate

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No claims in respect of IFC Certification or use of the IFC Certification logo shall be made by the company until such time as certification is awarded. Any company using statements such as “... we have applied for IFC Certification...” or like to get onto tender lists may have their application terminated.

9. Scheme Fees

The successful completion of the pre-certification process, the contractor will be invoiced for the annual certification fee. Certification is awarded upon payment of this fee and formal acceptance of the draft certificate issued. The fees payable by a contractor for certification under the requirements of the applicable IFCC SDI ## Certification Scheme for Installers of XXXXXXXXXXXXXXXX (various fire protection / fire suppression / smoke control products) are available upon request from IFC Certification Ltd. at the address given in 8.4

10. Scheme Regulations

10.1

The technical requirements of the scheme are given in clause 3.2 of this document.

10.2

Applicants and certificated contractors shall nominate a representative and, if appropriate, at least one deputy, authorised to act in the main representative’s absence, who shall be responsible for all matters relating to their IFCC scheme certification. The representative (or deputy) shall be responsible for all IFCC scheme communications between IFCC and the company.

10.3

If the nominated representative leaves the employment of the certified company it is the responsibility of the Senior Management to provide written notification to the IFCC Administrator of their departure and to notify IFCC of the nominated replacement. Failure to notify IFCC of a replacement within two weeks of the nominated representative leaving will result in the suspension of the company’s certification until such time as this is made known to IFCC.

10.4

Applicants and certificated Contractors shall be responsible for allowing IFCC accompanied free / safe access to their offices and sites on which they are working during normal working hours for the purposes of conducting initial, on-going random (as may be necessary) and annual surveillance audits and for providing information as required by the scheme and facilities as may reasonably be required by IFCC in order to verify compliance with scheme requirements as detailed in this document and any future revisions of it.

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10.5

Where the location of the office or site requires the IFCC auditor to travel on the day prior to and/or following the audit to enable the auditor to conduct the audit during normal working hours, travel days shall be charged at the full additional visit 'day rate' for a full days' travel or 50% of the additional 'day rate' for half days' travel, plus associated expenses.

10.6

The nominated representative of the contractor shall be responsible for informing IFCC immediately upon award of all new contracts and confirmation of dates agreed for undertaking the work. This shall be done securely on-line by completion of the Contract Advice notification form within the IFCC web-database.

10.7

A certificated contractor shall conduct their business in "good faith" and in accordance with the requirements, spirit, and intent of the IFCC SDI 00 Certification Scheme for Installers of Fire Protection / Fire Suppression / Smoke Control Systems as described in this document and any future revisions of it.

10.8

Where no new installation contracts have been awarded to the company within a 3-month period, the nominated representative shall be responsible for making a declaration to IFCC that no such work has been awarded during this period. Failure to comply with this requirement shall initiate a reminder letter from IFCC identifying this lack of submission. Failure to respond to this letter within two weeks will result in suspension of certification and failure to respond within two weeks of suspension will result in the withdrawal of certification.

10.9

Where no new installation contracts have been awarded to the company within a 3-month period the company may opt to freeze their Installer Certification by requesting the voluntary suspension of their IFCC certificate due a lack of fire protection / fire suppression / smoke control activity. Under this agreement an invoice will be issued to the value of £300 to cover the costs of this temporary suspension. During this period the company will not be able to add contract notifications or issue certificates of conformity via the IFCC web database. The company will still be listed as a certified installer enabling prospective clients to view their certification held with IFCC.

10.10

This voluntary suspension will be valid for a period of up to 12 months from the date of implementation. Should IFCC receive no notification that the company has secured further fire protection contracts the company's certificate will automatically be removed from the IFCC web database at the end of this period and certification formally withdrawn.

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10.11

Should the company be successful in securing fire protection / fire suppression / smoke control contracts during this period the company should contact the relevant IFCC Scheme Manager or IFCC Administrator so that arrangements can be made for their assigned IFCC auditor to carry out appropriate audits to verify that the company has the required competent staff/installers, licences and equipment related to their work activities. The voluntary suspension will be rescinded and certification re-instated subject to successful audits and payment of the appropriate fees being made.

10.12

Certificated Contractors may use subcontracted installers (as set out in section 3.4.7) to supplement their own staff provided that these subcontracted staff members have satisfactorily undertaken appropriate training which has been verified by IFCC and a sub-contract agreement is in place between the certificated company and the individual(s).

