10th EDITION

CIVIL DEFENCE EMERGENCY HANDBOOK

SCDF
The Life Saving Force
. . . for a safer Singapore

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Foreword

Dear Reader,

As SCDF advances towards its Transformation 2030 vision of *Prepared, Even for the Unexpected*, we take pride in how our community engagement efforts, lifesaving training, and digital platforms have empowered individuals to render assistance in emergencies, contributing to one of the desired outcomes of *A Resilient Society*.

A key enhancement under the Save-A-Life initiative is the Lifesavers' Emergency Point (LEP). With support from the Temasek Foundation, the Ministry of National Development, the Housing and Development Board and the Town Councils, SCDF is conducting a trial to install and maintain dry powder extinguishers at the lift lobby of every two HDB blocks. Every LEP is equipped with an AED and a dry powder extinguisher to give residents better access to lifesaving equipment during emergencies. The AED-on-Wheels programme extends this reach through close partnership with the Singapore Heart Foundation, which has kindly sponsored AEDs to equip vehicles across the public transport, private-hire, logistics and private citizen sectors.

We are also encouraged by the growing number of Community First Responders (CFRs). To date, CFRs using the myResponder app have helped to save 150 lives through timely intervention. The latest iteration of myResponder offers improved and intuitive features, ensuring CFRs remain connected and supported when responding. To further develop the skills and confidence for effective community response, SCDF offers the Responders Plus Programme, which equips learners with first aid, CPR-AED and firefighting skills through a blend of online and hands-on training. The Lifesavers' Connect Centre offers interactive spaces for CFRs to practise CPR-AED, Improvised First Aid Skills (IFAS+), and SGSecure messaging, while the Emergency Preparedness Centre provides an interactive experience of firefighting and rescue operations.

Through the Community First Responder Award and Community Lifesaver Award, we have honoured the courage of our community members – ordinary members of the public who have made an extraordinary impact by stepping forward to save lives. There are numerous notable and encouraging examples including that of a 15-year-old boy who assisted in a cardiac arrest case and retrieved an AED while responding.

Everyone has a part to play in emergency preparedness. The Civil Defence Emergency Handbook supports this by providing members of the public with essential knowledge and guidance on lifesaving and emergency preparedness. In this 10th edition, our advisories will address evolving risks, including fires involving Active Mobility Devices and Electric Vehicles, as well as adverse weather and natural hazards. Digital versions are available on the SCDF website and the myResponder app.

SCDF's transformation journey towards *A Resilient Society* cannot be realised by SCDF alone. It requires a steadfast partnership with our community and our everyday heroes. Together, we can build a nation where every individual is empowered to save lives, making lifesaving a shared responsibility.

Eric Yap
Commissioner
Singapore Civil Defence Force

Total Defence: How You Can Play A Part

Total Defence is Singapore's whole-of-society defence strategy, built on six pillars: **Military Defence**, **Civil Defence**, **Economic Defence**, **Social Defence**, **Digital Defence**, and **Psychological Defence**. To achieve Total Defence, every individual must play a part to keep Singapore safe and prepared, in peacetime, crisis and disruption.

This Civil Defence Emergency Handbook is your essential guide to fulfilling your role in Civil Defence, where every individual can play a role as a first responder. The knowledge and skills within these pages also contribute to the other five pillars of Total Defence:

Military Defence
Military Defence is about building a strong deterrent defence force to protect Singapore against external threats. During a national emergency, citizens should recognise the different Public Warning System (PWS) signals, seek shelter at designated locations, and cooperate with the emergency authorities from the Singapore Armed Forces and Home Team.

Civil Defence
Civil Defence helps citizens know what to do in times of emergencies. Through practical steps highlighted in the handbook, such as learning first aid, CPR-AED, fire safety, and peacetime/wartime emergency procedures, citizens can be effective first responders and help others when needed.

Economic Defence
Economic Defence is about protecting resources and ensuring continuity during crises. For example, stockpiling essentials and taking steps to prevent property damage will help alleviate economic disruptions and enhance economic resilience during emergencies.

Social Defence
Social Defence is about fostering a caring and cohesive society, where we ensure no one is left behind during times of need.

Digital Defence
Digital Defence involves obtaining information from official sources (e.g., the SGSecure app) during emergencies. This combats misinformation and ensures public trust in critical times.

Psychological Defence
Psychological Defence fosters mental and physical preparedness. This handbook highlights the key knowledge and skills—from preparing 'Ready Bags' to understanding warning systems—to help you remain calm, resilient, and ready, which will reduce panic and strengthen our collective resilience during emergencies.

Your preparedness, as outlined in this handbook, strengthens our community and contributes to a safer and more resilient Singapore. Let's work together to build a Nation of Lifesavers, strong in Total Defence.

CHAPTER 1

FIRST AID

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*Remember, you should dial 995 only if it is an emergency. Medical emergencies arising from illnesses and injuries can result in death or serious complications if not treated immediately. You can help save a casualty's life if you are able to render proper first aid on-site before medical help arrives. This act of self-help and helping others reinforces our **Civil and Social Defence** pillars, ensuring that our community remains prepared and resilient in times of crisis.*

First Aid Kit

It is strongly recommended that each household be equipped with a first aid kit. You can purchase one at a pharmacy. Remember to monitor the expiry dates of the supplies in your first aid kit on a regular basis and replenish them when necessary. The first aid kit should be placed somewhere easily accessible to adults yet out of children's reach.

First aid kit on a cabinet in the living room

EXAMPLES OF ITEMS IN THE FIRST AID KIT

ITEM	USAGE
Tweezers	Pull out small foreign objects embedded in the skin/ wounds.
Scissors	Cut dressings and bandages.
Thermometer	Measure human body temperature.
Disposable gloves	Protect the rescuer from infection transmitted via blood and bodily fluids.
Adhesive tape	Secure bandages.
Dressing	Protect the wound from exposure to dirt and other sources of infection; types include first aid dressing, sterile eye dressing, adhesive plasters and sterile gauze pads.
Bandages	Triangular bandages for slings and crepe bandages to wrap around wounds (e.g. a cut on the arm).

Bleeding

TO STOP THE BLEEDING:

1. Put on protective gloves.
2. Check if there are any foreign objects (e.g. glass fragments) in the wound.
3. If there are no foreign objects in the wound:
   a. Elevate the injured arm or leg above the heart level.
   b. Place a sterile gauze pad over it.
   c. Apply firm direct pressure on the wound using your palms or fingers.
   d. Secure it with a bandage.
4. If there are any foreign objects (e.g. glass fragments) in the wound:
   a. Do not press on the object. Instead, build up padding around it and secure with a bandage to avoid applying direct pressure on the object.
   b. Large foreign objects, if noted, should not be removed as doing so may further injure the surrounding tissue. Seek medical attention immediately.
   c. Small foreign objects such as splinters may be removed with the tweezers.

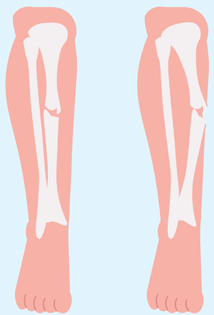
Injured arm to be raised above the heart level

Fractures

A crack in the bone is medically called a fracture. The skin over the fracture may be intact or torn.

SIGNS OF FRACTURES INCLUDE:

- Pain and tenderness.
- Unnatural shape or position of fractured part.
- Immobility of fractured limb.
- Swelling.
- Bruising.
- When the skin over the fracture is torn, it is known as an open fracture.

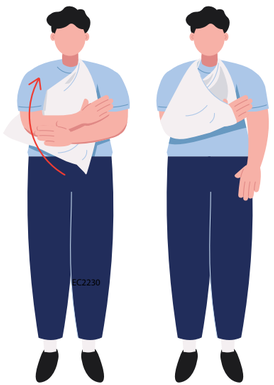


Closed fracture *Open fracture*

TO TREAT FRACTURES:

1. Calm the casualty down.
2. Treat the bleeding wounds, if any. For open fractures, stop the bleeding (pg 6) and cover the exposed bone.
3. Rest, support and immobilise the injured part in a position most comfortable for the casualty.

3a. If the casualty has a dislocated shoulder or a fracture to the upper arm, forearm or wrist, apply the two-step open arm sling as shown.

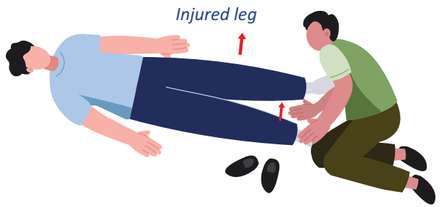


Two-step open arm sling

Fractures

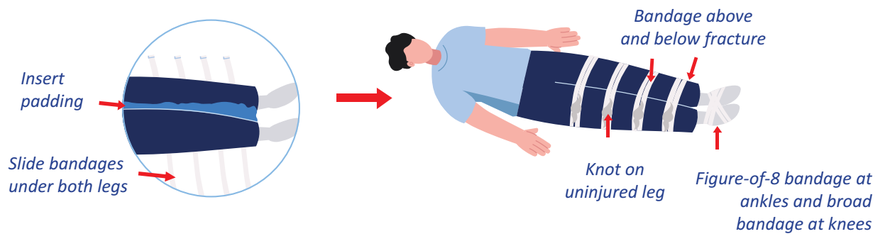
3b

If the casualty has a fracture in the leg, bring the uninjured leg (which acts as a splint) to the injured leg.



Slide the bandages under both legs as shown and insert padding between the knees and ankles.

Bandage the legs together as shown and tie a knot on the side of the uninjured leg.



Key principle of first aid immobilisation is to stabilise the joints immediately above and below the fracture site to prevent movement, reduce pain, and avoid further damage.

4 Seek medical attention or dial 995 for an ambulance.

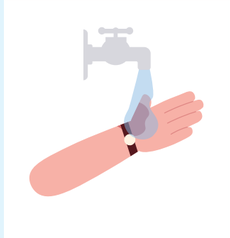
Burns And Scalds

A BURN IS SEVERE IF IT AFFECTS:

- More than 5% of the casualty's body surface, i.e. a surface area more than five times the size of casualty's palm.
- The casualty's mouth, throat, eyes, ears and/or genitals.

TO TREAT A BURN OR SCALD USE THE FOUR Cs

Cool the affected part under cold running water or immerse it in cold water for at least 10 minutes; for chemical burns wash off the chemicals.



Constricting accessories such as bracelets, rings, watches or clothing are to be gently removed from the injured area before it starts to swell.

Cover the burned/ scalded area with sterile dressing.

Consult a doctor if the burn/scald is not severe; otherwise, dial 995 for an ambulance.

THINGS TO NOTE WHEN TREATING BURNS AND SCALDS

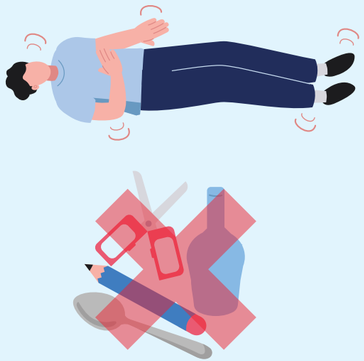
- Do not apply toothpase, lotion, ointment or fatty substance to the affected area.
- Do not cover the affected area with cotton wool.
- Do not break any blisters or remove anything that is sticking to a burn.

Fits/Seizures

Fits/Seizures are episodes of uncontrolled movements of the body.

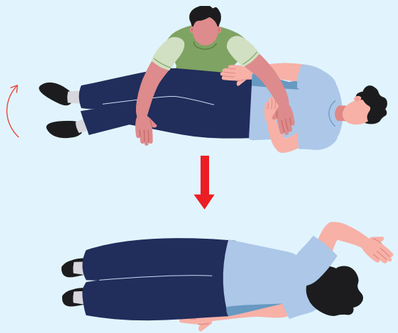
SIGNS OF FITS/SEIZURES

- Uncontrolled movements or body spasms.
- Casualty falling to the ground.
- Clenching of teeth.
- Rolling of eyes.
- Incontinence or the inability to restrain the discharge of urine or faeces.
- Casualty falling asleep once the fits have subsided.



WHEN SOMEONE IS EXPERIENCING AN EPISODE OF FITS/SEIZURES

- Keep dangerous objects out of the way (e.g. scissors and other sharp items).
- Do not restrict the movements of the casualty.
- Do not place anything in the casualty's mouth.
- Check for normal breathing after fits have stopped. Start CPR and use AED if breathing is not present (pg 16).
- After confirming normal breathing, gently turn the casualty onto their side. This position helps drain saliva and keeps the airway clear.
- Treat any injuries once the fits are over.
- Dial 995 for the casualty to receive medical attention.



