

# **SINGAPORE CIVIL DEFENCE FORCE**

## **EMERGENCY RESPONSE PLAN (Evacuation Guideline)**

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**SINGAPORE CIVIL DEFENCE FORCE**  
**EMERGENCY RESPONSE PLAN**  
**EVACUATION GUIDELINES**  
**FOR**  
**COMMERCIAL HIGH RISE BUILDINGS**  
**(ABOVE 30 STOREYS)**

**1**            **OBJECTIVE**

1.1            The purpose of the Emergency Response Plan (Evacuation Guideline) is:

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

1.2            **Fire Safety Committee**

A Fire Safety Committee shall be formed in the building for achieving the above objective. The Committee shall be represented by all the stakeholders (including tenants) in the buildings, including the following appointment holders:-

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

1.3            **Fire Alarm**

The fire alarm signal can be raised by:

- a. Break glass alarm system.
- b. Automatic heat and smoke detector system
- c. Automatic sprinkler system,

1.3.1 **1st Stage Alarm**

1.3.1.1. **This is the alert signal.** When the fire alarm is activated, the alarm bells on all 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 .....be indicating the floor on which the alarm has been activated.
- c. The approved alarm monitoring company (DECAMS) and Singapore Civil Defence Force (Operation Centre at HQ SCDF).

1.3.1.2. A general alert announcement will then be broadcast over the public address system,

1.3.2 **2nd Stage Alarm**

**This is the signal to commence evacuation.** Upon confirmation of a fire situation, the evacuation announcement shall be made via the public address system in phases beginning with:

- The Floor where the fire is ('fire' floor);
- Two storeys above the 'fire floor; and
- Two storeys below the 'fire' floor;

1.3.2.2. The rest of the floors will be evacuated on subsequent phases, depending on the situation. Notwithstanding the above, a total evacuation of the building may be declared in extreme cases.

## 2 ACTION TO BE TAKEN IN THE EVENT OF AN OUTBREAK OF FIRE

### 2.1 Informant

The person who discovers the fire shall immediately:

- a Raise the alarm by activating the nearest fire alarm 'Break glass' exit point.
- b Attempt to extinguish any incipient fire with the available firefighting equipment and without personal risk.

### 2.2. All staff

- a Upon hearing the first stage alarm, all staff shall lock important files, cash, shutdown machinery etc., and remain alert. Do not make unnecessary telephone calls to verify the nature of the alarm,
- 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 evacuation announcement is declared over the public address system; or
  - ii Instructed by their fire wardens.
- c When evacuation is declared all sales staff / hotel staff / office workers should guide customers / guests / visitors on their respective floor / department to immediately evacuate.
- d When evacuating do not panic but quickly walk down the staircase by the nearest exit and proceed to the assembly point, **Do not use lift.**
- e The assembly point is located at .....-  
See Appendix II (site Plan).

- f All staff / guests / customers / visitors shall not re-enter the building once at the assembly point unless instructed otherwise by the Civil Defence Officer in attendance.

## 2.3 Fire Safety Manager/Assistant Fire Safety Manager

### 2.3.1 **In the event of fire:**

- a Ensure that the Singapore Civil Defence Force (SCDF) has been notified of the fire.
- b Proceed to 'Fire Command Centre', ascertain the location of the fire from the main alarm panel and ensure that the CERT has been mobilised to respond to the alarm.
- 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 Appendix V - 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 / SIC on the fire floor and assess the need to declare total / phase evacuation of the premises.
- g **If the CERT reports that;**

The situation is under control:

Instruct Fire Command Centre (FCC) Operator to announce message text 3 (See Appendix V)

**It is a false alarm:**

Instruct telephone operator to announce message text 4 (See Appendix V).

**Evacuation is necessary:**

- i. Initiate phase evacuation procedure. Instruct Fire Command Centre (FCC) Operator to announce message text 2 (See Appendix V) on 'select call' to floors requiring evacuation and message text 2A for floors on standby.
  - ii. Coordinate evacuation by initiating the various phases of evacuation as necessary.
- h. Ensure that the building evacuation statue is monitored at the Fire Commend Centre (as per format recommended in Appendix VII).
- i. Report the condition of the fire and number of persons missing, if any, to the Civil Defence Officer upon his arrival at the Fire Command Centre.
- j. Ensure that the necessary keys are readily available at the Fire Command Centre.
- 2.3.2. In the case of hotels when a fire requiring evacuation occurs at such time when there is 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 storeys above and below the 'fire' floor and the 'fire' floor

2.4 **Fire Warden / Asst. Fire Warden**

2.4.1 On hearing the first stage alarm.

- a. All Fire Wardens and Assistant Fire Wardens shall check the fire alarm sub-panel and conduct a

physical check to determine whether the alarm originates from their storey.

- b If the fire is not on his storey, the Fire Warden / Asst. Fire Warden shall ensure that his storey is prepared for evacuation.
- c If it is confirmed that the fire is on his storey, he shall report to the Fire Command Centre via the emergency telephone system stating:-
  - i His name
  - ii Nature of fire / alarm and location

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

#### 2.4.2 On hearing the evacuation announcement over the Public Address System:

- a. Check all office shops or guestrooms and alert everyone on his storey to evacuate in an orderly manner using the nearest exits,
- b. Ensure that the disabled, children, pregnant women, etc. if present in their storey are given particular attention during evacuation.
- c. Leave the building after ascertaining that all the occupants of the storey have complied with his order. Report to the FCC the evacuation status using the emergency telephone system on the floor,
- d. On reaching the assembly area, conduct a roll call of the staff present using the floor register (as per floor recommended in Appendix VI) and hand it over, in person, to the Chief Security Officer or his assistant.



