



شركة الامارات للاطفاء والانتقاذ

E.F.R.C.

EMIRATES FIRE AND RESCUE COMPANY





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E.F.R.C.

EMIRATES FIRE AND RESCUE COMPANY

VISION

- To be the leading fire safety service provider in the UAE
- Maximize long-term returns for our shareholders
- Building of EFRC as a unique brand in the UAE

MISSION

- To be the best UAE fire safety company to work for
- The most trusted fire safety service partner
- The client is always the center of all our efforts
- To execute all our services at the highest level of professionalism

VALUES

- EFRC holds itself accountable to be always a fair, transparent and responsible employer
- Generation of quality, added value and sustainable growth
- Our employees act like owners
- Continuous learning and always striving to be innovative



VISION
MISSION
VALUES



EFRC OVERVIEW



Emirates Fire & Rescue Company (EFRC) is a semi-governmental company, which is ISO 9001: 2015, ISO 14001: 2015 and OHSAS 18001: 2007 certified and operates the Quick Intervention Units of Civil Defence in the United Arab Emirates (Northern Emirates). We are currently operating six branches within the UAE.

Together with our colleagues from the aforementioned organization, our multi-national employees in the stations provide help for the victims of fire, road-traffic-accidents, chemical spills and other emergencies wherever and whenever needed. EFRC senior trainers are also integrated in the UAE training branches of EFRC to provide a wide range of training courses.

Our training and engineering sections (House of Expertise for Training and Fire Safety Consultancy) hold licenses from Civil Defence and are able to provide clients with individual tailored packages according to the required safety standards with fully licensed quality.

We are able to offer our clients nearly all fire safety services (we are one-stop shop, 24x7) licensed with the highest quality services at an affordable price.



CHAIRMAN STATEMENT

Based on the directives of Lieutenant General his Highness Sheikh Saif bin Zayed Al Nahyan, Deputy Prime Minister and the Minister of Interior, EFRC was established in 2010 as a pioneer local company Within the Emirate of Abu Dhabi in the United Arab Emirates.

Our aim is to provide international level services in the fields of fire safety and prevention to make the UAE a safer place for all its residents and visitors. EFRC has emerged together its local and international expertise to offer UAE customized solutions. This unique model allows the company to effectively fulfil its ambitions while supporting and strengthening existing local forces enabling them to attain a high level of professionalism aligning with the UAE vision 2021. Referencing the German model specifically, the European model in general for firefighting and rescuing was selected as a foundation to establish a new generation of local human resources which we believe will help us attain international standards in the provision of prevention and safety services. It is my pleasure to be appointed as the Chairman of EFRC. I hope I can bring the company to the level of international standards within the specified timeline with the support of our wise leadership and partners.

Finally, I would like to thank all of our staff for their immense efforts to develop EFRC. Moreover, I would like to stress the importance of the continuous cooperation with our strategic partners, praying to God that we will be successful in serving our beloved United Arab Emirates. I welcome all visitors to our website in order to enable us to keep the channels of communication open to receive your comments and to respond to all of your enquiries.

Hilal Eidha Al Mazrouie, Chairman



CEO STATEMENT

As service provider to the private industry within the UAE and the government, we are committed to closely working with employees and clients to fulfil a vision of becoming “the leading full fire safety service provider in the UAE”.

The cornerstone of EFRC’s success is our multinational and well-educated workforce. We employ 180 staff members from 35 countries. In our firefighting operations and consultancy services at fire and rescue stations, the focus lies within the transfer of knowledge to our Emirati colleagues and the provisions of UAE-based solutions. We are providing these services at different Civil Defence stations within the UAE.

Our company is currently transforming into a flexible multi service provider, where the “client is king” and the central point of all our efforts. We are able to provide our clients with customized service packages tailored to their individual business needs.