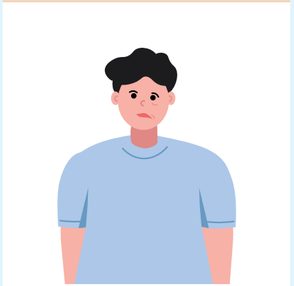
Gently turn casualty onto their side to drain saliva and keep airway clear

Stroke

A stroke occurs when blood supply to the brain is disrupted and it may lead to long-term disability. It is therefore important to seek medical help as soon as possible when someone collapses from stroke.

SIGNS OF STROKE TO LOOK OUT FOR (F.A.S.T)

Face - Casualty is unable to smile and his eye or mouth may be droopy.



Arms - Casualty is unable to raise both arms upright.

Speech - Casualty is unable to speak clearly, slurring and/or have trouble to understand the spoken words.

Time - Take note of the time at which casualty began showing symptoms, and dial 995 immediately.

DIAL 995 FOR AN AMBULANCE IMMEDIATELY IF YOU SUSPECT THAT SOMEONE IS SUFFERING FROM STROKE.

Sprains

Sprains occur at joints and involve ligaments, the most common being sprained ankles. A strain, however, is an injury to the muscles and tendons especially when they are stretched.

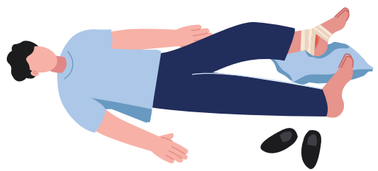
TREAT SPRAINS (AND STRAINS) USING R.I.C.E

Rest the sprained joint.

Ice or apply a cold compress to the sprain for 15-20 minutes.

Compress the sprained joint using a bandage or soft padding.

Elevate the sprained joint.



Choking

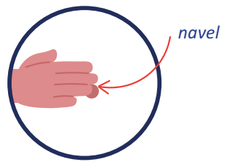
A fully obstructed airway can result in death within minutes if prompt treatment is not given. Someone who is choking will display the universal signs of distress and he will be unable to speak, breathe and cough.

Universal sign of distress when choking

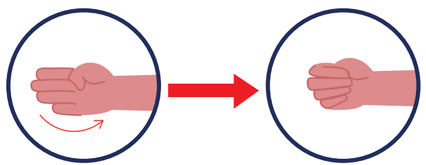
IF THE CASUALTY IS CHOKING WHILE CONSCIOUS, PERFORM THE HEIMLICH MANOEUVRE.

1. Stand behind the casualty and place one leg between the casualty's legs, making sure the casualty's legs are shoulder-width apart.

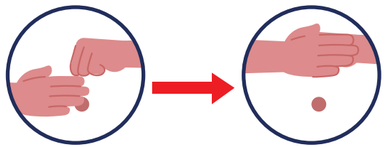
2. Using one hand, locate the casualty's navel using the ring finger and place two fingers above the navel as shown.



3. Using your other hand, tuck your thumb into your palm and curl your fingers into a fist.



4 Place the fist 2 fingers above the navel button. While keeping the fist in position, use the other hand to bend the casualty forward and cover the fist to perform abdominal thrusts as shown in the diagram.

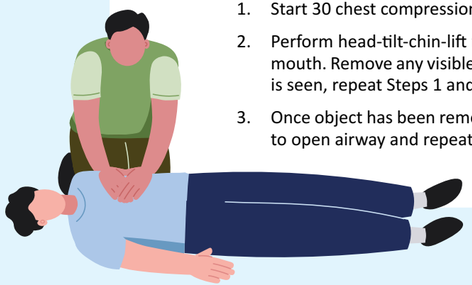


5 Give quick inward and upward thrusts in one motion into the casualty's abdomen. Deliver each thrust firmly and distinctly with the intent of relieving the obstruction until the foreign body is expelled or the casualty becomes unconscious.

6 If the casualty falls unconscious, support and lay the casualty down. Position him on his back on a firm flat surface.

Shout for help, get someone to dial 995 for an ambulance and another person to get the Automated External Defibrillator (AED). Perform the following steps:

1. Start 30 chest compressions (pg 19, step 6-8).
2. Perform head-tilt-chin-lift to open airway. Pull down the chin to check for any foreign objects in the mouth. Remove any visible objects with a hooked index finger of your other hand. If no foreign object is seen, repeat Steps 1 and 2.
3. Once object has been removed, check for breathing. If breathing is absent, perform head-tilt-chin-lift to open airway and repeat Step 1 until breathing resumes or emergency help arrives.

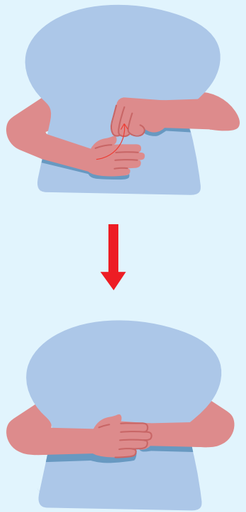


IF THE CHOKING CASUALTY IS OBESE OR PREGNANT, PERFORM CHEST THRUSTS

1 Stand behind the casualty and place one leg between the casualty's legs, making sure the casualty's legs are shoulder-width apart.

2 Slide both arms under the casualty's arms, make a fist with your thumb tucked in (pg 13, Step 3) and position it against the centre of his breastbone. Cover your fist with your other hand.

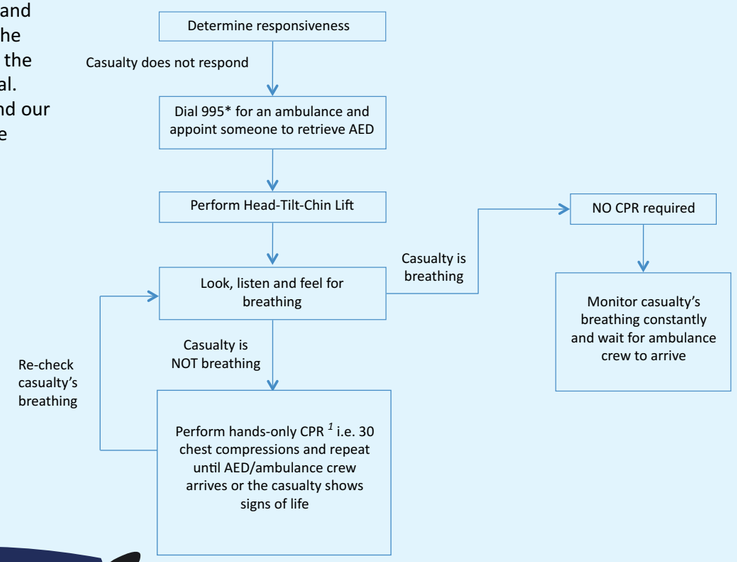
3 Give five thrusts in an inward motion and follow through steps 5 of the Heimlich Manoeuvre (pg 14).



Position fist and hand at the centre of breastbone

CARDIO-PULMONARY RESUSCITATION (CPR) AT A GLANCE

CPR is a life-saving technique used to rescue casualties who have collapsed from cardiac arrest. When performed promptly and correctly, CPR may restore the heart function and increase the casualty's chances of survival. You are encouraged to attend our Responders Plus Programme (pg 109) to gain a better understanding of the CPR procedure.



**All SCDF 995 Operation Centre specialists are trained to provide telephone CPR instructions. Follow the medical advice and instructions given by the 995 specialists to administer the CPR procedure.*

[1] To be complemented by the use of AED when it is available.

WHEN SOMEONE COLLAPSES FROM CARDIAC ARREST:

1. Tap the casualty on his/her shoulders and shout for his/her attention; If the casualty is not responsive, proceed to step 2.

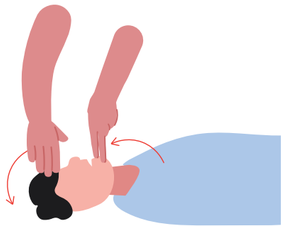
2. Ask someone to dial 995 for an ambulance and another person to get the nearest available AED.

3

If the casualty is not lying flat on his/her back, reposition the casualty while supporting and turning the casualty's head, neck and body at the same time.

4

Open the casualty's airway by performing the head-tilt-chin-lift manoeuvre as shown. This will lift the tongue off the back of the throat.



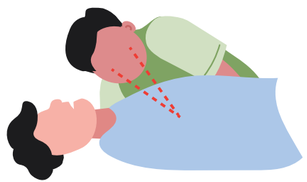
5

Maintain an open airway for the casualty and place your ear over the casualty's mouth and nose. To assess for breathing:

- **Look** for the chest rise and fall
- **Listen** for air escaping when the casualty exhales
- **Feel** for the flow of air from the casualty's mouth and nose

If the casualty is **breathing**, monitor the casualty's breathing constantly and wait for the ambulance crew to arrive.

If the casualty is **not breathing**, proceed to Step 6 and commence chest compressions.

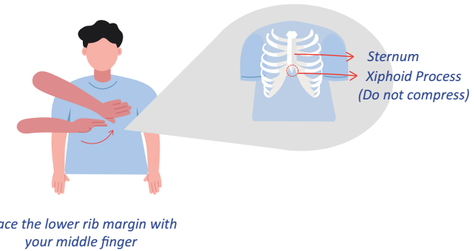


Cardio-Pulmonary Resuscitation (CPR)

First Aid

6

Using your hand closer to the casualty's feet, locate the sternum as shown by tracing the lower edge of their rib cage with your middle finger. Place your index finger next to your middle finger and position the heel of the other hand on the breastbone to meet the index finger as shown.



7

Release the two fingers and place this hand on top of the other, interlacing the fingers from both hands to secure the position. The fingers should be kept off the chest.

8

Straighten both elbows and position your shoulders directly above the casualty's chest. Perform chest compressions with the heel of your palm.

Cardio-Pulmonary Resuscitation (CPR)

9

Perform **30 compressions**. The compressions should be done at a rate of at least 100 compressions per minute and each compression should be at a depth of about 5cm.
(Note : Sometimes you may hear a cracking sound. Do not be alarmed. The sound is caused by cartilage or ribs cracking. Even if this occurs, the damage is not serious. The risk of delaying CPR or not doing CPR is far greater than the risk of a broken rib.)

(*Optional*) Give **2 mouth-to-mouth ventilations.** Maintain a head-tilt-chin-lift position to open the airway. Pinch the casualty's nose with your thumb and index finger to prevent air from escaping. Seal your lips around the casualty's mouth. Give 2 short breaths quickly, one after the other. Observe the chest rise with each breath. Release the nostrils after each breath. The duration for each breath is 1 second.

Repeat this sequence of 30 compressions until the ambulance crew arrives or when an AED is available or when the casualty shows signs of life. After which, re-check the casualty's breathing, perform CPR and use AED, if necessary.

You may count the compressions in sets of 5:

1 and 2 and 3 and 4 and 5 and
1 and 2 and 3 and 4 and 10 and
1 and 2 and 3 and 4 and 15
1 and 2 and 3 and 4 and 20
1 and 2 and 3 and 4 and 25
1 and 2 and 3 and 4 and 30

30 compressions *2 breaths (Optional)*

Refer to the Singapore Resuscitation and First Aid Council to know more: *https://srfac.sg*

Visit SCDF's myResponder app for a video demonstration on the CPR procedure and the application of AED (more information on pg 110).

Automated External Defibrillator (AED)

Defibrillation increases a casualty's chances of survival in the event of a cardiac arrest and it is the only treatment that can restart and restore a normal rhythm to a heart that has stopped beating.

Automated External Defibrillators (AEDs) have thus been installed in various public premises such as community clubs, shopping centres and sports council facilities to enhance the survival rates of cardiac arrest victims. SCDF's Save-A-Life Initiative (SAL), launched in August 2015, includes the installation of more than 5,400 AEDs - one AED installed at the lift lobby of every two HDB residential blocks, and near the guardhouse of eligible condominiums. All AEDs installed through SCDF's SAL initiative are registered on the national AED registry - a database of publicly accessible AEDs in public locations - linked to SCDF's myResponder app.

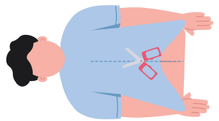
The AED is a computerised medical device that is capable of analysing the casualty's heart rhythm and directs the user to deliver an electric shock to the casualty. Upon switching on the AED, the device will read out instructions on how to operate the AED, when to perform CPR and when to deliver a shock to the casualty.

An AED will not advise shock if a person is obviously dead, has a pulse and/or breathing.

For instructions on the application of the AED, refer to pg 22.