## 2.5 Chief Security Officer / Security Officer

- a The Chief Security Officer shall ensure that security personnel are deployed at the ground floor staircases exits to guide guests / visitors to the designated assembly area when evacuation has been declared.
- b Ensure that all mains entrance and exits to the building are adequately manned to prohibit unauthorized entry and also to intensify patrolling in the vicinity of the building.
- c Ensure that a security personnel directs the Civil Defence 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 the assembly area.
- e Ensure that the building evacuation status is monitored at the assembly point through reports obtained from the fire wardens (as per format recommended in Appendix VII) and report status to the FCC.

## 2.6 **CERT**

### 2.6.1. On hearing the first stage alarm.

- a Ascertain the location of the fire from the main alarm panel and use the fire lift to go to two storeys below the 'fire' floor and proceed to the 'fire' floor via the staircase.
- b A member of the team shall then bring the fire lift down to the 1st storey and await the arrival of the Singapore Civil Defence Force.

2.6.2 In the event of a fire attempt to extinguish or control the fire without taking personal risk before the arrival of the Singapore Civil Defence Force.

2.7 Fire Command Centre (FCC) Operator

On hearing the first stage alarm

a. Immediately notify the Singapore Civil Defence Force (Tel No. 995) of the activation of the fire alarm and state the following:-

- i Location of Building
- ii Telephone number

b Proceed to the Fire Command Centre to man the Public Address System,

### 3. **FIRE OCCURRING OUTSIDE OFFICE HOURS**

In the event of fire, the security personnel on duty shall:

a Confirm with the Singapore Civil Defence Force of the fire and notify the following persons:-

- i FSM
- ii Assistant FSM

b Proceed to fight the fire from a safe distance with the available fire-fighting equipment and attempt to extinguish or control the fire without taking undue personal risk.

## 4 **DUTIES AND RESPONSIBILITIES**

4.1 Fire Safety Manager / Assistant Fire Safety Manager

a Represents the management of the building in respect of all fire safety matters.

b Has the full responsibility for:

- i Establishment of a Fire Safety Committee
  - ii Training of the employees.
  - iii Preparation, drafting and putting into force of the Emergency Response Plan.
- c Ensure that the Emergency Response Plan is abided by all staff in the building.
- d Records the date and time of each Evacuation Drill conducted on a Form as per attached specimen Appendix IV. (This form must be kept in the office of the FSM for verification purposes by the Civil Defence Officer).
- e Appoint one person as Asst FSM during his absence from the building,
- f Responsible for the formation and training of CERT within the building from amongst responsible employees who are physically fit to fulfill this function.
- g Ensure that exit doors are kept closed and unlocked during business hours and that hallways, corridors, lobbies and staircase are kept free from obstruction at all times.
- h Ensure that fire extinguishers and hose reels, along with the fire fighting / protection system are kept in good working condition.

#### 4.2

#### **Fire Wardens / Asst. Fire Wardens**

- a Acquaint any new employee with the Emergency Response Plan including his specific role (if any) during an emergency.
- b Be familiar with the Emergency Response 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 fire-fighting equipment.
- d Maintain and update a floor register (as per format recommended in Appendix VI).
- e Liaise and coordinate with each other.

#### 4.3 **Chief Security Officer / Security Officer**

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

#### 4.4 **CERT**

- a Be fully cognizant of the location and operation of the Fire Alarm System.
- b Be familiar with the Emergency Response Plan, location of staircases, exits and emergency exits.
- c Be familiar with the location and use of first aid fire-fighting equipment.

#### 4.5 **FCC Operator**

- a Be fully cognizant of the Emergency Response Plan and telephone number of the Singapore Civil Defence Force.
- b Be familiar with the messages to be announced under the various phases of evacuation.

- c Be fully cognizant of the Emergency Response Plan, location and operation of the Fire Alarm System.

**5 FIRE EVACUATION DRILLS**

- a Fire evacuation drills shall be conducted at least twice a year.
- b All persons in the building shall participate in the drill.

**6 GENERAL**

**Remember, It is in your own interest:**

- 1 To know how to report a fire- sounds the alarm without delay.**
- 2 To know what to do in the event of fire- avoid panic and confusion,**
- 3 To know the locations of nearby fire extinguishers and hoses - learn the proper way to use them.**
- 4 To know the means of escape in case of fire and to keep staircases, landings and other escape routes clear of obstructions at all time.**

## 7 APPENDICES

- Appendix I - Name List of Fire Safety Committee
- Appendix II - Site Plan of Assembly Point.
- Appendix III - Typical Floor Plan
- \*Appendix IV - Evacuation Drill Record Sheet
- \*Appendix V - Standard Announcements
- \*Appendix VI - Floor Register (Assembly point)
- Appendix VII - Building Evacuation status chart (FCC)

\* Specimen attached

**Appendix IV**

**EVACUATION DRILL RECORD SHEET**

I, the undersigned, designated as coordinator of the fire drill held by \_\_\_\_\_  
(Name of Premises)

hereby certify that all the facts shown on the line or lines herein below opposite my signature are correct and further that each drill was successfully conducted in full compliance with the Emergency Response Plan.

<b>Date of Drill</b>	<b>Time</b>	<b>'Fire ' Floor</b>	<b>No. of Participants</b>	<b>Evacuation Time</b>	<b>Name of Signature of FSM</b>

**STANDARD ANNOUNCEMENTS**

**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 you 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 exists 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 2A**

(Message to be announced to floors remaining in the alert mode when  
phase evacuation of other floor is in progress)

“Ladies and gentlemen, your attention, please.  
There exists an emergency situation in the building.  
Our fir fighting team is now dealing with the situation.  
All occupants please remain calm and standby your speakers for  
further instruction.”

**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 fire 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**





