

CONTACT OUR CUSTOMER
DEVELOPMENT TEAM TODAY

0370 608 4350

customer.services@churchesfire.com

Churches Fire
COMPLETE FIRE & SECURITY



Churches Fire & Security Ltd, Fire House,
Mayflower Close, Chandlers Ford SO53 4AR



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www.churchesfire.com



INTRODUCTION TO
**CHURCHES FIRE
& SECURITY**

Churches Fire
COMPLETE FIRE & SECURITY

NATIONAL PROVIDER

For over 30 years we have positioned ourselves as a national company with a local presence. We proudly fill the market space between large corporations and small local suppliers. By providing internationally recognised and independent businesses with fire and security services, we have formed stable relationships of all sizes to understand company needs. Our technicians are based throughout the UK with local inventory access.

FULLY INTEGRATED

We deliver a wide range of fire safety and security products and services to customers across the UK, to customers of all sizes, eliminating the need to go to a third-party sub contractor. We are the only fire safety company who can deliver comprehensive fire protection, including sprinkler servicing, maintenance and installation in-house. We also offer comprehensive service and maintenance of security products.

INDEPENDENTLY ASSESSED

As a member of the Fire Industry Association (FIA), we keep abreast of fire legislation changes and product developments. Through independent, third-party assessment, we can guarantee a high standard of products, installation and service. Objective evaluation means the quality of works and methods carried out have been verified as being to a suitable standard. Our technicians are also assessed for compliance.

HIGHLY ACCREDITED

Churches Fire & Security is a highly-accredited organisation providing comprehensive fire and security protection, including sprinkler services, without requiring a third-party.

Our products and services are subject to third-party accreditation standards, measured for quality, precision, care and diligence. We are BAFE, BAFSA, NSI and FIA members keeping up-to-date with regulatory updates and changes to legislation that could affect you and your business.

As a company, we are constantly looking to widen our skillset, increase our learning, and gain new certifications to cover key areas of our work. Our wide range of accreditations shows our ability to meet regulations and guidelines to the highest recognised standards.

PLANNED PREVENTATIVE APPROACH

Our service and maintenance technicians have a proactive approach to compliance, ensuring that equipment is maintained to the highest standards, replacing any parts that may potentially compromise the integrity of the system or fall out of sync with manufacturer's recommendations. The care and attention to detail that we put into our work often enables us to spot potential problems before they occur.

Each technician has their own fully-stocked van and access to our network of lock ups throughout the UK, which house spare parts and products, often allowing them to carry out a first-time fix without having to book a second service visit. This approach to compliance ensures optimal safety and often saves our customers money and time in the long term.

CUSTOMER SERVICE - 24/7 SUPPORT

At Churches Fire & Security we pride ourselves on our strong customer focus, always going the extra mile for our valued clients. Our team aim to be personable, knowledgeable and readily available to provide support when you need it.

With a network of technicians located across the UK, customers are allocated a local technician who understands the fire safety requirements of their property, and security advice can be provided if required. Where possible, we send the same technician for servicing and call outs to build trust, rapport and a good working relationship with businesses and staff.

When you call us, we guarantee that you will always be able to speak with a person who can offer advice, book in a service or arrange an emergency call out. Our 24/7 call out support guarantees we can be with you within four hours dependent on product, no matter the time of day or night.



ABOUT US

Providing a safe pair of hands since 1992.

A UK company with a local presence, we work with clients of all sizes to fulfil fire safety and security requirements with minimal disruption to day-to-day business.



Under The Regulatory Reform (Fire Safety) Order 2005, employers, landlords and business owners in England and Wales are legally responsible for the fire safety of anybody who works at, or visits their premises. In Scotland this is known as The Fire Safety Regulations 2006.

With a strong focus on customer service and a professional approach to compliance, we work hard to partner with our clients, enabling them to protect their staff, property and assets from the risk of fire through long-term partnerships.

Churches Fire & Security is a fully-compliant and third-party accredited company, guaranteeing quality assurance throughout all of our work.

Nationwide reach Each customer is allocated regional technicians to form relationships and understand individual business needs.

First-class customer service We provide expert and flexible services simply and efficiently.

Complete fire & Security care Offering an extensive range of fire and security services and 24-hour call out service.

A proactive approach to compliance We work hard to ensure customers always meet industry regulations and standards.

Industry-leading customer portal Providing management information, key documentation, invoices and certificates.