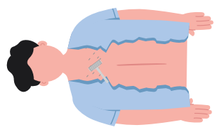
TO PREPARE THE CASUALTY

1. Paste the defibrillation pads onto the casualty's bare chest; tear or cut off any obstructing fabric if necessary.

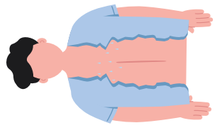


2. Remove/push aside any jewellery or accessories on the casualty's chest. Remove any patches (e.g. medicated patch) if they interfere with the placement of the defibrillation pads.

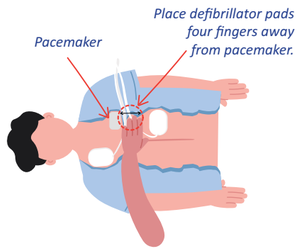
3. Shave excess hair on the casualty's chest to ensure that the defibrillation pads stick well to the skin *(Note: There is a shaver in the AED kit).*



4. Dry the casualty's chest area of any perspiration and moisture as these can reduce contact between the defibrillation pads and the skin.



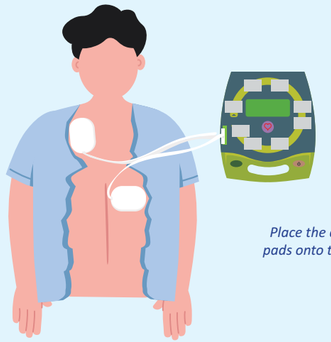
5. If there is any pacemaker, place defibrillation pads four fingers away from the pacemaker. In the meantime, ensure that continuous CPR is performed on the casualty.



APPLY THE DEFIBRILLATION PADS (WITH CPR IN PROGRESS)

- Follow the instructions on the packet and remove the pads.
- Peel off the backing and paste the pads as shown; ensure they are pasted down well with no air pockets.

You may now turn on the AED. Follow the AED's voice prompted instructions and perform CPR (pg 17) as required until the ambulance crew arrives or the casualty shows signs of life. Once the casualty shows signs of life, check for breathing. If the casualty is not breathing, continue with CPR and use the AED. If the casualty is breathing, monitor his breathing constantly until the ambulance crew arrives.

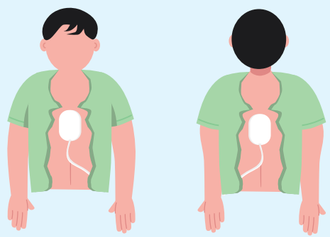


Place the defibrillator pads onto the casualty as shown

What happens when you hear 'Change Batteries' prompt when you are using the AED*:

DOs	DON'Ts
Stay calm	Do not panic and attempt to change batteries
Continue to use the AED and wait for help to arrive	Do not remove existing pads from patient's body
	Do not stop administering CPR

For children aged between one to eight years or weigh less than 25kg, paediatric defibrillation pads (which have reduced energy output) should be used. However, if paediatric pads are not available in an emergency, adult defibrillation pads can be used on children as a last resort, as shown in the image on the right.

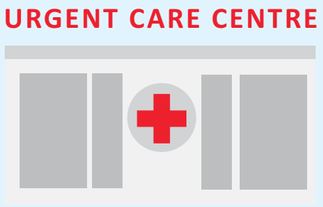


**For ZOLL AEDs at HDB lift lobbies. Do note that other brands of AEDs may have different prompts.*

Alternative Care Options for Non-Emergencies

For cases which do not require an emergency response, you can:

- Visit the nearest General Practitioner (GP), Polyclinic or Urgent Care Centre; or
- Consult a telemedicine service provider. Refer to the HealthHub on how to use the telemedicine safely: *https://www.healthhub.sg/highlights-and-insights/health-safety-advisory/using-telemedicine-the-safe-way*; or
- Contact the NurseFirst helpline (6262 6262) for advice on where to seek medical help.



CHAPTER 2

FIRE SAFETY

26 General Tips On Fire Safety
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44 If Your Vehicle Catches Fire
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48 Active Mobility Device (AMD) Fire

*Fires can cause major loss of lives and property if preventive measures are not adopted. Learning to identify fire hazards and removing them can minimise the risk of fires occurring. By taking such preventive measures, you are actively contributing to **Civil Defence** by safeguarding lives and property.*

General Tips On Fire Safety

FIRE PREVENTION TIPS TO SAFEGUARD YOUR HOME

GENERAL FIRE PREVENTION

- Do not throw burning embers (e.g. hot charcoal) and cigarette butts into rubbish chutes without fully extinguishing them first.
- Do not place window curtains or any combustible materials near praying altars, stoves or lighted materials.
- Keep lighted candles away from paper or cardboard decorations, curtains and furnishings; they should be placed in stable holders on a heat-resistant surface so that they will not fall over.
- Keep lighters, matches and candles away from children.
- Children playing with sparklers must be closely supervised by adults; sparklers should be lit at arm's length and unused ones are to be sealed in boxes and kept away from heat sources.

KITCHEN SAFETY

- Do not leave cooking unattended; turn off all the cooking appliances and unplug them when not in use.
- Keep stove-tops, cooker hoods and ovens clean and free of grease.
- Avoid wearing clothes with long loose sleeves when working near heat sources.
- Keep flammable products/perishables (e.g. cooking oil and wine) and combustible materials (e.g. paper and batteries) away from heat sources such as the stove.

ELECTRICAL SAFETY

- Do not overload electrical outlets and always switch off electrical appliances when they are not in use.
- Check for frayed wires and exposed wiring; if any are found, have the wires replaced immediately.
- Do not leave batteries or devices to charge unattended for an extended period of time or overnight. Do not tamper with, modify, or attempt to repair the batteries or devices on your own. Always follow manufacturers' instructions for charging and storage. Stop using the battery if you notice any damage or deformities.

Household Fire Safety Checklist

HOUSEHOLD FIRE SAFETY CHECKLIST		Yes	No
Electrical Wiring and Components	Do all controlled goods* e.g. 3-pins plugs, multiway adaptors, portable socket outlets have the SAFETY MARK? *Full list of controlled goods can be found in *www.consumerproductsafety.gov.sg/suppliers/cpsr/list-of-controlled-goods/* SAFETY MARK 123456-00		
	Are electrical outlets being used within their safe capacity without overloading?		
	Are all wires in the house in good condition? (i.e. without broken insulation and exposed wiring)		
	Are all wires laid in the open with none running under rugs, over hoods and through door openings?		
	Are heat-generating appliances e.g. toaster placed away from flammable materials?		
Negligence and Malpractice	Are candles and oil lamps placed on a stable surface with measures taken to prevent them from being knocked over easily?		
	Are matches, lighters and sparklers kept away from heat sources and children?		
	Are flammable liquids (e.g. cooking oil and wine) and combustible materials kept far away from heat sources such as the stove, heat appliances, lit joss sticks and candles?		
	Are cooking appliances (e.g. cooker hood) and the stove clean, free from grease and in good working condition?		
	Are flammable liquids kept in approved containers, clearly labelled and stored in ways such that they cannot be knocked over easily?		
	Is the Liquefied Petroleum Gas (LPG) cylinder kept in a well-ventilated area? A maximum of 30kg of LPG (2x 15kg cylinders) is permitted to be installed or stored within a private dwelling unit for domestic use.		
	Is the supply hose connecting the LPG cylinder to the stove/gas appliances in good condition, tightly fitted and without leakages?		
Preparing your home against fire	Is the common corridor outside the house unobstructed by discarded items (e.g. mattresses, furniture etc)?		
	Do you have at least one Dry Chemical Powder fire extinguisher at home?		
	Do all of your family members and occupants of the house know what number to dial in case of fire or other emergencies?		

We encourage you to take part in our online Home Fire Safety Checker. Scan QR code to find out more

Note: If you answered 'No' to any of the questions in the checklist, it is recommended that you rectify those areas as soon as possible to prevent fires from occurring in your house.

Liquefied Petroleum Gas (LPG)

FOR SAFE HANDLING OF LIQUEFIED PETROLEUM GAS (LPG)

- Purchase your LPG accessories with SAFETY MARK only from authorised dealers.
- Ensure that your LPG dealer conducts the 5-point safety check (include the hose, regulator, hose clips, cylinder and joints/connections) on the LPG system at least once a year.
- Always keep gas cylinders upright; never store them horizontally.
- Keep the gas cylinder from open flames, heat sources and electrical outlets.
- Ensure that there are no naked flames nearby when changing the gas cylinder.
- Store no more than one spare cylinder at any time, and the spare should be kept upright in a ventilated cabinet.
- Keep windows open and the kitchen well-ventilated while cooking; never leave cooking unattended or place flammable items near the flame.
- Turn off the gas supply at the regulator before leaving for overseas trips.
- Replace the gas tubing/hose based on the expiry date marked on the tubing/hose.
- Replace the regulators every 10 years starting from the manufacturing date marked on the regulator.
- If you fail to ignite the stove after switching on the gas valve, it is advisable to turn off the gas valve and open all the doors and windows to ventilate the kitchen for a while before trying to ignite again. This will prevent ignition of any flammable LPG cloud that could be surrounding you.
- To report on suspected LPG leakages or LPG fires, call SCDF at 995.

5-Point Visual Safety Check

Ensure your LPG dealers conduct systematic and comprehensive visual inspection of your LPG system. The 5-Point Visual Safety Check should include:

REGULATOR

- Examine if worn out or expired.

RUBBER HOSE

- Examine if worn out and replace immediately if damaged.
- Replace with a new set based on the expiry date stated on the hose.

CYLINDER

- Always keep gas cylinders upright and never store them horizontally. Check each cylinder for wear and tear.

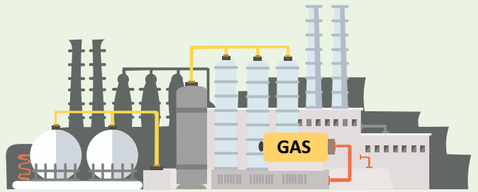
HOSE CLIPS

- Ensure that hose clips are neither loose nor too tightly fitted (which may cause an indent and cut on the rubber hose).

LEAK TEST / JOINT CONNECTIONS

- Examine all joint connections between stove and LPG cylinder for wear and tear.
- There is a leakage if bubbles appear when detergent or soap solution is applied on them.

Piped Town Gas



Piped town gas is piped gas supplied to domestic, commercial and industrial premises in Singapore.

FOR SAFE HANDLING OF PIPED TOWN GAS

- Always purchase a gas hob/cooker with SAFETY Mark label.
- Do not leave cooking unattended.
- Keep flammable liquids and combustible materials away from gas appliances.
- Install gas appliances in well-ventilated areas and maintain adequate ventilation.
- Ensure there is no smell of gas before lighting the oven.
- Leave the oven door slightly open before using the oven grill.
- You should only engage City Energy or a Licensed Gas Service Worker (LGSW) for any installation or alteration of gas pipes.
- You may contact City Energy to temporarily cut off gas supply prior to carrying out renovation.
- End users are advised to carry out proper maintenance of gas appliances.

SAFETY MARK
123456-00

Gas Leak

DISPOSAL OF USED LPG CYLINDERS & USING LPG CYLINDERS IN PUBLIC PLACES

For disposal of your used LPG cylinders or use of LPG for an outdoor event, please contact the following suppliers:

Esso LPG	6455 1169
SingGas	6863 4292
SunGas	6565 6565
Union Gas	6333 5555
LPG Association	6280 6612

IF YOU SMELL A GAS LEAK:

- Put out all flames and turn off the gas stove, gas valves and regulators.

- Open all windows and doors to ventilate the area.

- Keep a safe distance from the gas leak area.

- Do not use a naked flame.

- Do not turn on/off any switches or appliances.

- Do not use a cell phone in the vicinity.
- Call your authorised dealer from a safe distance to report the gas leak immediately.
- If you are using piped gas, call 1800-752-1800 from a safe distance.

IF YOUR WOK OR OTHER COOKWARE CATCHES FIRE

- Cover it with a wet cloth and the fire will be extinguished; do not pour water into it as the fire will spread.
- Turn off the gas supply immediately.

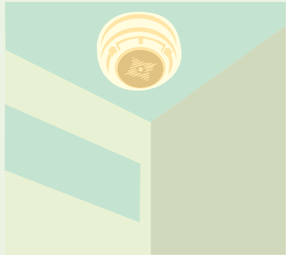
Home Fire Alarm Device (HFAD)

A HFAD (Home Fire Alarm Device) is an automatic smoke or heat detector which provides early warning of a fire by sounding an alarm to alert the occupants. A smoke detector is more effective in providing early warning of fire compared to a heat detector. It is therefore recommended for the primary protection of homes.

