Emergency Response Training for Logistics Facilities

Service Objectives

- Build site-ready competencies for fires, spills, lithium-ion incidents, medical events, and operational disruptions.
- Enable rapid hazard recognition (vapour clouds at docks, off-gassing from damaged lithium-ion consignments, racking instability) and safe first actions.
- Strengthen alarm/notification, zone mustering, radio discipline, and clear command and control on the warehouse floor.
- Align with UAE Civil Defence expectations for high-piled storage; apply decision gates for engage, contain, or withdraw, including sprinkler activation/impairment scenarios.
- Improve product segregation, quarantine, spill/runoff control, and handover to authorities and insurers' risk engineers when applicable.
- Deliver documented drills, assessments, and records to support compliance and standardisation across multi-site logistics networks.

> Designed for high-piled storage occupancies and mixed commodity environments, the training reflects UAE requirements (Dubai Civil Defence Code, OSHAD) and relevant standards (ISO 45001, NFPA 13/30/400/855) translated into practical warehouse actions.

Who This Service Is For

- Logistics operations in the UAE: bonded warehouses (e.g., JAFZA, KEZAD), cross-dock hubs, last-mile DCs, cold-chain facilities, port-side logistics, and air cargo terminals.
- Sites handling hazardous materials (aerosols, flammable liquids, oxidisers), lithium-ion stock/charging, and temperature-controlled storage with refrigerants (e.g., ammonia/R717).
- Ideal participants: shift supervisors, HSE coordinators, security/gatehouse teams, MHE drivers/leads, warehouse controllers, and floor marshals.
- Operations with multi-client inventories and 3PL environments requiring consistent standards and documentation across sites.
- Teams needing clear handover protocols to external responders and compliance with UAE authorities (Dubai Civil Defence, Dubai Municipality, PCFC Trakhees-EHS, OSHAD) and dangerous goods rules.

Duration & Process Overview

- On-site practical + classroom: 1–2 days per cohort.
- Hybrid (virtual + on-site): 0.5 day virtual + 0.5–1 day on-site.
- Drill-focused validation: 4–8 hours.
- Refresher rotations: 2–4 hours per group, scheduled to suit shift patterns and throughput windows.

Methodology

Structured delivery blends classroom guidance, floor walk-throughs, equipment familiarisation, and scenario-driven drills tailored to storage configurations, commodity classes, and traffic flows.

Phase	Objective / What It Covers	Deliverable
Pre-delivery needs analysis	Review ERP, site layout, rack profiles, charging bays, MHE lanes, and special zones (hazmat rooms, aerosol cages, cold stores).	Site-specific training plan and scenario library.
Classroom theory	Incident command basics; alarms/notifications; evacuation and accountability; radio discipline; liaison with Civil Defence and stakeholders.	Aligned baseline knowledge and roles clarity.
Equipment familiarisation	Hands-on use of extinguishers, hose reels, spill kits; isolation of energy sources around conveyors/ASRS; utility shutoffs.	Proficiency checks for safe initial intervention.
Site walk-throughs	Muster rules, egress routes, command post setup; access keys, SDS binders, rack plans; maintaining routes under sprinkler activation.	Verified control points and access arrangements.
Scenario design & tabletop	Warehouse-specific scenarios (flammable liquid spill, aerosol ignition, lithium-ion thermal runaway, racking strike, trailer smoke, refrigerant leak).	Scenario injects, decision gates, role cards, radio plans.
Practical drills	Live floor/yard exercises; safe, measured intervention until Civil Defence arrival; withdrawal criteria and PPE thresholds.	Executed drills with safety observations and logs.
Assessment & AAR	Skills assessments; after-action reviews; photographic evidence; corrective action tracking; alignment with ERP and records for audits/insurers.	Certificates of completion and improvement actions.