

VeeSim

Case Study

Glad Group embraces technology and innovation as a way to increase efficiency, improve quality, minimise risk and increase customer satisfaction in the delivery of our integrated property solutions.

So when Glad Group Security Services, were demonstrated the latest development in building safety, VeeSim, they were highly motivated to trial the Virtual Emergency Evacuation Simulator.

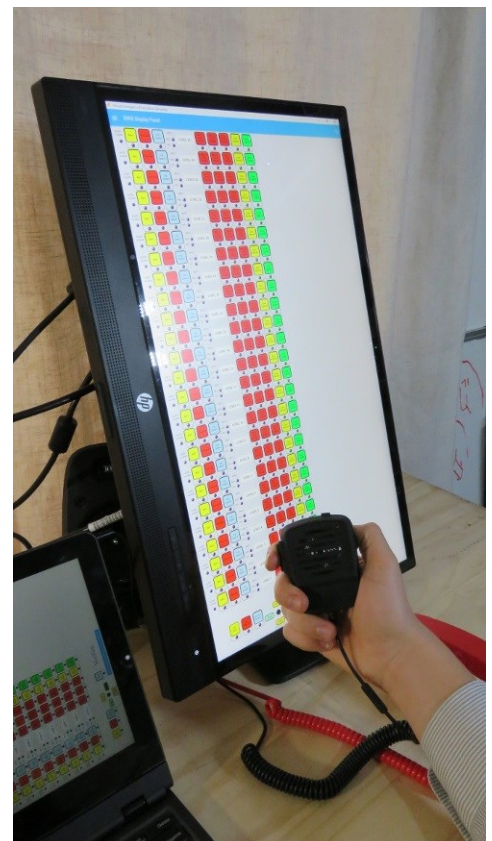
Glad Group Integrated Property Services delivers security services with over 500 security staff Australia wide. Embracing technology, Glad Group constantly invest in and reassess their business technology to ensure that they deliver the best service to their clients.

While receiving a demonstration of the pre-release version of VeeSim mid-2018, Glad Group's Alan Latu (Victorian State Security Manager) and Rod Moolman (National Security and Counter Terrorism Manager) both agreed VeeSim was a significant step towards providing real world evacuation training in a simulated environment.

"Evacuation training in modern buildings is a challenge as value-based billing tenants can be adversely affected by building disruptions," noted Rod Moolman. *"And one or two building evacuations per year, with some tenants not participating, isn't enough to ensure a high level of competence and preparedness in the emergency management staff."*

Current emergency evacuation training is an infrequent exercise that simply raises optimism bias.

With the risk profile of a failed building evacuation being critically high, training staff just once or twice a year is unacceptable. The demonstration showed how *VeeSim enables regular practice of building evacuation skills for all relevant staff in a simulated virtual emergency environment with no impact to building operations.*



VeeSim installed at 30 level corporate building for initial trial

Prior to the VeeSim trial, security staff were all asked to rate, on a scale of 1 to 10, their competence to use the EWIS Panel and confidence to perform an evacuation in a real emergency. The average score was 3.8.

Survey Knowledge / Competence scale

- 1-2 None – Little understanding of EWIS & procedures
- 3-4 Basic – Basic understanding EWIS and evacuations
- 5-6 Practical – Can operate EWIS and manage evacuation with assistance
- 7-8 Competent – Can operate EWIS and manage evacuation
- 9-10 Advanced - fully conversant with EWIS & evac procedures

VeeSim was installed with security staff being asked to try and make time to practice on VeeSim, but not at the expense of building operations.

All staff were provided with an overview of how the simulator works, simulation configuration and control. A basic refresher on EWIS panel operations was performed and then guards were encouraged to use VeeSim and run through a variety of simulations whenever they had spare time.

VeeSim training survives a trial by fire.

VeeSim was trialled over a period of 3 weeks. In this time the guards used the simulator on average 7.5 times each. Simulated evacuations ranged from 10 to 25 minutes, totalling an average of just under 2 hours' training per guard.

Early one evening during week 2 of the trial the building experienced a false alarm that was initially evaluated as a real fire on one of the upper floors.

At the incident debrief the night shift controller was questioned on the relevance of the VeeSim training.

“VeeSim training definitely helped me manage the evacuation” he stated. “Before the training I would have struggled with the EWIS panel and probably would have forgotten to ask about the PEEPs.”

With only an hour's training on the simulator the night shift controller had demonstrated a significant improvement in competence, and the confidence to manage a building-wide evacuation.



All guards, surveyed after VeeSim training, recorded a significant jump in their competence and confidence levels with average scores rising to 8.25. **VeeSim delivered proven results, tested during a real alarm.**

VeeSim - Virtual Emergency Evacuation Simulator

VeeSim is a computer based training application that simulates an EWIS panel and warden interaction during a simulated emergency. VeeSim simulates warden reporting interactions from each floor as the building is evacuated, requiring the chief warden to manage the evacuation, in real time.

Using VeeSim, trainees can experience operating the EWIS panel during a simulated emergency and repeat the training until they become competent. Furthermore, VeeSim can be used to maintain competency in trained staff by providing regular repetition and reinforcement of the training.