A HFAD should be installed on the ceiling along an escape route within a home (e.g. living room, internal corridors or staircase entrances). Additional HFAD can be installed in bedrooms or other spaces of enhanced protection.

TIPS ON SMOKE DETECTORS

- Install smoke detectors on the ceiling near sleeping areas and other places where fire is likely to occur.
- Test your smoke detectors regularly based on the manufacturer's instructions.
- Follow the manufacturer's instructions on cleaning the smoke detectors regularly.
- Ensure that smoke detectors have their batteries changed yearly or when indicated by the device, whichever is earlier.

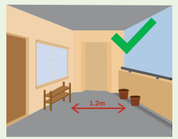


Home Type	Number and locations of detectors
Single-storey homes: - HDB flats - Apartments/Condominiums - Single-storey landed dwellings	• Minimum 1 smoke detector • Installed along circulation area*/escape route • Optional: Additional detectors can be installed in other spaces for enhanced protection *Circulation area refers to common areas such as living room, corridors, dining rooms or staircase landings. It excludes spaces such as bedrooms, storerooms or bathrooms.
Multi-Storey Homes - Landed/non-landed dwellings - HDB flats - Apartments/Condominiums	• Minimum 1 smoke detector per storey • For storeys with circulation area >70m^2, at least 2 smoke detectors need to be installed on that storey • Installed along circulation area/escape route e.g. living room, corridor, and/or staircase landing • Optional: Additional detectors can be installed in other spaces for enhanced protection

Fire Hazards At Common Areas

GUIDELINES ON THE USE OF COMMON AREAS IN HDB ESTATES

DOs	DON'Ts
Keep all staircases and landings clear at all times.	Do not store any items inside dry/wet riser or hose reel compartments.
Maintain a minimum 1.2 m-wide escape passage along common corridors (measured from the parapet wall to the nearest item such as shoes or movable racks).	Do not place any items along corridors other than shoe racks or clothes racks.
Ensure corridors and access routes remain clear and unobstructed for emergency crew access.	Do not obstruct staircases or escape routes with any items.



These fire hazards can seriously hamper firefighting efforts, fire evacuation and conveyance of patients during a medical emergency.

If you are an owner, operator or part of the management of shopping centres, public entertainment premises and supermarkets, avoid exceeding the permissible occupant load of your building as too large a crowd will adversely affect evacuation procedures during emergencies.

IF YOU DISCOVER A FIRE HAZARD

You may report it to the SCDF via the:

- Online Fire Hazard Report Form available

  (Visit: *https://www.scdf.gov.sg/home/feedback*)

- Fire Safety Feedback module within myResponder mobile app (more information on page 110).

- SCDF Hotline at 1800 280 0000.

When A Fire Breaks Out

IF YOU DISCOVER A FIRE

- Evacuate immediately if you are on the fire floor or within two floors above it.
- If you are on the other floors, it is generally safer to remain inside your unit with all windows and doors closed, unless instructed otherwise by the authorities.

IF YOUR HOME IS ON FIRE

- Fight the fire only if you are able to without endangering yourself or others.
- If you are unable to extinguish the fire, evacuate your home immediately and call 995 for assistance.
- If possible, close the door of the affected room and/or the main door as you leave to contain the fire.

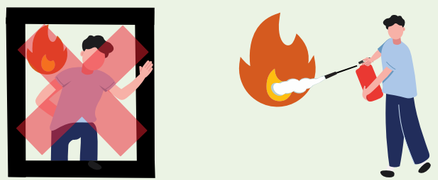
IF YOU ARE UNABLE TO ESCAPE

- Stay low and keep close to the ground as smoke rises during a fire.
- Run to the room furthest away from the fire, shout for help to alert others and call 995 if you are able to.
- Shut the door behind you and seal the gap beneath the door with a wet towel or rug to prevent smoke from entering.
- Stay calm and do not attempt to jump out of the building.

Fight the fire only if you are able to and without endangering yourself and others.

Ways of extinguishing a fire include:

- Using water on burning papers, wood and fabrics, but never on flammable liquids such as oil, as this will cause the fire to spread.
- Using a suitable fire extinguisher (pg 35).
- Using a hose reel (pg 38).



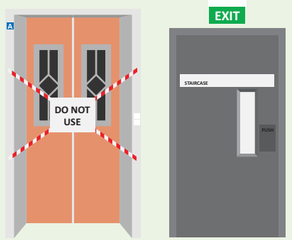
When A Fire Breaks Out

WHAT IF A FIRE BREAKS OUT IN A SUPER HIGH-RISE RESIDENTIAL BUILDING?

A super high-rise residential building refers to a building with more than 40 storeys.

If the fire is small, extinguish it. Otherwise,

- alert others,
- dial 995 to inform the SCDF and
- activate the nearest fire alarm



Always stay safe:

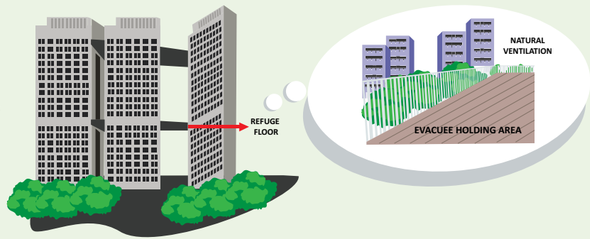
Do not use the lift but evacuate the area via the exit stairs immediately.
If you're too far from the first floor, proceed to the nearest refuge floor.

What is a refuge floor?

A refuge floor is a special floor that serves as a safe holding area so that residents do not have to travel many floors down to leave the building in case of a fire. You may identify a refuge floor by the sign **'Evacuee Holding Area'** displayed on the wall immediately outside the staircase at the refuge floor and inside the staircase.

The unique design of a refuge floor includes:

- natural ventilation
- made of fire-resistant materials
- one refuge floor is generally provided at an interval of not more than 20 storeys



What is a fire lift?

A fire lift is a special lift designed to support fire-fighting and firefighter-led evacuation operations during a fire. Equipped with emergency power supply, it could be manually operated by the SCDF firefighters during a fire emergency.

Super high-rise residential buildings should have at least two fire lifts. This requirement was incorporated in the Fire Code in 2013. In the event of a fire, do not use any lift unless you are guided by the firefighters or trained first responders. You should evacuate via the exit staircases.

Fire Extinguishers

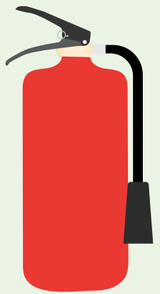
Fire extinguishers are essential for putting out minor fires before they spread and cause greater damage. A dry powder extinguisher is effective because it works on different types of fires. By following the P.A.S.S method (pg 36), you can provide assistance and fight the fire in its early stages. To make fire extinguishers more accessible, a 2kg dry powder extinguishers have been installed at the lift lobbies of every two HDB blocks under the Lifesavers' Emergency Point (LEP) project.

It is recommended that each household has at least one Dry Chemical Powder fire extinguisher that is certified by a Certification Body accredited by the Singapore Accreditation Council. Such fire extinguisher can be used to extinguish many types of household incipient fires. The list of authorised fire extinguisher dealers and servicing workshops is available on the SCDF website: https://www.scdf.gov.sg/fire-safety-services-listing/permits-and-certifications/portable-fire-extinguisher

Note: The SCDF is not linked to any fire extinguisher distributor that does any door-to-door sale of fire extinguishers.

TYPES OF FIRE EXTINGUISHERS

	EFFECTIVE AGAINST FIRES INVOLVING		
TYPES OF FIRE EXTINGUISHERS	**Ordinary combustible materials, e.g. paper, cloth, wood, plastics, rubber**	**Flammable liquids, e.g. oil, paint, thinner**	**Electrical or electronic equipment**
Water	Yes	No. Not to be used against oil fires as this will cause the fire to spread	No
Carbon Dioxide	No	Yes, but less effective in open areas	Yes
Dry Chemical Powder	Yes	Yes	Yes



Fire Extinguishers

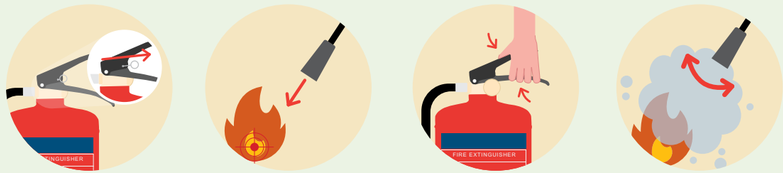
TO USE A FIRE EXTINGUISHER, USE THE P.A.S.S METHOD

Pull 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.



DISPOSAL OF FIRE EXTINGUISHERS

For safety reasons, please do not dispose fire extinguishers in the rubbish chute/bin. You are advised to contact the manufacturer or supplier of the fire extinguishers to ascertain if they are able to dispose the items.

The contact details of the manufacturer or supplier can usually be found on the fire extinguishers. Alternatively, you may refer to the TÜV SÜD PSB Pte Ltd website at https://www.tuvsud.com/en-sg/resource/certificate-finder/product-listing-scheme/fire-extinguishers for a list of companies registered for the servicing, maintenance, and disposal of portable fire extinguishers.

Note: A nominal fee will be charged by the manufacturer or supplier for collecting the fire extinguishers for disposal.

Fire Blankets

Fire blankets provide an effective and safe solution for tackling incipient fires in residential homes. This fire safety device is useful for containing small household fires such as electrical and kitchen fires. Fire blankets are made from fire retardant materials which smother flames and cut off the oxygen supply, preventing further spread or injury.

It is advisable for each household to keep at least one fire blanket that is certified to the latest BS EN 1869 standard. Such fire blankets can help contain household incipient fires when deployed correctly.

Note: The SCDF is not linked to any fire blanket distributor that does any door-to-door sale of fire blankets.

HOW TO USE A FIRE BLANKET SAFELY

- Switch off the heat source or electrical supply immediately if possible.
- Remove the blanket from its packaging by pulling the fabric straps.
- While holding the straps, place the blanket over the fire.
- Stretch the blanket out so that it is large enough to smother the flames.
- Fight the fire only if you are able to and without endangering yourself or others.
- If you are unable to contain the fire, evacuate your home immediately and call 995 for assistance.
- If possible, close the door of the affected room and/or the main door as you evacuate to minimise fire spread.

Hold the strap and place the blanket over the fire

Manual Call Points And Hose Reels

In the event of a fire, use a sharp object (e.g. keys) to break the glass of the nearest manual call point to activate the fire alarm system. This will alert all occupants to the fire and prompt them to evacuate the premises.

When activated, the manual call point will sound the fire alarm.

To put out the fire, you may use a fire extinguisher (pg 36) or a hose reel.

When activated, the manual call point will sound the fire alarm

TO OPERATE A HOSE REEL

1. Turn on the hose reel valve in an anti-clockwise direction.
2. Pull out the hose and test to see if there is water. Run it to the fire.
3. Turn the nozzle for water and direct it at the base of the fire.

To turn on the hose reel

Note: Timely evacuation in a fire situation is important. When the fire alarm is sounded, one should take it seriously and immediately evacuate the premises.

Casualty Evacuation

When stretchers are not available or cannot be improvised, you may need to transport casualties by methods such as those listed below. You are recommended to undergo our Responders Plus Programme (pg 109) for a better understanding of these casualty evacuation methods. You may risk injuring yourself and your practice partner if you attempt some of these techniques on your own without proper training.

HUMAN CRUTCH

Used when the casualty is conscious and able to walk with some assistance. Hold him firmly around the waist and use your shoulders to support his arm while allowing his body weight to rest on you.

FIREMAN'S LIFT

Used for lightweight casualties. Stoop low, bend the casualty over your shoulders and lift him up. Secure the casualty's leg with your arm as shown for more stability.

PIGGYBACK
Used when the casualty is lightweight, conscious and able to hold on to you.

CRADLE
Used when the casualty is a child or a lightweight adult. Slip your arms beneath the child's shoulder blades and knees to ensure that casualty will be in the most comfortable position.

FIRE EVACUATION ADVISORY FOR ELDERLY AND PEOPLE WITH DISABILITIES (PWDs)

If an elderly and/or PwD cannot use the stairs to evacuate due to mobility limitations, they should note these guidelines:

- Call 995, inform the SCDF dispatcher of your exact location e.g. unit number, floor etc. and that assistance is required due to a mobility issue. This ensures that SCDF responders are aware of the situation.
- In the event of fire in your unit, leave the unit if possible. Proceed to the nearest lift lobby. However, do not risk moving if the path is dangerous or blocked.
- If you cannot evacuate your unit safely, seek shelter within a room (preferably with a window). Keep the door closed to prevent smoke from entering the room.
- If the fire is in the next unit, leave your unit and seek shelter at the nearest lift lobby if possible. Otherwise, adopt the same steps indicated above.
- SCDF will dispatch responders to rescue you whether you are seeking shelter at home or at the lift lobby. SCDF will search for you based on the information provided to the 995 call taker.

