



VERITAS
RISK MANAGEMENT LIMITED

Client

Our Client is a High Profile Retail, Office and Residential site in the heart of Birmingham. Its Management Team provides a comprehensive and integrated range of services to its tenants and other stakeholders on site. The Management Team is organised around three essential functions, including Maintenance/Construction, Security/Cleaning and Marketing. Tenants include Network Rail, Malmaison Hotels, Harvey Nichols and Virgin Media.

They have a long-standing relationship with Veritas Risk Management Limited, with over 6 years history of working together on a variety of risk & safety projects.

Our Challenge

Following a number of fire related incidents on site we were commissioned to provide a full fire safety service.

However initially we needed track fire risk across the entire site, its 50 tenants and over 50 Client approved contractors and prove to stakeholders such as the site Insurers and Fire Authorities that matters were adequately in hand.

Solution

A single system was required that would encompass all on site fire risk and ensure that management could adequately control risks not only in their control but within tenant areas as well.

Initially we needed to undertake a Fire Risk Assessment of all Landlord controlled areas and carry out an extensive review of each and every tenants standing fire arrangements and paperwork to confirm compliance. This tenant review would ensure that not only large brand name retailers, restaurants and hotels were up to speed on their responsibilities but also the independent tenants on site.

This range of knowledge, regulation application and appreciation meant we needed to provide education and information to some and less to others to bring all parties up to a baseline.

At the same time we undertook a complete review of all approved contractors and created a Contractor Manual and Fire Safety System for them to use and trained Client Staff in order that this was applied.

Once the Fire Risk Assessment review was complete and all tenants at an approved stage a tenant manual was issued that incorporated key responsibilities and also how to use the Management Service on site and how they could help.

This Fire Safety Management System is constantly under review and recently a full scale test evacuation was undertaken of one tenant area, which was filmed and then used in a follow-up series of training sessions.

Results

All authorities and stakeholders have received copies of appropriate documents, been actively involved in the process and have approved the system in its current form.

The system is fully auditable and allows Client Management to track contractor work and minimise fire risk arising from their work. Whilst being able to quickly issue updates and amendments to the manual in a format that complies with Quality Control Procedures.

All tenants now have had senior staff trained on fire evacuation procedures and will be required to escalate down these systems to their own staff.

Formal review in the future will be cheaper, take less time and be more focused allowing for quick improvements when and were necessary.

Other work has recently included: -

- Follow-up Fire Risk Assessment of Landlord administered areas of the complex.
- Fire Risk Assessment Action Plan Resolution
- Update of all Risk Assessments (including new format development)
- Health & Safety Audit of Landlord run areas of the complex.
- Ad hoc Advice via telephone.
- Liaison with Stakeholders i.e. HSE and Insurers
- Incident Management and advice