2. Fire Emergency & Evacuation Procedures (FE)

2.1. Purpose

    a.   To ensure the safeguard of human lives in the event of fire.
    b.   To establish a systematic and orderly evacuation.
    c.   To ensure prompt raising of the fire alarm and marshalling of aid firefighting efforts in the event of fire.

2.2. Scope

This procedure applies to all Departments.

2.3. Definition

For the purpose of the procedure "Fire Safety Committee" shall comprise the following persons:

    a.   Coordinator / Assistant Coordinator
    b.   Fire Warden / Assistant Warden
    c.   Chief Security Officer / Assistant Chief Security Officer
    d.   Telephone Operator
    e.   Fire Fighting Team

2.4. Fire Safety Committee

The Fire Safety Committee is formed in the building for achieving the above objective. It comprises the following appointment holders;

    a.   Fire Safety Coordinator/Assistant Coordinator
    b.   Fire Warden/Assistant Fire Warden
    c.   Chief Security Officer/Security Officer
    d.   Fire Command Centre (FCC) Operator
    e.   CERT

2.5. Signal for Fire Alarm

The alarm signal for the fire alarm is a continuous ringing note resounding from the electrically operated bells on every level of the building. The fire alarm signal can be raised by:

    a.   Break-Glass Alarm System
    b.   Automatic Heat Detector or other devices
    c.   Automatic Sprinkler System

2.6. First Stage Alarm – *Alert Signal*

When the alarm is activated, the alarm bells on all the floors shall ring for not less than one minute before it is isolated. Simultaneously an audio and visual signal will be registered at:

a. The floor sub-panel to indicate the floor zone at which the alarm has been activated.
b. The main alarm panel located at the FCC to indicate the floor on which the alarm has been activated.
c. The Singapore Civil Defence Forces Communication and Control Centre (Operation Room) at the Central Fire Station.

2.7. Second Stage Alarm

This is the signal to commence evacuation. Upon confirmation of the fire situation, (the evacuation announcement shall be made via the public-address system/manual paging system) the second continuous fire alarm will ring on all floors.
(Note: Staff must be familiar with site fire alarm protocols. The SOP may vary if the site is using non-addressable fire alarm system.)

Actions To Be Taken In The Event Of Fire During Office Hours

2.8. Informant

The person who discovers the fire shall immediately:

a. Raise the alarm by activating the nearest fire alarm "Break Glass" call point
b. Notify the Fire Command Centre/Security and Civil Defence Force (Tel: 995) of the activation of fire alarm and state the following:
   i. Location of the fire
   ii. Nature of fire, if known
   iii. Injury to personnel, if known
   iv. Informant's particulars and contact number

   The caller should not replace the telephone set until the address has been repeated by the operator at the SCDF Control Room.

c. Attempt to extinguish any incipient fire **without taking personal risk** provided He/she has been trained in the proper use of a fire extinguisher and is confident in his/her ability to cope with the hazards of fire.

2.9. All Staff

a. Upon hearing the fire alarm, all staff shall stop their work, lock important documents, close doors, shutdown electrical equipment etc. and remain alert.
b. All staff guided by their respective Fire Wardens should immediately evacuate by using the nearest exit and proceed to the assembly point when:
   i. the announcement for evacuation is declared over the public-address system; or
   ii. the second fire alarm is activated; or
   iii. instructed by their Fire Wardens.
c. When evacuating, do not panic but quickly walk down the staircase by the nearest fire exit and proceed to the assembly area. **Do not use lifts.**
d. All staff must know and be familiar with the designated primary and secondary assembly area.
e. All persons shall not re-enter the building once at the assembly point unless instructed otherwise by the Civil Defence Officer on attendance.

2.10. Fire Safety Coordinator / Assistant Coordinator

The Fire Safety Coordinator / Assistant Coordinator shall:

a. Represent the management of the building in respect of all fire safety matters.
b. Be responsible for the establishment of fire safety committee, training of employees and preparation, drafting and putting into force the Fire Emergency Plan.
c. Ensure that the approved Fire Emergency Plan is abided by all staff of the building.
d. Ensure that exits, fire prevention and firefighting systems are in good order through regular inspections.
e. Record the date and time of each evacuation drill conducted on an Evacuation Drill Record Form. This form must be kept in the office of the Coordinator for verification purposes by the SCDF Officer.
f. Appoint one person as Coordinator during his absence from the building
g. Responsible for the formation and training of a fire fighting team within the building from amongst responsible employees who are physically fit to perform this function.
h. Ensure that exit doors are kept closed and unlocked during business hours and that hallways, corridors, lobbies and staircases are kept free from obstruction at all times.