If an elderly and/or PwD resides in a HDB unit, it is advisable for them or their **caregivers to have a clear plan** in place for emergencies, including:

- Familiarising with evacuation routes from their unit to a safe location;
- Identifying neighbours who can assist in evacuation; and
- Ensuring that emergency service numbers e.g. 999 or 995 are made known to them

Note: Persons who are deaf or hard of hearing may alert SCDF during a fire emergency by sending an SMS to 70995.*

**The SCDF introduced the Emergency Short Messaging Service (SMS) function as part of its overall 995 emergency call taking capability. The number designated for SCDF's Emergency SMS is 70995. This service is specially catered for people who are deaf, hard-of-hearing or have speech impairment. They can use mobile phone to send an SMS to SCDF during emergencies, such as fire and/or a serious medical condition requiring SCDF emergency services.*

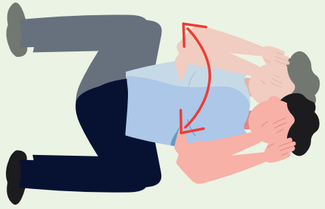
If Your Clothes Catch Fire

STOP, DROP AND ROLL

1. Stop running and remain calm.

2. Drop to the floor immediately.

3. Roll over from side to side to smother flames while covering your face with your hands.



Tips on Preventing Vehicle Fire

PRIMARY CAUSE OF VEHICLE FIRE

The primary cause of vehicle fire in Singapore is ignition sources such as:

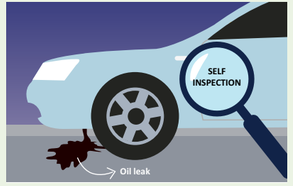
- Overheating.
- Electrical faults within the engine compartment.

EQUIP YOUR VEHICLE WITH A FIRE EXTINGUISHER

- Most vehicle fires start small but develop rapidly due to the presence of flammables such as petrol, diesel and lubricants.
- Equip your vehicle with a fire extinguisher so that you can extinguish an incipient fire before it spreads.
- See pg 36 on how to operate a fire extinguisher.

PREVENTIVE TIPS

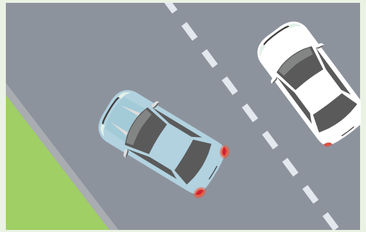
- Prevent your vehicle from catching fire by servicing it regularly at authorised vehicle workshops.
- During each servicing session, do ensure that the vehicle's electrical, engine and fuel systems are checked for any defect.
- Outside of the scheduled servicing period, you are encouraged to conduct visual checks for any sign of oil leakage.



If Your Vehicle Catches Fire

WHEN YOU OBSERVE SMOKE OR FLAMES COMING FROM YOUR VEHICLE

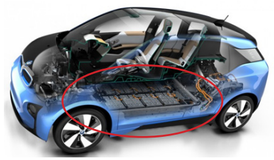
1. Slow down, signal and drive to the side of the road.
2. Turn off the engine and evacuate from the vehicle immediately.
3. Dial 995 for help.
4. If there is a fire extinguisher in the car, use it to put out the fire while it is still small without putting yourself and others in danger.
5. If the fire grows big, move away from the vehicle to a safe area and wait for the arrival of the SCDF.
6. Warn oncoming traffic of the burning vehicle and keep onlookers and others away from the fire. Ensure your personal safety while doing so.



Electric Vehicle (EV) Fire

As EVs (both pure EVs and hybrid EVs) run on electricity from High Voltage (HV) batteries, this poses a different kind of challenge as compared to fires involving Internal Combustion Engine (ICE) vehicles (e.g. risk of electrocution and extreme heat from the affected HV battery if it undergoes thermal runaway[1]).

- If you detect a fire and have a fire extinguisher with you, you may attempt to extinguish the vehicle fire while it is still small or safe to do so. Otherwise, call 995 for SCDF's assistance.
- If you notice signs of a battery fire[2] involving an electric vehicle, do not attempt to extinguish the fire and instead call 995 for SCDF's assistance.
- When calling 995, you should provide the license plate of the vehicle or the model of the EV and a brief description of the area on fire (e.g. front bonnet, middle section of EV, undercarriage of EV).

	Identifying pure EVs and Hybrid EVs	The EV High Voltage (HV) Battery is commonly located at:
Hybrid EVs	Label insignia - "Hybrid"	Trunk or Under/Behind Rear Seat
Pure EVs	Lack of exhaust pipe	 Undercarriage Transmission Hump

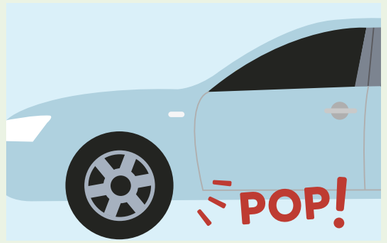
1 *Thermal runaway refers to a condition when an electrochemical cell increases its temperature through self-heating in an uncontrollable fashion and progresses when the cell's heat generation is at a higher rate than it can dissipate, potentially leading to off-gassing, fire, or explosion. Common causes of thermal runaway can be due to physical impact or over-charging of the battery.*

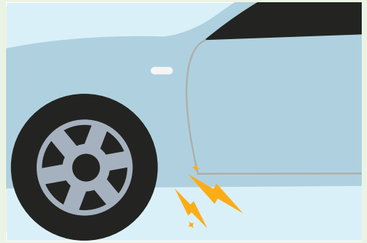
2 *Such signs could include audible and distinguishable popping/hissing sounds from the battery compartment, visible sparks, sudden thick amount of greyish/whitish smoke spewing out in high volume and jet-like directional flames.*

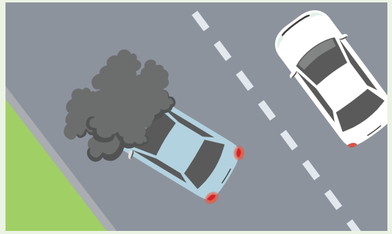
Electric Vehicle (EV) Fire

TELLTALE SIGNS OF ELECTRIC VEHICLE (EV) FIRE

- Audible and distinguishable popping/hissing sounds from the battery compartment.
- Visible sparks.
- Sudden thick amount of greyish/whitish smoke spewing out in high volume.
- 'Jet-like' directional flames.







Solar Photovoltaic (PV) Panel Fire

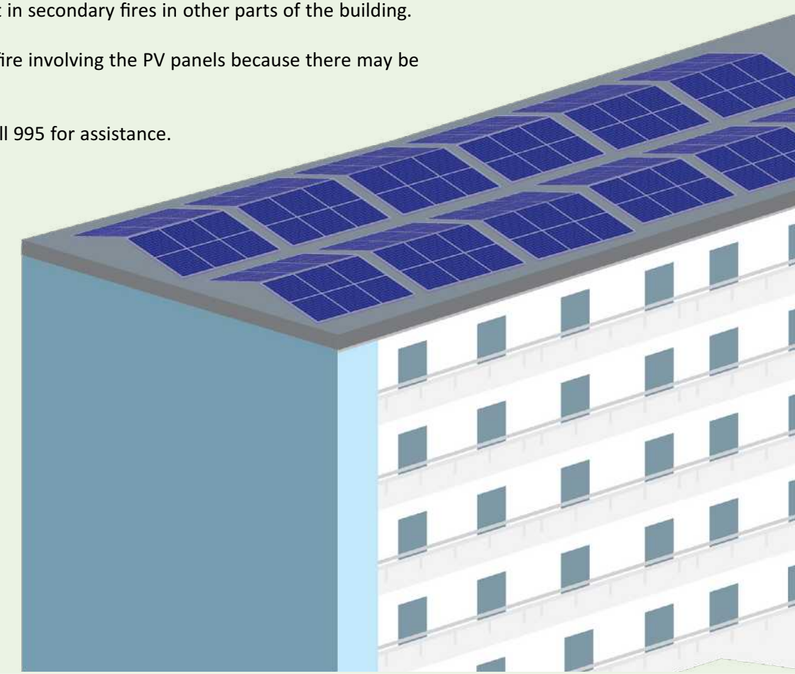
Solar photovoltaic (PV) panels are typically installed on buildings and structures for energy harvesting. In Singapore, solar PV panels are commonly found on building rooftops.

While they are most efficient in harvesting sunlight for energy, the panels may continue to generate power even at night in the presence of a strong light source. Hence, it is always safer to assume that the solar PV panel is energised and to exercise caution around it.

In the event of a fire involving solar PV panels, it would help if you are aware of the location of the main isolation switch and inform the SCDF first responders of its location upon their arrival. This would enable SCDF responders to safely isolate the building from any potential power surge due to the affected solar PV system that may result in secondary fires in other parts of the building.

However, do not attempt to extinguish the fire involving the PV panels because there may be a risk of electrocution.

You should retreat to a safe distance and call 995 for assistance.



Active Mobility Device (AMD) Fire

Active mobility devices[1] governed under the Active Mobility Act (AMA) include Power-Assisted Bicycles (PABs), Motorised and Non-motorised Personal Mobility Devices (PMDs) and Personal Mobility Aids (PMAs).

ADVISORY ON ACTIVE MOBILITY DEVICE (AMD)

Fires involving AMDs with lithium-ion batteries can escalate very quickly. When a lithium-ion battery goes into thermal runaway, the battery may explode, and toxic gases may be emitted. The fire could spread quickly, narrowing the window of escape in seconds. Hence, it's important to know what to do when an AMD is on fire at home, workplace or in public areas.

WHAT TO DO WHEN FACED WITH AN AMD ON FIRE

When an AMD catches fire at home, at the workplace or in a public area:

- Shout to alert others who may be around you, evacuate from the unit immediately, close the door to limit the fire spread. If you are in an open area, stay away from the AMD on fire.
- Call 995 for help.
- Do not fight the fire. Lithium-ion battery fires spread quickly and may explode.

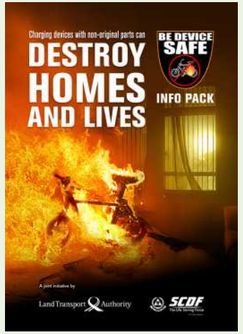
IF YOU ARE UNABLE TO ESCAPE

- Quickly move to the room furthest away from the fire, shout for help to alert others and call 995 if you can.
- Shut the door behind you and seal the gap beneath the door with a wet towel or rug to prevent smoke from entering.
- Stay calm and do not attempt to jump out of the building.

FIRE SAFETY TIPS WITHIN HOMES/WORKPLACE/PUBLIC AREAS

- As means of escape is crucial when a fire occurs:
  - Keep an unobstructed and clear path to exit from your home or workplace.
  - Charge the AMD away from the exit of home or workplace.
  - Do not charge AMD in common areas e.g. common corridors.
  - Educate those at home or workplace on steps to take for an AMD fire as well as evacuation procedure.
- Home Fire Alarm Device (HFAD)
  - A HFAD provides early warning in the event of a fire which helps minimise fire-related injuries and fatalities.

Scan QR code to find out more



Scan QR code to find out more

1 Refer to the LTA website at https://www.lta.gov.sg for more information under Getting Around > Active Mobility > Rules & Public Education > Rules & Code of Conduct

CHAPTER 3

PEACETIME EMERGENCIES

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*Though most natural disasters (e.g. floods, lightning storms and tsunamis) are beyond our control, we are still able to increase our chances of survival by acquiring the necessary knowledge and skills to ensure our safety in such emergencies. These invidual preparedness efforts are integrated to our nation's **Civil Defence**, building a resilient society capable of withstanding various challenges. When you are prepared, you are better able to help those around you who need support, supporting **Social Defence**.*

Ready Bag

The Ready Bag contains essential items that will help you in an emergency. You should bring it along with you when you are required to evacuate your home. Every member of your family should know where the Ready Bag is kept and it is recommended to be stored in an easily accessible location even in the dark (e.g. during power outages).

Preparing a Ready Bag is an act of Civil and Psychological Defence by preparing you and your family for immediate needs during an emergency.