10.13

Certificated Contractors shall be permitted to use the IFCC Certification mark in accordance with the requirements given in Appendix A of this document and refer to being certificated under the requirements of the scheme. Any proposed promotional material where the mark is depicted shall be submitted to IFCC for approval before the mark is used. If IFCC considers the wording or illustration to be misleading in any way, the certificated company shall amend the material to the satisfaction of IFCC.

The certificated company's right to use the mark is not transferable.

10.14

A certificated Contractor may terminate its certification upon written notification to IFCC. A minimum of three months' notice of termination shall be given. Upon termination either by the certificated company or by IFCC in accordance with these requirements, the company shall forthwith discontinue the use of both the IFCC certification mark and all claims of certification under the IFCC SDI 00 Certification Scheme for Installers of Fire Protection / Fire Suppression / Smoke Control Systems. No further fees will be due from the date of termination except for unpaid fees accruing from before the date of termination. No fees already paid will be refunded. During the period of notice of termination, the company shall continue to comply fully with the scheme requirements. The company entry on the IFCC Website will be suspended / terminated at the discretion of IFCC.

10.15

In principle a certificated Contractor shall not undertake any fire protection / fire suppression / smoke control assembly installation work outside these scheme requirements, either at its own discretion or in accordance with the wish of a third party. If however the certificated contractor is instructed to deviate from scheme requirements they shall make it absolutely clear to all parties concerned (including end-users) in express written terms that the work being undertaken & reported is outside of the scope of the scheme and its requirements. This should be a clear disclaimer for the items of work affected. Copies of this disclaimer shall be forwarded to the client and IFCC.

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10.16

IFCC may, at its discretion, revoke, amend, refuse to grant, renew, or extend certification if a certificated contractor fails to comply with the provisions of these requirements or becomes subject to the bankruptcy laws or enters liquidation or is convicted of any offence tending to discredit its bona fides. Such a decision and the grounds for it will be communicated to the certificated company in writing. The Contractor's entry on the IFCC Website will be suspended / terminated at the discretion of IFCC.

10.17

IFCC SDI 00 Certification Scheme for Installers of Fire Protection / Fire Suppression / Smoke Control Systems certification shall be re-assessed through the surveillance process on an annual on-going basis with contractor company certificates being valid for 5 years from date of issue. The certificate will be renewed on completion of a full office audit in the year of recertification.

10.18

The IFCC SDI 00 Certification Scheme for Installers of Fire Protection / Fire Suppression / Smoke Control Systems fee structure is given in a separate fee schedule which is available on request from IFCC. Failure to pay the required fees as stated in this fee schedule within the specified time shall render a certificated contractor liable to their certification being revoked by IFCC. The company entry on the IFCC Website will be suspended / terminated at the discretion of IFCC.

10.19

IFCC will investigate any complaint against a certificated company received from a third party or from another certified company concerning the certificated contractor's performance in respect of the scheme requirements.

10.20

IFCC will, at its discretion, notify the certificated company of such complaints in order that the validity of the complaint can be established. Where IFCC establish that the complaint is valid corrective actions shall be agreed with the certificated company and implemented. Where such agreed corrective action is not implemented or further examples of similar issues are discovered, the company entry on the IFCC Website will be suspended / terminated at the discretion of IFCC.

10.21

All complaints regarding scheme operation and a Contractor's performance shall be treated strictly privately and confidentiality between IFCC and the certificated company unless otherwise directed by legal closure or other legal circumstance. Any investigation of a serious complaint / non-conformance that requires IFCC to carry out an additional site or office audit will be charged at the additional 'day work rate' plus expenses.

Where any complaint raised against a certified company by another certified company turns out to be spurious or false, the associated costs for any investigation will be forwarded to the company making the complaint for reimbursement. Any complaints made by a third party will not be subjected to any costs being passed onto the third party.

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Complaints Procedure

10.22

Certificated Contractors complaining about conduct of IFCC Staff / decisions taken by IFCC related to the contractor's activities as covered by this document and complaints related to the operation of the IFCC SDI 00 Certification Scheme for Installers of Fire Protection / Fire Suppression / Smoke Control Systems are as follows.

10.23

All complaints should be made in writing and addressed to: The IFCC Head of Certification. All complaints received by IFCC are investigated and actions taken where appropriate.