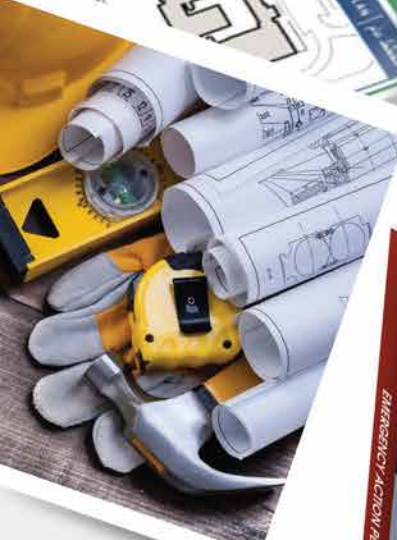
We are very proud to hold Civil Defence licenses for the House of Expertise (Fire Safety Consultancy and Training), which allow us, to offer numerous services to the highest approved standard with the fully licensed quality.

Progress has been made in other areas as well. Through our business partnerships with excellent local and international companies and institutions (e.g. London Fire Brigade, Hamburg Fire Brigade, Babcock International Group), we are always able to provide high quality and innovative solutions, which differentiate us from our competitors and enable us to provide excellent, customized and cost-effective solutions.

EFRC is proud to be part of the prosperous journey of the United Arab Emirates and very confident, in being able to fulfil the future expectations of our stakeholders.

Sven Geissler, Chief Executive Officer (CEO)

OUR SERVICES





1. INTEGRATED OUTSOURCING SOLUTIONS IN THE FIELD OF FIRE SAFETY, CIVIL PROTECTION AND CIVIL PREVENTION

- Provision of Manpower for Firefighting, Rescue, Medical and Hazmat missions
- Provision of Technical Consultancy
- Provision and Maintenance of Equipment and Vehicles
- Provision of full Operational Fire and Rescue Station Solutions
- Special event coverage (fire safety staff, rescue staff, medical staff), equipment and vehicles

2. PROVISION OF TRAINING IN THE FIELD OF FIRE SAFETY, CIVIL PROTECTION AND CIVIL PREVENTION

- EFRC is licensed (through Civil Defence) as “House of Expertise for Fire Safety Training”
- Provision of the Civilian Training Course “Basic Firefighting and Safety”, which is a legal requirement to renew the company license according to UAE Ministerial Resolution No. (505) of 2012 on issuing the Regulation of the Cabinet Resolution No. (24) of 2012.
 - Provision of Basic and Customized Training Courses (e.g. fire evacuation drills, NFPA courses and specialized trainings with reputable national and international fire brigades and academies)
 - Provision of Training at UAE Civil Defence stations

3. PROVISION OF ENGINEERING SERVICES

- EFRC is licensed (through Civil Defence) as “House of Expertise for Fire Safety Consultancy”
- Revision of the Initial and Shop Drawing Plans for all kind of facilities
 - Organization and execution of fire inspections in new and existing buildings
 - Provision of Fire Risk Assessment (FRA)
 - Provision of Escape and Rescue Plans (ERP)
 - Provision of Signage Consultancy
 - Provision of Emergency Action Plans (EAP)
 - Development of customized IT-solutions (e.g. SMART-applications)
 - Provision of safety focused GIS services and solutions for critical infrastructure

OUR SERVICES

INTEGRATED OUTSOURCING SOLUTIONS IN THE FIELD
OF FIRE SAFETY, CIVIL PROTECTION AND CIVIL PREVENTION



PROVISION OF MANPOWER FOR FIREFIGHTING, RESCUE MEDICAL AND HAZMAT MISSIONS

EFRC places a large emphasis on the selection of the proposed team members, who have all been carefully selected based on their knowledge, skills and experience in delivering the required services for our respected clients.

EFRC has the capability, experience, management expertise, financial resources, staff and required material resources to perform our listed services in a professional manner.

