



COMPANY BROCHURE

# Fire and security systems, specified and maintained to standard.

Design, installation, commissioning and maintenance under one roof,  
for commercial clients across London, Kent and the wider South East.

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Triple Star Fire and Security Limited

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ABOUT US

# A specialist fire and security contractor you can build on.

Triple Star Fire and Security Limited is a specialist fire and security contractor serving commercial clients across London, Home Counties and the wider area. Founded in 2006 and backed by more than 65 years of combined industry experience, we provide a complete range of fire safety and security solutions, from initial design and installation through to ongoing maintenance and compliance support.

Our Managing Director, **Daren Pool**, is a BSI Committee Member and Chairman of the Fire and Security Association, a level of industry involvement that underpins our commitment to standards, quality and best practice.

We hold an extensive portfolio of accreditations and are routinely audited to demonstrate compliance with the highest industry standards. Every project we undertake is completed to the best quality standards, with a key focus on customer service.



**65+**

Years of combined experience

**2006**

Established & trading since

**BAFE  
 SSAIB**

Third-party certified

**ISO 9001  
 ISO 14001**

Quality & environmental



OUR LEADERSHIP TEAM

# Led by people who help write the standards we work to.



## Daren Pool

### MANAGING DIRECTOR

B.Eng MIET GFireE MIFSM CTSP

BSI Committee Member and Chairman of the Fire and Security Association, a specialist division of the Electrical Contractors' Association. Daren's industry involvement keeps Triple Star Fire and Security at the forefront of standards and best practice.



## Matt Edwards

### SECURITY SYSTEMS DIRECTOR

Security systems design & delivery

Oversees the design and delivery of all security system solutions across the business, from single-site installations to complex, integrated multi-site deployments.

CLIENT PORTAL · POWERED BY UPTICK

## A birds-eye view of your compliance, 24/7.

Every Triple Star Fire and Security maintenance client gets the Uptick portal, a live view of your compliance, from any device. **More on page 08.**



FIRE SAFETY SERVICES

# Protecting people and property, to British Standard.

We design, install, commission and maintain every fire system we supply, working to the relevant British Standards and codes of practice.



## Fire Alarms

The latest addressable, conventional, two-wire and wireless systems from Notifier by Honeywell and Hyfire. Designed to BS 5839 and commissioned by our BAFE-accredited engineers.

BS 5839

BAFE SP203-1

Addressable & wireless



## Fire Extinguishers

Supply, installation and servicing of the full range (water, CO2, dry powder, foam and wet chemical), matched to your specific fire risk, with annual servicing in line with BS 5306.

BS 5306

Annual servicing



## Evacuation Systems

From simple alarm sounders to fully networked voice evacuation, designed to your building size, occupancy and risk level, integrated with fire alarms for seamless emergency response.



## Waking Watch

Trained Waking Watch personnel for buildings awaiting a compliant alarm, particularly high-rise residential affected by cladding remediation. We also help clients access the government's Interim Measures Alarm Fund (IMAF) as an approved installer.



## VESDA & Air Sampling Detection

For high-value or sensitive environments (data centres, heritage buildings, server rooms), we install VESDA air-sampling systems capable of detecting smoke at concentrations far below the threshold of conventional detectors.



## Lockdown Alert Systems

A dedicated life-safety solution for schools, healthcare and public-sector facilities: instant building-wide notification and pre-configured response protocols, integrating with existing access control and alarms.

SECURITY SYSTEMS

# Integrated security, designed around your premises.

Our SSAIB-accredited team handles everything from single-site installations to complex, integrated multi-site deployments.



## CCTV Systems

High-definition IP CCTV from IDIS and Rhombus Systems, delivering continuous surveillance, remote access and intelligent video analytics. We design coverage around your premises and integrate it with access control and intruder detection, with secure remote viewing from any device and footage retained to meet your operational and insurance requirements.

IDIS

Rhombus

AI analytics

Remote access



## Intruder Detection

Intruder alarm systems installed to BS EN 50131, graded to your level of risk and connected to a monitoring centre where needed.

BS EN 50131

RISCO

Monitored



## Access Control

From keypad and fob systems to fully networked solutions with audit trails and time-and-attendance. Paxton Gold partner and GuardPoint10-authorized installer.

