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## WHY YOU NEED

MITIE EMERGENCY RESPONSE SERVICE

*We are delighted that our Emergency Response Service is helping more clients than ever protect their people, assets and environments from potentially devastating incidents.*

*Providing on-site support and assistance, the teams integrate seamlessly with our customers' own teams, delivering a dedicated service.*



## What is Mitie Emergency Response Service (ERS)?

The Mitie Emergency Response Services teams are fully trained and equipped to help you prevent incidents occurring or escalating at your locations, protecting your people, assets and environments, as well as safeguarding the public and your reputation.

Our ERS teams focus on three key factors to protect you; prevention, preparedness and response. By operating in this way, the teams provide you with a reliable, efficient response to manage any incidents that occur until external emergency services are available.

In addition to emergency response teams, we also provide consultancy services to assess your risks, as well as training your staff in house to conduct risk audits in the future. With over 40 years experience in industrial emergency response, our team deliver expert advice to help you create a robust risk auditing process.

## What services does Mitie ERS provide above and beyond standard Security?

- First strike fire response
- Incipient fire fighting
- Working with local authority emergency services
- Medical & accident response
- Toxic release first strike
- Criticality response (for nuclear sites)
- Environmental incidents first response
- Adverse weather & flood patrols
- Rescue from height
- Confined space rescue
- Lift rescue
- 24/7 emergency control centre cover
- Hot work risk assessment (HWRA)
- Extinguisher / dry riser / hydrant servicing
- Fire alarm / emergency lights checks

## Special response services include:

- Environmental spills
- Emergency pumping
- Flooding
- Site or Shift Plant Manager request

MITIE ERS ARE ALL UNDERPINNED WITH ACCREDITED TRAINING FROM NUMEROUS INDUSTRY BODIES, INCLUDING; HOT FIRE TRAINING (FIRE COLLEGE), SIA (SECURITY INDUSTRY AUTHORITY), BAFE (BRITISH APPROVAL FOR FIRE EQUIPMENT), FREC (FIRST RESPONSE EMERGENCY CARE), RESCUE FROM HEIGHT AND CONFINED SPACE RESCUE.



## ERS in action

### The Challenge

Rolls-Royce approached Mitie with a unique requirement to provide support at two sites in Barnoldswick. The two sites are approximately one mile apart and are, at present, both lower tier COMAH sites (under COMAH 1999 as amended 2015), storing or processing dangerous substances.

Across both sites, Rolls-Royce design and manufacture aero engine components, fan blades, front bearing housings and HPIP's, which involves complex machining, fabrication methods, chemical etching and cleaning processes. Due to the nature of this work there are numerous risks to staff, equipment, products and infrastructure that could have a devastating impact if not dealt with quickly and safely. However, due to the location, the emergency services can take between 30-40 minutes to have adequate resources and equipment at the scene. Considering the harmful chemicals and machinery in place, that could result in millions of pounds in damage, or worse, critical injury to employees

Rolls-Royce needed a solution that would provide quick, efficient response to any potential risks, ensuring damages are eliminated where possible and the impact reduced.

### The Solution

In collaboration with Rolls-Royce, Mitie mobilised an Emergency Response Services (ERS) team, providing 24-hour emergency cover, including security and medical response, to the Barnoldswick and Ghyll Brow sites.

To implement such a service required numerous changes at the Rolls-Royce sites. A team of 12 security officers at Barnoldswick grew to 22 qualified emergency response officers and 4 team leaders, all requiring additional training to ensure they could manage the unique requirements of the sites.

There are numerous services delivered by the Rolls Royce team in addition to the security services previously provided, including;

Emergency care and first aid

Incipient fire fighting

Chemical spills, loss of containment events

24/7 Security & emergency call centre coverage

Site evacuation events

Special services including pumping-out and stand-by duties

Flood patrols

To make sure the whole team was up to scratch, they had to undergo extensive training, medicals and fitness tests. All members of the team have completed training courses in;

Hot Fire Training (Accredited Fire College)

SIA (Security Industry Authority)

BAFE (British Approval for Fire Equipment)

FREC (First Response Emergency Care)

## SPRINGFIELDS FUELS LTD



**We provide a team of highly trained security operatives who work closely with the local emergency services to provide a safe, secure nuclear environment at Springfields Fuels Ltd, the first plant in the world to produce fuel for a commercial power station.**

Our team at the site replaced the Civil Nuclear Constabulary (CNC), taking over all security duties and provide a range of services including:

Dedicated search team

Front of house

Admin support

Access control

Control room operators

Support emergency control duties

We worked closely with Springfields Fuels' management team to implement sector specific technologies and innovations to enhance the security delivery.