PROVISION OF TECHNICAL CONSULTANCY

Technical consultancy services that consider international safety standards and can be provided whenever requested by the client based on a clear study and analysis, which are carried out by EFRC experts to assure a certain level of professionalism and consistency.





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EMIRATES FIRE AND RESCUE COMPANY

OUR SERVICES
INTEGRATED OUTSOURCING SOLUTIONS IN THE FIELD
OF FIRE SAFETY, CIVIL PROTECTION AND CIVIL PREVENTION

PROVISION AND MAINTENANCE OF EQUIPMENT AND VEHICLES

EFRC provides high level of maintenance services based on a comprehensive assessment for the required clients' equipment and vehicles to assure their proper serviceability level.

PROVISION OF FULL OPERATIONAL FIRE AND RESCUE STATION SOLUTIONS

EFRC provides operation and consultation services for Civil Defence Stations based on the clients' requests and in compliance with international well recognized safety standards.

SPECIAL EVENT COVERAGE (FIRE SAFETY AND RESCUE STAFF, MEDICAL STAFF), EQUIPMENT AND VEHICLES

EFRC is always ready to provide high-level safety coverage at the event site based on the clients' requests after conducting a strong analysis for the event site to make sure that all safety aspects are fulfilled.



OUR SERVICES

PROVISION OF TRAINING IN THE FIELD OF FIRE SAFETY
CIVIL PROTECTION AND CIVIL PREVENTION



EFRC IS LICENSED (THROUGH CIVIL DEFENCE) AS THE “HOUSE OF EXPERTISE FOR FIRE SAFETY TRAINING”

EFRC's training section is licensed by Civil Defence and provides training according to the UAE Ministerial Resolution No. (505) of 2012 on issuing the Regulation of the Cabinet Resolution No. (24) of 2012.

With a multinational team of experts in fire safety training, EFRC developed various high-level and standard training programs to provide and serve the public and private sectors with courses starting from basic fire awareness programs leading up to safety and emergency response team programs.

With EFRC's triple flexibility strategy, the client will be able to choose the location, time, and selected language of the desired training course to fit its best interests. All services will be provided 24x7 to serve the business needs of our clients.

PROVISION OF THE CIVILIAN TRAINING COURSE “BASIC FIREFIGHTING AND SAFETY”, WHICH IS A LEGAL REQUIREMENT TO RENEW THE COMPANY LICENSE ACCORDING TO UAE MINISTERIAL RESOLUTION NO. (505) OF 2012 AND CABINET RESOLUTION NO. (24) OF 2012

The basic firefighting and safety training course provides participants with a comprehensive knowledge of their duties and actions to be followed in the event of a fire. As an important component of the training, a practical demonstration regarding escape routes, identification of hazards and usage of fire extinguishing tools are also included.

As a legal requirement under the UAE Ministerial Resolution No. (505) of the Cabinet Resolution No. (24) of 2012 concerning Regulating Civil Defence Services in the State, the course enables and delegates with an enhanced fire safety role to maintain a high-level of safety within the premises.



PROVISION OF BASIC AND CUSTOMIZED TRAINING COURSES (E.G. FIRE AND EVACUATION DRILLS, NFPA COURSES AND SPECIALIZED TRAININGS WITH REPUTABLE NATIONAL AND INTERNATIONAL FIRE BRIGADES AND ACADEMIES)

EFRC is providing a large variety of basic and advanced training courses in the fields of firefighting, technical rescue and Hazmat operations for career firefighting and rescue personnel. EFRC's strength is our flexibility paired with our comprehensive knowledge to create the training that fits our client's individual needs. From the basics (e.g. fire and evacuation drills) to international standards (e.g. NFPA Courses) to specialized training (in cooperation with the London Fire Brigade, Hamburg Fire Brigade, and Babcock International Group), we are able to deliver any fire and rescue training.

