

Case Study:

Key UK COMAH Site Emergency Alerting



**Key COMAH sites
across the UK turn to
Critico for resilient
critical alerting.**

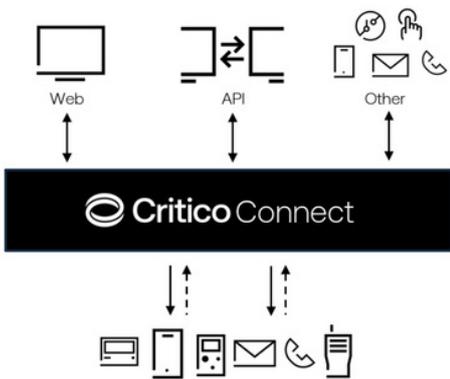


Situation

Several major UK COMAH (Control of Major Accident Hazards) sites approached Critico to upgrade paging systems that are integral to their emergency and incident response protocols. Any new solution needed to maintain core alerting via the UK National Paging Network ensuring critical communications is not reliant on public mobile GSM networks.

Solution

This provided the ideal opportunity to upgrade to Critico's next generation two-way multi-channel paging solution. Whilst traditional pagers provide efficient broadcast alerting they are one-way only. Critico's two-way multi-channel Responder pagers combine paging and GSM channels within a single device to deliver true multi-channel alerting and enable user responses and confirmation of receipt. Each message is automatically and simultaneously sent via both Critico's National Paging Network and via the GSM mobile data network - improving the overall effective coverage, deliverability and communications resilience.



Critico's secure web-based Connect service provides admin, control and reporting from site control rooms - initiating group broadcasts, checking who received and read the alerts and tracking who can or cannot respond to an incident.

Connect's multi-channel SmartGroups allow a single message to be broadcast to any combination of paging, SMS, email, landline and messages apps - further increasing communication diversity and resilience - and Connect's secure API gateway makes it easy for onsite software and monitoring systems to auto-initiate alarm messages.

On-site radio/mobile coverage at COMAH sites can often be challenging given many are in less populous areas and have significant infrastructure onsite. On some sites, Critico undertook extensive site surveys and designed/installed additional transmitters and leaky-feeder repeater systems to ensure the required radio coverage in key areas.

Benefits

A new approach leveraging Critico's next generation Responder two-way paging solution has enhanced COMAH site emergency and incident response communications:-

- The Responder pagers multi-channel capability, coupled with on-site transmitters/repeater systems, has materially enhanced critical alerting deliverability and resilience both on and off-site (the latter critical for mobilising staff back to site during an incident).
- Control Rooms can now track who received or read messages and who is responding, helping to more effectively manage incident response.
- Detail reporting ensures auditability of all messaging for post-incident reviews.
- Integration with on-site monitoring and alarms systems ensures appropriate personnel are immediately notified wherever they are.

Evolution & Development

To further enhance comms resilience at a major COMAH site Critico recently installed its Bridge on-site paging and alerting system which provides comprehensive local paging via on-site radio transmitters and integrates with onsite alarm inputs and building management systems.

The Bridge system maintains critical on-site alerting in 'island-mode' if external communication links are disrupted. Crucially, the Bridge system integrates with Critico's wider messaging gateway such that each message is simultaneously transmitted via the local on-site transmitters, via Critico's National Paging Network and GSM data channels to deliver unparalleled throughput and resilience.

The Responder pager's unique ability to operate in dual-frequency mode means they are able to receive pager messages via the local Bridge transmitters when on-site and via the national paging network (or GSM) when off-site.

Final Thoughts

Critico's next-generation paging and multi-channel alerting solutions have delivered a step-change in critical alerting resilience and set a new standard for incident response.



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