On hearing the fire alarm:

a. Proceed to the Fire Alarm Main Panel and ensure that the firefighting team has been mobilized to respond to the alarm.
b. Ensure that Security and Singapore Civil Defence (SCDF) have been notified if there is a fire outbreak.
c. Ensure that the first fire alarm bell has been isolated after ringing for not less than one minute.
d. Ensure that the first alert announcement (see Annex A – Text 1) has been made on all floors.
e. Ensure that the fire warden on the fire floor has been instructed to investigate the cause of the alarm and report status.
f. Standby to receive status report from the fire warden/leader of the firefighting team on the fire floor and asses the need to declare total evacuation of the premises.
g. If the situation is under control, instruct telephone operator to announce message text 3 (see Annex A).
h. If it is a false alarm, instruct FCC to announce message text 4 (see Annex A) – applies only to building with Public Address System.
i. Instruct Duty Security Officer to play the tape to announce message text 2. **Instruct Duty Security Officer to activate the second continuous fire alarm bell to ring on all floors**.
j. Ensure that the building evacuation status is monitored at the assembly point through reports obtained from the fire wardens (as per format recommended in Annex B).
k. Await the arrival of the responding crew from Security and Singapore Civil Defence Force at the Main Entrance of the building and report to the Officer-in-charge the status of the evacuation.
l. Report the condition of the fire and number of persons missing, if any, to the Civil Defense Officer upon his/her arrival at the Fire Command Centre.
m. Ensure that the necessary keys are readily available at the FCC.

When the evacuation occurs at such time when there are no fire warden available, other available staff should be directed to assume the role of fire wardens. When evacuation is declared, priority should be given to detail the staff available to assist in

the evacuation of 2 story above and below the 'fire' floor and the 'fire' floor.

2.11. Fire Wardens / Assistant Fire Wardens

The Fire Wardens / Assistant Fire Wardens shall:

a. Acquaint any new employees with the Fire Emergency Plan including his/her specific role (if any) during an emergency.
b. Be familiar with the Fire Emergency Plan and means of escape of the building.
c. Be familiar with the operation of the fire alarm system and the use of first aid firefighting equipment.
d. Maintain and update a floor register.
e. Liaise and coordinate with each other.

On hearing the fire alarm:

a. All Fire wardens and Assistant Fire Warden shall check the fire alarm sub-panel and conduct a physical check to determine whether the alarm originates from their floor.
b. If the fire is not on his/her floor, the Fire Warden / Assistant Fire Warden shall ensure that his/her floor is prepared for evacuation.
c. Alert everyone on his floor to evacuate in an orderly manner using the nearest exit.
d. If it is confirmed that the fire is on his/her floor, he/she shall report to the Fire Command Centre via the emergency telephone system stating:
   i. His/her name
   ii. Nature of fire/alarm and location

   and he/she shall immediately effect evacuation on his/her floor. Fire Wardens should report to the Fire Command Centre using the emergency telephone system on the floor or the evacuation status before leaving the area.

On hearing the evacuation announcement over the Public Address System:

a. Check all offices, stores, toilets etc. to ensure that no one is left behind.
b. Ensure that the disabled, children, pregnant women etc. if present in their floor, are given particular attention during evacuation.
c. Leave the building after ascertaining that all occupants of the floor have complied with his order.
d. On reaching the assembly area, conduct a roll call of the staff present using the floor register (as per floor recommended in Annex C) and report to the coordinator in person of the evacuation status.
e. Conduct physical check/verification of fire. Attempt to extinguish any incipient fire with available firefighting equipment and **without taking** personal risk.

2.12. Chief Security Officer / Assistant Chief Security Officer

The Chief Security Officer / Assistant Chief Security Officer shall:

a. Be familiar with the Fire Emergency Plan and means of escape of the building.
b. Ensure that the security personnel are well versed with their roles as described in the Fire Emergency Plan.