Tailor-made technical solutions We go the extra mile for our customers, providing the best products and services for their business.

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CHOOSE CHURCHES FIRE & SECURITY

Our service offering includes the maintenance, servicing and installation of a wide range of fire and security products including fire alarms, CCTV, sprinklers, dry risers and more.



YOUR RESPONSIBILITY

WHAT YOU NEED TO KNOW

In England and Wales, all non-domestic premises are obliged to comply with The Regulatory Reform (Fire Safety) Order 2005. The Responsible Person, usually the employer or landlord, is personally liable for complying with this legislation. This responsibility involves carrying out a fire risk assessment, providing fire safety training, and ensuring efficient fire safety products and practices are in place for the protection of staff and assets.



REDUCE THE RISK

A key part of your responsibility is to conduct a fire risk assessment, to assess the risk of fire within your premises.

This risk, where possible, should be reduced by ensuring there are suitable means for detecting a fire and sufficient systems for suppressing or containing the fire.

It is recommended that you use a trained professional to undertake your risk assessment as they are knowledgeable about fire safety hazards and know how to minimise risks.

Our assessors have the knowledge and skills to produce a thorough fire risk assessment detailing the products and systems required to detect a fire, warn people and allow them to escape quickly and safely.

PARTNER WITH US

Churches Fire & Security exists to help businesses, small and large, single site or multi site, to protect their people, possessions and property from the risk of fire and intruders. We partner with you to ensure you meet compliance, minimise risk, and protect your business. Providing independent and unbiased recommendations, Churches Fire & Security is a third-party accredited company able to provide comprehensive guidance and services. We work with you to not only meet your legal requirements and responsibilities but to provide a long-term fire and security strategy.

CUSTOMER JOURNEY

1

CUSTOMER CONTACT

- a. Customer visits our website and completes 'Request a callback' form.
- b. Customers contacts Churches Fire directly on 0370 608 4350.
- c. Customer emails customer.services@churchesfire.com

2

CUSTOMER DEVELOPMENT TEAM CONTACT

Customer gets through to the call hub and is passed to the appropriate sales representative.

3

PHONE QUOTE OR VISIT

Customer explains service requirements, providing all site and asset data they have.

4

QUOTE ACCEPTED

Customer receives quotation and accepts if happy. Customer is set up as a Churches Fire & Security customer and technician receives job alert on their tablet.

5

PLANNING A VISIT

Technician contacts customer directly and arranges a site visit at their easiest convenience.

6

SERVICE & COMPLIANCY

Technician carries out service, advising on any mandatory or recommended remedial work at the time of service. Documentation is supplied along with an invoice.

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The breadth of service and maintenance we are able to offer is second to none.

SERVICE & MAINTENANCE

YOUR FIRST CHOICE OF PARTNER

We are able to provide fire risk assessments, product installation, maintenance, staff training and repairs within the same contract, saving you procurement effort, administration and costs over time.



REGULAR SERVICING

Ensure your systems, software and products are fully functioning and up-to-date with legislation. Our regular servicing and maintenance visits can identify faults or damage to equipment identifying potential problems before they occur.



CONSISTENT PROTECTION

With technicians based across the UK, we are able to regularly service your locality to ensure a consistent level of fire and security protection. Many of our technicians are trained across multiple disciplines, enabling them to work on a range of fire and security equipment within the same visit.



STAY COMPLIANT

We work hard to ensure all of our clients are currently, and remain compliant with The Regulatory Reform (Fire Safety) Order 2005 for England and Wales and The Fire Safety Regulations 2006 for Scotland. In the event of an emergency, where a property is damaged by fire, insurance companies will be looking for evidence that work was carried out by competent workers and that the system was kept up-to-date. Trust us as your competent supplier and service provider able to fulfil all of your fire safety requirements.



LONG-TERM SOLUTION

Not only do regular services and maintenance bring you peace of mind, but they save money in the long run. Keeping systems in the best condition at all times minimises the risk of false alarms and lowers equipment downtime.



