HFR SOLUTIONS CIC

OUR PROJECTS

Case Studies

HFR SOLUTIONS CIC

Training Centre, Fire Service HQ, Hull, HU4 7BB

customer@hfrsolutions.co.uk

www.hfrsolutions.co.uk

01482 398521

HFR
SOLUTIONS
CIC

Plan | Prepare | Respond

About
HFR Solutions

HFR Solutions CIC is an award-winning Community Interest Company founded in 2012 to enhance emergency preparedness, response capabilities, and workplace safety across high-risk industries. Based at the Humberside Fire & Rescue Service headquarters in Hessle, we specialise in delivering tailored emergency response services, safety training, and risk management solutions. Our work supports organisations in planning, preparing, and responding effectively to incidents, while ensuring compliance with industry regulations and legal obligations.

As a Community Interest Company, HFR Solutions CIC reinvests all profits into local initiatives that align with our mission of making the Humber region a safer place to live and work. By working with Solutions, you gain more than just expert services, you strengthen local communities and benefit from a trusted partner with a commitment to social value. From on-site emergency response team deployment to bespoke training and consultancy, we deliver comprehensive, practical support across sectors such as renewables, manufacturing, construction, and infrastructure.

Our team consists of highly skilled professionals with operational experience in the fire, ambulance, and police services. This frontline expertise enables us to respond rapidly, manage risk effectively, and support organisations in building strong safety cultures. HFR Solutions CIC maintains a permanent presence at key sites including British Steel, Saltend Chemicals Park, and Humberside Airport. We are committed to delivering high-quality, responsive services that safeguard people, environment, assets, and reputation. As industry needs evolve, we continue to adapt. We are your trusted partner in emergency response and workplace safety.

The Solutions Team

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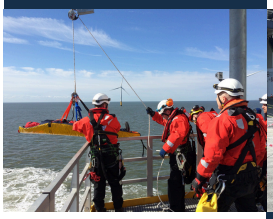
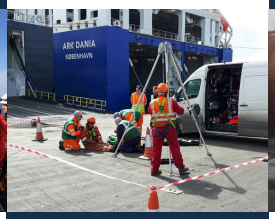
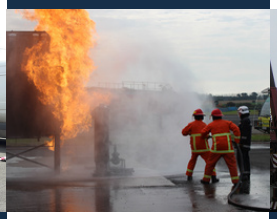
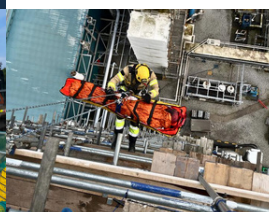








centrica

CASE STUDY

Project Boy Scout

HFR Solutions CIC partnered with Centrica to enhance emergency preparedness across its UK wind farms through Project Boy Scout. This included developing a unified emergency response plan, conducting turbine fire risk assessments, providing bespoke rescue training, and running realistic scenario-based testing, enhancing safety, legal compliance, and workforce competence across both offshore and onshore sites.

Providing **Life-Saving** Solutions

- Unified Emergency Response Plan Across Sites
- Dedicated Turbine First Risk Assessments
- Legally Compliant Safety Procedures Implemented
- Confined Space and Height Safety Guidance
- Targeted and Remedial Rescue Training
- Real-Time Rescue Scenario Testing Conducted
- Enhanced Capabilities & Industry-Leading Equipment

2012 - 2014

Lincs Offshore Wind Fram

Lynn & Inner Dowsing Offshore Wind Farms

Glens of Foudland Wind Farm, Aberdeen

Requirement

Centrica is a leading energy supplier and services company operating one onshore and two offshore wind farms in the UK. Safety is one of their five key strategic focuses, with a mission statement incorporating the principle 'zero harm'. To help achieve this, the business invited HFR Solutions CIC to observe an offshore emergency exercise, and report on any issues and skill gaps. Centrica subsequently carried out an internal review of the detailed report provided by HFR Solutions CIC.

While under review, Centrica's emergency response procedures were tested with a live casualty evacuation from the spinner in the nacelle, leading them to request HFR Solutions CIC to conduct specific on-site rescue training. The incident prompted Centrica to ask the question 'Could this have been done better?' and as a result 'Project Boy Scout' was commissioned.

Outcomes

Improved Safety Compliance

- All procedures now meet legal, regulatory, and industry safety standards.

Enhanced Emergency Response Plans

- A unified plan improved consistency and coordination across all wind farms.

Increased Workforce Competency

- Bespoke training package ensured workers were fully prepared for emergencies.

Strengthened Rescue Capabilities

- Contractors and partners gained confidence in handling emergency rescues.

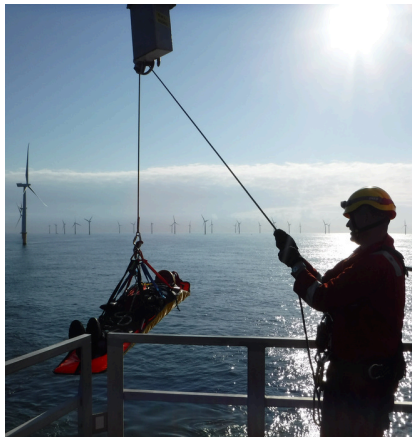
Effective Scenario-Based Testing

- Realistic exercises identified potential risks and refined response techniques.

Comprehensive Scenario Training

HFR Solutions CIC and Centrica collaborated on simulated offshore rescue exercises grounded in credible, high-risk scenarios. These realistic exercises tested routine tasks under operational pressure, revealing potential risks, validating rescue techniques, and confirming equipment suitability. Unlike theoretical training, scenario-based simulations provided actionable insights, enabling HFR Solutions CIC to deliver precise, evidence-based recommendations.

To build on existing standards, a structured, frequency-based training programme was implemented. Designed to reinforce individual competency, the programme addressed challenges uncovered during testing and ensured personnel were fully prepared for real-world emergencies. All training is recorded within a robust competency framework, supporting clear performance tracking and demonstrating workforce readiness across all sites.



Testimonials

> HFR Solutions CIC provided evidence that the type of knowledge we were looking at gradually fades unless regularly used or practised. They advised that training should be at frequent intervals so that the **procedures are at the forefront of our minds in an emergency**.

Head of Offshore Wind O&M
Centrica

> HFR Solutions CIC and Centrica worked together to **maintain and enhance training standards** through a frequency-based program, ensuring workforce competency. The program addresses credible emergency scenarios, with successful training recorded in a framework that **evidences individual competence**.

Operations Director
HFR Solutions CIC

CASE STUDY

DFDS Seaways

DFDS Seaways partnered with HFR Solutions CIC to enhance emergency response at Immingham Docks. Addressing risks like confined space incidents and work at height rescues, the collaboration provided tailored training and realistic scenarios, resulting in faster response times, improved responder confidence, and a safer, more effective operational environment across the site.