10.24

Upon receipt of a written complaint, it will be logged on the date of receipt and will be reviewed by the IFCC Head of Certification / Head of Technical or the IFCC Scheme Manager at the earliest opportunity.

10.25

*The IFCC Head of Certification / Head of Technical shall investigate the complaint which may involve discussion with the relevant IFCC Scheme Manager, IFCC Administrator, or a third party to establish basis and background to complaint. If the complaint is not of a confidential nature (one which can be openly discussed in the presence of others who may have similar concerns), the complaint may be discussed at a scheme / Industry Liaison Meeting. In such a case the complainant will be advised of the complaint's inclusion on the agenda of the next liaison meeting and the proposed date of the meeting.

***Note:** Where the complaint is related to action taken or a decision made by the IFCC Head of Certification, the IFCC Head of Technical or relevant IFCC Scheme Manager shall conduct the investigation.

10.26

The IFCC Head of Certification shall upon completion of all investigation related to the complaint be responsible for deciding whether the complaint is valid / justified.

10.27

Where the decision is taken that the complaint is valid the IFCC Head of Certification shall initiate corrective action to address the complaint and shall notify the complainant in writing of the action taken / to be implemented to address the complaint. The IFCC Head of Certification shall be responsible for reviewing the action taken to ensure it is working to prevent a recurrence of the instance which resulted in the complaint being made.

10.28

Where the decision is taken that the complaint is not justified, the IFCC Head of Certification shall notify the complainant in writing of his decision. The complainant shall be offered the facility to appeal

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against the decision in which case the Appeals Procedure shall be invoked should the complainant decide to appeal the decision.

Appeals Procedure

10.29

Applicants and certificated contractors have the right of appeal against any decision made by IFCC against these requirements and in respect of their application for Certification or termination of a contractor company's certification. In order to invoke this procedure, the appellant shall accept the following procedure.

10.30

Notice of any appeal shall be made in writing and addressed to the IFCC Head of Certification, IFCC within 14 days of official notification of the decision. The appellant shall clearly set out the grounds for the appeal and shall enclose a cheque for £2,500.00 made payable to "IFC Certification Ltd." to cover the costs of the appeal (refundable only where the Appeals Panel finds in favour of the Appellant).

10.31

The appeal shall be reviewed by the IFCC Head of Certification or their designee (where the complaint leading to the appeal involved the Head) who may consult the Chairman of the IFCC Steering Committee, the IFCC Head of Technical or the relevant IFCC Scheme Manager, who may contact the appellant to discuss the grounds for the appeal and may request further details if he believes there is insufficient information on which to make an informed judgement.

10.32

The IFCC Head of Certification or their designee (where the complaint leading to the appeal involved the Head) shall attempt to resolve the appeal within 1 month of receipt of the written appeal. If the situation can be resolved to the satisfaction of both the appellant and IFCC within 1 month of receipt and it does not progress beyond this point, the fee is refunded. This may be as a result of certification being reinstated or by the appellant accepting the IFCC Head of Certification or their designee's decision made to terminate their certification based on the grounds surrounding the incident.

10.33

In the case of resolution by the IFCC Head of Certification or their designee the relevant person will write to the appellant confirming the agreed resolution of the appeal and will return the appellant's cheque for £2,500.00. **If the appeal can be resolved as detailed above, no appeals panel shall be constituted.**

10.34

If the IFCC Head of Certification or his designee (where the complaint leading to the appeal involved the Head) review fails to resolve the appeal, the Head shall contact the IFCC Steering Committee and request the constitution of an Appeals Panel. IFCC shall endeavour to facilitate hearing of an appeal by an Appeals Panel within 3 months of receipt of the written application for appeal as outlined in 10.31.

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10.35

An Appeals Panel specifically constituted for the purpose of hearing an appeal which cannot be resolved by the IFCC Head of Certification, or their designee will comprise 3 members of the IFCC Review Board, as selected by the Chairman of the IFCC Steering Committee. They will be selected such that no member has any direct or indirect commercial interest in the appeal. The Chairman of the IFCC Steering Committee will not be a member of the Appeals Panel but the Chairman will nominate one of the 3 members as the Appeals Panel Chairman.

10.36

When the subject of the appeal involves technical matters, the Review Board Chairman may arrange for one or more persons having suitable technical expertise to be available for consultation by the Appeals Panel. In such cases the Steering Committee will ensure that the persons nominated have no previous involvement with the certification issue in question.