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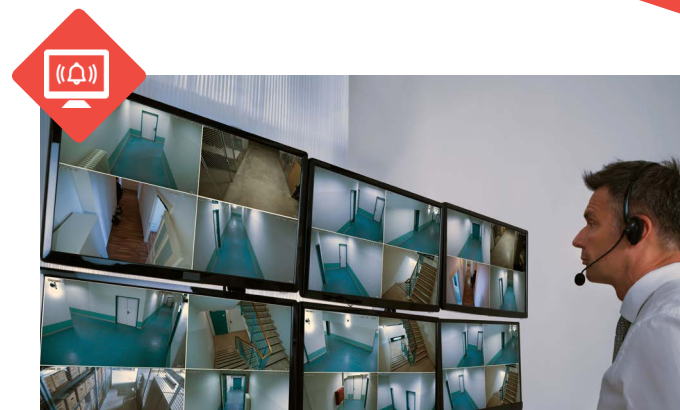
SERVICE OFFERING

Churches Fire & Security provides a broad range of fire and security services to customers across the UK. We are the only fully-integrated fire safety company who can deliver comprehensive fire protection, including fire alarms, emergency lighting, dry and wet risers and in-house sprinkler servicing, maintenance and installation, negating the need to go to a third-party supplier. We also offer comprehensive security products and services.



CCTV SYSTEMS

We offer installation and maintenance of a wide range of CCTV systems to suit your specific site and provide a safer and more secure environment for you and your employees. We hold the NSI Code of Practice for the design, installation and maintenance of CCTV systems.



ALARM MONITORING

Your intruder and fire alarms, and CCTV systems can be connected to our specially built in-house Alarm Receiving Centre (ARC). The ARC is permanently manned in a secured Churches Fire & Security location with staff dedicated to monitoring alarms and alerting the relevant people as necessary.



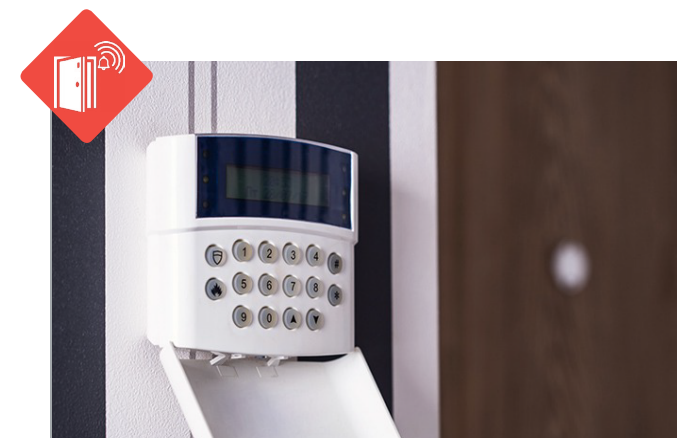
FIRE RISK ASSESSMENT

Churches Fire & Security has the expertise, experience and accreditations to compile a full fire risk assessment for your organisation. Our Fire Safety Consultants are listed in the Institution of Fire Engineers (IFE) register of approved Fire Risk Assessors, qualified to the highest standards to help you to fulfil this obligation and remain compliant.



FIRE DETECTION & ALARMS

We offer design, installation, commissioning and maintenance services for all types of fire detection including single-point smoke, heat and carbon monoxide detection, beam detection, wireless, aspirated and gas suppression systems. Authorised suppliers of Gent and Notifier products, all work is carried out by our BAFe approved technicians in accordance with BS 5839.



INTRUDER ALARMS

An intruder alarm is a system designed to detect intrusion – unauthorised entry – into a building or commercial area. Here at Churches Fire & Security we offer intruder alarm installation, maintenance and monitoring for commercial, industrial and military premises designed to protect against property damage.



EMERGENCY LIGHTING

Emergency lighting is designed to illuminate escape routes, signs and safety equipment when a lighting circuit loses power. Our technicians install and maintain systems to the highest standards, conforming to BS 5266, to enable safe and efficient evacuation.



Call us on **0370 608 4350** or send us an email: **customer.services@churchesfire.com**



GAS SUPPRESSION

Used to combat fires in sensitive areas where water cannot be used, gas suppression systems can be installed and maintained by Churches Fire & Security. Our F Gas certification allows us to service these fixed fire systems containing Fluorinated Greenhouse Gases, to meet gas suppression regulations.



SPRINKLERS

Churches Fire & Security design, manage, install and maintain high-quality sprinkler systems, preventing loss of property and potential loss of life. From installation to ongoing maintenance and servicing, our highly-trained technicians are on hand every step of the way, ensuring the compliance of your systems under the Loss Prevention Scheme, LPS 1048 Level 3.



DRY & WET RISERS

Dry and wet riser systems allow quick transportation of large quantities of water to all floors of a multi-story building, via strategically located valves, saving the fire brigade valuable time in the event of a fire. Our individually designed dry and wet riser systems will always meet the fire safety regulations for the size, height and layout of your building.