Providing **Life-Saving** Solutions

- Confined Space Rescue Training and Review
- High-Risk Site-Based Scenario Assessments
- Specialist Medical Response and Trauma Training
- Work at Height Evacuation Simulations
- Customised Mobilisation and Communications Strategy
- First Responder Training for Real-Life Incidents
- Continuous Improvement and Ongoing Review

- Immingham Docks
- June 2013
- Courses Attended: 30+
- Delegates Trained: 600+

Requirement

HFR Solutions CIC has a long-standing, collaborative relationship with DFDS Seaways in Immingham, focused on raising the standards, capability, and confidence of their emergency response teams in both technical rescue and medical response. DFDS Seaways, Europe's largest shipping and logistics company, operates major facilities at Immingham Docks—one of the UK's busiest ports. The scale and complexity of operations at the site present a unique set of safety challenges.

Due to the demanding nature of port operations, including heavy machinery use and complex tasks, emergency incidents are a recognised risk. Nationally, dock environments have experienced major trauma, crush injuries, entrapments, medical emergencies, and rescues from height or confined spaces. These risks highlight the need for well-trained teams, equipped with the skills and resources to respond effectively in high-pressure scenarios.

Outcomes

Enhanced Emergency Preparedness

- Trained over 600 responders across critical incident types.
- Developed realistic site-specific drills to mirror high-risk emergency scenarios.

Faster Medical Response Times

- Introduced mobile defibrillators and site-wide radio communication strategy.
- Improved first response through structured mobilisation planning.

Improved Rescue Competence

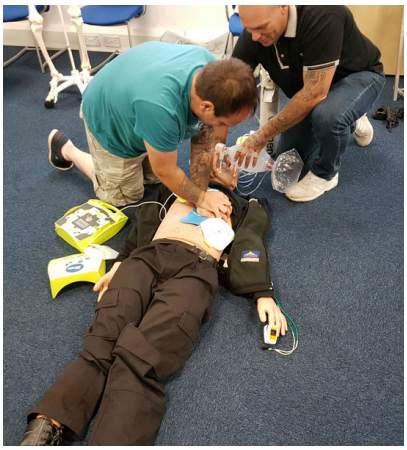
- Delivered tailored training for confined space and height rescues.
- Provided specialist equipment aligned with credible site risks.

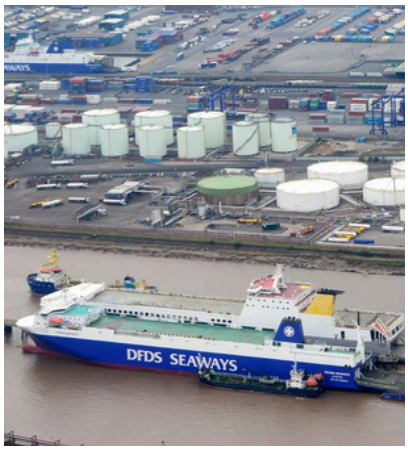
Sustained Safety Culture

- Continuous improvement strategy ensures procedures remain effective.
- Ongoing collaboration supports adaptation to emerging risks.

Incident-Based Medical Response

The service provided to DFDS has not stopped with the advent of responders 'going live'. DFDS regularly review site procedures with HFR Solutions. Following various site-based exercises to test DFDS's current procedures and competency levels, a continuous improvement strategy has been implemented to factor in learnings from previous procedure reviews and to maintain standards moving forward. Since the team of responders has been active, HFR Solutions CIC have initiated numerous changes in both equipment and procedure, based on clinical evidence gathered around the world and the real incidents that site responders have dealt with. This has resulted in DFDS having total confidence in their response capabilities.





Testimonials

"Thanks to the delivery of **first class training** and a consistent level of **expert support from HFR Solutions**, DFDS have a pool of highly trained personnel, with the relevant skills, knowledge and experience, with access to a range of **specialist emergency response equipment**, to be able to perform their duties in a safe and controlled manner. The provision of which is a key and conducive attribute, towards the effective and efficient implementation of our **robust on-site emergency response plan**."

Health and Safety Manager
DFDS Seaways

"The team at DFDS Seaways has been very supportive of the recommendations put forward in the **site wide assessment**. The implementation of initiatives such as mobile defibrillators and the mobilisation of a radio communications strategy, has resulted in **quicker response times**."

Clinical Manager
HFR Solutions CIC

CASE STUDY

Synthomer

Synthomer Ltd partnered with HFR Solutions CIC to elevate its safety training following internal capacity gaps and fire training limitations. Through specialised courses and practical scenarios, 70 delegates gained critical rescue and firefighting skills. The collaboration also improved equipment standards and ensured long-term training sustainability.

Providing **Life-Saving** Solutions

- Unified Emergency Response Plan Across Sites
- Dedicated Turbine First Risk Assessments
- Legally Compliant Safety Procedures Implemented
- Confined Space and Height Safety Guidance
- Targeted and Remedial Rescue Training
- Real-Time Rescue Scenario Testing Conducted
- Enhanced Capabilities & Industry-Leading Equipment

Stallingborough, Grimsby

September 2013

Courses Attended: 5

Delegates Trained: 70

Requirement

Synthomer Ltd, a global chemical manufacturer, identified a need to overhaul its safety training following the retirement of its in-house Training Officer and restrictions on live-fire exercises on site. Concerns also existed about the adequacy of previous confined space training. To maintain high safety standards and compliance, the company sought a specialist training provider capable of delivering realistic, hands-on training across several areas, including confined space rescue and industrial firefighting.

The training needed to be immediately effective, flexible in delivery, and aligned with industry best practices. HFR Solutions CIC was chosen for its expertise, facilities, and ability to deliver relevant, scenario-based learning that closely reflected real operational challenges. The partnership ensured both immediate staff readiness and internal capacity building to support future training needs.

Outcomes

Improved Rescue Skills

- Improved preparedness for managing confined space emergencies safely.

Internal Training Capacity Built

- Empowered staff to independently uphold and manage training standards.

Enhanced Equipment Standards

- Upgraded harnesses and rescue tools, improving safety and comfort.

Realistic Firefighting Experience

- Live-fire training with genuine firefighting foam used.

Environmental Training Innovations

- Eco-friendly foam practice, ensuring no environmental impact during training.

Added Value at Each Step

Beyond core training outcomes, Synthomer Ltd gained valuable insights into its rescue equipment needs. Improved harnesses were adopted, enhancing comfort and safety while reducing injury risks. Delegates benefitted from using industry-grade foam during live-fire simulations, increasing their readiness for real incidents. The environmental innovation at Humberside Airport further allowed realistic training without ecological compromise.

