



# Reducing fire alarm signals advice to businesses



When the Fire Service have to respond to automatic fire alarms which are not an emergency, it can mean a delay in us getting to a real incident.

# 97%

of our call outs to commercial premises are to 'false alarms'. We want to work with you to reduce these situations.

## What is my responsibility as a business?

- Under fire safety law issued in 2006; The Regulatory Reform (Fire Safety) Order 2005, if you are responsible for a commercial building, such as a shop, office or factory, you must have effective fire precautions in place to protect employees and people who may be visiting or using your property.
- You must have a suitable fire safety risk assessment in place. This includes an emergency action plan for what people should do if there is a fire on your premises, or if your alarm goes off.
- You need an identified person in your business or building who is responsible for implementing the emergency action plan, and who will deal with automatic fire alarms.
- We recommend you keep a record of any automatic fire alarms and check that there is no obvious reason for them happening repeatedly. Get your fire alarm system checked if there is no clear cause.
- You can download fire safety guides to help you with the provision of your fire safety risk assessment and emergency action plan at **[www.firesafetyguides.communities.gov.uk](http://www.firesafetyguides.communities.gov.uk)**

## What could cause false alarms in my premises?

- Engineers working on the fire alarm system
- An unannounced routine fire alarm test
- Contractors working close to fire detectors, creating dust or heat which sets them off
- A “break glass to sound alarm” fire alarm point being accidentally or maliciously broken
- Cooking fumes, steam from showers, cigarette smoke or aerosol sprays activating smoke detectors

My business has an Automatic Fire Alarm connected to a Fire Alarm Monitoring Organisation (FAMO) – what happens if it is set off?

**If the building is unoccupied:**

1. When a 999 call is received from the FAMO, or a member of the public, your local fire station will be called out.
2. The fire crew will carry out an external check of the premises, to determine whether there are signs of a fire and perform a risk assessment. The officer in charge may then:
  - Force an entry to carry out a search inside, if this is felt necessary
  - Wait for a key holder to open up so there can be a search inside, or;
  - Return to their station after assessing the situation, leaving the key holder to carry out a thorough check to find the problem and stop the alarm.



## If the building is occupied:

The Fire Service will not respond to an Automatic Fire Alarm in your premises between 9am-5pm weekdays.

1. When the fire alarm sounds, implement your emergency action plan.
2. The trained person should investigate the cause of the alarm and start any evacuation procedures, according to the risk assessments. If the cause of the alarm is discovered and it is not due to a fire or suspicion of a fire then the “responsible person” should reset the fire panel. However:-
3. If having completed the inspection of your building, and there is any actual sign of fire or suspicion of fire, dial 999 immediately and inform the fire service who will mobilise a fire engine to you.
4. It is important that you promptly contact us on 999 to enable us to respond properly. Sometimes, even if there’s no evidence of a fire, we may still attend your building to investigate the cause of the alarm, and discuss ways to manage and prevent further false alarms.

**The main reason for having a fire alarm system is to alert people in a building that there is an emergency and they need to follow the emergency action plan, evacuate the building and call the fire service on 999.**

If you need help to understand this information in another language please call **08456 066 067**.

Se precisar de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo.

Portuguese

Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku zadzwoń na podany poniżej numer.

Polish

এই লেখাটি যদি অন্য ভাষাতে বুঝতে চান তাহলে নিচের নম্বরে ফোন করুন

Bengali

بەم زانیاری هێشتنی ئه ب ت گههنتی هه یارمه پ ویستیت بهگهیه  
بکه.وهی خوارمه ژماره ندی بهیه به زمان کی تر تکایه

Kurdish

如果你需要其他語言來幫助你了解這些資訊，請撥以下電話。

Chinese

اگر شما نیاز دارید که این اطلاعات را به زبان دیگری دریافت کنید لطفاً به شماره زیر تلفن کنید.

Farsi

If you would like this information in another format, including audio tape or large print, please call **08456 066 067**.



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