	<b>INFORMATION FOR CUSTOMERS</b>
<b>INTRODUCTION</b>	<p>We recognise that our customers require information from us in order to fulfil their verification requirements.</p> <p>We have nearly sixteen thousand customers, many of whom have their own methods and forms for requesting such information. In order to supply this information as quickly and as efficiently as we can, we have prepared this document, which includes all of the most commonly requested information about our organisation.</p>

<b>MAIN COMPANY INFORMATION</b>	
Company Name	O. Heap & Son (Derby) Limited
Main Trading Names/Subsidiary Companies	OHEAP Fire & Security, Chase Fire Protection, Kent Fire, Key Fire
Postal Address/Registered Office:	New Chandos House, Unit 10 Westside Park, Belmore Way, Raynesway, DERBY DE21 7AZ
Number of employees	140
Telephone	01332 366721
Email	<a href="mailto:enquiries@oheap.co.uk">enquiries@oheap.co.uk</a>
Website	<a href="http://www.oheap.co.uk">www.oheap.co.uk</a>
Company Registration No	01416575
Date of Incorporation	23 FEBRUARY 1979
Bank Details	HSBC, 1 St Peter's Street, Derby DE1 2AE
(NB some trading entities have separate accounts and details will be provided at the time of order or invoice as appropriate. Our bank details will always be shown on our invoices.)	Account Name: O. Heap & Son (Derby) Limited
	Sort code 40-33-30, Account Number 81049550
	Swift Code/BIC: HBUKGB4145W
	IBAN: GB25HBUK40333081049550
VAT Registration No	GB 295762118
Main Business Activities	Supply, Installation and Maintenance of Fire Detection, Alarms, Emergency Lighting, Fire Doors, Fire Suppression and Extinguishing Equipment, Security Systems – Intruder alarms, CCTV and Access Control. Provision of Fire Risk Assessments and Training. Supply of Workwear and Personal Protective Equipment.

## INSURANCE DETAILS

Proof of insurance can be found at <https://www.oheap.co.uk/about-us/accreditations/>

	Insurer's Name	indemnity Limit	Policy Number	Renewal Date
Professional Indemnity:	QBE	£2M	10004170SF	01/08/2025
Public/Products Liability:	QBE & AXA XL	£10M (2 layers of £5M each)	10004170SF/SE0433525	01/08/2025
Employer's Liability:	QBE	£10M	10004170SF	01/08/2025

Note: Insurance includes cover for Work at Height, Efficacy, and Indemnity to Principal.

## QUALITY

We are certified to ISO9001:2015 by BSI, valid until 12 February 2028. A copy of the certificate as well as our BSI Membership certificate can be found at <https://www.oheap.co.uk/about-us/accreditations/>

A copy of our Quality Policy Statement is available at <https://www.oheap.co.uk/about-us/company-policies/>

We do not manufacture products.

## ENVIRONMENT & WASTE

We are certified to ISO14001:2015 by BSI and our accreditation is valid until 27 November 2027. A copy of the accreditation certificate as well as our BSI Membership certificate can be found at <https://www.oheap.co.uk/about-us/accreditations/>

A copy of our Environmental Policy Statement is available at <https://www.oheap.co.uk/about-us/company-policies/>

We are a Lower Tier registered Waste Carrier with registration number CBDL244250. The certificate can be found at <https://www.oheap.co.uk/about-us/accreditations/>. Please note that as this is Lower Tier, the certificate does not have an expiry date. This registration can be verified at <https://environment.data.gov.uk/public-register/view/search-waste-carriers-brokers>

We have never had any investigation or enforcement action taken against us in relation to any environmental issues.

## INFORMATION SECURITY

A copy of our GDPR/Privacy Policy is available at <https://www.oheap.co.uk/about-us/company-policies/>

We are registered with the Information Commissioner's Office ('ICO') and a copy of the certificate can be found at <https://www.oheap.co.uk/about-us/accreditations/>

We are working towards Cyber Essentials certification and once this is achieved the certificate will be available at <https://www.oheap.co.uk/about-us/accreditations/>

### Policy

We have a detailed Health & Safety Policy which is available for download from our website at <https://www.oheap.co.uk/about-us/company-policies/>

This document covers all our procedures for health & safety in the workplace. We encourage all our customers to read this as it should cover most of your questions. If you require any information which is not contained in the policy or detailed below, please contact us.

### Responsible and Competent Persons

The Health & Safety Policy provides the details of the persons responsible for Health & Safety within the organisation.

Our nominated external H&S advisors are Citation Ltd, Kings Court, Water Lane, Wilmslow, Cheshire SK9 5AR (<https://www.citation.co.uk/>). Our nominated competent person employed by Citation is Becky Cammillare GradIOSH.

### Plant & Equipment

We do not possess or operate heavy plant and equipment; the vast majority of our work is undertaken using hand tools only. Power tools such as 110 Volt SDS drills are used occasionally. If high level access equipment (e.g. scaffold tower or mobile elevating working platform) is required, this is hired in from firms registered with the CPA, and will only be operated by suitably qualified personnel; details will be provided at the time the work is booked in.

