



Scentre Group

Fire Isolation Process

Recording and logging isolations and de-isolations in Pulse

Version 4.1

19 May 2026

00 Purpose

Fire system isolations reduce a building's ability to detect and respond to fire. This training guide defines the required processes as follows.

- Request and approve fire system isolations
- Record isolation and de-isolation activities
- Ensure compliance, auditability, and risk control

This process does not replace physical isolation works. It ensures all actions are formally recorded in Pulse. This guide is applicable for Fire services contractors, builders, shopfitters, and tenants.

⚠ Fire system isolations must be kept to the minimum time required and only performed under approved conditions.

01 Quick reference summary

A quick workflow reference:

1. Company registration (One-off as long as insurances are valid)
2. Submit fire isolation request (>48hrs)
3. Await approval from Operations Team
4. Notify Security upon arrival
5. Log isolation (via SMS link or web portal URL)
6. Complete works
7. Log de-isolation (via SMS link or web portal URL)

02 Overall Workflow

The table below provides the full fire isolation workflow and detailed responsibilities for each step.

Step	Who	What	When
0	Requester or Company admin	Registers company email and user on Pulse Site Access. Insurances required.	Before requesting any site access requests
1	Requester	Submit isolation request form	Min. 48 hrs before works
2	Ops Team	Review & approve or decline	Mon–Fri business hours
3	Ops Team	Notify insurer — impairment form	After approval
4	Requester	Notify Security on arrival	Scheduled start time
5	Fire Contractor / Security	Log the start of the isolation	Scheduled start time
6	Fire Contractor / Shop fitter / Construction	Complete site works	During isolation window
7	Fire Contractor / Security	Log de-isolation & photos in Pulse	Within 1 hr of end time

Roles & Responsibilities

Role	Responsibility
Requester	Submits isolation request and coordinate works
Operations Team	Review, approve, and notify insurer if required
Security Team	Log dry fire isolations and corresponding de-isolations
Fire Contractor / Technician	Log wet fire isolations and corresponding de-isolations
Insurer	Receives impairment notice when required

03

Register Company and Open Site Access Request page

Open the Site Access Request form by visiting the link below or scanning the QR code. Input your company email and request for an Access Link.

 **Company Registration.** All individuals and companies will need to register for the Pulse Site Access. Once registered you will not have to re-register until your insurances have elapsed.



Scan the QR code or type the URL below into your web browser.

<https://portal.pulsefire.tech/request-access>



Site Access Request

Email Address *

 mike@fireup.com

 Only registered company emails will receive an access link.

Send Access Link

Open the Site Access Request page

Type in your company email address and request for an Access Link.

Note. If your company email is not registered, you will be sent a company registration email link instead.

Complete this prior to submitting any Fire isolation request form.

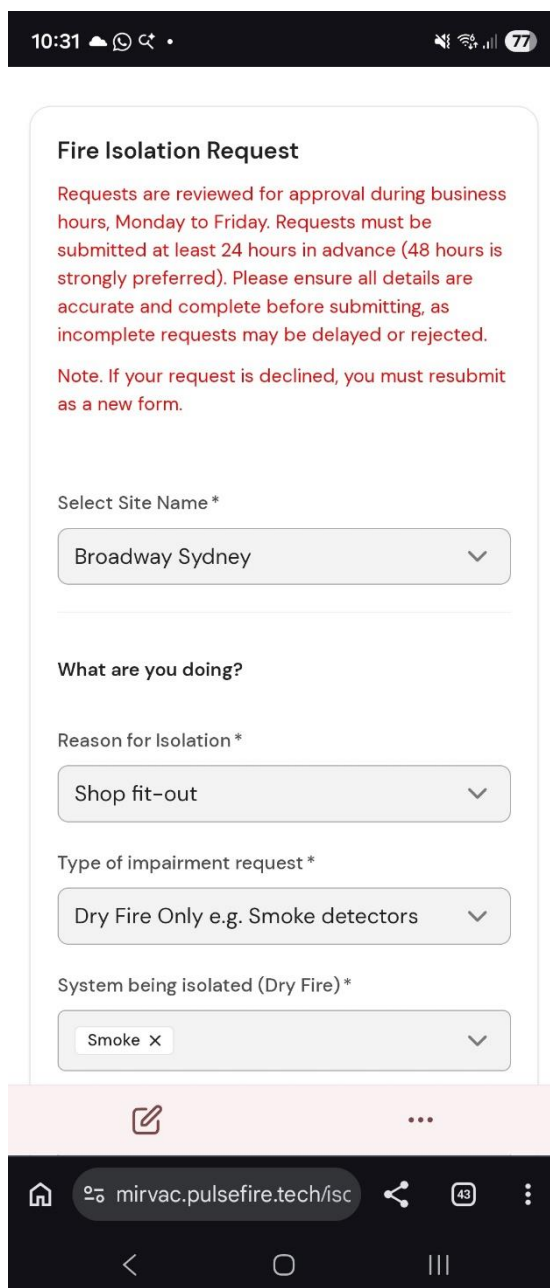
 **Tips:** It is recommended to use the latest Google Chrome browser to access the Pulse Platform.