**SINCE UNDERTAKING THESE DUTIES, MITIE HAVE PASSED ALL ANNUAL OFFICE OF NUCLEAR REGULATION (ONR) INSPECTIONS, ENSURING COMPLIANCE TO THE RELEVANT REGULATION AND DUTIES THEY OPERATE TO, SINCE TAKING OVER IN 2013.**

Our successful delivery of security services at Springfields Fuels Ltd resulted in the working relationship being expanded to include a wide-range of Emergency Response Services. As a nuclear fuel production installation and an upper-tier COMAH site, Springfields Fuels Ltd is a particularly crucial site when it comes to its Emergency Response Service and managing incidents on site. Therefore, any ERS service delivery has to be meticulously implemented.

Our on site ERS team now delivers first strike fire response for the customer, a crucial responsibility on a site where potentially hazardous materials are present and a fast and efficient service is required at all times. The team are assessed annually by the nuclear regulator on various security scenarios and have been since the relationship started with Springfields in 2013.

## HILLHOUSE INTERNATIONAL



The Hillhouse International site in Thornton Cleveleys, Lancashire, comprises an industrial and chemical estate of 350 acres, with 11 miles of perimeter fencing and approximately 45 businesses on site.

Currently there are three businesses that are notified under COMAH 1999 (as amended 2015) and who store and process dangerous substances. Two businesses being Lower tier COMAH plants. The Mitie ERS team currently provide 24-hour emergency response, including:

Security

Confined space rescue

Medical & accident response

Emergency response liaison (Working with the affected plant controller and local authority)

Toxic release first strike

Environmental incidents first response

THE KEY AIMS FOR THE TEAM ON SITE ARE TO DETECT AND DETER UNAUTHORISED ENTRY INTO THE SITE, SUPPORTING THE HILLHOUSE BUSINESS PRACTICE AND MULTIPLE STAKEHOLDERS.

If Hillhouse failed to provide adequate Emergency Response Service on site, regulators could potentially shut the site down entirely, which would be a devastating consequence for the business. Therefore, it is crucial to invest in a highly-trained and effective response service.



## STELLANTIS



Since February 1st 2021 Mitie have been providing Emergency Response Services for the multinational automotive manufacturing corporation, Stellantis, deploying over 40 people across their Ellesmere Port, Luton IBC and Aftersales sites.

Having recently received a UK government backed £100m investment, Ellesmere Port and its production of electric vehicles are now a key part of the UK government's net-zero plans. With such substantial investment, and with the potential cost of a site shutdown estimated at £10,000 per minute, it is imperative that an Emergency Response Service is available 24/7 to support the factory's production schedule and to minimise any manufacturing downtime.

With moving machinery, thousands of workers, and floors bustling with manufacturing robots and equipment, the potential hazards of an automotive manufacturing site such as Ellesmere Port can be substantial.

Our ERS team at Ellesmere port currently provide 24-hour emergency response, including:

Medical & accident response

Responding to toxic releases

First response to environmental incidents

Adverse weather

Rescue from height and/ or confined space rescue

24/7 emergency control centre cover

OUR EMERGENCY RESPONSE SERVICE PERSONNEL ARE HIGHLY-TRAINED IN A NUMBER OF KEY AREAS AND ABLE TO REACT QUICKLY AND EFFECTIVELY ACROSS THE 300 ACRE SITE.





# WHY YOU NEED MITIE EMERGENCY RESPONSE SERVICE

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Providing emergency response services directly on site is a key consideration for any organisation that holds dangerous chemicals or components. A swift, efficient response can be the difference in preventing a potentially devastating incident.

Having a fully trained, fully equipped team on site gives you the peace of mind that incidents will be dealt with by dedicated and specialist individuals who know your facility, keeping your assets, environments, and most importantly, people, safe.

*Contact Mitie to find out how our Emergency Response Services can help secure your sites.*

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