On hearing the fire alarm:

a. Ensure that security personnel are deployed at the ground floor staircase exits to guide guests/visitors to the designated assembly area when evacuation has been declared.
b. Ensure that all main entrances and exits to/from the building are adequately manned to prohibit unauthorized entry and also to intensity patrolling in the vicinity of the building.
c. Ensure that security personnel direct the SCDF Officer on his arrival to the FCC.
d. Ensure that security personnel are detailed to direct traffic to facilitate the movement of evacuees at points where they cross roads to reach assembly point.
e. Ensure that the building evacuation status is monitored at the assembly points through reports obtained from the fire wardens and report status to the FCC.

2.13.   Fire Fighting Team

The Fire Fighting Team shall:

a. Fully know the location and operation of the fire alarm system.
b. Be familiar with the Fire Emergency Plan, location of staircases, exits and emergency exits.
c. Be familiar with the location and use of first aid firefighting equipment.
d. Be familiar with basic firefighting procedures.
e. Prevent unauthorized entry into the affected areas by performing access control i.e. checking of passes and identification and only person with valid purpose with authorization or approved authority are allowed to enter.
f. Recording down of details for checks if necessary.
g. Cordon off the area to make it clear that it is an incident site in accordance to various safety distance.

   General guide for cordon area and distances accordance to safety data sheet. Rule of thumb

Zone Classification	Cordon Area
Hot Zone	50 m
Warm Zone	100 m
Cold Zone	150 m

h. Execute the evacuation procedures if deemed necessary.

Upon hearing the fire alarm:

a. Ascertain the location of the fire from the main fire alarm panel and use the fire lift to go to two floors below the "fire" floor and proceed to the "fire" floor via staircase.
b. A member of the firefighting team shall then bring the fire lift down to the 1st floor and await the arrival of the Singapore Civil Defence Force.
c. The firefighting team shall attempt to extinguish or control the fire **without taking personal risk**, before the arrival of the Singapore Civil Defence Force.
d. The firefighting team shall comprise one team leader / assistant team leader and four team members.

2.14. FCC Operator

The FCC Operator shall:

a. Fully know the Fire Emergency Plan and telephone number of the Singapore Civil Defence Force and other essential emergency telephone numbers.
b. Be familiar with the messages to be announced under the various phases of evacuation.
c. Be fully cognizant of the operation of the Fire Alarm System.

Upon hearing the fire alarm:

a. He shall immediately notify the **<u>Singapore Civil Defence Force (Tel No: 995)</u>** of the activation of the fire alarm and state the following:
   i. Location of the building
   ii. Telephone number
b. The caller shall not replace the telephone set until the address has been repeated by the operator at the SCDF Control Room.
c. Proceed to the Fire Command Centre to man the Public Address System.

2.15. Personal Risk

a. Report to Coordinator if fire occurs on his/her floor.
b. If fire occurs, to evacuate the entire floor occupants immediately using the nearest exit.
c. If fire not on his/her floor, prepare and alert everyone on his or her level to evacuate in an orderly manner.
d. Alert everyone on his or her floor evacuate in an orderly manner using the nearest exit.
e. Check all classroom, laboratories, offices, stores, toilet etc to ensure that no one is left behind.
f. Ensure that the disable, children, pregnant women, etc if present on their floor, are given particular attention during the evacuation.
g. Leave the building after ascertaining that all the occupants of the floor have complied with his or her order.
h. On reaching the Assembly Area, conduct a roll call of persons present and report to the Fire Safety Coordinator in person of the evacuation status.
i. Ensure that no one re-enter the building until it is safe to do so.

2.16. Security Personnel

The Security Personnel shall:

a. Be familiar with the Fire Emergency Plan.
b. All personnel in the building shall participate in the drill.