04

Select & submit the fire isolation request

The requester is the company or individual initiating the fire isolation, this may include fire contractors, maintenance contractors, shopfitters, or tenants. For larger businesses, the request is typically completed by an admin or coordinator.

Submit at least 48 hours in advance. Requests are reviewed Monday to Friday during business hours only. Incomplete or inaccurate submissions will be delayed or rejected.



The screenshot shows a mobile application interface for submitting a fire isolation request. At the top, the status bar shows the time 10:31 and various icons. The app header is dark with a white back arrow and a battery level of 77%. The main content area is titled "Fire Isolation Request" and contains the following text: "Requests are reviewed for approval during business hours, Monday to Friday. Requests must be submitted at least 24 hours in advance (48 hours is strongly preferred). Please ensure all details are accurate and complete before submitting, as incomplete requests may be delayed or rejected." Below this is a note: "Note. If your request is declined, you must resubmit as a new form." The form consists of several dropdown menus: "Select Site Name *" with "Broadway Sydney" selected, "What are you doing?" (empty), "Reason for Isolation *" with "Shop fit-out" selected, "Type of impairment request *" with "Dry Fire Only e.g. Smoke detectors" selected, and "System being isolated (Dry Fire) *" with "Smoke" selected. At the bottom, there is a pink bar with a pencil icon and a menu icon, and a dark bar with a home icon, the URL "mirvac.pulsefire.tech/isc", a share icon, a notification icon with "43", and a menu icon. The bottom navigation bar shows back, home, and search icons.

Figure 1 - Fire Isolation Request form

If your request is declined: Resubmit a new form. Declined requests cannot be edited or reactivated.

05

Review & approve

Once the isolation request has been submitted, the Facilities and Operations team will be notified to review and either approve or decline the request.

	Approved The requester receives an approval email from Pulse. A calendar invite is sent to all parties as a reminder.
	Declined The requester is notified by email. A new request must be submitted, declined requests cannot be resumed.

Fire Systems Isolation Register

NOTE: All Fire system isolations shall be recorded on the online register.

New Request

Awaiting Approval
2

Approved Requests
13

Active Isolations
30

Approvals

Active

De-isolation

History

Export

#447

Tradewise Group

Shop fit-out

Apr 24th, 2026 07:00 AM

Apr 24th, 2026 09:00 AM

 Rhodes Waterside - Isola...pdf

Isolation duration: 2 hours

Approve

Reject

^

Site name

Rhodes Waterside

Company name

Tradewise Group

Submitter name

Jensen Suciadi

Figure 2 - Operations Team to review Fire Isolation requests submitted

06 Recording the isolation on site

On arrival at the scheduled start date and time of the isolation, the requester must notify Security of the works before any isolation is carried out.

At the scheduled start time, the responsible person (as per table below) will receive an SMS containing a direct URL for logging the isolation details.

Request Type	Responsible Person	Action
Dry Fire	Security team	Records the isolation
Wet Fire	Fire contractor/technician on site	Records the isolation
Dry & Wet Fire	Fire contractor/technician on site	Records the isolation