FIRE EXTINGUISHERS

Churches Fire & Security supply over 40 different types of fire extinguishers, including water, CO², foam, dry powder and wet chemical extinguishers, designed to be effective on different types of fire. All of the extinguishers we supply meet BS5306-3:2017 and BS5306-8:2012 and can be regularly serviced by our team to maintain full working order and meet compliance.



KITCHEN SUPPRESSION

Ensure your industrial kitchen is as safe as possible from the risk of fire. A recognised supplier of Ansul and Amerex products, our technicians are fully trained in all aspects of installation, servicing and design, providing unique systems tailored to your requirements.



ACCESS CONTROL

An access control system allows you to control who has access to your premises. Access control systems can operate doors, gates and barriers and are available in various installations such as telephone and video entry systems or computer-controlled systems operated by magnetic cards or proximity readers. We hold the NSI Code of Practice for the design, installation and maintenance of Access Control systems.



FIRE DOORS

Effective, well-maintained fire doors help contain fire and smoke, acting as a safety barrier between fire hazards. Churches Fire & Security inspects and ensures the upkeep of fire doors to comply with regulations. In fire door inspections we use Bolster Systems; an innovative app that provides electronic management of these inspections and evidence of fire stopping compliance.



FIRE TRAINING

Our comprehensive fire training courses are tailor made to suit the needs of your business. Based on our decades of experience, we teach staff key fire safety protocol, evacuation procedures, how to mitigate risk, and the operation of firefighting products.



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WHY CHOOSE CHURCHES FIRE & SECURITY

Churches Fire & Security has highly-trained, well-equipped technicians stationed throughout the UK who are able to install, maintain and service products. Served by over 191 secure lock ups, our technicians have consistent access to products and parts, allowing them to provide a first-time fix to many problems.

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"The engineers are friendly, efficient and knowledgeable - top marks!"

LMC INTERNATIONAL

OUR TECHNICIANS

Expert, up-to-date support at all times, our technicians receive regular training to ensure the correct operation of all products and systems in response to key legislation. They are experienced in working on a range of building types across different industries and work closely with customers to form long-standing partnerships, understanding their individual business needs.

TECHNOLOGICALLY ADVANCED

Churches Fire & Security is a technologically advanced company utilising the best products, software and technologies to streamline our processes and practices. Each Churches Fire & Security technician carries a mobile tablet, enabling them to update the service status of a site in an instant. Our use of technology helps to minimise our paper trail and cuts administration time, consequentially cutting the cost to clients.

COMPLIANCE FOCUS

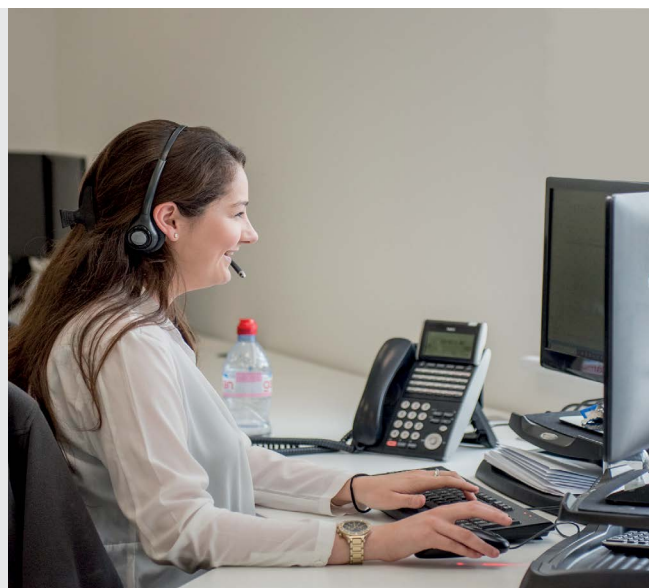
Through our ongoing commitment to compliance and best practice, we ensure that all customers receive the best products and services. We maintain the highest accreditations available to our industry and pride ourselves on our third-party certification, a proven verification of the high quality of our work. We work with customers to ensure the best quality of products, services and full compliance with industry regulations at all times. Our years of experience is invaluable.

FIRST-TIME FIX

Churches Fire & Security technicians are highly qualified in the maintenance of all fire safety and security services. Company vans are well-equipped with the tools needed to make sure site visits are successful. With access to over 191 secure lock ups around the UK, we can offer first-time fixes in most cases, reducing the need for return visits and additional call out charges.