Upon hearing the fire alarm:

a. Immediately notify appointed DECAM or Fire Alarm Monitoring Company of the activation of the **<u>fire alarm</u>** and state the following:
   i. Name
   ii. Name of building – eg. Site
   iii. Building code
   Security personnel must obtain the name of the person from DECAM whom he

had informed.

b. Standby at the FCC to wait for the investigations result from the firefighting team.
c. If it is a false alarm then inform DECAM of the result and informed all concerned.
d. If it is a real fire, wait for instructions to activate the second alarm bell and inform DECAM of the fire.
e. Ensure that security personnel are deployed at the ground floor staircase.
f. Exits to guide persons to the designated Assembly Area when the fire alarm is activated.
g. Ensure that all main entrance and exits to/from the building are adequately manned to prohibit unauthorized entry and also intensify patrolling in the vicinity of the affected building.
h. Ensure that security personnel are detailed to direct traffic to facilitate the movement of evacuees at points where they cross road to reach the Assembly Point.
i. Record all details in the occurrence book.

2.17. **Procedure** – *General*

It is the interest of all personnel to know:

a. How to report a fire- sound the alarm without delay
b. What to do in the event of fire — to avoid panic and confusion
c. The location of nearby fire extinguishers and hose reels — learn the proper way to use them
d. The means of escape in case of fire and to keep staircases, landings and other escape routes clear of obstruction at all time.

2.18. **Fire Evacuation Drills**

a. Fire evacuation drills shall be conducted at least once a year.
b. All personnel in the building shall participate in the drill.

2.19. **Procedure To Fight the Fire**

If you discover a fire:

a. Do not panic
b. Alert others of the fire by shouting
c. Evacuate the room/area and try to get everyone out of the premises without endangering yourself
d. If possible, close the door of the affected room to contain the fire
e. Dial 995 for the SCDF
f. Turn off gas mains if you can reach them
g. Activate the fire alarm at the nearest manual call point
h. Evacuate the building in an orderly manner via the stairs; do not use the lift
i. Do not return to the building until the authorities announce that it is safe to do so

Fight the fire only if you are able to and without endangering yourself and others. Ways of extinguishing a fire included:

1. Using **Fire extinguisher**

TO USE A FIRE EXTINGUISHER, USE THE P.A.S.S. METHOD

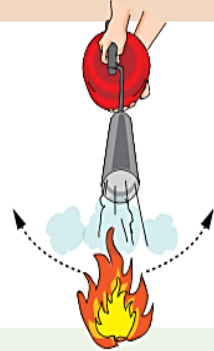**P**ull out the safety pin as instructed on the label