Paxton Gold

GuardPoint10



## Barriers, Gates & Door Automation

Automated gates, barriers, bollards and door entry systems, supplied, installed and maintained for controlled, safe access of vehicles and pedestrians alike. We design powered access around your site's traffic and security needs, integrating it with CCTV and access control for a single, managed entry point. As a FAAC-approved installer with GateSafe Premier accreditation and ADIA certification, every installation is force-tested and commissioned to BS EN 12453, so your gates are as safe as they are secure.

FAAC

GateSafe Premier

ADIA

BS EN 12453

Force-tested



ADDITIONAL SERVICES

# Everything around the systems, handled too.



## Maintenance Contracts

Bespoke maintenance agreements for any system we install. Planned preventative maintenance keeps systems operational, ensures compliance, and gives you priority response when it matters.



OFFICIAL TIO  
PARTNER

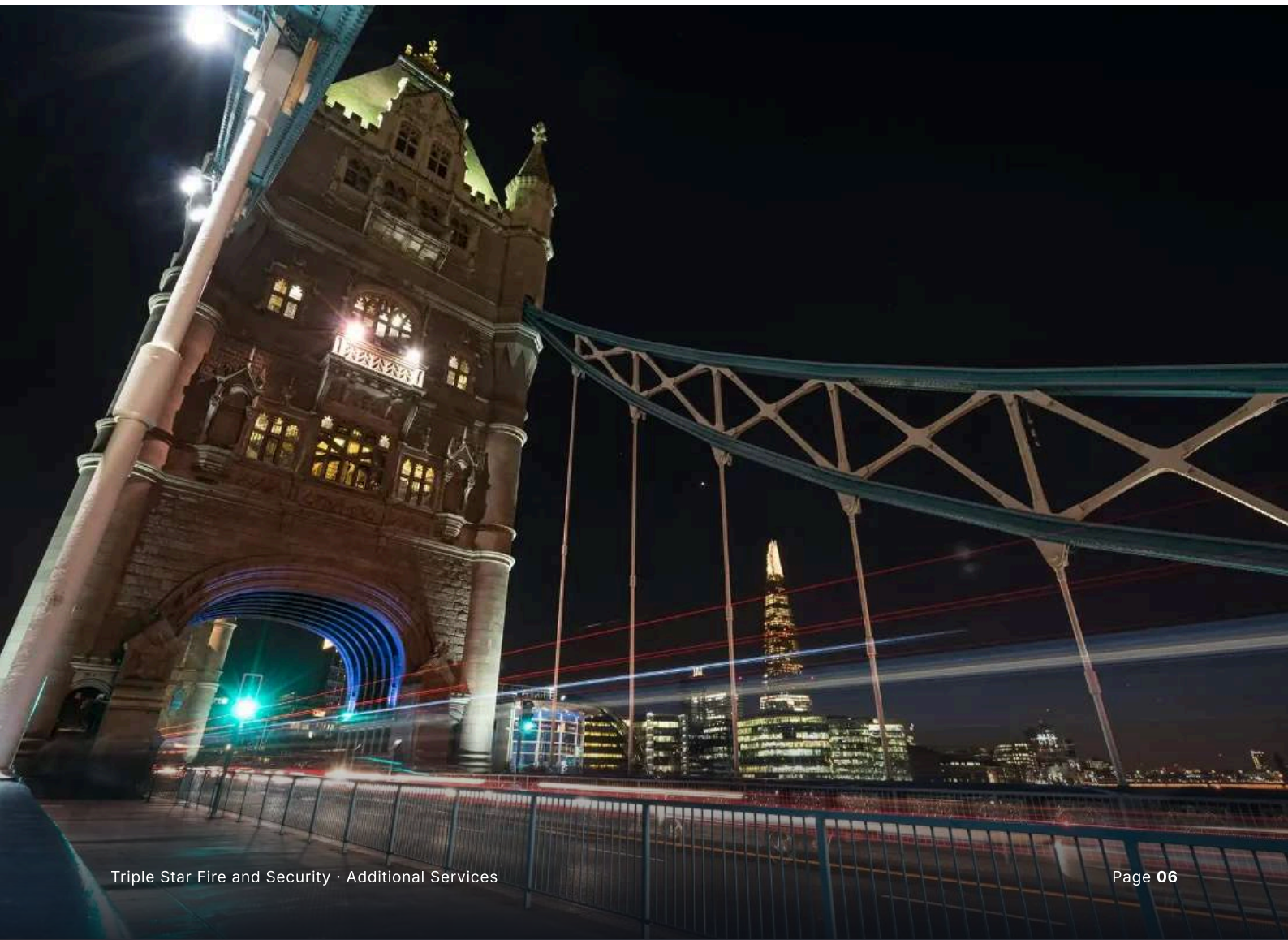
## Digital Logbook

As an official Tio partner, we replace paper records with a live, cloud-based logbook: every test, inspection and service visit captured in real time. Fully compliant, audit-ready, and accessible any time from any device.



## Finance & Leasing

Through our partner Bluestar Leasing, flexible payment plans let you spread the cost of compliance without compromising on quality.



## YOUR MAINTENANCE AGREEMENT

# From proposal to first visit, in four weeks.

Setting up a maintenance contract with Triple Star Fire and Security is handled end-to-end through our secure digital portal: clear, auditable and quick to mobilise.

- 01 Proposal issued**

A tailored maintenance proposal is issued through our secure digital portal, setting out the systems covered, pricing and terms in one clear, reviewable place.
- 02 Proposal accepted**

You accept online. Acceptance is logged automatically, creating a clear, auditable record for both sides, and an immediate green light to mobilise.