10.37

The appellant will be notified of the proposed date of the appeal hearing, the composition of the Appeals Panel and any technical advisors to be made available to the panel not less than 14 days before the date of the meeting. The appellant may challenge the composition of the panel and/or the technical advisors within 2 days of being informed of the composition and shall provide written reasons for any challenge.

10.38

The Appeals Panel Chairman will consider the reasons for any challenge and at their sole discretion will decide whether the composition of the Panel or technical advisors will be changed. In choosing any replacements, the Appeals Panel Chairman will take into account the reasons for the challenge to ensure that as far as possible the same objections will not apply to the replacements. No further challenges will be considered.

10.39

The appellant has the right to be supported at the hearing of the Appeals Panel by a representative of their choice. Any such representative shall be notified to the Chairman of the Appeals Panel 14 days prior to the hearing. The Chairman has the right, on behalf of the Appeals Panel, to challenge any such nomination.

10.40

The decision of the Appeals Panel will be decided by a simple majority and the decision will be final.

10.41

The IFCC Head of Certification will be responsible for arranging the timing and location of the appeal hearing by the Appeals Panel which will be advised to the appellant at least 7 days in advance.

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10.42

The original decision will remain in force pending the meeting of the Appeal Panel at which both the appellant, the IFCC Head of Certification and any other relevant member of IFCC will be entitled to be heard in confidence. The IFCC Head of Certification, Head of Technical, relevant IFCC Scheme Manager or any other person nominated by the Appeals Panel will be responsible for implementing the decision of the Panel. The Chairman of the Appeals Panel will ensure that the appropriate action is correctly implemented.

10.43

All correspondence related to the Appeals Procedure must be sent “Recorded Delivery”.

Confidentiality

10.44

IFCC will not disclose to any third party any information about a contractor or their activities gained as a result of carrying out certification of the contractor which may be considered confidential, without the contractor company’s consent. This restriction will not apply to information required by bona fide accreditation bodies such as UKAS in pursuance of accreditation of the scheme, provided that such information is given to such bodies on a confidential basis. Restrictions will not apply to information which is agreed by both IFCC and the company to be in the public domain and which would in such circumstance be available on request to any interested party.

Other Issues

10.45

A certificated contractor shall indemnify IFCC against any financial losses that IFCC may incur because of the certificated company’s failure to comply with these scheme requirements. IFCC will maintain insurance cover against liability claims made against it and which may arise from operation of the scheme. The level of cover will be determined by IFCC to be reasonable in respect of its potential liabilities bearing in mind those prevailing within the certification industry in general and proportional to the fee charged for “membership” of the scheme.

10.46

The interpretation of these requirements and the terms of the insurance cover will be governed and construed in accordance with English Law and in the event of any dispute parties shall submit to the jurisdiction of the English Courts.

10.47

Certificated contractors shall comply with the scheme requirements currently in force. These requirements may be revised from time to time at the discretion of IFCC. Such revisions will be notified in writing to certificated contractors with dates for implementation of the revisions.

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10.48

It must be clearly understood that a Certificated Professional Company (contractor) has a Professional Duty of Care to bring to the attention of any client, principal contractor, building owner/operator (for whom they are engaged in work) any works carried out by others which is known to be non-compliant with regulations. Should the Certificated Professional Company (contractor) not wish to confront their client with this information for “contractual reasons” such information may be brought to the attention of an IFCC Auditor / Inspector during a site visit so that the instance becomes documented in the visit report.

10.49

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Appendix A Conditions for the use of the IFC Certification Mark by a Certificated Company