SOME OF OUR BASIC AND CUSTOMIZED TRAINING COURSES :

Fire Awareness Course: The course aims to make employees more aware of how fires start, spread and are controlled. The course aims to instill a general respect for fire and cause them to be more aware of fire risks in the workplace. The course explains the application of a simple method of Fire Risk Assessment (FRA), how to reduce fire risks and escape safety in the event of a fire.

Fire Warden Course: This course give the delegates knowledge of how to prevent a fire from occurring, a clear understanding of their responsibilities, duties and role as a Fire Warden and what to do in the event of a fire, as well as covering theoretical, behavioural and practical implications which will enables the delegates to undertake an efficient and orderly evacuation of their building in an emergency situation.

The course presents an understanding of fire regulations and general fire precautions. It aims to provide you with the knowledge needed to become a Fire Warden.

PROVISION OF TRAINING AT UAE CIVIL DEFENCE STATIONS

EFRC is currently serving differently Civil Defence stations within the UAE. Part of our routine is the provision of daily training at the stations to refresh the previously obtained knowledge of our customer's staff and to keep them up-to-date and increase their readiness.

OUR SERVICES

PROVISION OF ENGINEERING SERVICES

EFRC IS LICENSED (THROUGH CIVIL DEFENCE) AS THE “HOUSE OF EXPERTISE FOR FIRE SAFETY CONSULTANCY”

House of Expertise is the fire and life safety consultancy engineering section of EFRC. The HOE acts as the required third-party reviewer, accredited by Civil Defence, to ensure that a proposed design complies with the fire and life safety federal and local codes and regulations.

EFRC's House of Expertise complements the provided firefighting operational services with fire safety consultancy services, holding Civil Defence license as House of Expertise for fire safety and consultancy, which allow us to offer numerous services to the highest-approved standards with fully licensed quality.

EFRC's House of Expertise covers fire safety consultancy services as listed below:

1. Initial Plan Review
2. Shop Drawings Plan Review
3. Building Fire Safety Inspections
4. Fire Risk Assessments (FRA)
5. Fire and Life Safety Signage Consultancy
6. Escape and Rescue Plan (ERP)
7. Emergency Action Plan (EAP)





OUR SERVICES

PROVISION OF ENGINEERING SERVICES

REVISION OF THE INITIAL AND SHOP DRAWING PLANS FOR ALL KIND OF FACILITIES.

As defined in the Abu Dhabi Civil Defence's initial and shop drawing plan review code, a plan review is "the activity that Civil Defence performs to ensure the fire, life & safety features and design of a new project are in compliance with the local codes and standards." This type of activity is completed by an approved House of Expertise, which reviews the drawing compliance with the UAE Fire and Life Safety Code of Practice (UFC) and NFPA requirements. Also, the House of Expertise verifies that the submittal complies with Civil Defence submittal requirements such as:

- The number of drawings is sufficient to comply with the submission requirement.
- The level of contents and format of the drawings is in line with Civil Defence guidelines.
- The design complies with the enforced code requirements.
- For shop drawing reviews, we cover all the systems that are usually included in the submission are as follows:
 - Fire detection and alarm.
 - Fire protection systems.
 - Smoke control systems.

In the event that any issues are found, the House of Expertise communicates with the client, via report or marked up drawings, to show the deficiencies that were found. The client should address those deficiencies in the drawing submission and submit it again to the House of Expertise. The House of Expertise then, proceeds to submit the drawing set to Civil Defence for approval. EFRC's House of Expertise is currently certified to provide the above third-party review services in six Emirates.

EXECUTION OF FIRE INSPECTIONS IN NEW AND EXISTING BUILDINGS

Despite obtaining Civil Defence's drawing approval, a building might still not be constructed in accordance with the approved drawings and construction techniques or materials. It may still be possible that the specified systems are not installed or improperly installed. Deviations from the approved design or code non-compliances may occur during construction, or even operation, use and/or occupancy of the building. As a result of such deviations, the building could be exposed to an unacceptable high fire risk.