CUSTOMER SERVICE

At Churches Fire & Security, we have built our reputation as a trusted nationwide provider, by putting our customers' needs first. We work collaboratively with our clients to discuss their needs and action a bespoke plan, unique to their business. Each customer is allocated their own contract manager and regional technicians. Clear communication, quality service and a flexible approach sit at the heart of everything we do. We invite feedback via customer satisfaction surveys monthly, ensuring that no matter the size of your company, we guarantee support that is personal.



CUSTOMER PORTAL

Our expansive online customer portal is an innovative web application designed specifically for Churches Fire & Security customers. The portal allows customers to see all of their key documentation in one place. Check service history, view asset lists, monitor analytics, download data and view compliance status via a personalised dashboard. This tool helps us in our company initiative of being a paperless office, and provides easy access to all certificates, invoices and purchase orders electronically.





ACCREDITATIONS

We are a third-party accredited supplier of fire safety and security services. With Churches Fire & Security, you can guarantee a high standard of products installation and service, meeting all of your legal requirements.

KEY ACCREDITATIONS INCLUDE:

Loss Prevention Standards (LPS) and Certifications

We are accredited in a number of widely recognised LPS that ensures our knowledge and training meets industry approved government standards: ISO 9001:2015, LPS 1048 and LPS 1014.

Sprinkler Accreditations

Our design, installation and maintenance of sprinkler systems meet the standards of LPS 1048, where we hold a Level Three accreditation and are audited to ISO 9001.

British Automatic Fire Sprinkler Association (BAFSA)

Our membership of BAFSA strengthens our sprinkler offering as we install to the highest professional standards.

Fire Industry Association (FIA)

As a member of the FIA, customers can be assured that Churches Fire & Security is acutely aware of the latest legislation, with access to the best technical advisors and training available in the industry.

Fire Alarm Accreditations

Churches Fire & Security alarms meet the LPS 1014 certification under the British Approvals for Fire Equipment UK (BAFE). All alarm products are thoroughly assessed by this third-party body.

ISO 9001:2015

We are certified to the British Standard EN ISO 9001:2015, the International Standard for Quality Management Systems (QMS), ensuring all tasks are performed correctly and consistently every time.

Health and Safety

Being members of the Contractors Health and Safety Assessment Scheme (CHAS), Exor, Altius and Safecontractor, we make sure all our work conforms to the highest health and safety standards.

The National Security Inspectorate (NSI)

We hold certification for the design, installation and maintenance of Fire Detection and Alarm Systems, Intruder Alarms, Access Control and CCTV Systems. We are compliant in Codes of Practice for Fire Gold, ARC Gold and NACOSS Gold.

We take great pride in our commitment to providing quality service, products and customer care, delivered by competent, trained and qualified technicians. This certification shows that the quality of our work and the services that we provide have been independently assessed and verified to be of a high standard, meeting all regulatory legislation.

In the unfortunate event that you did have a fire or break in, your insurance company will investigate all claims to assess whether the products, systems and protocol you had in place were installed and maintained by competent suppliers.

There are a wide variety of accreditations available, so it's important that you check a supplier is accredited for the product or service you require. We keep on top of legislation changes and product developments as they are released. Our staff training includes work towards new accreditations and certifications in line with the wide range of products that we supply.

TESTIMONIALS

For over twenty five years we have helped thousands of businesses across the country keep their property, assets and people safe from the risk of fire. Using a full range of fire safety and security services, our customer feedback is consistently positive as we strive for excellence every day.

MITCHELLS & BUTLERS

"Churches Fire & Security has always been focused on delivering a premium service with excellent communication"

PAT MURPHY, AREA BUILDING MANAGER

THE WREKIN HOUSING GROUP

"Churches Fire & Security is a reliable, conscientious and flexible contractor with a knowledgeable work force"

STEWART HOLLOWAY, FACILITIES CO-ORDINATOR

RADISSON BLU EDWARDIAN HOTELS

"Brilliant as always, thank you. The engineer knows the property and how to carry out his work - I trust him fully"

JAMES FLANAGAN, MAINTENANCE MANAGER

BRITISH AIRWAYS ENGINEERING

"I have over the years worked with many companies in association with sprinkler works, but this is the first time I have received such comprehensive information, which is greatly appreciated."

JON TAYLOR, BADC FACILITIES MANAGER