- 1.1 The IFCC Scheme certification mark ('the mark') is a registered certification mark and may be used by certificated companies (contractors). The mark is available from the IFCC office.
- 1.2 The mark shall only be used in its entirety and without amendment.
- 1.3 The mark shall only be used in relation to those services that are within the scope of certification granted by IFCC. The mark shall not be used in such a way that it implies certification of services or activities for which certification has not been awarded. The mark shall not be used in conjunction with any non-related activities, only those within the scope of certification.
- 1.4 The mark, when used in association with the National Accreditation Mark (the UKAS mark), may be used by certificated companies on their trade literature, on their letterheads and on any of their display or promotional material. A certificated company shall submit their proposals for use and depiction of the mark to IFCC for approval before.
- 1.5 The mark may also be used on vehicles, buildings and flags but NOT in association with the UKAS mark.
- 1.6 The mark, when used without the National Accreditation Mark (the UKAS mark), shall always be used in conjunction with the company's certification number placed centrally under the mark in the format referenced in 1.9 of Appendix A.
- 1.7 No company may use or depict the National Accreditation Mark (the UKAS mark) on any trade literature, on their letterheads and on any of their display or promotional material unless it is combined with the IFCC mark.
- 1.8 The mark shall be used at any size considered appropriate for the application and shall only be used to show the Contractor's involvement in fire protection / fire suppression / smoke control system installation. The relative proportions shall always be retained.
- 1.9 If the mark is used in association with the National Accreditation Mark (the UKAS mark) on stationery not larger than A4, the maximum height shall be 30mm and the minimum 20mm. However, in some circumstances, which are usually dictated by reason of space, the marks may be reduced in size provided they remain clearly legible. Full details of the use of the National Accreditation Mark (the UKAS mark) can be found in the document titled "The national accreditation logo and symbols: conditions for use by UKAS and UKAS accredited organisations", available here: <https://www.gov.uk/government/publications/national-accreditation-logo-and-symbols-conditions-for-use>
- 1.10 The mark shall be printed in the colours as shown in the high- resolution image provided by IFCC. Alternatively, the mark may be produced in black.
- 1.11 The company shall, at the request of IFCC, cease to use the mark if IFCC deem the application inappropriate.

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- 1.12 A company shall, upon suspension of certification, immediately discontinue the issue of documents that display the mark or contain any reference to the IFCC SDI 00 Certification Scheme for Installers of Fire Protection / Fire Suppression / Smoke Control Systems.
- 1.13 A company shall, upon termination of certification, immediately cease distribution of all items on which the mark is displayed and shall remove it from any other form of display or promotional application.
- 1.14 Scheme certificates issued within the scope of UKAS accreditation will carry a combined IFCC Scheme (Company) and National Accreditation Mark (the UKAS mark).
- 1.15 It is a condition of use that the mark shall not be used in any printed advertisements or printed publicity matter directed primarily to the market in the United Kingdom and in the Isle of Man or in retail point of sale display cards distributed by the Registered Proprietor for use within the United Kingdom and in the Isle of Man without indicating that it is a certification mark.
- 1.16 Failure to comply with these requirements for the mark may result in withdrawal of certification and legal action under appropriate legislation.

CONDITIONS FOR THE USE OF THE SCHEME LOGO

- 1.17 The use of the logo, as shown above in the header of this page, may be used for any promotional purposes by certificated companies but only in relation to those services that are within the scope of certification. The logo shall not be used in such a way that it implies certification of services or activities for which certification has not been awarded.
- 1.18 Details of the colour and colour gradation of the logo may be obtained on request.
- 1.19 A company shall submit its proposals for the use of the logo to IFCC for approval.
- 1.20 Failure to comply with these requirements for the logo may result in withdrawal of certification and legal action under appropriate legislation.

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Appendix B Model Subcontract Agreement

This model subcontract agreement is provided as a guide for assistance only. Both parties in any such agreement must ensure that the final agreement signed by them is worded as necessary to include all their specific requirements.

This agreement is made between:

..... (the Scheme Certificated Company)

and

..... (the certificated subcontractor)

On this date: XX/XX/XXXX

The certificated company contracts the certificated subcontractor for the purpose of the completion of fire protection under the requirements of the IFCC SDI 00 Certification Scheme for Installers of Fire Protection / Fire Suppression / Smoke Control Systems.

The subcontractor agrees to comply with all relevant IFCC SDI 00 Certification Scheme for Installers of Fire Protection / Fire Suppression / Smoke Control Systems requirements, and to ensure that the quality of the fire protection / fire suppression / smoke control system is not compromised by any actions for which they are responsible.

The certificated company is contractually responsible for the compliance of the completed fire protection / fire suppression / smoke control assembly installation to the specified standard. Peer review of the completed installation will be undertaken by the nominated member of staff of the certificated company.

This agreement does not confer on the subcontractor the right to make any claims under the IFCC SDI 00 Certification Scheme for Installers of Fire Protection / Fire Suppression / Smoke Control Systems, nor use of the Scheme (Company) logo.

This agreement is valid until

Signed on behalf of:

The Certificated Company:.....

The Certificated Subcontractor:.....

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