

Fire Safety Policy	
Approval Route:	Board
Applies to:	Trustee, employee, resident, volunteer, visitor and contractor of ExtraCare and ExtraCare Retail Ltd (Retail), and covers all premises owned, occupied or managed by ExtraCare and Retail.

Contents	Page No.
1. Introduction	1
2. Definitions	2
3. Regulatory and Legal Considerations	2
4. Responsibilities	3
5. Policy Statement	5
6. Monitoring and Review	7
7. Associated Policy	7
8. Associated Work Instructions and General Documentation	7

1. Introduction

- 1.1 The ExtraCare Charitable Trust (ExtraCare) will meet all legislative and regulatory requirements in relation to fire safety management. This policy outlines the arrangements that ExtraCare have in place to manage fire risks to protect employees, residents, volunteers, visitors, contractors and others who may work on, occupy, visit or use its premises, or who may be affected by its activities.
- 1.2 The objectives of this policy are to:
- Embed fire safety as an integral part of everyone's way of working, developing an organisational culture where safety and compliance is the norm;
 - Reduce the risk of fire in terms of likelihood, severity and impact;
 - Ensure ExtraCare meets all legislative and regulatory requirements in relation to fire safety management; and
 - Ensure that every member of staff, resident and volunteer understands ExtraCare's approach to fire safety and how they can help to deliver it.
- 1.3 This policy applies to every Trustee, employee, resident, volunteer, visitor and contractor of ExtraCare and ExtraCare Retail Ltd (Retail), and covers all premises owned, occupied or managed by ExtraCare and Retail. The policy scope includes partner locations as all staff have a responsibility to manage fire risk, with some specific responsibilities (such as Fire Risk Assessments) being the responsibility of the partner.

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UNCONTROLLED WHEN PRINTED		Page 1 of 8

2. Definitions

Term	Definition
Principal Accountable Person	The Principal Accountable Person (PAP) is the single, clearly identifiable individual or organisation that has the legal responsibility for managing fire and structural safety risks for a high-rise residential building. The PAP is the Accountable Person who owns or has the legal obligation to repair the building's structure and exterior, and therefore holds overall responsibility for ensuring the building complies with the Building Safety Act
Responsible Person	The Responsible Person (RP) is the individual or organisation that has control of premises and is legally accountable for fire safety under the Regulatory Reform (Fire Safety) Order 2005. This is usually the employer, building owner, landlord, or anyone with control over the premises, including facilities managers or occupiers.
Competent Person	A Competent Person is someone who has the necessary skills, knowledge, experience, and training to help an employer meet their health and safety legal duties, including recognising hazards and advising on sensible control measures

3. Regulatory and Legal Considerations

Legislation	
Regulatory Reform (Fire Safety) Order 2005 (RRFSO)	Health & Safety at Work Act 1974
Fire Safety Act 2021	Housing Act 2004
Building Safety Act 2022	Care Act 2014
Regulations	
Fire Safety (England) Regulations 2022	The Electricity at Work Regulations 1989
Building Regulations 2010 (Amendments 2018/2021)	Gas Safety (Installation and use) Regulation 1998
RSH Standards	Smoke Free Regulations 2007
LABC Building regulations fire safety procedural guidance	The Management of Health & Safety at work Regulations 1999
Housing Health and Safety Rating System Regulations 2005	The Construction (Design & Management) Regulations 2015
The Construction (Design and Management) Regulations 2015	RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002	The Furniture and Furnishings (Fire Safety) Regulations 1988
The Health and Safety (Safety Signs and Signals) Regulation 1996	Fire Safety (Residential Evacuation Plans) (England) Regulations 2025

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UNCONTROLLED WHEN PRINTED		Page 2 of 8

4. Responsibilities

- 4.1 Whilst everyone in ExtraCare has a duty to consider fire safety, some roles and functions have additional responsibilities. A summary is set out below with more detailed specific responsibilities documented in Work Instructions - Responsibilities.

Board of Trustees	Has ultimate responsibility for fire safety including ensuring that there is an effective fire safety policy in place which is an integral part of ExtraCare's culture, its values, and its performance standards. It is supported in this role by its Committees and the Executive Leadership Team (ELT) and the Senior Management Team (SMT).
Chief Executive (CE)	Has overall responsibility for fire safety and is accountable to the Board. This responsibility is delegated through the management chain as outlined below.
Executive Leadership Team (ELT) and Senior Management Team (SMT)	Set and lead the fire safety culture.
Executive Director Operations	Has operational responsibility for the management of fire safety in all villages and schemes and oversees the implementation of this policy in locations.
Competent Person (Health and Safety Manager)	Acts as the specialist advisor on measures required to comply with fire safety legislation, regulations, and the further development of fire safety management in the Organisation. Advises and supports operational teams. Engages specialist advice from Fire Service Primary Authority Scheme as appropriate. Acts as the 'Responsible Person' for Head Office.
Fire Safety Responsible Persons	All locations are required to have a named Responsible Person for fire safety. This is discharged via the Location Manager (for schemes/villages); H&S Manager (for Head Office) and Shop Manager (for Retail units).
Building Safety Principal Accountable Person (Solihull, Earlsdon, Hughenden)	ExtraCare as an entity undertakes the role of Principal Accountable Person (PAP) for buildings which are designated as 'higher risk' under the Building Safety Act 2022 (i.e. higher rise). This allows the pooling of expertise from a range of individuals whilst meeting the obligations under the Building Safety Act 2022 and Regulatory Reform (Fire Safety) Order 2005. The PAP role is discharged via the Building Safety Group. For higher rise buildings, the PAP takes precedence over the Responsible Person.
Fire Focus Group	Responsible for ensuring that Fire Risk Assessment actions are completed and reinforcing fire safety accountability. Ensure lessons are learned from fire incidents.
Head of Property and Environment	Has strategic, commercial and operational responsibility for building safety, fire safety, and property compliance. Chairs the Building Safety Group and oversees the Fire Focus Group. Has a duty to advise the

