

# How to reduce intervention time of rescue services by more than 50%



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## Abstract

One of the main tasks of Health and Safety professionals is to anticipate the most scenarios possible to implement the best organization. Most of these different scenarios focus on the machines, method-statements and training of our companies and contractors.

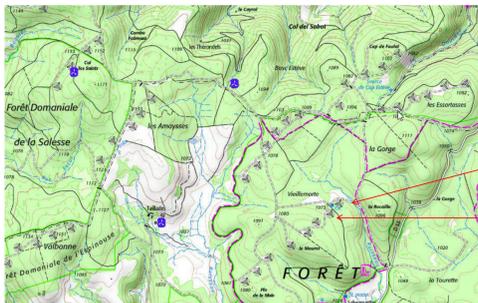
Nevertheless, 2 factors are generally not taken into account for rescue organization, but both are very important in contributing to the reduction of intervention time in the case of accidents:

- The presence of other wind farms in the vicinity
- The abilities of external rescuers for intervention in the turbines.

A technician working for a maintenance contractor had a serious accident on a French site, where RES is the asset operator.

This site is located at the border of three counties – meaning 3 different emergency call centres – and close to three other existing wind farms.

Due to the configuration, it took more than 2 hours 30 minutes to rescue the injured technician. This period could have been longer if the injured technician had not been able to exit the turbine, using the ladder helped by his colleague, then luckily met by rescuers at the roadside. This long and unanticipated period was unacceptable for RES.



County limit (Tarn and Hérault)  
Accident location

## Results

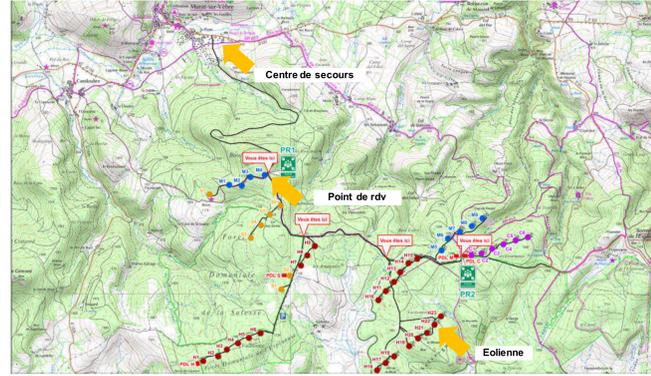
Annual meeting with external rescue teams for all operating sites, in order to review any changes on the machines or policies, to review the local fire service policy, to identify all causes of accidents to ensure that all means are available including helicopter

Turbines and windfarms names harmonized with other windfarms owner

Road signs and orientation maps installed at each road crossing on the plateau

Adapted PPEs and training tools deployed in fire stations

Onsite exercises



## Objectives

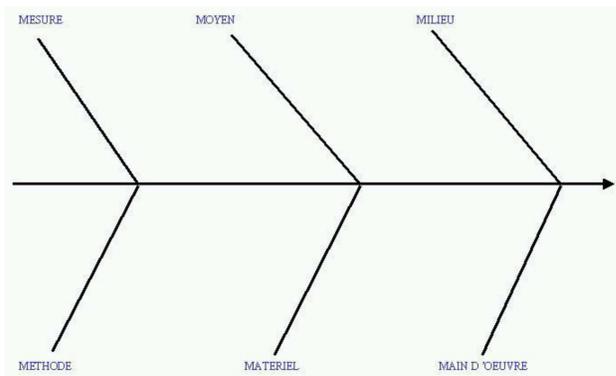
Reduce potential injuries due to an accident by reducing intervention time as much as possible !

## Methods

Lessons learned meetings: RES, rescue services, maintenance operator

Transparency in communications and 6M analysis

Focus on root causes and target to reach ! **Not on liabilities**



## Conclusions

Initial timing from emergency call to rescue services arrival at the entrance of the site: 1h45min

Tested timing after implementation of actions from emergency call to rescue services arrival in the nacelle: 47min

This approach has been recognized as outstanding by rescue services in several French regions.

As a conclusion, as always in safety, the hours spent in preparation WILL save precious minutes and save lives.

This simple approach shows us that with quite simple and economical tools but also good coordination, an incident will remain an incident and will not have a dramatic issue.