- 03 Contract & invoice issued**

We issue the formal agreement and supporting financial documents, including your annual maintenance invoice, shared securely for processing.
- 04 Payment received**

Settling the annual maintenance invoice confirms commitment and releases the contract into scheduling.
- 05 Visits scheduled**

We coordinate dates with you and book your first maintenance visits, typically within four weeks of acceptance, unless a later start is agreed.
- Always-on support\***

Once your contract is live, you're covered around the clock. Our engineers are available for 24/7 emergency callouts, so an out-of-hours fault is never more than a phone call away, with priority response reserved for maintained clients.

Secure digital portal

Auditable acceptance

Mobilised in ~4 weeks

24/7 emergency cover

\* Emergency callouts are included as a priority service for clients on a live maintenance contract. Engineer attendance, together with any parts and labour required outside scheduled maintenance visits, is charged at our standard hourly rate, with current rates confirmed in your maintenance agreement.

Full terms are set out in our Standard Terms and Conditions of Business at [triplestarfireandsecurity.com](https://triplestarfireandsecurity.com).

DIGITAL COMPLIANCE

# Powered by Uptick. Built around you.

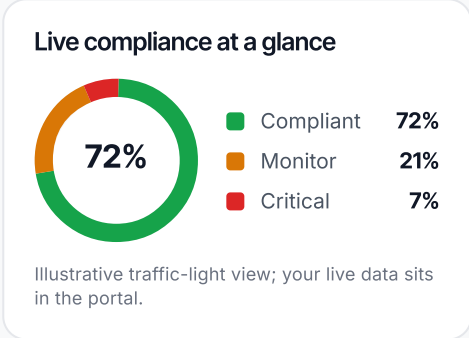
Every Triple Star Fire and Security maintenance client gets **Uptick**, the modern fire and security platform built around a single idea: making buildings safer through transparency.

Uptick is purpose-built for inspection, testing and maintenance, not adapted from generic job software. Engineers complete digital inspection forms on-site, so accurate reports reach your inbox as the work happens, not weeks later, with live access to your systems, service history, certificates, schedules and defects from any device.