### Hazardous Activities

Other than occasional work at height, we do not undertake any hazardous work such as use of naked flames, welding/burning or excavation.

### Site Safety

We do not routinely work on construction sites.

Our technicians typically work alone or sometimes in pairs and are usually required to visit several sites each day; on that basis we do not often undertake site safety meetings or carry out on-site toolbox talks. Training is delivered either online or at our Headquarters building.

### Investigation & Enforcement

We have had no investigation or enforcement action taken against us in relation to any Health & Safety issues in the last 5 years.

### Risk Assessments

The vast majority of our servicing and maintenance work is carried out on the basis of a standard set of Risk Assessments which can be found at <https://www.oheap.co.uk/about-us/risk-assessments/>

## SSIP Accreditations

We are accredited by the following organisations - all certificates are available at <https://www.oheap.co.uk/about-us/accreditations/>:

- Alcumus SafeContractor
- Constructionline
- CHAS

## Accidents & Incidents

Accident statistics are confidential and we are unable to supply any details other than the following:

2025 YTD	No reportable accidents, incidents, diseases or near misses
2024	1 reportable incident, no reportable injuries or occupational diseases
2023	1 'Over 7 days' injury, no other reportable accidents, incidents, diseases or near misses
2022	No reportable accidents, incidents, diseases or near misses

## TRAINING & COMPETENCE

### Health & Safety

All technicians undergo induction and refresher training in H&S subjects including:

- Fire Safety Awareness
- Lone Working
- COSHH
- Manual Handling
- Ladders & Steps
- PPE
- Asbestos Awareness
- Driving at Work
- Environmental Awareness

### Competency

Competency requirements vary by discipline as our technicians specialise in one of the following:

- Fire Extinguishers
- Fire Alarms/Emergency Lighting
- Security Systems

Our procedures for ensuring competency of technicians are independently verified by the following bodies:

- Extinguishers – BAFE (SP101) and BSI (ISO9001)
- Fire Alarms & Emergency Lighting – BAFE (SP203), NSI (NSI Gold Fire) and BSI (ISO9001)
- Security – NSI (NACOSS Gold) and BSI (ISO9001)

Details of our certification by these organisations can be found at <https://www.oheap.co.uk/about-us/accreditations/>

### Evidence

Our training matrix is quite extensive and varies by specialism, so it is difficult to provide in a simple format. We are always happy to provide competency records for individual technicians on request at the time of booking a visit.

## DBS, SCREENING AND VETTING

There is no 'one size fits all' solution to the issue of screening. Our staff and technicians will undergo screening and vetting as required by their role, the customer(s) they deal with and/or the sites that they are required to visit. This could include various levels of DBS check, Non-Police Personnel Vetting, or screening to BS7858 which is required for those working with Security Systems.

For Data Protection reasons, we are unable to supply a global list of personnel detailing what checks they have undergone. We recommend that if you believe that the person carrying out the work for you will require a certain level of check in order to fulfil their duties, this should be raised at the time of booking the visit and we will be happy to supply details to you.

## SOCIAL VALUE

For more details on our commitment to Corporate Social Responsibility, please see <https://www.oheap.co.uk/corporate-social-responsibility/>

We have independent verification of our commitment to Social Value through our Constructionline Gold membership – the Constructionline Social Value certificate can be found at <https://www.oheap.co.uk/about-us/accreditations/>

## ANTI- BRIBERY POLICY

This can be found at <https://www.oheap.co.uk/about-us/company-policies/>

## MODERN SLAVERY POLICY

We are not required to report on the subject of Modern Slavery but our current policy can be found at <https://www.oheap.co.uk/about-us/company-policies/>

## PURCHASE ORDERS, ACCOUNTS AND CREDIT CONTROL

Purchase Orders should be directed to [sales@oheap.co.uk](mailto:sales@oheap.co.uk)

We do not have dedicated accounts personnel for particular customers or suppliers. For any accounts related queries (purchase or sales) please contact 01332 366721.


Remittance Advices should be sent to [remittances@oheap.co.uk](mailto:remittances@oheap.co.uk)

Any credit control enquiries should be directed to [creditcontrol@oheap.co.uk](mailto:creditcontrol@oheap.co.uk)

## CONTACTS

For any queries in relation to the content of this document, please contact Iain Wishlade, Compliance Manager, [iainw@oheap.co.uk](mailto:iainw@oheap.co.uk) or [compliance@oheap.co.uk](mailto:compliance@oheap.co.uk)

For general business-related queries or to discuss placing business with us, please contact [enquiries@oheap.co.uk](mailto:enquiries@oheap.co.uk) in the first instance.

<b>SIGNED ON BEHALF OF THE COMPANY</b>	
<b>IAIN WISHLADE</b>	<b>COMPLIANCE MANAGER</b>
<b>DATED</b>	<b>12 MARCH 2025</b>
<b>NEXT REVIEW DATE</b>	<b>12 MARCH 2026</b>
<b>END</b>	