The organisation also saved time and internal resources by leveraging HFR Solutions CIC's trusted expertise. The knowledge transfer from experienced instructors, many with real-world operational backgrounds and careers in the emergency services, empowered internal staff to uphold training standards independently. This long-term capability strengthens Synthomer's safety culture and reduces future reliance on external support.

Testimonials

> Our guys really enjoy the training and look forward to it each time. The sessions are always relevant, practical, and **expertly delivered**. HFR Solutions CIC gives us the **confidence** that we're prepared for **real-world emergencies**.

Safety Officer
Synthomer

> Synthomer Ltd demonstrated a strong **commitment to improving safety** through realistic, scenario-based training. Our partnership delivered lasting benefits, from **enhanced emergency response skills** to better equipment selection and internal training capability.

Operations Director
HFR Solutions CIC

CASE STUDY

Jotun Paints

HFR Solutions CIC supported Jotun Paints in enhancing emergency preparedness at their upper-tier COMAH site. Through tailored training, realistic scenario exercises, and site-specific plan integration, key personnel were better equipped to handle major incidents. The programme improved crisis management, strengthened incident command capability, and ensured regulatory compliance, creating a more confident and resilient workforce.

Providing **Life-Saving** Solutions

- Reviewed Site-Specific Emergency Response Plans
- Delivered Crisis and Incident Command Training
- Simulated Realistic Emergency Scenarios
- Delivered Targeted Role-Based Emergency Exercises
- Coordinated Training on COMAH Site Obligations
- Integrated Site Policies Into Training Modules
- Enhanced Decision-Making Under Pressure

Flixborough, Scunthorpe

January 2014

Sessions Delivered: 4

Jotun are one of the largest manufacturers of paints and coating products globally.

Requirement

Jotun Paints (Europe) Ltd, part of the international Jotun Group, operates a high-risk site at Flixborough, Scunthorpe—classified as an upper-tier Control of Major Accident Hazards (COMAH) site. This classification demands strict adherence to UK safety regulations, including the development and regular review of a Major Accident Prevention Policy (MAPP) and a detailed safety management system. The initial requirement was to train Jotun's Spill Response Team to handle hazardous material incidents effectively, minimise environmental and operational impact, and ensure site safety.

Recognising the broader need for site resilience, this training was extended to include the Incident Control and Crisis Management Teams. These teams needed the knowledge and confidence to activate and implement Emergency Response Plans, manage incidents under pressure, and maintain operations throughout emergencies. The challenge was to embed theoretical knowledge through practical, high-fidelity scenarios that truly reflected the risks associated with Jotun's industrial processes and ensure alignment with COMAH site obligations.

Outcomes

Improved Emergency Preparedness

- Significantly increased awareness of potential on-site hazards and risks.
- Routine simulations and emergency drills embedded into operational procedures.

Enhanced Workforce Competency

- 40 personnel successfully trained across four targeted emergency courses.
- Strengthened understanding of individual roles and responsibilities during incidents.

Effective Crisis Management

- Developed stronger leadership and decision-making under emergency conditions.
- Improved coordination and communication with external emergency services.

COMAH Compliance Supported

- Greater clarity around legal duties and regulatory requirements under COMAH.
- Defined and implemented risk mitigation protocols across site operations.

Developing Incident Command

HFR Solutions CIC played a pivotal role in strengthening the emergency preparedness and response capability at Jotun Paints' upper-tier COMAH site. Recognising the complexity of managing incidents in a high-risk environment, the focus was placed on enhancing the skills and confidence of the Incident Control and Crisis Management teams. By embedding Jotun's specific emergency plans into the training, the sessions delivered were not generic but highly relevant to their operational context.

Training combined theoretical instruction with immersive scenario-based training exercises. Simulations such as tank fires, spills, and site flooding were designed to reflect the high-pressure conditions of real emergencies. Delegates were divided into operational, tactical, and strategic groups, each responsible for managing the scene, coordinating response efforts, or maintaining business continuity and communication with emergency services.

This structure tested communication flow, decision-making under stress, and adherence to emergency protocols. It also highlighted the critical importance of understanding roles, utilising effective handover techniques, and applying structured command frameworks. Delegates gained first-hand experience in managing dynamic incidents, allowing them to build confidence and refine their approach in a safe, controlled setting.

The result was a more resilient workforce capable of responding effectively to a wide range of incidents. The training has led to ongoing improvements in emergency planning, with simulations now integrated into regular safety routines. With HFR Solutions' support, Jotun Paints has built a sustainable emergency management culture that aligns with both legal requirements and operational best practices.

Testimonials

> Giving the crisis management team and incident controllers a better understanding of their roles and responsibilities, with **specialised knowledge** of the operations, has helped us **implement an effective emergency response plan**, improving our response to on-site incidents. Overall, **we are better prepared** for what could happen and the potential impact to our site and our daily operations.

HSE Manager
Jotun Paints

> We received positive feedback to the training delivered. The realistic computer-generated practical scenarios **really challenged the role** players by placing them in **pressurised situations**, focusing on how they reacted as the emergency services would expect them to respond to an incident and if they followed their emergency response plant.

Emergency Response Lead
HFR Solutions CIC

ecotricity

CASE STUDY

Wind Energy

Since 2015, HFR Solutions CIC have been Ecotricity's trusted safety training provider, supporting the development of advanced medical response capabilities. This partnership led to the implementation of Enhanced First Aid with clinical governance and telemedicine. Ecotricity has progressed from GWO Basic First Aid to enabling technicians to deliver pain relief and life-saving treatment in the field under the ROAMER Standard.

Providing **Life-Saving** Solutions

- Enhanced First Aid Training (ROAMER)
- Expert First Aid Consultancy Provided
- Medical Needs Assessment
- Emergency Plans and Onsite Rescue Exercises
- Trauma Bags and Medical Equipment Supplied
- Clinical Governance & Telemedicine
- Advanced Remote Rescue Training

Heckington Fen Solar Park

2015 – Present

Homes Powered: 130,000

Ecotricity is Britain's greenest energy company & the world's first provider green electricity.

Requirement

The industry demands a minimum standard of first aid and for the renewable industry, this has been the Global Wind Organisation (GWO) basic first aid training standard. In order to meet the requirements of the Health and Safety (First Aid) Regulations 1981, businesses need to conduct a first aid needs assessment to look at the business' risks and hazards and how we can intervene with the right level of first aid training and equipment. Ecotricity identified that basic GWO First Aid training and their current first aid equipment was not adequate to meet this compliance.

HFR Solutions worked with the Ecotricity team initially to enhance their first aid equipment and conduct upskilling sessions for of their technicians to use the new equipment with a longer term aim to carry our Remote Operational Advanced Medical Emergency Response (ROAMER) training with clinical governance and telemedicine supporting the business.