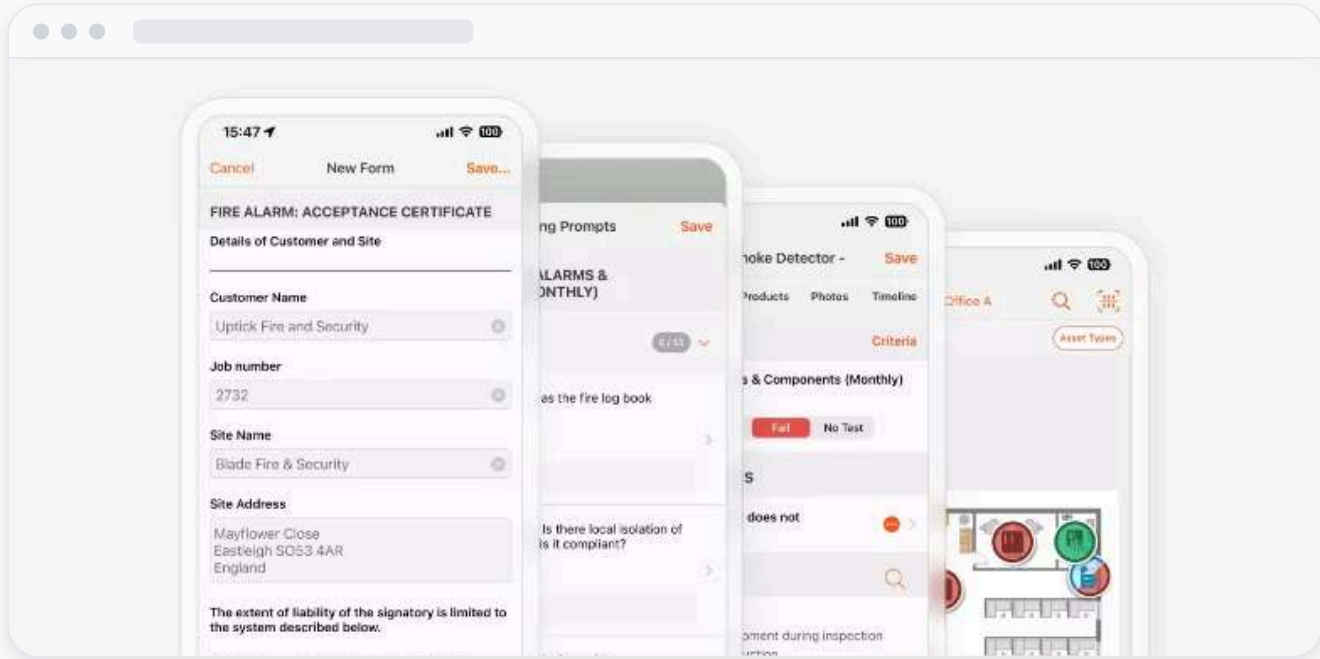
Defects are logged with photos and quotes raised straight from the field, so remedial work can be reviewed and approved in minutes. Every asset is tracked and maintained in one system, so you always know your fire and life-safety systems are under control.



**1.2M+**  
buildings maintained on Uptick,  
across three continents.



Capterra 2025 · Best "Ease of Use"



**Instant reports**

Completed on-site, in your inbox as work happens.

**Full visibility**

Every system and certificate, from any device.

**Faster quoting**

Field-raised quotes, approved in minutes.

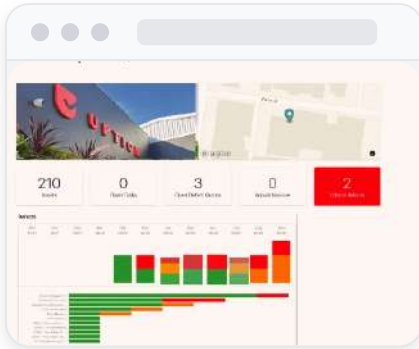
**Peace of mind**

One tracked, current record for every asset.

THE CUSTOMER PORTAL

# Your whole portfolio, at a glance.

Log in to a single, real-time view of every property, asset and certificate we maintain for you, accessible anytime, anywhere.



### Portfolio dashboard

Properties, invoices, open defect quotes and recent activity in one place. Comprehensive insight and essential data, anytime, with nothing to chase by email.



### Real-time defect registry

See your most critical defects and which properties and asset types are most at risk, with a traffic-light severity view that updates as engineers work.



### Site-level asset registers

One source of truth for every asset and its maintenance history: view in the portal or download to CSV, ready for audits and insurers.

ONE SECURE LOGIN

## Your whole compliance picture, wherever you are.

Phone, tablet or desktop: the same live view of every site we maintain, with no spreadsheets to chase and no waiting on reports.

- ✓ Live status across every property and asset
- ✓ Drill into any asset's full service history
- ✓ Approve defect quotes on the go
- ✓ Export records and registers to CSV anytime

Service history • Certificates • Maintenance schedules • Invoices | **all in one login**

HOW IT WORKS

# From the engineer's tablet, to your inbox.

The portal is the front end. Behind it, every inspection, defect and service visit runs through one connected digital workflow.

