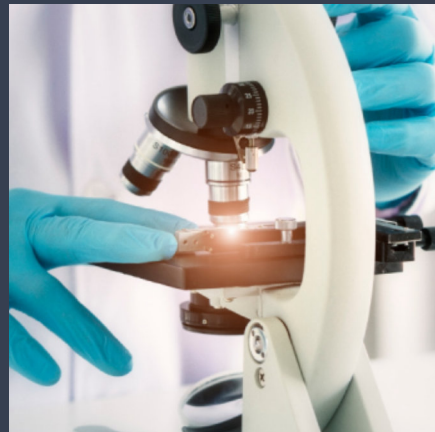


Case Study: **Pharmaceutical Manufacturing**

Full emergency response communications system



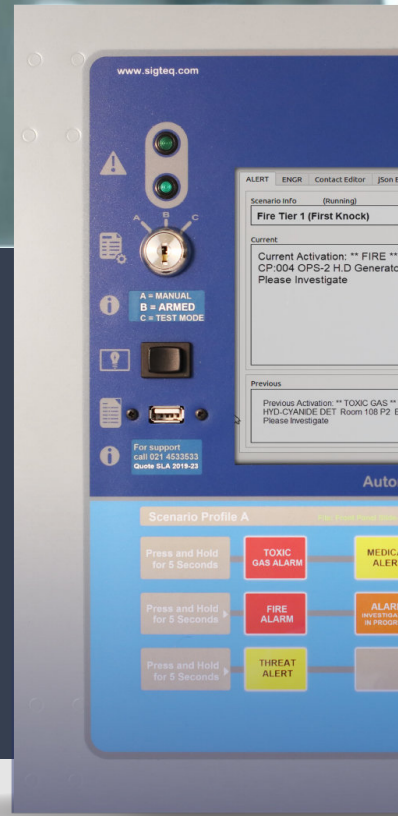
The Challenge

Due to the size and hazard profile of this site, emergency communications are a critical system. This client came to us as experts in the field to upgrade and expand their existing emergency communications infrastructure including the introduction of a custom multi-functional emergency notification system as well as a multi-channel secure radio solution. This system was to provide a means to alert different teams to different types of events quickly and concisely and provide key user groups with clear and reliable channels of alerting and communication.

The Solution

This full site solution introduced a 10 channel radio plan, with designated channels for key user groups along with the provision of portable and vehicle radios. Pagers were introduced to the emergency call-out process and provided to key responders and crisis managers along with other user groups. Each group's devices were colour-coded for quick identification.

An AlertNet system and custom call-out system were introduced to provide multi-media alerting (SMS, page message, radio message) for different alert types (e.g. Fire alert, gas, hazmat, Security alert, First Aid alert and more). Custom location information is also sent to these teams via a specific button press to make sure clear information was communicated to the right people at the right time.



The Response

Sigteq met with key stakeholders from each group including Incident Control, EHS, Project Management and Security. A full business requirement profile was drawn up on which was structured the design of a multi-team communications and alerting procedure including a complete radio channel list, site-wide radio coverage extension, multi-incident notification plan and proposed roll-out and training plan. Two custom made alert consoles were designed to facilitate multi-media team alerting (e.g. SMS, page message, LED text displays) to provide automatic and controlled incident alerting to multiple different teams (e.g. fire teams, Incident Control, Security, First Aid etc). This plan was fine-tuned and carefully scheduled.



The Results

The pagers and radios were at first trialled amongst the Incident Control team for one month, and after some additional fine-tuning, the full system was rolled out to all users and teams along with the provision of custom training videos. Sigteq's Remote Management facility has made making tweaks or additions easy to implement remotely, saving the client the time and budget associated with scheduling engineering visits to site. This system has become a vital part of the site's emergency infrastructure and has helped a large and complex site unify its alerting procedure and reinforce its critical communications infrastructure, giving stakeholders peace of mind.