Advanced Medical Equipment & Training

Outcomes

Skilled Emergency Responders

- Technicians completed ROAMER training, advancing GWO Enhanced First Aid.
- Fully prepared for emergencies in remote environments.

Remote Rescue Capability

- Teams trained to effectively assess, treat, stabilise and manage casualties.
- Skilled in packaging and evacuating from remote sites using rescue techniques.

Enhanced Medical Equipment

- Trauma kits include expert-approved pain relief tools, incl. Penthrox and EpiPens.
- Equipment selected for for supporting high-quality care in demanding conditions.

Community Health Support

- Public defibrillators installed to aid local response during cardiac emergencies.
- AEDs located at Grimoldby Cricket Club, Louth & Malet Vikings Football Club, Hull.

ROAMER Standard

The Remote Operational Advanced Medical Emergency Response (ROAMER) course is amongst the most advanced three-day medical courses offered to non-healthcare professionals on the market today. The course includes modules such as Scene Safety, Use of Medications, Advanced Airway Management, Wound and Catastrophic Bleeds Management.

The ROAMER course is dual certified so individuals working in the renewables and offshore wind sector will receive a GWO Enhanced First Aid certificate and a ROAMER Enhanced First Aid certificate. To support ROAMER trained individuals and provide the legal administration of pain relief, you must have a robust Clinical Governance provision.

Testimonials

> HFR Solutions have played a crucial role in **enhancing our emergency response capabilities**. Their expertise and support have **built real confidence** within our teams and helped embed a stronger, more **proactive safety culture** across Ecotricity. Thank you Solutions.

Group Health & Safety Manager
Ecotricity

> The partnership with Ecotricity has gone from strength to strength. Working with class-leading onshore renewable operators has seen mutual benefits to both organisations. It's fantastic to see the teams **enhance their first aid skills** to have a genuine capability to deal with **medical emergencies** out in the field and shows **strong leadership**, demonstrating their moral duty of care but also robustly dealing with legislative compliance.

Operations Director
HFR Solutions CIC

CASE STUDY

Rix Petroleum

Rix Petroleum Ltd partnered with HFR Solutions CIC to review emergency plans, develop realistic scenarios and deliver tailored training. The project enhanced preparedness, updated key documentation and improved staff response capabilities. This ensured compliance, increased confidence and embedded a strong emergency management culture across their high-risk fuel distribution and storage operations.

Providing **Life-Saving** Solutions

- Emergency Response Plan Detailed Review
- MAPP Policy Documentation Review
- Six Tailored Scenario Intervention Plans
- Bespoke Practical Emergency Response Training
- Fire Marshal & Extinguisher Safety Training
- Incident Command System Role-Based Workshops
- Media & Crisis Communication Briefings

Hull, Humberside

March 2016

Delegates Trained: 20

Rix was established in the 1920s and is one of the leading fuel suppliers in the UK.

Requirement

Rix Petroleum Ltd approached HFR Solutions CIC to carry out a comprehensive and independent review of their Emergency Response Plans and Major Accident Prevention Policy (MAPP). As a COMAH-regulated operator managing petroleum tank farms and high-risk fuel operations, Rix required an expert-led evaluation to ensure regulatory compliance, enhance internal capability, and strengthen their emergency planning and response framework.

The review needed to identify gaps using credible, site-specific scenarios, improve staff response roles through targeted training, and ultimately reduce risk during real-world incidents. The goal was to create a robust, usable, and accessible emergency response system that could be embedded into regular drills and competency assessments—ensuring safety, confidence, and operational resilience across their network.

Outcomes

Improved Emergency Preparedness

- Staff better understand their defined incident roles and responsibilities.
- Plans tailored to credible risk scenarios specific to our operations.

Enhanced Training Competency

- Role-based training for key responders, tailored to their specific responsibilities.
- Realistic simulations increased engagement and improved practical response.

Robust Emergency Documentation

- ERP and MAPP fully updated, easily accessible for all personnel.
- Six visual plans cover key scenarios, highlighting critical response actions.

Ongoing Skills Retention

- Multimedia clips support future drills, reinforcing key response procedures.
- Competency frameworks track responder readiness and assist development.

Bespoke Training & Emergency Planning

Rix Petroleum Ltd, like many COMAH-regulated sites, recognises the vital need to keep its Emergency Response Plans (ERP) and Major Accident Prevention Policy (MAPP) current and actionable. HFR Solutions CIC undertook a comprehensive review and update of these critical documents, ensuring they were clear, accessible, and practical for use during an emergency.

As part of this process, six Scenario Intervention Plans were developed, each addressing a credible, site-specific risk. These A3-format plans featured clear visual layouts of key hazard areas on one side, and detailed response actions for First, Second, and Third Responders on the reverse.

To embed this knowledge, HFR Solutions delivered bespoke training exercises tailored to personnel with defined emergency roles such as Directors, Depot Managers, HSE staff and Fire Marshals. The training featured realistic, role-play scenarios designed to test response plans, strengthen decision-making skills and build confidence and capability under pressure.