01

## Digital inspections

Engineers mark each asset pass or fail on-site, against the compliance standard for your building. Job status updates in real time.

## Defect quoting

02

Defects are documented with photos, notes and a traffic-light severity rating. Consistent, professional quotes are emailed for quick approval, with reminders so nothing slips.

03

## Smart scheduling

Routine maintenance is booked ahead and repeats automatically on your compliance cycle, on a quarterly, bi-annual or annual basis, with engineers assigned by location and availability for faster response.

## Asset management

04

Every asset is tracked, updated and maintained in one system, giving you a complete, current record at all times.



CASE STUDIES

# Complex, high-specification work, delivered.



**FIRE ALARMS · LONDON**

## Wireless fire alarm: Formula 1 Remote Technical Centre

F1's new Remote Technical Centre needed fire detection that could operate in a technically demanding environment without disrupting sensitive equipment. We designed and installed a wireless system that met stringent performance requirements, without the disruption of a wired installation.



**FIRE ALARMS**

### VESDA Air Sampling, London

A multi-storey commercial building needed detection before flames developed. We installed a VESDA system for the earliest possible warning.



**FIRE ALARMS**

### Wireless Replaces Waking Watch

A permanent wireless fire alarm replaced interim Waking Watch measures, restoring compliance and removing ongoing cost.



**EVACUATION**

### The Cardinal Hume Centre

A comprehensive fire safety upgrade for a vital community centre, meeting compliance while respecting a sensitive environment.



**FIRE ALARMS**

### Eclipse Park, Maidstone

An addressable system delivering precise zone identification and reliability across a multi-tenant commercial hub.



**CCTV**

### Student Accommodation, London

In partnership with IDIS, an IP CCTV system delivering high-definition coverage across the entire site.



**CCTV**

### Secure Accommodation, Hampshire

A high-definition system for a secure therapeutic care facility, meeting stringent security-classification demands.

SECTORS WE SERVE

 Commercial

 Education

 Transport & Logistics

 Leisure & Hospitality

 Industrial & Manufacturing

 Retail

 Heritage

 Local Government

 Healthcare & Residential

ACCREDITATIONS & COMPLIANCE

# Don't take our word for it. We're independently audited.

Our accreditation portfolio gives clients, specifiers and procurement teams confidence that our work meets or exceeds the required standards.



- ISO 9001:2015**  
 Quality Management System certification: consistent quality, customer satisfaction and continual improvement.
- ECA Member**  
 Electrical Contractors' Association, with Technical Compliance Certificates for fire and security systems. Our MD is Chairman of the Fire and Security Association.
- British Fire Consortium**  
 Member of the British Fire Consortium. Applicable installs are also backed by the ECA Guarantee of Work Scheme.
- SSAIB**  
 Security Systems and Alarms Inspection Board certification for intruder alarms, CCTV and access control, from a UKAS-accredited body.
- FAAC**  
 Approved installer for automated barriers, gates and door automation, backed by manufacturer accreditation.
- ConstructionLine Gold**  
 ConstructionLine Gold membership, demonstrating supply chain capability and compliance for public and private sector procurement.
- ICO Registered**  
 Information Commissioner's Office registration: data-protection compliance, relevant to CCTV.
- DBS Checked**  
 Engineers are DBS checked, suitable for work in schools, healthcare, care and other safeguarding-sensitive environments.
- ISO 14001:2015**  
 Environmental Management System certification, reducing environmental impact across our operations.
- FSA**  
 Fire and Security Association membership for both fire systems and security systems.
- BAFE SP203-1**  
 Fire detection & alarm design, installation, commissioning and maintenance, the primary third-party scheme for fire alarm contractors in the UK.
- GateSafe**  
 Premier Installer accreditation for automated gate and door installations: powered access safety.
- CHAS Elite**  
 Contractors' Health and Safety Assessment Scheme, with both Standard and Elite certification.
- ADIA**  
 Automatic Door Installation Association certification.
- FSQS Registered**  
 Financial Services Qualification System, for financial-sector clients and large procurement frameworks.