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UNCONTROLLED WHEN PRINTED		Page 3 of 8

	Executive Director Operations and ELT of any failure or material risk in these arrangements.
Head of Growth and Construction	Has responsibility for the management of fire safety for new builds, extensions and modernisations. Has a duty to advise the Chief Executive and ELT of any failure or material risk in these arrangements.
Head of Operations	Responsible for setting the tone for a safety culture within Operations including compliance with this policy and related Work Instructions, learning lessons, and continued improvement. Ensures that fire safety monitoring and reporting procedures are in place. Has a duty to advise the Executive Director Operations and ELT of any failure or material risk in these arrangements. Ensures that specific fire safety roles and responsibilities within Operations are understood and discharged.
Head of Governance	Is responsible for ensuring that this Policy and related Work Instructions meet regulatory, legislative and best practice requirements. Provides a corporate report on fire matters to ELT and the Board.
Regional Operations Managers (ROM) for ExtraCare and Retail	Responsible for ensuring that locations understand their fire safety management responsibilities. Provide fire safety leadership and support for locations. Support the Head of Operations.
Learning & Development Manager	Identify, source and provide appropriate training to managers and staff. Report on compliance with statutory training.
Location and Shop Managers	Act as the 'Responsible Person' for their individual location and responsible for the day-to-day operational delivery of fire safety management. To include ensuring completion/existence of evacuation plans, fire drills, clear corridors, risk assessments, inspections and maintenance programmes.
All staff and volunteers	Responsible for ensuring that they are familiar with this Fire Safety Policy and their local emergency evacuation procedures and co-operate in following fire safety rules including reporting problems and attending fire safety training.
Residents	Responsible for ensuring that they, and their visitors, understand the emergency plans at their location, including what action to take if they discover a fire, or the fire alarm is activated. Must follow fire safety measures at locations, including but not limited to the correct storage and charging of powered mobility aids, clear corridors and safe storage of items on balconies. Residents are to report any issues with fire safety equipment or procedures, in their own home and in the communal areas of their location.

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UNCONTROLLED WHEN PRINTED		Page 4 of 8

5. Policy Statement

Risk Management

- 5.1 The Board of Trustees and ELT view fire as a risk for which they have an 'adverse' risk appetite. The outbreak of a fire or a deficiency in ExtraCare's fire prevention, detection or escape arrangements not only have the potential to cause harm to individuals and property but may also result in financial and reputational consequences.

Statement of Commitment

- 5.2 ExtraCare will ensure, so far as is reasonably practicable, that risks associated with fire are managed in compliance with relevant legislation.

Working in Partnership

- 5.3 We recognise the essential value of cooperation and collaboration in promoting a fire safety culture. Our partners include staff, volunteers, residents and third parties such as our Facilities Management (FM) providers and our insurers. All contractors for installations and maintenance will be competent and suitably qualified. All contractors will comply with all relevant fire safety regulations, building codes, and industry standards when carrying out their work. We will work in partnership with landlords where we manage services but do not own the building. We will work in partnership with the Fire Service Primary Authority Scheme for advice on fire safety matters including any engagement with regulators as appropriate. We will always cooperate with relevant enforcement authorities.

For further information see Work Instruction – Working in Partnership and Work Instruction – Contractors.

Fire Risk Assessments (FRAs) and Fire Door surveys

- 5.4 ExtraCare will appoint competent and accredited third party assessors. Determination on appropriate qualifications will be made by the Head of Property and Environment and H&S Manager. Advice from the WMFSPAS may be sought.

Externally facilitated FRAs will be carried out with the following frequency:

- Annually - Earlsdon Park, Hughenden Gardens and Solihull villages (defined as higher risk buildings under the Building Safety Act 2022);
- Every two years – Head Office and all other villages and schemes; and
- Every three years - Retail premises.

FRAs will be reviewed at least annually or sooner if there has been an incident, change in environment structurally (such as a modernisation or major alteration) or a change in legislation. In years where no external FRA is to be undertaken the H&S Manager (Locations) and Shop Manager (Retail) will review the FRA to ensure it remains valid.