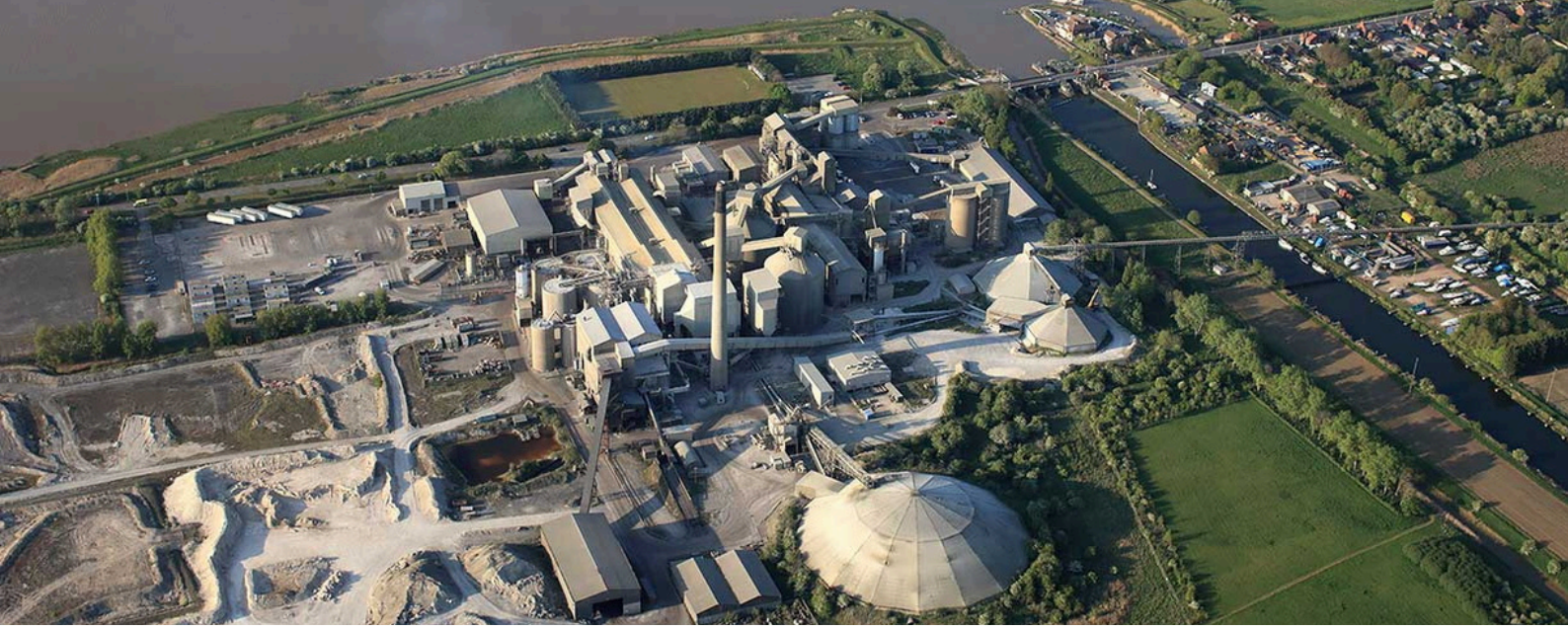
Testimonials

> We found HFR Solutions to be **incredibly professional** and drawing on years of experience in the rescue services, they provided some **very realistic scenarios**. Everyone involved not only enjoyed the training, but more importantly **came away feeling much more confident** about what to do in an emergency. We will definitely be using them again in the future to help with our emergency response planning and training.

Managing Director
Rix Petroleum Ltd

> All personnel who took part in the training were enthusiastic, fully engaged and **committed to improving their emergency response capabilities**. The recommendations that came out of the training and consultation process were well received and **promptly implemented** by the Rix management team.

Emergency Response Lead Instructor
HFR Solutions CIC



CASE STUDY

Cement Plant

HFR Solutions CIC supported CEMEX UK during a major shutdown at their South Ferriby cement plant. With hundreds of contractors on site, they delivered emergency response cover, confined space rescue, and safety oversight. Through live exercises, training, and safety management, the team enhanced site safety, supported legal compliance, and contributed to a safer shutdown period with minimal disruption and maximum risk control.

Providing **Life-Saving** Solutions

- Deployed Fully Equipped On-Site Rescue Team
- Delivered Live Confined Space Rescue Exercises
- Supported Safe System of Work Monitoring
- Issues Daily Site Safety Reports
- Conducted Work at Height Training
- Provided Initial On-Site Medical Response
- Delivered Confined Space Rescue Training

South Ferriby, Humberside

Spring 2017

Sessions Delivered: 10

CEMEX UK's South Ferriby plant makes 3,000 tonnes of chalk and 1,000 tonnes of clay daily.

Requirement

HFR Solutions CIC was approached by CEMEX UK to provide specialist emergency response cover during a four-week shutdown of their 24-hour cement plant in South Ferriby. With 150–200 contractors on site completing high-risk tasks such as refractory maintenance, industrial cleaning, and confined space entry, CEMEX required an experienced team capable of delivering rapid response, rescue operations, and proactive safety oversight. The initial requirement focused on providing a fully equipped on-site emergency response team.

However, as the project progressed, the scope expanded to include confined space training, conducting rescue drills, delivering safety talks, inspecting work areas, and producing daily safety reports. HFR Solutions played an active role in helping maintain a positive safety culture and minimising risks through their practical involvement in emergency planning, response exercises, and communication with CEMEX site leaders.

Outcomes

Improved Site Safety Culture

- Promoted consistent safe working behaviours across all contractor teams.
- Increased visibility and accountability through regular safety inspections.

Enhanced Emergency Preparedness

- Delivered immediate on-site response to any incident or near-miss.
- Ran live rescue exercises to validate emergency response plans.

Strengthened Risk Management Process

- Identified and addressed hazards through ongoing proactive monitoring.
- Provided daily feedback and updates to support safe task execution.

Regulatory Compliance Maintained

- Ensured adherence to confined space entry and rescue regulations.
- Supported the review and refinement of emergency procedures and plans.

Shutdown Safety Support

Throughout the shutdown, HFR Solutions CIC integrated fully with CEMEX's on-site team, providing ongoing advice, safety briefings, and operational support. Rescue scenarios involving unconscious casualties and confined space extrications were used to test both the response team's readiness and the validity of CEMEX's emergency plans. These exercises helped identify improvements, reinforced safe working practices, and ensured all contractors remained aware of emergency procedures, contributing to a safer and more compliant shutdown period.

Testimonials

> HFR Solutions CIC provided our cement plant with **first aid cover and rescue services** including a site vehicle complete with various pieces of **rescue equipment** during a 4-week major overhaul of our Kiln 2, this included advice regarding our current safe systems of work and assistance with the **emergency rescue plans** required for our confined spaces.

Maintenance Planning Administrator
Cemex

> Our emergency rescue specialists **provided immediate response** to all parts of the CEMEX site during the shutdown. The presence of our team assisted the CEMEX management team in the **promotion of their positive safety culture** and to ensure all health and safety procedures were followed, moreover, **effective lines of communication** with all site-based personnel were maintained at all times.

Head of Emergency Response
HFR Solutions CIC

SKANSKA PORR nationalgrid a.hak

CASE STUDY

Humber Tunnel

HFR Solutions CIC were brought in to support the Humber Tunnel project after early assessments revealed gaps in emergency preparedness. Tasked with replacing an ageing gas pipeline, the joint venture (led by National Grid with Skanska, Porr, and a.hak) required specialist rescue expertise. With our proven track record in complex tunnelling operations, HFR Solutions were selected as the project's emergency response partner.

Providing **Life-Saving** Solutions

- Deployment of Emergency Response Teams (ERT)
- Confined Space and Fire Risk Assessments
- Emergency Response Planning and Exercises
- 24/7 Safety Management Support
- Workplace Safety Training (incl. Enhanced First Aid)
- Long-Duration Breathing Apparatus Provision
- Proactive Health & Safety Audits and Conversations

Goxhill, South Humber Bank

May 2019 – February 2020

Tunnel Length: 5.4km
Depth: 30m
Gas Capacity: 20% of UK supply

Requirement

The Humber Tunnel is 5.4km long, sitting 30m beneath the surface of the River Humber and designed to carry 20% of the UK's gas supply. Due to the complexity of the tunnelling operations and for the majority of the project there only being one entry and exit point at Goxhill, the ERT required specialist long-duration breathing apparatus to deal with any foreseeable incidents. The client required an initial provision for an emergency response team. However, due to the extensive knowledge and skills of the HFR Solutions team, it became evident to the client that we could assist with additional project services and solutions.