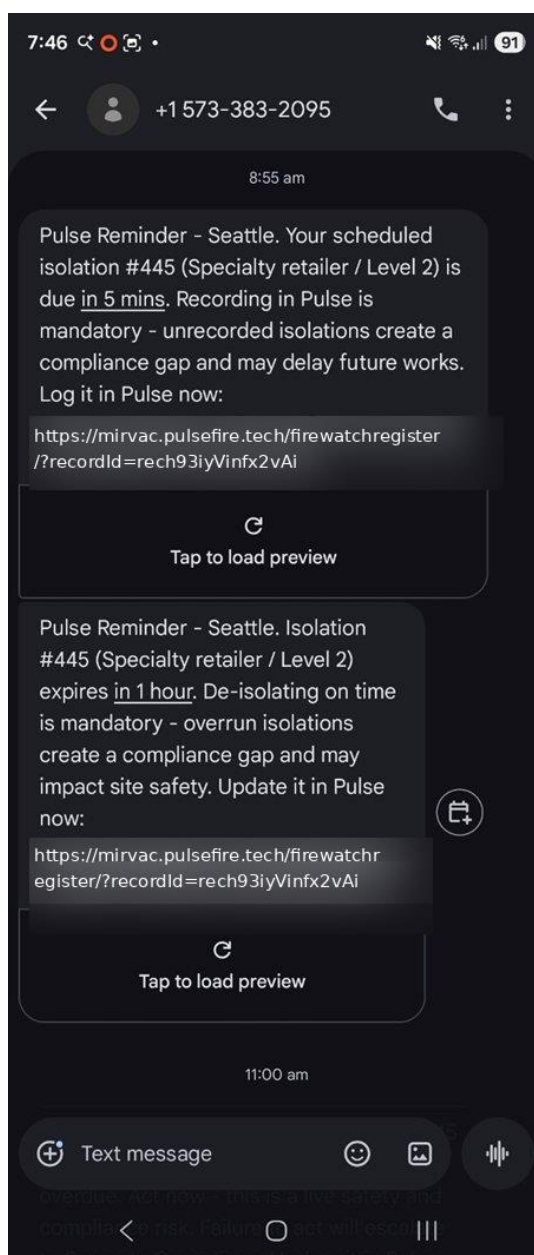


Figure 3 - SMS reminder to record isolations & de-isolations

07 How to Log Isolation

Click the URL in the SMS. A webpage will load (no login required) with the details of the scheduled isolation. Scroll to the bottom and complete all required fields:

- **System or device being isolated** e.g. Smoke detectors, sprinkler zone
- **System ID** e.g. detector ID, zone number, sprinkler install No.
- **Full name of person performing the isolation**
- **Photo evidence showing system status (isolated or restored)** Upload from your device

Once all fields are complete, select Confirm to log the isolation start.

08 How to Log De-Isolation and restore

One hour before the scheduled end of the isolation period, a reminder SMS will be sent with a URL to record and log the de-isolation. If works are completed before the reminder is sent, the technician can access the de-isolation page using the original URL from the start of the isolation.

Required at de-isolation:

- **Full name of person restoring the system**
- **Photo evidence of the completed works and restored system** Upload from your device

⚠ Escalation policy: Failure to log de-isolation within 1 hour will trigger escalation to the Operations Team and may result in further action.

09 Alternative Logging Method (Desktop)

If you do not have access to the SMS link:

1. Log in to Pulse Portal URL
2. Use registered company email and password
3. Navigate to the Isolation Module → Active Requests tab
4. Log isolation or de-isolation

Portal URL: <https://portal.pulsefire.tech>

Username: We do not allow individual email addresses to be used, rather shared or group email addresses from the registered company e.g. service@fireservices.com to allow multiple user access.

Tips: Password resets and passcodes will be sent to the registered shared or group email address.

- 1) Select the Isolation module, then go to the Active tab to review the approved and scheduled Fire Isolation requests.

Approvals	Active	De-isolation	History	Export
#445	Fire Mate	Base-building maintenance & testing	Apr 22nd, 2026 09:00 AM	De-isolate
Apr 22nd, 2026 10:00 AM	Isolated			
#443	Modus	Shop fit-out	Apr 23rd, 2026 07:00 PM	De-isolate
Apr 23rd, 2026 06:00 AM	Isolated			
#440	regiment workshop	Shop fit-out	Apr 25th, 2026 08:00 AM	Isolate Cancel
Apr 25th, 2026 07:00 PM	Requested			

- 2) Click on the appropriate button to log isolation or de-isolation events. If the fire isolation request needs to be cancelled, click the Cancel button

Update record

Isolating *

ID *

Enter Zone ID / Detector ID/ Sprinkler Installation ID

Name *

Who is performing the isolation?

Upload Photos / Documents *

Upload photos for confirmation

Cancel

Update

10 FAQ, Help

Frequently Asked Questions

Issue	Action
No approval received	Do not proceed. Contact Operations
Isolation request is no longer required	Log into Pulse and select 'cancel' on the specific isolation record
SMS not received	Log via Pulse desktop portal
Request declined	Seek reason for cancellation from Operations team. Update and submit a new request (cannot edit declined requests)
Late de-isolation	Complete immediately to avoid escalation and account suspension

Important Notes

- All companies must be registered before submitting requests
- Works must not proceed without an approved isolation request
- Requests with missing or incorrect information may be delayed or rejected
- All actions are recorded for audit and compliance purposes

Support

For any other queries or support contact:

✉ support@pulsefire.tech