THE READY BAG SHOULD CONTAIN THE FOLLOWING ITEMS:

ESSENTIAL ITEMS	USAGE
Torchlight without batteries	In case of power outage and when evacuating in the dark.
Batteries	For powering the torchlight and radio; pack extra batteries and do not fit batteries into the devices until needed, as leaving them there may result in leakage or rust.
Essential personal medication and healthcare supplies	For any existing medical condition of yours and your family, e.g. asthma, heart problems etc., hand sanitisers for protection against transmission of bacteria, viral infections and viruses.
Whistle	To call for help or alert others; shouting may be tiring, ineffective and may even cause you to inhale dangerous amounts of smoke and dust in some cases.
First aid kit	To treat any minor injuries.
Childcare supplies and other special care items	To meet the needs of any special individuals in the family, e.g. infants.
N95 Mask	To protect you and your family from excessive exposure to pollutants and air-borne infections.

Ready Bag

OPTIONAL ITEMS FOR THE READY BAG INCLUDE:

- Cash
- Pocket radio without batteries
- Pre-charged portable power bank
- Bottled water and dry foodstuff
- A set of spare clothing, e.g. T-shirt and track pants
- A list of essential service numbers, e.g. telephone numbers of utility companies, insurance companies etc.

POINTS TO NOTE ON THE READY BAG

- You may have more than one Ready Bag, e.g. one for each family member.
- Do not pack bulky items into the Ready Bag as it may hamper movement during an emergency.
- Check expiry dates of items in the bag and replace them when needed e.g. perishables, first aid supplies and masks.
- Periodically replace batteries with new ones and do not place them inside devices e.g. torchlight.
- Ensure portable power banks are sufficiently charged to support phone use as a torchlight and radio, and recharge them every two to three months to keep them in working condition. Use only power banks that meet Singapore's consumer product safety requirement.

The Ready Bag should be portable and not too heavy or bulky

Peacetime Emergencies

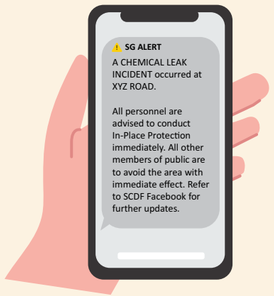
Emergency Alert (SG Alert)

STAYING INFORMED IN A CRISIS

During a major emergency, the SCDF will broadcast SG Alert messages to your mobile phone[1]. These messages are only sent when there is an emergency that requires you to be notified and take **immediate action** to stay safe. When you see the SG Alert, it is essential to stop what you are doing, read the message carefully, and follow the instructions provided.

The SG Alert is designed to provide you with key information relating to the emergency such as:

I. Brief description of the incident
II. Affected location(s)
III. Protective actions you should take
IV. Official sources for more details



The SG alert has language filtering features. Users will receive SG Alert messages in English and one of the other three official languages as per your mobile phone's default language settings.

HOW WILL YOU KNOW IT IS AN SG ALERT?

SG Alert will have the following key features:

KEY FEATURES	FUNCTIONS
Distinct Alert Tone and Vibration	Even if your phone is set to the silent mode, the emergency alert will still trigger a loud alert tone and vibration pattern for a brief duration.
Full-screen Override	The SG Alert message will 'pop up' and feature prominently on your screen. You will need to acknowledge the message before you can continue to use your mobile phone.
No App Required	There is no need to download any specific app or sign up for a service to receive the SG Alert. The feature will be available on modern smartphones.

Note: We strongly encourage you to listen to an audio recording of the SG Alert tone by logging on to www.scdf.gov.sg under Emergency Alert (SG Alert).

1 The SG Alert will be made available to subscribers of Singtel from mid-2026 and thereafter progressively rolled out to subscribers of all other local telcos by mid-2027.

Stockpiling

Stocking up on essential items can help you and your loved ones survive an emergency. Be resilient and prepare for potential food supply disruptions by following the ABCs.

This proactive measure is a practical step in Economic Defence, ensuring basic needs are met when supply chains are disrupted, and reinforces Psychological Defence by providing a sense of security and preparedness. A list of recommended items is shown below:

A - Adapt and be flexible with your food options.

B - Buy and keep a reasonable amount of non-perishable food in your pantry for emergencies.

C - Consume only what you need and choose alternatives.

Keeping a two-week supply of essential food items like these can help you and your loved ones during a crisis or an emergency.

Note: Regular rotation of stocked-up items is advised to ensure the safety of the food.

RICE (e.g. raw or cooked instant rice)

UNCOOKED NOODLES (e.g. pasta or instant noodles)

CANNED FOOD (e.g. assorted cans of meat, vegetables, and beans)

Lightning

When there is a thunderstorm, stay indoor by seeking shelter in your home, in a building or vehicle and stay away from metal objects and fixtures.

IF YOU ARE AT HOME

- Avoid taking a shower or bath; plumbing and bathroom fixtures can conduct electricity.
- Avoid using a corded telephone unless it is an emergency; cordless and mobile phones are safe to use.
- Unplug electrical appliances and other electronic items e.g. computers; power surges caused by lightning can damage these items.

IF YOU ARE IN THE OPEN

- Do not stay on high ground.
- Seek shelter in a building or vehicle; if that is not possible, seek shelter in a low-lying area such as a thick growth of small trees and crouch into a 'ball-like' position on the ground.
- Do not ride on a bicycle, motorcycle or golf cart; if you are travelling on them, get off them as soon as possible and seek shelter.
- Spread out if you are in a group.
- Avoid holding metal objects and standing under tall trees or near metal fences, pipes and rails.
- Avoid using handphone, electrical appliances and electronic equipment.
- Head for shore if you are in open water.

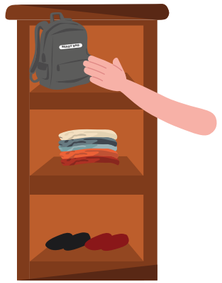
For more information on lightning, heavy rain, earthquake, air pollution, environmental data, please visit www.weather.gov.sg, www.nea.gov.sg and download the myENV mobile application.

Floods

When there is a flood, move to higher ground.

IF YOU ARE AT HOME

- Tune in to the local radio stations and follow PUB's flood alert channels for regular updates from the authorities.
- Stay put but grab your Ready Bag (pg 50) and be prepared to evacuate immediately when advised to do so by the authorities.
- If you think that it is dangerous to remain at home, dial 995 or 999 (provide your name and address) and evacuate immediately, moving to higher ground away from open areas, streams and storm drains.



IF YOU ARE IN A VEHICLE

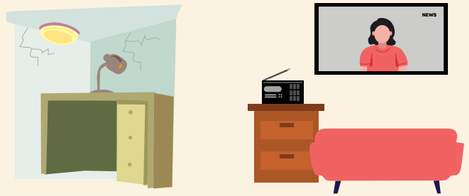
- Tune in to the local radio stations and follow PUB's flood alert channels to adjust your travel route accordingly.
- Be alert to signs of flooding.
- Avoid driving through a flooded area above road kerb height or where the road markings are no longer visible.
- If the vehicle stalls in rapidly rising waters, do not restart your vehicle. Turn on hazard lights, call 995 or 999 for assistance and move to higher ground.
- Do not walk through moving water higher than your ankles; if you must, use a stick to check the firmness of the ground in front of you and try to walk in stagnant water.

Tremors

To date, tremors felt in Singapore have all been due to earthquakes in the region and there are no records of serious impact affecting the island. Meteorological Service Singapore (MSS), the SCDF and the Police will take immediate action should there be indications of such ground movements posing a threat to Singapore.

IF YOU ARE INDOORS

1. Keep calm and stay away from windows, display shelves, lighting fixtures or anything that may fall on you and cause injury.
2. Take cover under a sturdy table, preferably made of wood or other strong materials.
3. When the tremors stop, get out from under the table and switch off all gas and electrical appliances; do not touch any damaged electrical wiring.
4. Do not use matches on other naked flames as there might be a gas leakage caused by the tremors. Dial 1800 752 1800 to report a gas pipe leakage if you smell one.
5. Check your surroundings for any new cracks and other structural defects on building elements such as walls, columns and beams. Evacuation is only necessary when there are visible signs of structural defects on building elements (e.g. new cracks).



6. If there are new cracks:
   a. Call the Building & Construction Authority (BCA) at 1800 342 5222 or the management office of the non-HDB building.
   b. Call the Essential Maintenance Service Unit (EMSU) serving your area if you are in a HDB estate; the number can be found at the lift lobby.
7. Tune in to the local radio or television stations for updates on the tremor situation.
8. Avoid dialling 995 or 999 to prevent the jamming of emergency lines; call the SCDF or Police only if there is an emergency.

Tremors

IF YOU ARE OUTDOORS

1. Stay away from buildings and overhead electrical cables.
2. Remain in the open until the tremors stop.
3. If you are driving, stop as soon as safety permits and remain in your vehicle. Avoid stopping near trees, buildings, bridges, overpasses or overhead electrical cables.

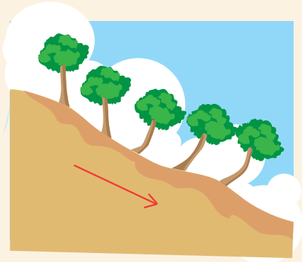
IF THERE IS A NEED TO EVACUATE

1. Switch off all lights and electrical appliances.
2. Turn off all gas appliances and taps.
3. Gather family members together.
4. Grab your Ready Bag(s).
5. Lock up your house.
6. Leave the building in an orderly manner via the staircases; do not use the lifts.

Landslides are typically preceded by irregularities in slope profile. Should you notice any signs of slope failure listed below, it is recommended that you engage a professional engineer to inspect, assess and recommend solutions to rectify the problem.

SIGNS OF SLOPE FAILURE

- New cracks in and bulging or misalignment of the earth.
- Tilted trees, fences and utility poles along slopes.
- Accumulation of water behind retaining walls or new locations of water breaking through the ground surface.
- Erosion or washing away of vegetation and top soil on the slope.
- Upheaval of ground at or near the bottom of the slope.

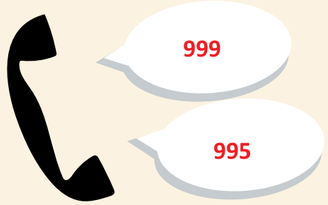


WHEN A LANDSLIDE OCCURS AND DEBRIS FLOWS

- If it is safe to do so, turn off gas, electricity and water supplies as they may cause additional damage.
- Alert your neighbours.
- Grab your Ready Bag(s) and evacuate immediately if safety permits; move out of the path of the landslide.
- If you are driving, be especially alert and look out for collapsed pavement, mud, fallen rocks and other signs of a possible debris flow.
- If you or others are trapped, dial 995 or 999 and if possible tune in to the radio or television for updates on the landslide situation.
- Wait for rescue and stay calm and alert.

AFTER A LANDSLIDE

- Dial 995 or 999 to report any emergencies.
- Stay away from the affected area, building structures and electrical cables as there may be more landslides.
- Direct rescuers to the locations of injured and trapped persons near the affected area; do not enter the hazard area.
- Seek clearance and follow instructions from relevant authorities before returning to affected houses.
- Report structural defects to the:
  i. Building & Construction Authority (BCA) at 1800 342 5222 or the management office of the non-HDB building.
  ii. Essential Maintenance Service Unit for HDB blocks; the telephone number can be found at the HDB block's lift lobby.
- Tune in to the radio or television for updates on the situation.



Power Outage

It is recommended that you pack a torchlight and spare batteries in your Ready Bag (pg 50) in case of power outages. Matches and candles are not advisable as they may be difficult to handle without adequate lighting. The Ready Bag will therefore need to be stored somewhere easy to reach even in the dark. In addition, you may prepare backups such as portable power banks which can help to power your mobile phone and devices during an outage. Do ensure these backup devices are sufficiently charged.

WHEN A POWER OUTAGE OCCURS

Assess the situation

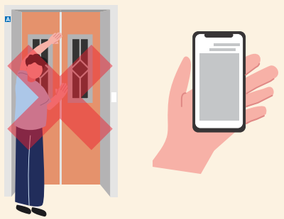
- Assess your situation, check if the power outage affects only you or nearby buildings as well.

Be careful with your power usage

- Retrieve your Ready Bag, turn on the torchlight and tune in to the radio for updates on the situation.
- If people are trapped in the lift during a power outage:
  i. Do not dial 995 or 999 unless there is a life-threatening situation or a need for the emergency medical services.
  ii. For HDB estates, call the Essential Maintenance Service Unit for help (EMSU). (The telephone number can be found at the lift lobby)
- If you are trapped in the lift, stay calm, press the alarm button and wait for help to arrive; do not attempt to force open the lift doors.
- If you are driving and the street lights go off, keep your headlights turned on at all times and drive slowly.
- Keep fridge doors closed for perishables to last longer.
- Switch off electrical appliances to prevent damage from power surges when power is restored.

