# Health & Safety Solutions for Multi-Industry Applications



call systems technology

CMA
Critical Messaging Association

# About CST

**30**

Years
Experience

**24,000+**

Installation
Sites

**150+**

Combined years
technical experience

**40+**

Countries
Installed

## Specialists in innovative technology and software for communications and critical messaging
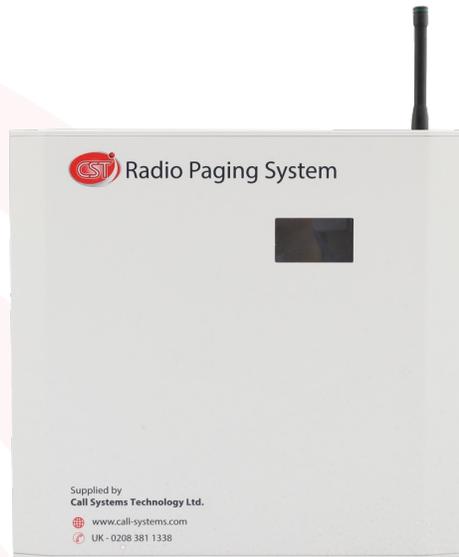
### CST Professional Service

- Site Surveys
- Commissioning
- Specification off-plan
- Bespoke Solutions

- Installations
- OFCOM Licensing
- Project Management
- On-site training

- Service Support
- Technical Help Desk
- Product Development
- Technical Training

## CST's GEN2 Alarm Monitoring and Messaging Software

- Centralised alarm monitoring and critical communication platform.

- GEN2-Queue Incident Reporting Screen for live response tracking.

### CST's AlarmCall Pro+ Transceiver

- Multi-functional on-site transceiver with IP connectivity.

- 3rd-party system interfaces for Fire Panels, Security, and BMS systems.

- Multiple inputs and outputs – all in one enclosure.

- Monitored Power Supply to EN54-4 standard.

- 24–48-hour battery backup ensuring full operational resilience.

# Factory & Warehouse - John Lewis Magna Park

## Site Overview:

- 2 million sq. ft. across two warehouses.
- 370 Hytera Two-Way Radios with XPT network (6 fibre-linked repeaters).
- Lone Worker Panic Alarm & Fall Detection System.
- Multi-channel communication with Hytera Voice Recording & XNMS System Monitoring Software.

## Integration with CST:

- 2no Fire Alarm Panel connections.
- 2no Security Alarm connections.
- 20no Wireless First Aider Call Points (230v) strategically located.
- All wireless infrastructure powered by AlarmCall Pro+ Transceivers.
- Fully monitored by GEN2 Alarm Monitoring and Messaging Software.



### Result:

GEN2 integrates critical alerts for Fire Responders, First Aiders, and Security Teams, ensuring rapid, coordinated emergency responses across this large-scale facility.

# Arena - O2 Arena, London

## Key Facts:

- 278 events per year
- 2nd busiest arena globally.
- Original CST System (2008): 26no 868Mhz Repeaters, 100no 868Mhz Pendants, 100no Pagers (Stewards carried 2 devices).

## Post-COVID Upgrade:

- Transitioned to GEN2 Software in 2021 with only 4 Repeaters managing messaging traffic.
- Installed 100x TPL Birdy IoT Pagers with 5 pre-canned messages (Cleaner, Medical, Security, Ticket Check, Supervisor).
- One device for both paging and alert transmission.
- All events displayed on GEN2 Monitoring Screen in the Control Room.

## Result:

Enhanced steward communication, simplified device management, and faster response during high-density events.

# Leisure - Britannia Leisure Centre

## Facility Overview:

Large multi-zone leisure facility with Football pitch on roof, multiple pools, gyms, and studio areas.

## CST System:

- Wireless Emergency Call Points in wet areas, swimming pool, sauna, Steam.
- Wireless Emergency Call Points in dry areas, gyms, changing rooms, and cycle studios.
- Wireless DDA Toilet Alarms
- Wireless Flashing Sounder Beacons.
- Integrated with Poolview Underwater No-Movement Detection System.
- All connected via AlarmCall Pro+ to GEN2-Queue in reception. No repeaters.
- Paging alerts to staff.

**POOL ALARM**
POOL ALARM CALL POINT
PUSH
LIFT HERE

**FIRST AIDER CALL POINT**

### Result:

Rapid response to emergency events, fully wireless and compliant with modern leisure safety standards.
Total traceability of testing procedure and HSE audits with our message logs.

# Industry - Sky Studios, London

**Facility:**

- 23 television and film sound stages across 8 warehouses.
- Sky, Netflix, Paramount use the studios.

**System Details:**

- Hard of Hearing Fire Alert Paging System integrated with Fire Alarms.
- Built to BS 5839-1:2025.17 standard for Hard of Hearing Alert Systems.
- Fully monitored using AlarmCall Pro+ across all sound stages.



**Result:**
Provides full coverage to alert hearing-impaired personnel during filming and pyrotechnic operations, preventing access to active alarm zones.

# Travel Hub - Edinburgh Airport

## Overview:

38 buildings with remote Fire Alarm Panels.

## System Design:

- AlarmCall Pro+ Transmitters with Fully Monitored & Encrypted Wireless Signalling.
- Peer-to-peer communication – no repeaters required.
- Integration to Honeywell Gent WinMag Alarm Display Software.



**Result:**

Seamless wireless fire alarm interconnection across a secure airport environment, providing fast response and full monitoring visibility.

## Facility Overview:

Multi-floor courthouse with 27 courtrooms, basement, and holding cells.

## System Installed:

- Wireless Panic Button System.
- 54 Pendants, 4 Repeaters for full building coverage.
- Fully monitored by GEN2 Alarm Monitoring Software and GEN2 Incident Display.



## Result:

Instant alarm visibility for court officers and security, providing discrete and efficient incident response across all areas of the courthouse.

# CST Tier 2 Technology for Health & Safety Integration