HFR Solutions were commissioned due to our expertise around emergency planning and preparedness; including the ability to provide robust legislative documentation. Solutions assisted with emergency plan writing, confined space risk assessments and fire risk assessments for the tunnel and contractor village. These were extensive due to complexity of the tunnelling operations and the amount of contractors involved on site.

! Challenging **High-Risk** Environment

Outcomes

Deployment of Professional Rescue Teams

- Supplied rescue teams with frontline emergency services experience.
- Maintained a constant state of operational readiness on site.

Legislative Compliance Assurance

- Ensured all high-risk tunnelling activities met legislative requirements.
- Delivered robust confined space compliance measures for the 5.4km tunnel.

Specialist Consultancy Services

- Provided confined space risk assessments and tailored emergency plans.
- Completed fire risk assessments for the tunnel and contractor village.

Safety Culture Enhancement

- Conducted proactive safety conversations across the workforce.
- Delivered documented safety audits and inspections to improve accountability.

Workable Rescue Plans

The team facilitated numerous emergency exercises that were based around foreseeable incidents which were identified in the project emergency response plan. Working with the contract partners, this tested their ability to respond; from the initial emergency call through to conclusion of incident. Processes were tested from start to finish, with full involvement from our partners. HFR Solutions brought in incident consultants to audit the emergency response exercises. Our consultant was then requested to re-write all the confined space risk assessments for the tunnelling project to ensure all mitigation was in place for the hostile environment.

Due to the increased distances between the tunnel entrance and the scene of operations, any emergency incident would require a specialist rescue team. The Skanska team operating on behalf of the JV identified that HFR Solutions had the correct knowledge, skills and experience to meet all fire, rescue and medical intervention requirements for tunnelling activities. The Humber Tunnel project had the assurance of a professional emergency response team, proactively monitoring site activities.

Testimonials

> HFR Solutions brought a **wealth of experience** to the project. Their **proactive approach** to health and safety across the full project was welcomed by the JV partners. The team demonstrated on multiple occasions that **they had the skillset, tools and experience to deal with any incident,** both within the tunnelling operations and externally on the CDM site.

SHEQ Manager
Skanska

> Our Emergency Response Teams have **vast experience, competency, and capability** to work in such challenging environments. Working closely with the Skanska team, we engaged the workforce with **proactive safety conversations**, and **tested the emergency procedures** to ensure any realistic incidents or **medical intervention** could be effectively resolved within the 5km tunnel.

Operations Director
HFR Solutions CIC

CALON energy
passionate about power

CASE STUDY

Sutton Bridge Power Station

HFR Solutions CIC was approached at short notice by the Sutton Bridge Power Generation management team to collaborate with Calon Energy in providing emergency response cover during a planned outage at their power station in Sutton Bridge. This included advanced medical support and high-risk rescue services for height and confined space activities.

Providing **Life-Saving** Solutions

- Planned and Tested Rescue Procedures
- On-site EmergencyResponse Team (ERT)
- Confined Space Incident Response
- Work at Height Rescue Cover and Equipment
- Advanced First Aid Capabilities
- Proactive Health and Safety Surveillance
- Documentation & Support to Reinforce Safety Culture

Spalding, Lincolnshire

April 16th – May 27th 2020

Capacity: 819 MW
Fuel: Natural Gas
Duration: 7 days a week / 11 hours daily

Requirement

A risk assessment undertaken by SBPG recognised a requirement to deploy additional full-time emergency response specialists and safety attendants to enhance their on-site provision. With a peak of 150 contractors on site, this helped meet legislative requirements and manage foreseeable risks. The outage period was undertaken during the COVID-19 pandemic, which presented the SBPG Management team with added logistical challenges. This resulted in the project focusing on risk-critical works that could be completed in line with additional COVID controls which were in place.

The project's scope accounted for the hazards associated with the complexity of various structures and multiple simultaneous confined space entries and the level of risk mitigation already in place. The SBPG team expected HFR Solutions site-based responders to endure all legislative areas concerning their confined space entry and rescue were addressed, as well as delivering enhanced first aid response and work at height rescue.

! Complex **Hazardous** Structures

Outcomes

Legislative Compliance for High-Risk Activities

- Ensured compliance for activities like confined space rescue and work at height.
- Provided assurance that all necessary safety standards were met.

Deployment of Professional Rescue Teams

- Engaged local authority emergency responders for rescue operations.
- Ensured rapid response capabilities for high-risk situations.

Support for SBPG SAFE Process

- Completed proactive safety conversations to reinforce safety culture.
- Conducted regular audits and inspections for continuous safety improvement.

Collaboration with Management for Site Safety

- Coordinated daily with Sutton Bridge management to align on safety priorities.
- Ensured adherence to site safety procedures at all times.

Testing Casualty Extraction

After visiting the site and reviewing high risk areas, documentation in accordance with Confined Space Regulations 1997 and Work at Height Regulations 2005 were produced. The ERT team executed a simulated exercise based on credible scenarios identified from the risk profile. The scenario focused on a contractor sustaining a leg injury in a confined space at a high level. This tested the team's capability to respond, treat, package, rescue and lower the casualty to ground level safety. Upon completion, a report was produced and a full debrief took place to review the outcome.

The successful completion of the 2020 Sutton Bridge Power Station Outage was cast into doubt due to COVID-19. Under normal circumstances, a Power Station Outage demands an effective collaboration between all personnel on site. By deploying HFR Solutions to deliver their emergency response and assist in managing their Outage Safety, SBPG could provide tangible evidence that high levels of safety were maintained.

Testimonials

> Due to past challenges regarding emergency response, the provision of emergency response specialists was critical to the SBPG team. HFR Solutions delivered this support, along with the **competency, experience and practical expertise** to challenge varying aspects of our site's safety. **This proved to be invaluable!**

EHS Manager
Calon Energy Limited

> We were focused on not just delivering the reactive rescue response requirements, but also providing **proactive measures** including **positive safety conservations** to drive the safety culture as well as undertaking daily site safety audits. Our ability to mobilise a **highly experienced team of rescue technicians** at short notice highlights our capability to deliver agile and effectively resourced response team solutions.

Operations Director
HFR Solutions CIC

Shepley Engineers Ltd

CASE STUDY

Palace of Westminster

To enhance work at height safety, HFR Solutions CIC partnered with Shepley Engineers in January 2021 on a major roof renovation at the Palace of Westminster. We improved training, developed rescue technicians, and enhanced first aid capabilities. Emergency arrangements were reviewed, with a documented report provided to support ongoing site safety and preparedness.

