

## **Service Delivery**

### **Mobilizing Centre**

Emergency calls are received on our hotline 115 and resources are mobilized to incident sites.

### **Fire Divisions**

10 Fire Stations are manned and equipped to respond to emergency calls 24 hours round the clock throughout the island.

### **Special Operations Division**

The Special Operations Division based at Coromandel Fire Station respond to emergencies of complex nature. The Special Operations Division consists of the following unit:

Aerial firefighting & Rescue Unit

High Angle Rope Rescue Unit

Swift Water Rescue Unit

Hazmat Unit

High Volume Pump Unit

### **Tactical Safety Unit**

Ensures the safety through on-site safety services and training.

### **Emergency Planning Unit**

Ensure the local authorities are prepared to respond to emergencies and to support the emergency services and the community.

### **Media Cell**

Liaises with media organisations to disseminate community warnings and other relevant information to the public during ongoing incidents.

### **Continuous Training Cell**

Fire-fighters undergo continuous training, so as to ensure that they are in a state of readiness to effectively respond, to any kind of incident.

### **Community Risk Reduction Unit**

Envisions engaging the public and looking at ways to prevent what might happen in the future – so that in fact that issue never does occur.