



fireforensics
SOLVING THE PUZZLE OF FIRE

Remote Assessment Capability Statement

We are leading experts in fire and explosion investigation in Australia and abroad, and our personnel have offered clients thorough and impartial fire investigation services for over 40 years.

We offer remote investigations through our Remote Scene Assessment Service. The Remote Scene Assessment Service is tailored for clients who have incidents that require immediate screening or preliminary investigation in rural or remote locations within Australia, or at overseas locations. The service is not intended or suitable to replace in-person scene examinations in the majority of cases.

The Remote Scene Assessment Service is suitable primarily for large-loss incidents in the mining and heavy engineering sectors, which we are unable to attend in person. By assessing the scene remotely, we can give appropriate advice to the client on the potential for establishing the origin, cause and liability of the incident, and if necessary, advice on preserving the evidence until an in-person inspection can be conducted at a later stage.

Our aim is to provide real-time specialist guidance and advice to suitable on-site personnel via portable devices. Using suitable video and voice apps (e.g. Zoom, Teams, FaceTime, WhatsApp), the on-site operator will capture views and information at our direction, which may enable us to determine the origin and cause of the fire and/or explosion. It is essential for the on-site operator to be suitably skilled and familiar with the plant or equipment in question, and its operation. Maintenance engineers and similar personnel are best suited to this task.

The Remote Scene Assessment Service is a cost-effective method of carrying out a basic investigation of a small or low-cost incident, such as a house fire. Where a local insurance assessor or structural engineer is on-site, we can link directly with this person and reduce further time and costs.

We require that the entire assessment process be recorded as it occurs in order to provide data for a real-time evaluation, as well as any subsequent interpretation. The recording, in its entirety, may be produced in any subsequent litigation, which clients and on-site operators must be aware of and consent to prior to the commencement of the Remote Scene Assessment Service.

All of our investigations, both preliminary and in-depth, are conducted by internationally certified professionals. Our professional and prompt system of investigation and reporting sets us apart in the industry, and we take pride in our exemplary standards of client services and scientific techniques. We pride ourselves on our ability to communicate complex technical concepts into easy to understand event sequences for our clients and their staff, and ultimately judges and juries.



OUR ISO CERTIFICATIONS

In February 2022 we were certified as complying with two international standards, ISO 9001 (Quality Management System) and ISO 27001 (Information Security Management). These certifications give our clients confidence in the quality of our work whilst protecting their data by adhering to these internationally recognised standards.

ISO 9001 QUALITY MANAGEMENT SYSTEM

Being certified with ISO 9001 means we have taken steps to improve our operations and optimise the way we move into the future by having an internationally recognised quality management system and is found in only highly efficient organisations that make a commitment to continual improvement. We are excited to be moving into the future in a more efficient, professional manner by serving our clients with a product that will contribute to increase in its quality.

ISO 27001 Information Security Management

Achieving the ISO 27001 means we have now been signed off by an independent authority to a high standard of data protection to assure the integrity of your data when you do business with us. We now have a certified information security management system and processes in place so we can be more protective of your data.

Our services are globally renowned, and we have investigated incidents and given expert evidence in numerous locations throughout Australasia, South East Asia, Europe and Africa.

Please contact us at office@fireforensics.com.au or go to www.fireforensics.com.au for more information on our services.