Providing **Life-Saving** Solutions

- Work at Height Safety Consultancy
- Specialist Rescue Training for Technicians
- Supply of Tailored Rescue Equipment
- Medical Risk Assessment
- Legal and Compliance Documentation
- Emergency Response Risk Assessment
- Compliance with Work at Height Regulations

Palace of Westminster

January – May 2021

Length: 300m
Levels: 65 (4 floors)
Size: 5 acres of buildings

Requirement

Subsequent to a work at height incident, HFR Solutions were contacted for assistance. Following a site visit, a report was provided after conducting a GAP analysis. This provided an understanding as to what had gone wrong and what steps should be taken to mitigate future incidents. Solutions provided improvements to the current processes and procedures. The GAP analysis identified that the Shepley team would benefit from work at height rescue training. This training would be standardised to ensure the team are aware of legal requirements.

In doing so, HFR Solutions produced a risk assessment and rescue plan to support the full procedures that the client already had in place. It was then agreed that doing work at height rescue training was the most appropriate to be conducted on site to allow the site personnel to conduct realistic rescue scenarios across the project. Due to the experience and background of HFR Solutions personnel, the Shepley team were relying on Solutions' extensive rescue background to ensure that the team could conduct any foreseeable incidents.

Outcomes

Enhanced Staff Competence

- Greater capability to manage incidents at height and stronger safety culture.

Client Confidence

- Full client trust in Shepley's emergency planning and preparedness.

Regulatory Compliance

- High levels of compliance with relevant work at height and safety legislation.

Industry Recognition

- Shepley invited to present best practice at the Conference for Engineering.

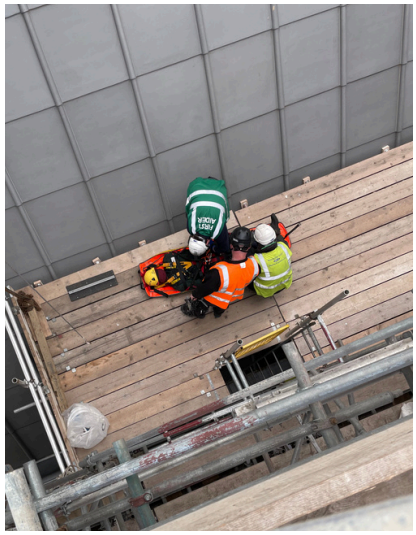
Social Value and Reputation

- Partnering with a Community Interest Company supports local communities.

Rescue Training

Over the duration of various sessions, 30 Shepley personnel were trained. The Shepley team now have full capability to rescue from height and deal with medical interventions. Employees now have a capability to rescue from height and use the Alimak lift. Work at height equipment was repositioned to suit the needs of the project.

A first aid needs assessment identified that the team needed a greater capability to deal with more serious first aid injuries. Enhanced First Aid training was provided alongside first aid kits. This put Shepley in a far greater position to response to medical incidents in a challenging working environment.



Testimonials

> From having a very limited rescue capability, through HFR Solutions we have now got documented rescue plans, risk assessments, and a **genuine capability to rescue** from all areas of our projects. **The rescue training and equipment provided was industry leading.**

Project Manager
Shepley Engineering

> This partnership demonstrates the huge benefits of why Shepley Engineering, working in collaboration with HFR Solutions has **enhanced their rescue and medical intervention capabilities** on such a high-profile project. The Shepley management team fully supported our consultancy and delivery teams throughout the process to ensure **all outcomes were exceeded.**

Operations Director
HFR Solutions CIC

CASE STUDY

Southern Water

HFR Solutions CIC supported Southern Water and HB Tunnelling during a high-risk sewer collapse on the Isle of Wight. The project required urgent confined space consultancy, the creation of a detailed risk assessment, and the deployment of a specialist rescue team. Their expertise ensured safe tunnelling operations under hazardous conditions, enabling critical infrastructure repair and environmental risk mitigation.

Providing **Life-Saving** Solutions

- Confined Space Risk Assessment Development
- Rapid Deployment of Rescue Personnel
- Specialist High-Risk Rescue Team Provision
- On-Site Atmospheric Condition Monitoring
- Dynamic Hazard Management and Mitigation
- Expert Confined Space Consultancy Support
- Emergency Withdrawal and Safety Protocol Enforcement

Isle of Wight

August 2021

Sewer Depth: 15m

Southern Water provides essential water services to 2.7 million customers.

Requirement

Following a significant collapse in a main underground sewer system on the Isle of Wight, Southern Water and their contractor HB Tunnelling identified the need for both specialist consultancy and confined space emergency support. The project involved accessing a 15 metre deep sewer shaft to carry out urgent tunnelling works in a hazardous and unstable environment. Due to the high risk nature of the task including sewage ingress, compromised ground conditions, and the confined nature of the space, a detailed confined space risk assessment was required before work could safely begin. HFR Solutions CIC was engaged to provide expert consultancy on confined space hazards and to supply a competent on-site rescue team. The objective was to ensure safe system entry, enable emergency response capabilities, and maintain compliance with safety regulations throughout the project's duration in a highly challenging operational setting.

Outcomes

Safe System Access

- Secure entry to the hazardous confined space environment.
- Real-time safety measures ensured steady and controlled progress.

Dynamic Risk Management

- Proactive adjustments made based on real-time changing conditions.
- Continuous monitoring of hazardous factors to mitigate risk.

Effective Emergency Response

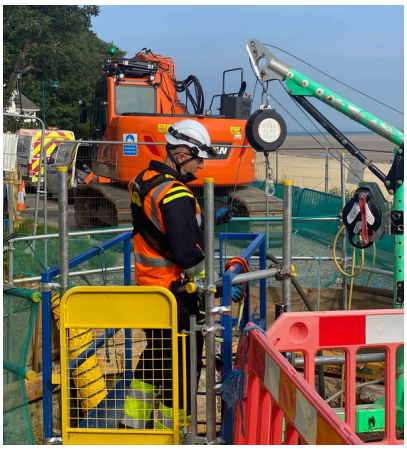
- On-site rescue team present to respond during operations.
- Quick intervention was taken whenever hazardous situations arose.

Improved Project Efficiency

- Reduced delays due to prompt safety interventions and actions.
- Enhanced safety allowed for the smooth and timely project completion.

Tailored Risk Management Strategies

HFR Solutions CIC applied a tailored approach to managing the high-risk conditions at the Isle of Wight sewer site. A comprehensive confined space risk assessment was produced to account for the specific challenges, such as unstable ground and hazardous sewerage ingress. The rescue team's expertise was key in identifying potential risks and implementing real-time adjustments. This proactive risk management ensured that safety measures were always in place, allowing the tunnelling operation to proceed with minimal disruption. The ongoing assessment and responsiveness to changing conditions reinforced the effectiveness of the strategy, resulting in a safer work environment for all personnel involved.