Aim the nozzle at the base of the fire

Squeeze the lever

Sweep the fire using the extinguisher's discharge

2. Using **Hose Reel**

TO OPERATE A HOSE REEL

1 Turn on the hose reel valve in the direction shown.

2 Pull the hose and run it to the fire.

3 Turn on the water at the nozzle and direct it at the base of the fire.

2.20. **Actions To Be Taken In The Event Of Fire Outside Office Hours**

a. In the event of an outbreak of fire after normal working hours, the Informant shall confirm with Ademco, Security and Singapore Civil Defence Force and notify the Fire Safety Coordinator or the Assistant of the fire.
b. The firefighting team shall proceed to fight the fire from a safe distance with the available firefighting equipment and attempt to extinguish or control the fire **without taking personal risk**.
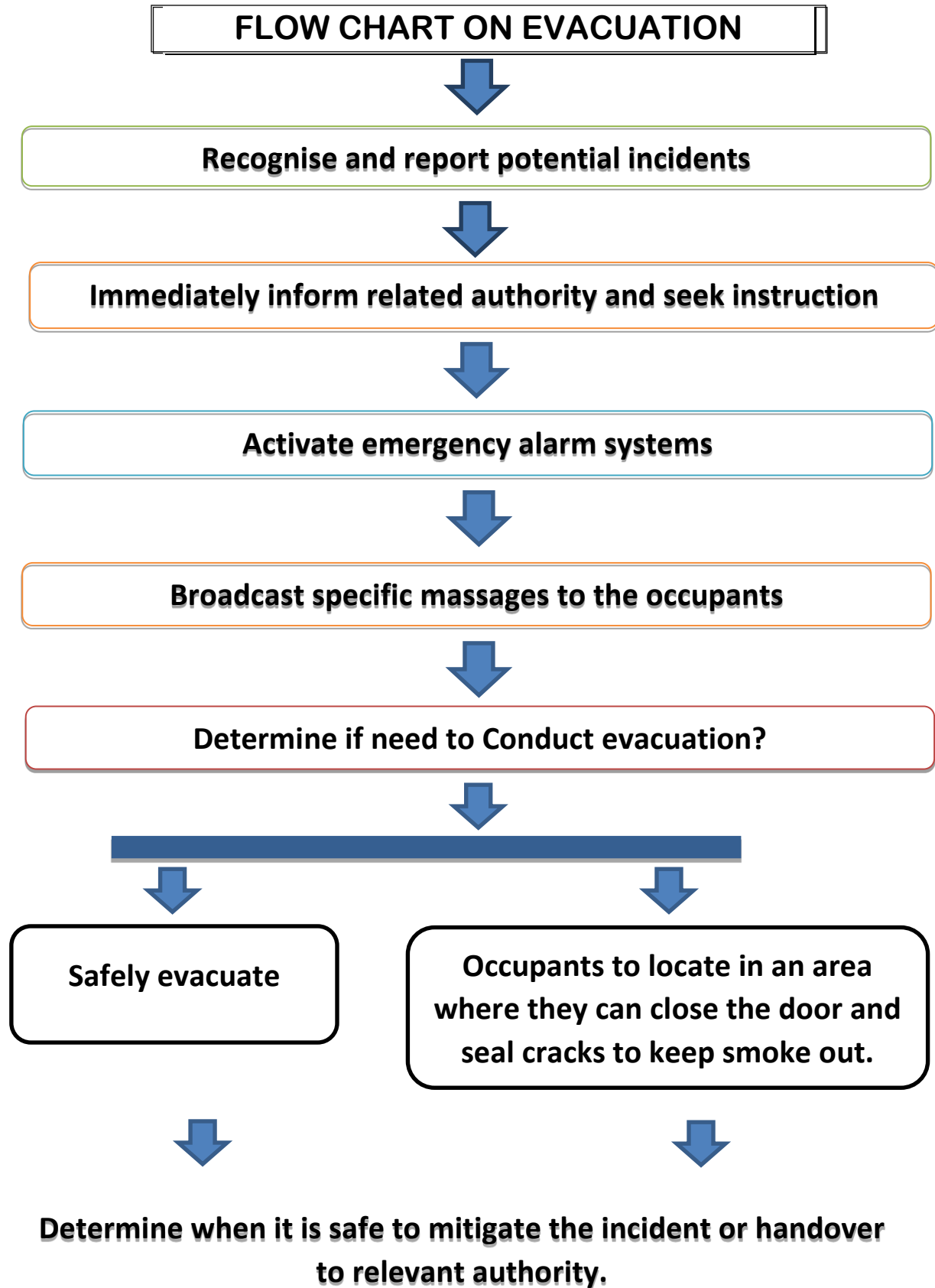c. Give full assistant to the Singapore Civil Defence officers upon their arrival.

2.21. Procedures on Crowd Control

a. During an emergency evacuation, the general rule is to ensure the wardens and person assisting in the evacuation is clear minded, calm to assist in the crowd control.
b. Ensure that the wardens are aware of the affected areas and the routes taken should avoid moving through the area. If this is not practical then the shortest exposure in the affected area should be planned for.
c. Station personnel at critical choke points or junctions to ensure that the evacuees would be under control and prevent a stampede situation.
d. Bags and handbags are to be carried by the owners to the assembly areas. Get the owners to search their own bags.
e. Assistants are to sweep the area of responsibility after the last occupant has left to ensure that no person is left behind.
f. Once at the assembly area, the evacuation wardens and assistants are to make a head count of employees and guest. A roll call should be carried out once the names of the employees and guest attending the function is available. Information can be updated to the Incident Commander, usually in this case would be Police of SCDF.
g. The affected scene or safety distances must be cordon off to prevent anyone entering the Zone and affected areas. Incident Management to be dictated by the authorities managing the scene ie Police and SCDF. Security Team will assist the authorities in access control into the affected zone with the Incident Commander of the scene.

2.22. People with Disabilities

a. People with disabilities, particularly those who require wheelchairs or aids for walking may require assistance to evacuate the building or be aware the alarms are sounding.
b. If such people are with a group's member, the group should assist the person to evacuate and the Coordinator should be informed if the event at the Assembly Point. The Coordinator should also be informed when the person is safely evacuated.
c. If insufficient people are available to offer effective assistance, the disable person should be taken to a room that is safe and that they can easily be rescued from.
d. Disabled people trapped and alone in a building should shut themselves in a room with a telephone and inform Security of their situation and location.