Check for official updates

- Check for official updates by visiting the social media channels of SP Group and the Energy Market Authority (EMA) for updates on power restoration and be careful not to fall for fake news.

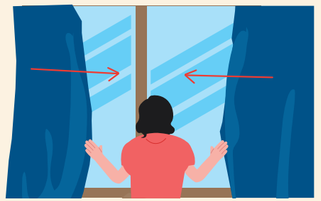


Typhoons And Tropical Storms

Avoid travelling overseas during the typhoon season of your destination country. It is recommended that you keep yourself updated on the country's weather watch to avoid being caught in a typhoon or tropical storm while outdoors. You may also wish to stock up on food and water in the event that you are trapped indoors due to a storm.

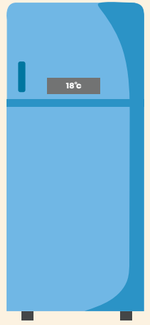
WHEN A TYPHOON OR TROPICAL STORMS STRIKES IN YOUR AREA

- Evacuate if directed by local authorities; otherwise, seek shelter indoors immediately.
- Secure or move outdoor items such as toys, bicycles, potted plants and heavy objects into the apartment and away from the windows.
- Draw curtains across windows to minimise glass fragments from flying in should the windows shatter. Stay away from exposed windows and doors.
- If a window breaks, place a mattress against the broken pane and push a piece of heavy furniture against it, if possible.



Typhoons And Tropical Storms

- Get hold of a torchlight and a first aid kit to prepare for any possible power outage and injuries caused by the storm.
- Set your freezer to its lowest temperature to minimise food spoilage in the event that the power supply is cut off.
- Tune in to the radio for updates on the situation.
- If possible, check for fire, electrical and gas hazards (pg 26) within the apartment during the storm.
- If the storm becomes severe, move to an area in the apartment which is least exposed to external glass windows and lie down or hide under a sturdy table.
- Do not step outdoors when the storm appears to have stopped; the winds may pick up again after a short period of calm.
- When the storm is declared to be over, check for broken glass, fallen trees, broken power cables and other hazards in your area.
- Dial for the area's emergency ambulance if there are cases of severe injury.



Tsunamis

Most tsunamis are caused by earthquakes in the sea that induce movements in the sea floor. The risk of Singapore being affected directly by tsunami is very low due to the protection provided by surrounding landmasses such as Peninsular Malaysia in the north and Borneo in the east. Nonetheless, Singapore has established a seismic monitoring system since the mid 1990s which is managed by Meteorological Service Singapore (MSS), to alert its population to such an emergency situation.

WARNING SIGNS OF AN INCOMING TSUNAMI

- Tremors and ground movements at the beach or near the ocean.
- Sudden receding of the sea level or coastal waters from the shore, sometimes by a kilometre or more.

Tsunamis

IF YOU ENCOUNTER A TSUNAMI

- Once you experience either or both warning signs of an incoming tsunami, run to higher ground immediately; do not approach the beach to investigate or wait for the tsunami warning to be given.
- If you are advised to evacuate, do so immediately.
- Do not stay in low-rise buildings in the coastal area if a tsunami warning is activated.
- Move inland quickly to higher ground; if there is no time for that, seek refuge in the upper floors of high-rise, reinforced concrete buildings.
- If you are on a boat or similar vessel that is far from the shore, move it out to deeper waters; if you are near the pier, it may be safer to leave the vessel there and move to higher ground.
- Do not assume that it will be safe to go out into the open after the first wave as there may be subsequent waves.

Earthquakes

During earthquakes, most injuries occur when people attempt to leave or move around buildings while the ground is still shaking. In fact, collapsing walls, flying glass and objects are the greatest causes of injury and death during earthquakes. While Singapore does not experience earthquakes, it is important that you follow the guidelines below to increase your chances of survival should you encounter an earthquake overseas.

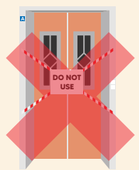
IF YOU ARE INDOORS

- When the shaking starts, drop to the ground and take cover under a sturdy table or furniture immediately; hold on until the shaking is over.
- If no furniture is available to serve as shelter, move to a safe place nearby (e.g. an inside corner of a building or an interior wall away from windows, mounted shelves or anything that can fall and hurt you) and crouch down while covering your face and head with your arms.
- Stay indoors until the shaking stops and you are sure that it is safe to exit; if you must leave the building after the shaking stops, do not use the lifts in case of aftershocks, power outage or other damages.

IF YOU ARE OUTDOORS

- Minimise your movement and stay away from buildings, street lights and utility wires.
- Stay put in the open until the shaking stops.
- If you are driving:
  - Stop as soon as safety permits and away from buildings, trees, overhead bridges and electrical cables.
  - Stay in the vehicle and tune in to the radio for situation updates.

Crouch down in a safe place while covering your face and head



Do not use the lifts as they may malfunction due to aftershocks

WHEN THE EARTHQUAKE HAS STOPPED

- Expect aftershocks any time from the next few hours to even months after the initial shockwave; each time you feel one, crouch down beside a safe interior wall or at an inside corner and cover your face and head with your arms.
- Do a quick check in your area for damage and get everyone to evacuate if there are visible structural defects.
- Help injured and trapped people, if any, and dial the local emergency services number to render assistance and direct rescuers to them.
- If possible, turn off the gas and electrical mains and be alert to smells of gas leakage, spilled chemicals and flammable liquids.
- Look out for signs of fire; put out small fires if possible.
- Beware of fallen power lines or broken gas pipes and stay out of damaged areas and buildings.
- Tune in to the radio for updates.

Do not move around while the earthquake is happening

TO ENHANCE YOUR RATE OF SURVIVAL:

- Crawl under a sturdy piece of furniture (e.g. a desk or bed) which will provide you with breathing space and protection against falling objects. If that is not possible, brace yourself against an interior wall devoid of glass windows or mounted shelves and try to use blankets, boxes and other similar materials for protection against glass fragments and light debris.
- If possible, move away from unstable areas and objects, and put on a pair of sturdy shoes to protect your feet from broken glass.
- Stay put if you are in a safe area; do not attempt to use the stairs or elevators as you will be exposing yourself to dangers such as falling debris, damaged stairways and power outages in elevators.
- Do not turn on light switches or light up matches, fires and gas stoves unless you are sure that there are no gas leaks.
- Be calm, alert and responsive to calls from the rescuers.
- Do not shout unnecessarily as you may inhale dangerous amounts of dust while weakening yourself.
- If possible, use a whistle, torchlight or tap on a pipe or wall to attract the rescuers' attention.
- If you are pinned down by debris, periodically move your fingers and toes to promote blood circulation and prevent blood clots.
- Keep your spirits high by thinking of your loved ones.
- Consume food and water from the refrigerator if it is near you; look out for shattered glass and other debris if you need to eat and drink from an open source within the debris.

UNRULY CROWD

If you see a crowd gathering and turning unruly

- Stay calm and move away from the crowd.
- Do not approach or confront the crowd.
- Dial 999 immediately and report it to the Police, providing details such as:
  a. Crowd size (How many people are gathering?);
  b. Crowd activity (What is the crowd doing?);
  c. Location of incident (Where is the crowd gathering?); and
  d. Further description of the crowd (e.g. What is the mood of the crowd? Are the people in the crowd carrying weapons?).
- If you are injured and require medical attention, dial 995 for the SCDF.

CHAPTER 4

WARTIME EMERGENCIES

70 Water Supply Disruption And Food Rationing
71 Blood Donation
72 Public Warning System (PWS)
73 Shelter Protection
78 Improvised Cover At Home (ICAH)
79 Defensive Precautions

69

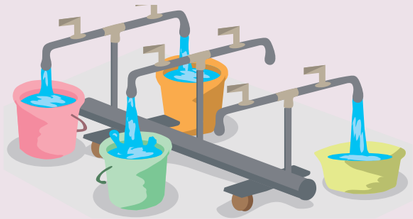
*When disasters strike, our daily lives will be disrupted and essential goods and services may not be easily available. When that happens, emergency procedures will be put in place to help you obtain basic supplies so that life can carry on as normally as possible. Your chances of survival, however, may be greatly affected if you are unfamiliar with the emergency procedures. When you are prepared, you are better able to help others in distress, as well as the elderly, disabled and children. This chapter details crucial aspects of Total Defence, particularly **Military, Civil,** and **Psychological Defence**, in a wartime scenario. Take the opportunity to learn these procedures when the SCDF and other government agencies conduct an Emergency Exercise in your constituency.*

Water Supply Disruption And Food Rationing

Participating in rationing efforts is a vital aspect of Economic Defence, ensuring equitable distribution of resources.

WATER SUPPLY DISRUPTION

When water supply is disrupted, distribution points will be set up near your home. You will need to bring your own containers (e.g. pails and bottles) to the nearest distribution point and collect the water in an orderly manner. Participating in rationing efforts is a vital aspect of Economic Defence, ensuring equitable distribution of resources.



FOOD RATIONING

To obtain and use your food ration coupons:

1. You will first receive a Registration Notice (for food coupons).
2. Bring the Registration Notice and your family's identification documents (e.g. NRIC or birth certificates) to your designated centre(s) to collect your coupons.
3. Use the coupons to purchase rationed food items. Before using the food coupons, you will need to fill in the names and NRIC numbers of every member in your household on each coupon.

Blood Donation

BLOOD DONATION

Blood donation is an essential activity. Blood is vital to save and sustain the lives of patients with medical conditions and injuries in times of emergencies. Blood demand is expected to rise sharply during wartime. Donating blood is an act of Civil Defence, strengthening our community's ability to care for the injured, and upholding the spirit of communal unity in times of crisis. As such, we encourage you to step forward and donate blood if you are able to.

DURING PEACETIME

You are encouraged to give blood regularly during peactime. This helps to make sure there is always enough blood for patients who need it. A healthy blood supply will also ensure that those badly injured during emergencies can quickly receive blood.

DURING WARTIME EMERGENCY

When you hear the appeal to give blood during wartime, bring along your NRIC to the nearest blood donation centre for registration and a medical professional will attend to you.

Public Warning System (PWS)

The Public Warning System (PWS) is a network of sirens placed by the SCDF at strategic points across Singapore to warn the public of imminent threats that may endanger lives and property. The PWS will be used to warn the public of military attacks and disasters, both natural and man-made.

The PWS is a cornerstone of our Civil Defence, providing timely alerts that enable swift action, showcasing our readiness to protect lives and property. During peacetime, the PWS may also be sounded during an imminent toxic industrial chemical threat that may affect some parts of the population.

The table below shows the different signals and what you should do when you hear them.

SIGNAL	HOW IT SOUNDS	SITUATION	WHAT YOU NEED TO DO
Alarm	Wailing blasts	An air raid or danger is approaching	Move to a Civil Defence shelter immediately
All Clear	Continuous blasts	The threat is over	Leave the shelter in an orderly manner
Important Message	Pulsating blasts	An 'Important Message' will be broadcasted via local free-to-air FM radio and TV stations as well as emergency notification systems	Tune in immediately to local free-to-air FM radio and TV stations, mobile phone notifications (e.g. SGSecure and SG Alert), and SCDF's social media channels

Note: We strongly encourage you to listen to an audio recording of the various PWS signals by logging on to www.scdf.gov.sg under Civil Defence Shelter > Public Warning System

The 'Important Message' signal is typically sounded island-wide on 15th February (Total Defence Day) and on 15th September each year. When you hear the signal, please tune in to local free-to-air FM radio and TV stations, mobile phone notifications (e.g. SGSecure and SG Alert) and SCDF's social media channels.

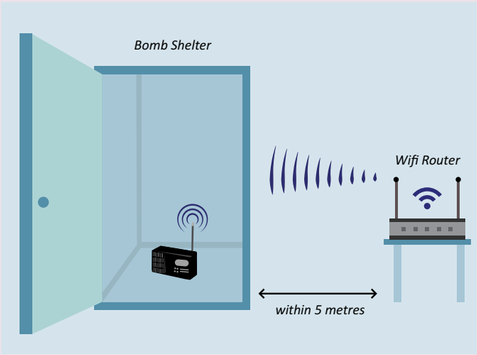
Shelter Protection

HOUSEHOLD AND STOREY SHELTERS

Household and Storey Shelters are the primary forms of sheltering the civilian population during a Wartime Emergency. Utilising these shelters is a fundamental part of Civil Defence, ensuring the safety and protection of our civilian population and contributing to national resilience.