Civil Defence relies on the House of Expertise, for new and existing buildings inspection to ensure that the actual construction, fire and life safety systems installation, testing, maintenance and commissioning (in new buildings) match the approved fire and life safety design and corresponding fire protection systems inspection, testing, and maintenance requirements. EFRC has the expertise and approval from Civil Defence to conduct the above-mentioned services.

PROVISION OF FIRE RISK ASSESSMENT (FRA)

The control of fire within all areas of the working environment is an integral part of any management strategy. This is achieved by fire safety designs that involves the use of fire protection measures to control the fire growth and smoke spread. However, these fire protection measures are not 100 percent effective and as a result, a certain level of fire risks are implied to the people and property. The assessment of these levels of fire risks is the subject of Fire Risk Assessment.

The Fire Risk Assessment enables to comply with the law and is a process involving the systematic evaluation of the fire risk or the levels of fire safety that are provided to the people and property.

The FRA provides insights for the building owner, facilities manager or the entity responsible for the fire safety of the building about the fire safety status of the building and what to do to mitigate the identified potential fire risks. The FRA offered by EFRC ensures that the client is a stakeholder of the FRA, not only as responsible parties tasked with implanting the mitigating measures, but also so that they may actively participate in the FRA of their facility under the guidance of the fire consultant.



Likelihood	Severity				
	Trivial	Minor Injury	Over 3 Day Injury	Major Injury	Incapacity or Death
Highly Unlikely	1	2	3	4	5
Unlikely	2	4	6	8	10
Possible	3	6	9	12	15
Probable	4	8	12	16	20
Certain	5	10	15	20	25

PROVISION OF ESCAPE AND RESCUE PLAN (ERP)

An Escape and Rescue Plan (ERP) is required by the UFC and Civil Defence to indicate exit locations, corridors, hose reels, fire extinguishers, and other relevant objects and places needed in the event of a fire. EFRC provides ERP's that are in compliance with the UAE Fire and Life Safety Code of Practice, and in accordance with the standards of:

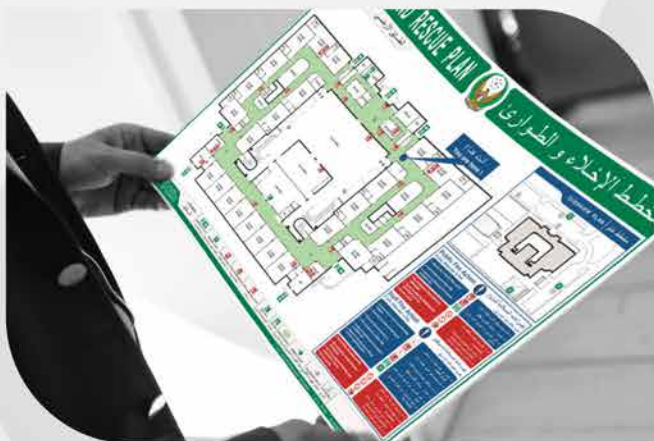
- Civil Defence
- Ministry of Interior UAE HSE Standards
- NFPA Codes
- ISO Standards

The ERP service usually involves the following activities:

- Review of approved drawings to verify the location of architectural features, signages and firefighting equipment within the building.
- Complete a field survey to verify where an ERP is needed.
- Mark up the drawings to indicate where the plans should be.
- Discussion of the location with the client to coordinate the proper installation.
- Install the ERP frames, if required by the client.

EFRC can provide an ERP with frames and their corresponding installation. Examples of frames to be provided are the following:

- Backlit
- Rigid plastic, Plexiglas-type
- Non-rigid, Forex-type





PROVISION OF SIGNAGE CONSULTANCY

Signage is a fundamental aspect of fire, life and safety so that the proper exit or fire protection equipment can be located, as stated in the UAE Fire and Life Safety Code of Practice, 2011 Edition (UFC). This is valid for any exit signage and also to ensure that the firefighting equipment is clearly identifiable, visible and accessible.