TECHNOLOGY & SUPPLY CHAIN PARTNERS

# Proven equipment, from industry-leading manufacturers.

Our partnership status with key suppliers gives clients access to the latest technology, manufacturer support and preferred pricing.



**FIRE ALARMS**

**Notifier by Honeywell**

Approved Notifier partner, supplying the Inspire panel range and associated detection devices.



**FIRE ALARMS**

**Hyfire**

Authorised partner for the Taurus wireless platform, ideal for listed buildings and complex environments.



**FIRE ALARMS**

**Ampac**

Approved Ampac partner for fire detection and alarm systems.



**CCTV**

**IDIS**

Approved partner for the DirectIP range, renowned for reliability, image quality and ease of management.



**CCTV**

**Rhombus Systems**

Cloud-managed CCTV with AI-powered analytics and remote management.



**ACCESS CONTROL**

**Paxton**

Gold Partner with Net2 and Paxton10 expertise.



**INTRUDER ALARMS**

**RISCO**

Certified installer for residential and commercial RISCO intruder alarm systems.



**SECURITY MANAGEMENT**

**Sensor Access**

Installer of the GuardPoint10 central security management platform, integrating alarms and access control.



**BARRIERS, GATES & DOOR AUTOMATION**

**FAAC**

Approved installer for automated barriers, gates and door automation, backed by GateSafe Premier accreditation.

WHY CHOOSE TRIPLE STAR FIRE & SECURITY

# Seven reasons clients stay with us.



### Industry Experience

65+ years of combined experience, with our leadership actively setting standards through the BSI and ECA.



### Transparent Compliance

The Uptick portal gives every client real-time visibility of compliance status, service history and upcoming visits.



### Full-Service Capability

Design, installation, commissioning and maintenance under one roof, with no sub-contracted responsibility gaps.



### Flexible Finance

Leasing and payment plans through Bluestar Leasing, making compliance achievable within your budget.



### Independently Accredited

BAFE, SSAIB, ISO 9001, ISO 14001, ECA, FSA, CHAS Elite, ConstructionLine, routinely audited by independent third parties.



### We Don't Cut Corners

In business since 2006 because we do things right. Our reputation is built on honesty, quality and long-term relationships.



### Technology Leadership

Authorised partner status with leading manufacturers, for the best equipment and support.

*"Triple Star have looked after our fire and security across a number of our care homes. Their engineers are professional, reliable and always leave sites safe and compliant. I wouldn't hesitate to recommend them."*

**Russell Sutton**  
Bupa Care Homes

*"We needed a contractor who understood the unique demands of student accommodation: high footfall, tight timelines, and zero tolerance for downtime. Triple Star delivered on every count."*

**Rhys Perkins**  
Campus Living Villages

*"Triple Star have provided fire and security services across our estate for several years. Their technical expertise and commitment to compliance make them a trusted partner for the University."*

**Phil Potter**  
Goldsmiths, University of London

## COMMON QUESTIONS

# Answers, before you ask.

**Q. What areas do you cover?**

We're based in Orpington and primarily serve businesses throughout the South East, London and the Home Counties. Get in touch. We're always happy to discuss projects further afield.

**Q. Do you offer maintenance contracts?**

Yes. Regular maintenance keeps systems working reliably and ensures ongoing compliance. We offer plans tailored to your specific needs and budget.

**Q. What accreditations do you hold?**

ISO 9001, ISO 14001, ECA, FSA, British Fire Consortium, BAFE, SSAIB, GateSafe, ADIA, ICO, CHAS Elite, FSQS and ConstructionLine Gold. Our MD is a BSI Committee Member and Chairman of the Fire and Security Association.

**Q. My systems are old. Do I need to upgrade?**

It's worth a review. Older systems may not meet current regulations or be as effective as modern technology. We'll assess your setup and give honest advice.

**Proud Supporter of the Electrical Industries Charity**

The EIC exists to look after people from the electrical, electronics and energy industries when they or their families need a hand up, big or small. We're proud to support their vital work. [electricalcharity.org](http://electricalcharity.org)

## GET IN TOUCH

## Request a free, no-obligation site survey.

## TELEPHONE

020 3189 1960

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[triplestarfireandsecurity.com](http://triplestarfireandsecurity.com)

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