In partner locations the FRA will be commissioned by the partner. We will communicate, cooperate and coordinate with the partner. We will ensure that any new/updated management agreements provide clarity on respective responsibilities.

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UNCONTROLLED WHEN PRINTED		Page 5 of 8

For new village developments, FRAs will be carried out at the following stages:

- Completion of the marketing suite prior to first occupation by our staff;
- Pre-occupation to provide certainty that the passive and active fire prevention and protection measures meet the required standards; and
- Post completion to include a Fire Door Survey and Compartmentation Survey.

Where any structural alterations or modernisations are carried out within a location the Location/Shop Manager must notify the Asset and Maintenance Manager in advance so that, if deemed necessary, the Fire Risk Assessor can be instructed to carry out a review.

Information, Instruction, Supervision and Training

5.5 We will ensure that we provide appropriate information, instruction, supervision or training, so that staff are able to understand their responsibilities related to fire risk management. We will ensure that all staff and volunteers undertake appropriate statutory and mandatory H&S training for their role. Certain roles or teams will require specific qualifications.

We will be transparent and provide staff, residents, volunteers, visitors and contractors with information on fire risks at our locations and the preventative/protective measures in place. Our staff will have adequate and appropriate fire prevention and management training to enable them to fulfil their roles. Training records will be complete and up to date. Staff will be made aware of fire safety and emergency evacuation procedures at their location.

We will ensure that our residents are provided with information on the emergency evacuation procedures and made aware of the 'Stay Put, Stay Safe' policy when they move in and after that periodically thereafter. We will ensure that we continuously raise fire safety awareness amongst our residents, staff, volunteers and contractors. In Retail shops, information on the emergency evacuation procedures will be displayed at all rear exits and at till points.

Fire Prevention and Safety Measures

5.6 Safety measures will be in place and high-risk activities within our premises managed effectively to prevent the risk of fire. High risk activities may include but are not limited to:

- Smoking in in our offices, shops and communal areas of villages and schemes;
- Storing and using dangerous substances, particularly flammable substances; and
- Any dangerous condition which is likely or has the potential to compromise the safety of any person in the event of fire (e.g. use of oxygen) must be brought to the attention of the Location Manager immediately.

We will ensure that the fire safety measures listed in the Fire Safety Work Instructions are in place in all locations as relevant. All staff will be aware of the importance of such measures.

Accident/Near Miss and Incident Reporting

5.7 We will require all fire incidents and near misses to be reported without delay. We will review accidents and near misses to identify root causes and learn lessons.

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UNCONTROLLED WHEN PRINTED		Page 6 of 8

6. Monitoring and Review

6.1 This policy will be reviewed annually. Any overdue fire-related actions will be reported to each monthly ELT. Quarterly reporting will be received at each ExtraCare Board and Retail Board meeting. Detailed property fire safety compliance is reported to the Operations Committee and fire safety compliance for new developments, extensions and modernisations is reported to the Development Committee.

6.2 We will maintain a range of fire safety information relating to our buildings including products and equipment used in the construction as well as fire risk related information. This information will be held in digital and hard copy formats and in line with the supporting Work Instructions.

All new developments will be designed and constructed to reduce the risk of fire. The Golden Thread will be in place for new developments including extensions and modernisations to ensure our buildings are safe and that building safety risks are managed throughout the building's lifecycle.

7. Associated Policies

Alterations (Aids & Adaptations Policy)	Health and Safety Policy
Anti-Social Behaviour Policy	Learning and Development Policy
Business Continuity Policy	Major Incident Escalation Policy
Electrical Safety Policy	Mobility Scooter Policy
Emergency Response and Access Policy	Learning and Development Policy
Gas Servicing Policy	

8. Associated Work Instructions and General Documentation

Work Instructions	
Accident Incident Reporting	Fire Safety – Training
Contractor Control	Fire Safety - Working in Partnership
Control of Substances Hazardous to Health (COSHH)	Furniture, Fixtures and Equipment
Enforcement Visits	Gas and Cylinder Storage and Use
Fire Drill	Maintenance
Fire Fighting Equipment, Regulation 7	Permit to Work System
Fire Safety – Fire Prevention Measures	Secure Information Box
Fire Safety – Monitoring and Review	Smoking at locations
Fire Safety – Responsibilities	Use, Maintenance and storage of mobility aids
Fire Safety – Statutory Checks	Welcome to visitors

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UNCONTROLLED WHEN PRINTED		Page 7 of 8

General Documentation	
Annual Letter to Residents Regarding Fire Safety and PEEPs	Personal Emergency Evacuation Plan (PEEP) QCG (Quality Care Guidance
Asset Management Strategy	Register of Smokers at Risk
(Location) Annual H&S Audit	Safety Strategy
(Location) Fire Risk Assessment	Using Oxygen Safely (Management of Medication QCM)
(Location) Fire Safety Logbook	Using Topical Creams Safely (Management of Medication (QCG)
(Location) SHE Plan	

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UNCONTROLLED WHEN PRINTED		Page 8 of 8