A client, who is requesting usually this service, seeks a higher signage level, which is required by code to avoid deficiencies in the installed signage.

Fire and life safety signage consultancy services usually involve the following activities:

- Review of approved drawings to verify that the exit signage and location of the fire protection equipment matched the locations.
- Complete a field survey of the visible signage or the need for additional signage to verify that they are in accordance with the approved drawings or floor plans.
- Mark up the drawings in the field to verify if the conditions match the approved drawings and address any potential non-compliances.
- Discuss the location with the client to coordinate the proper installation.
- Install the additional signage, if required by the client.

EFRC has extensive experience in this type of service in multiple types of occupancies, and is fully capable of providing the required consultancy services and required signs.



PROVISION OF EMERGENCY ACTION PLAN

An Emergency Action Plan (EAP) is a plan of designated actions by employers, employees and other building occupants to ensure their safety in the event of a fire and other emergencies. Local fire and life safety enforced codes require that the plan includes at a minimum, the following topics: (procedures for the reporting of emergencies; occupants and staff response to emergencies; evacuation, relocation, and shelter-in-place procedure appropriate for the building, its occupancy, emergencies, and hazards, etc.)

The EAP service usually involves the following activities:

- Identification of the existing emergency action plan information, if any, or gathering of information for the development of a new plan.
- Consideration of the different types of emergencies that could happen in the facility.
- Preparation of EAP and the design of fire drills.
- Execution of fire drills and/or simulation with table-top exercises.

EFRC has considerable experience in the design and execution of emergency plans for a variety of clients in the UAE.



OUR SERVICES

PROVISION OF ENGINEERING SERVICES



DEVELOPMENT OF CUSTOMIZED IT-SOLUTIONS (E.G. SMART-APPLICATIONS)

With EFRC's extensive knowledge and experience in all aspects of emergency preparedness and firefighting operations coupled with our deep understanding of current and future IT technologies allows for designing and implementing clean, simple, and integrated IT solutions to support daily emergency forces and critical operations.

PROVISION OF SAFETY FOCUSED GIS SERVICES AND SOLUTIONS FOR CRITICAL INFRASTRUCTURE

The provision of command level strategic decision-making solutions, through the survey and production of tactical mission information sheets (MIS), containing critical data and detailed drawings needed for efficient emergencies preparedness and intervention form the cornerstone for risk evaluation and systematic incident handling. Coupled with integration GIS and development of specialized GIS-enabled systems allows for digital delivery and analysis of location-enabled critical information anywhere.



OUR PROJECTS

REFERENCE PROJECTS

Our staff has participated in a variety of projects that have serviced an array of different infrastructures. The following examples represent a small list of some of those projects in the Middle East.



Al Ain Municipality
Abu Dhabi



New York University
Abu Dhabi



The Galleria Mall
Abu Dhabi



Imperial College London
Diabetes Centre Abu Dhabi



Dalma Mall
Abu Dhabi



Sheikh Zayed Private Academy
Abu Dhabi



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EMIRATES FIRE AND RESCUE COMPANY

OUR CLIENTS

The following is a list of EFRC's outstanding clients, who have been satisfied with our services. EFRC has already established a long-term relationship with some of them and they have become part of the EFRC's regular client portfolio.



Ministry of Interior



Abu Dhabi Civil Defence



Fire Brigade Hamburg



London Fire Brigade



Babcock International Group



Fire Service Academy Hamburg



Etihad Airways



Al Ain Municipality



Al Habtoor Group



NYU Abu Dhabi



Imperial College London Diabetes Centre



The Galleria Mall



Abu Dhabi Cooperative Society



Dalma Mall

FIRE SAFETY

ANALYSIS

COMPLETE SERVICE

ONE STOP SHOP

SAFETY

ANALYSIS

PREVENTION

SOLUTIONS



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