2.23. Flow Chart on Evacuation

FLOW CHART ON EVACUATION

Recognise and report potential incidents

Immediately inform related authority and seek instruction

Activate emergency alarm systems

Broadcast specific massages to the occupants

Determine if need to Conduct evacuation?

Safely evacuate

Occupants to locate in an area where they can close the door and seal cracks to keep smoke out.

Determine when it is safe to mitigate the incident or handover to relevant authority.

2.24.   Fire Evacuation Drill Record List

LIST OF FIRE WARDENS

1. Guest Floor -   Room Stewardess
2. 2nd Floor   -   Housekeeping Executive

FIRE EVACUATION DRILL RECORD LIST

I, the undersigned, designated as co-coordinator of the Fire Evacuation Drill held in _____, hereby certify that all the facts shown below are correct and further that the drill was unsuccessfully conducted in compliance with the approved Fire Emergency Procedures.

DATE OF DRILL	TIME	FIRE FLOOR	NO OF PARTICIPANTS	EVACUATION TIME	NAME & SIGNATURE OF FSM

Comments: _____

Co-coordinator: _____

2.25. Standard Announcements (Annex A)

Text 1

(In the event of activation of fire alarm in the building;)

"Ladies and gentlemen, your attention, please. The fire alarm has been activated in the building, we are investigating the situation. Please remain calm and standby your speakers for further instruction. Thank you."

Announce Twice

Text 2

(In the event of a need to evacuate from the building;)

"Ladies and gentlemen, your attention, please. There is an emergency situation in the building, please evacuate by the nearest exit staircase and obey all instructions given by the Fire Wardens. Remember to avoid the use of lifts."

Announce Twice

Text 3

(In the event that evacuation is not required;)

"Ladies and gentlemen, your attention, please. The emergency situation in the building is now under control. We regret for any inconvenience caused. Thank you."

Announce Twice

Text 4

(In the event of a false alarm;)

"Ladies and gentlemen, your attention, please. We have investigated the situation and found it to be a false alarm. We regret for any inconvenience caused. Thank you."

Announce Twice

2.26.   Building Evacuation Status Chart

FSM: _____

Building: _____

Floor	Name of Fire Warden	Evacuation Status	
		Cleared	Not Cleared

2.27. Floor Register

Fire Warden: _____

Floor: _____

Unit No.	Names of Occupants	Evacuation Status	
		Present	Absent

UPDATE THE NAMES AS AND WHEN NECESSARY

2.28. Emergency Contact List

Emergency Contact List for Activation			
1	Emergency/ Police cases	Singapore Police Force Operations Centre	999
2	SCDF	Emergency Ambulances & Fire Engines	995
3	CHUBB/CISCO/ADEMCO	Password: Building Code:	
4	Building/ Property	Building Mgr / Facility Mgr	
5	Fire Safety	Fire Safety Manager	
6	ERT	Emergency Response Team	
7	NEA	-	1800-225-5632
8	LTA	-	1800-225-5582
Medical Service			
1	Singapore General Hospital	-	6222332
2	Tan Tock Seng Hospital	-	62566011
3	National University of Singapore	-	67795555

2.29. Incident Escalation Procedures

During any incidents occur at the site, the following informing procedures are to be followed:

Step 1: Incident occur (Minor of Major case) – Call and report to Group 1 and to the client immediately. The seurity officer or Supervisor on site to put up incident report, thereafter to conduct basic investigation, cordon and preserve the scene.

During major incent, management staff ie the Operations staff (Executive/Manager to proceed to the site to take command and control and conduct the investigation.

==Office hours client to indicate internal contcat numbers for the following esclations==

S/No	Name (Group 1)	Designation	Mobile	Office No	Fax No
04	Client				

==After Office Hours==

Call and update Group 2 for any major incident occurred

S/No	Name (Group 1)	Designation	Mobile	Office No	Fax No
01					
02					
03					
04					
05	Client				

==Group 2 will call group 3 for any major incident occurred and action taken==

S/No	Name (Group 3)	Designation	Mobile	Office No	Fax No
01					
02	Client				

Important Notes:

Above information is strictly confidential and for official use only.