Testimonials

> Working with HFR Solutions CIC was a great experience. They provided **practical solutions** and were able to adapt to the evolving challenges we faced on-site. Their support helped us **maintain safety standards** and keep the project moving forward.

Project Manager
HB Tunnelling

> We knew from the start that the sewer tunnelling project would be challenging, given the magnitude of the collapse. Thanks to our **experienced rescue teams** and robust risk management, we **successfully navigated hazardous conditions**, ensuring the project was completed safely and **critical infrastructure reinstated**.

Operations Director
HFR Solutions CIC

CASE STUDY

Air Products

HFR Solutions CIC provided two Rescue Technicians for the Air Products Cold Box outage at Saltend, Hull. They ensured a suitable rescue plan for the 50-meter-high structure, regardless of weather conditions, including high winds preventing crane operations. The project involved Perlite removal from the cold box, classified as a confined space, and work at height using scaffolding or vertical hooped ladders for access.

Providing **Life-Saving** Solutions

- Rescue Planning for Confined Space Operations
- Specialised Rescue Team for Confined Spaces
- Medical Intervention in Emergency Incidents
- Confined Space Regulations 1997 Compliance
- Work at Height Compliance with 2005 Regulations
- 24/7 Rescue and Medical Support
- Mitigating Risks in Critical Project Areas

Saltend Lane
Preston, Hull

January 2022

Rescue Height:
50m

Air Products is a global leading industrial gas company based in the UK for over 65 years.

Exercise ‘Cold Box Break’

The exercise was conducted to evaluate HFR Solutions' ability to implement the rescue plan effectively. It was based on realistic scenarios identified through the risk assessment during the outage, and had been thoroughly discussed with both Air Products and HFR Solutions management prior to execution. Rescue personnel received a detailed pre-exercise briefing, outlining safety and welfare considerations, with instructions to treat the scenario as a real incident as much as possible.

The scenario involved a contractor who sustained an injury while exiting the Cold Box, slipping on uneven scaffolding boards. The injury caused a severe twist to his ankle, resulting in a visible deformity and intense pain. The injured person (IP) required immediate medical intervention, including splinting and pain relief (Penthrox). HFR Solutions' Emergency Response Team (ERT) was already on-site and informed that the crane was inoperable due to high winds at 50m.

The ERT performed an initial casualty assessment, confirming a fracture to the IP's right ankle. The Safety Attendant coordinated with the Air Products project team to ensure an ambulance had been dispatched and followed the site emergency response plan by notifying PX. Meanwhile, the ERT began providing treatment to the injured person.

Outcomes

Technical Rescue Competency Demonstrated

- The ERT effectively treated and extracted a casualty with a complex injury.
- Work at height equipment was safely deployed under high wind conditions.
- Scene safety and drop zone were pre-assessed and controlled throughout.

Confined Space Extraction Limitations Identified

- The entry point posed challenges for unconscious casualty extraction.
- Rescue planning highlighted the critical need for harness use.
- Rescue equipment setup allowed efficient descent from height.

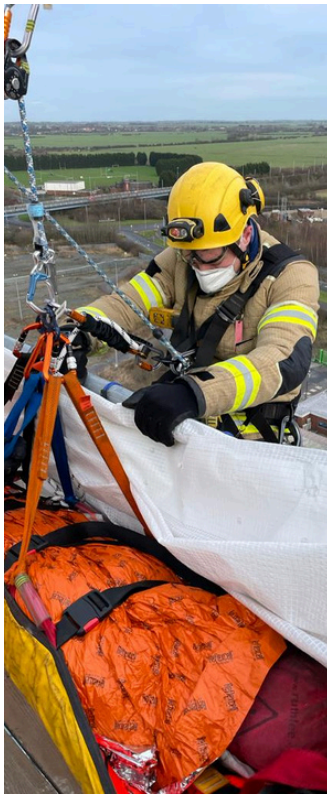
Enhanced Site Safety and Coordination

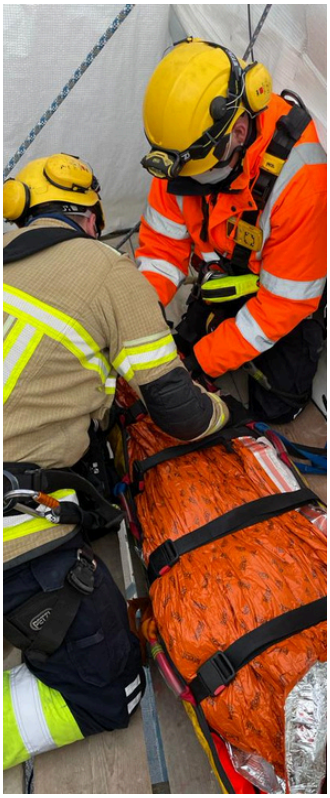
- A joint pre-exercise briefing aligned both teams on safety priorities.
- The exercise reinforced real-time emergency communication protocols.
- A full debrief provided lessons learned and operational feedback.

Work at Height Rescue Plan

The Rescue Plan was verified on-scene due to the dynamic nature of injuries sustained and it is identified that the fabric weather sheeting secured to the scaffolding on the leeward face needed to be lowered to affect the rescue, this area also offered greater flexibility for anchor points, and a clearer descent down to ground floor level for the stretcher/IP. The Work at Height Rescue equipment was then rigged using the substantial lifting point on the cold box structure.

The primary IKAR CRD was secured using an anchor strap, and the scaffolding beam used above head height was used to deviate the rescue line through a pulley to allow good clearance to be achieved allowing the stretcher/casualty to be raised up and over the handrail and lowered to ground floor level.





Testimonials

> HFR Solutions were an **essential partner** on our project. Their proactive approach in planning for potential hazards and their expertise in confined space rescues **gave us confidence in our safety protocols.** Their team ensured we met all legislative requirements, and their professionalism provided us with assurance throughout.

Site Manager
Air Products

> Working with the sites management team prior to the project, allowed us to identify all the foreseeable incidents and ensure that HFR Solutions could treat any injuries or medical conditions effectively, then **safely extract the casualty** from the confined space and lower them to ground floor level using **specialist rescue equipment and technical rescue experience.** Our presence throughout the project assisted in maintaining a **positive safety culture** and reassurance that the legislative requirements were robust and enacted if required.

Operations Director
HFR Solutions CIC

HFR
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Plan | Prepare | Respond

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We will provide the Solutions.

It's time to discuss your organisations' emergency response and safety needs!

HFR SOLUTIONS CIC

Training Centre, Fire Service HQ, Hull, HU4 7BB

customer@hfrsolutions.co.uk

www.hfrsolutions.co.uk

01482 398521