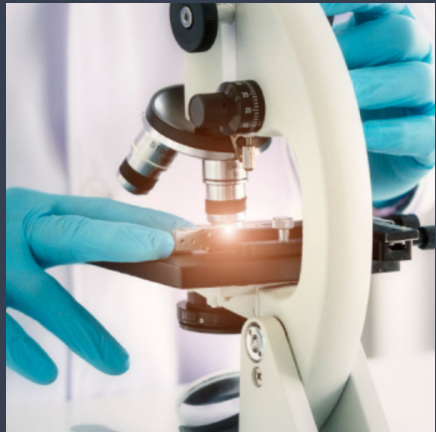


## Case Study: Pharmaceutical Manufacturing

# Full emergency response communications system



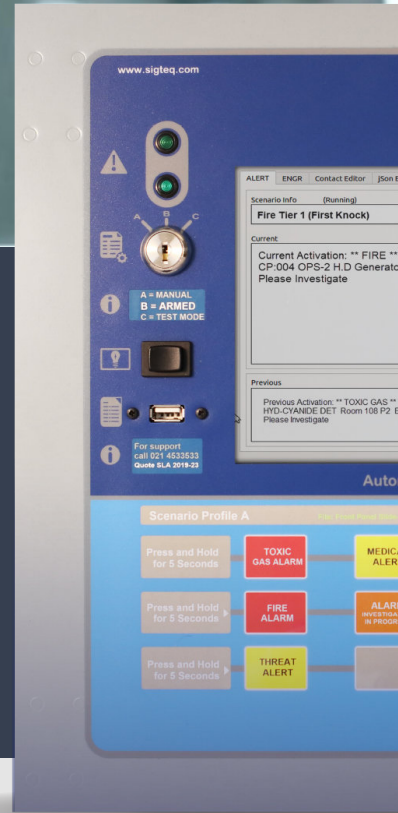
### The Challenge

This client operates one of the largest pharmaceutical plants in the country. 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. This system was to provide a means to alert different teams to different types of events quickly and concisely and was to link in with their emergency communications equipment and processes.

### The Solution

This comprehensive site solution deployed over 30 portable radios, 11 embedded vehicle radios, and 60+ pagers across six key teams in 11 locations. To improve usability, devices were colour-coded for easy identification, with clear user information at each location. A robust site-wide repeater system ensured complete radio coverage.

The AlertNet-Pro custom call-out system was also introduced, enabling multi-media alerts (SMS, page, and radio messages) for various emergencies, including fire, gas, hazmat, security, first aid, and confined space rescue, ensuring the right information reached the right people at the right time. This system also facilitated the sending of detailed custom location information to aid expedite the investigation stage of a response on such a large site.



### 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 facilitate 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 it's alerting procedure and reinforce its critical communications infrastructure, giving stakeholders peace of mind.