Household Shelters refer to those inside individual dwelling units, e.g. HDB flats, while Storey Shelters are larger versions of Household Shelters located in a common area on every storey. In some residential developments, the enclosed exit staircases are designed to double up as the Storey Shelter. During a wartime emergency, the SCDF will inform residents to prepare their Household and Storey Shelters for occupation by:

1. Removing all temporary fixtures and shelves inside the shelter.
2. Closing and sealing the two ventilation openings (see pg 74).
3. Equipping the shelter with a radio.
4. Relocating your WiFi router as close as possible within 5 metres (applicable only to Household Shelters).



VENTILATION OPENINGS

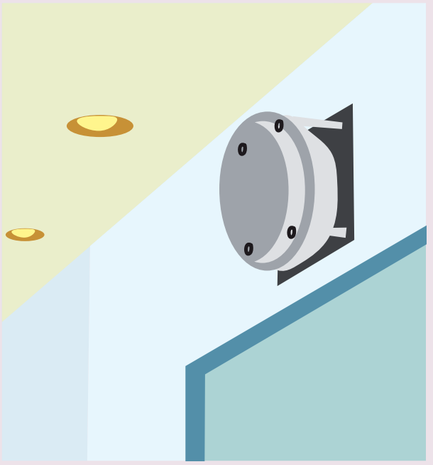
Aside from the lighting and power points provided in the Household and Storey Shelters, there are two ventilation openings in shelter wall(s).

DURING PEACETIME

Leave at least 25% of the ventilation opening uncovered in case anyone gets trapped inside the shelter (not applicable to staircase storey shelter).

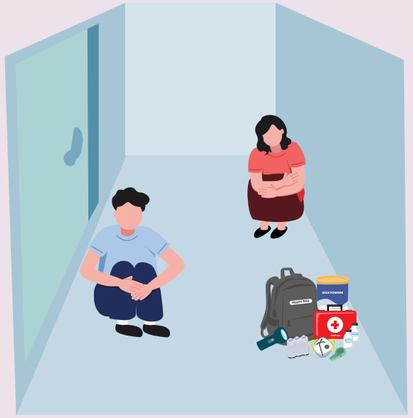
DURING A WARTIME EMERGENCY

- Using ordinary household tools, close both ventilation openings tightly with the steel plates provided to ensure that the shelter is airtight; this will protect you and your family from inhaling contaminants from the outside.
- With both ventilation openings closed tightly, you can stay inside the shelter for several hours; the actual duration of stay will depend on factors such as the number of people in the shelter as well as their age, gender and physical condition.
- Should there be a need for you to lengthen your stay or accommodate more people in the shelter, the SCDF will inform you to affix specified equipment to the opening to improve ventilation.



STEPS TO TAKE AT HOME WHEN YOU HEAR THE 'ALARM' SIGNAL

1. Turn off all gas and water supplies before heading to the shelter.
2. Bring in your radio, mobile phones/devices*, Ready Bag(s) and items such as water and food for your stay in the shelter. The Ready Bag(s) should be pre-packed.
3. Move quickly and calmly into the shelter and close the door.
4. Sit away from the door and walls of the shelter and do not lean on them.
5. Tune in to the local free-to-air radio or TV channels using portable radio set or mobile phones/devices for important messages issued by the SCDF; you can leave the shelter once the 'All Clear' PWS signal is sounded (pg 72).



**Applicable to mobile phones/devices with WiFi reception and/or mobile network.*

PUBLIC SHELTERS

Public Shelters are built in places such as underground Mass Rapid Transit (MRT) stations, HDB void decks, schools, community centres and government buildings. To identify a public shelter, look out for the Civil Defence shelter sign.

The locations of public shelters can be found at www.onemap.gov.sg under Show Nearby > Safety and Security > Civil Defence Public Shelters.

WHEN YOU ARE NOT AT HOME AND YOU HEAR THE 'ALARM' SIGNAL

1. Move fast towards your nearest Public Shelter but do not push; if you are in a vehicle, park it at the side of the road, lock up and head for the nearest shelter.
2. Follow directions given by SCDF personnel.
3. If you are with your family, move as a unit to avoid anxiety and help the handicapped, children and the aged.
4. Do not bring bulky items and flammable materials into the shelter.
5. If you are unable to find a Public Shelter within a few minutes after the 'Alarm' signal has sounded, seek shelter in a tunnel, underpass, underground basement, ditch, drain culvert or even an open drain.

ONCE INSIDE THE PUBLIC SHELTER

1. Move in towards the centre of the shelter and do not block the entrances and passageways.
2. Stay together as a group and do not wander around.
3. Do not start a fire to cook meals.
4. Be quiet and listen to announcements made by the SCDF.
5. Inform SCDF personnel if you encounter any problem.

LEAVING THE PUBLIC SHELTER

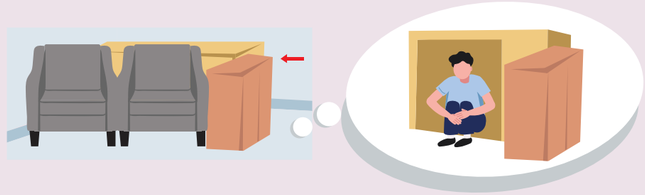
1. Leave the shelter only when directed by the authorities.
2. Move as a family unit.
3. Be patient; do not push and rush.

Improvised Cover At Home (ICAH)

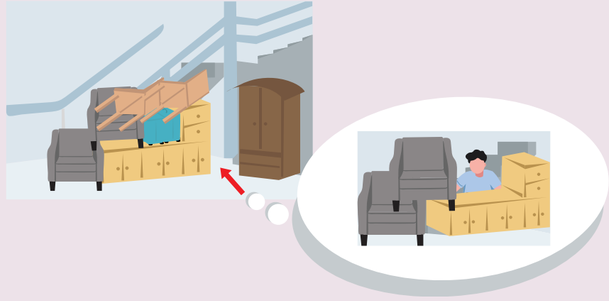
For units without Household or Storey Shelters, Improvised Cover at Home (ICAH) could provide considerable degree of protection during a wartime emergency.

The ICAH should satisfy the following requirements:

1. As **FAR** as possible:
   - ICAH should be located furthest from building exterior, i.e. inner covers.
2. As **ENCLOSED** as possible:
   - Eliminate direct visual exposure to external areas, i.e. under internal staircase.
3. As **SOLID** as possible:
   - Covered by reinforced concrete or solid walls, if possible, i.e. existing storeroom.
4. As **LITTLE** as possible:
   - Minimum combustible material should be in ICAH to reduce risk of fire.



It would be relatively safer to stay home under improvised cover than to move out to a public shelter during an attack.



Additional measures to reduce weapon blast effect and fragments:

- Strengthen existing doors with furniture.
- Reinforce walls or ceilings with extra shielding material.
- Blocking or taping of windows with adhesive tape.
- Avoid standing in the ICAH.

Defensive Precautions

PREVENTING DAMAGE

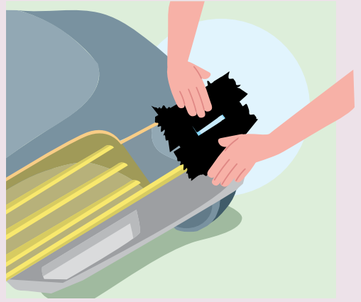
Although we cannot prevent the use of weapons (e.g. bombs and other projectiles) that cause damage during wartime, there are measures we can take to minimise damage to property, such as:

- Reinforcing all glass surfaces with tape to reduce shattering.
- Removing all objects hanging on the walls and sitting on balconies and windowsills.

BLACKOUT MEASURES

While a total blackout cannot prevent enemy air raids or shelling, it can reduce the enemy's ability to identify and pinpoint targets. Blackout measures include:

- Switching off all exterior lights.
- Covering all outlets of interior light such as windows and doors with curtains.
- Covering vehicle headlights with black tape while leaving only a small area exposed.



CHAPTER 5

HAZARDOUS MATERIALS AND SECURITY THREATS

81 Chemical Threats
84 Biological Threats
87 Anthrax
88 Bomb Threats
91 In The Event Of An Explosion
93 Dirty Bomb Threats
95 In-Place Protection Procedure
98 Declaration Of State Of Civil Defence Emergency (SoCDE)
99 Decontamination Procedure
100 Public Transport Security
101 SGSecure

Given the presence of Singapore's well-established chemical industry, safeguards of mitigation as well as safety are the industries responsibilities. However, the wider public should be able to identify signs of accidental chemical release and the appropriate measures to be taken both as an individual and as a community. In addition, the possibility of CBRE (Chemical, Biological, Radiological and Explosive) devices being used in terrorist attacks against innocent civilians is a growing concern. Understanding the threat and knowing what actions to take are therefore essential in our fight against terrorism. Our collective vigilance and preparedness against industrial accidents and terrorism, as detailed in this chapter, are critical components of our Total Defence, encompassing elements of ***Civil, Social,*** *and* ***Psychological Defence****.*

Chemical Threats

A chemical threat can come in two ways: during an industrial accident or a deliberate attack. A chemical threat refers to the release of hazardous chemical substances that could kill, seriously injure or incapacitate people. In the event a of a deliberate attack, numerous chemical agents can be dispersed via improvised explosive devices, spray devices, military weapons and other means. Such agents include nerve, blister, blood and choking agents.

SIGNS OF A POSSIBLE CHEMICAL RELEASE/ATTACK

- Many people in the same area displaying symptoms such as:
  - Watery eyes or dim vision
  - Headaches or giddiness
  - Shortness of breath
  - Dryness of throat, coughing or extreme irritation to the respiratory tract
  - Nausea or vomiting
  - Salivation
  - Chest tightness
  - Redness of skin with severe pain and formation of blisters upon contact
  - Muscle twitching, seizures or convulsions
  - Incontinence (inability to control the discharge of faeces or urine)
  - Unconsciousness
- Three or more people collapsing for no apparent reason.
- Many sick or dead birds and small animals in the affected area.

IN THE EVENT OF A CHEMICAL RELEASE/ATTACK

- If possible, quickly determine the areas affected or where the chemical release/attack is coming from.
- If the release/attack occurs indoors, cover your mouth and nose with a damp cloth (e.g. wet towel) and quickly evacuate the building without passing through the contaminated area(s).
- If the release/attack occurs outdoors and you are in the open, cover your mouth and nose with a cloth and move away from the affected area(s).
- Seek shelter as soon as possible and perform In-Place Protection (pg 95); do not walk into the wind as it may carry along the hazardous chemicals.
- If you are in your vehicle when the release/attack occurs, head to your home, office or public building immediately if they are very nearby; otherwise, perform In-Place Protection in your vehicle (pg 97).
- Do not leave the safety of the shelter to help others until the authorities say that it is safe to do so.

IF YOU HAVE BEEN EXPOSED TO A CHEMICAL AGENT

If you experience any abnormal symptoms such as those listed on pg 81, you may have been exposed to a chemical agent. You should wait to be decontaminated by the SCDF (pg 99). If that is not possible:

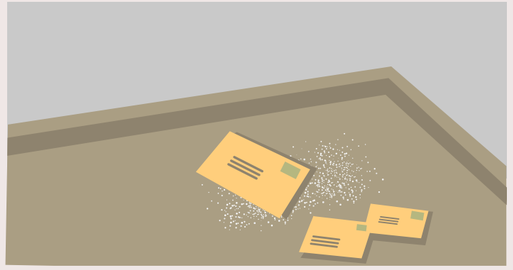
1. Look for the nearest water source.
2. Strip immediately and cut off the contaminated clothing. If possible, do not remove the contaminated clothing over the head to avoid contact with your eyes, nose and mouth. Tie up the contaminated clothes in a bag, if available, for proper disposal later on as instructed by the authorities.
3. Rinse yourself thoroughly with water; use soap if it is available.
4. Seek immediate medical assistance, if possible.
5. Dial 995 for the SCDF, informing them that you may have been exposed to a chemical agent and your location.
6. Stay calm and await assistance from the SCDF.

The decontamination procedures mentioned above also applies to exposure to Toxic Industrial Chemicals (TIC) in the case of accidental release.

IF YOU SUSPECT THAT SOMEONE HAS BEEN EXPOSED TO A CHEMICAL AGENT

- Do not attempt to administer first aid on the affected person. You may be affected by the chemical and become a casualty too.
- Move away from the affected area and dial 995 for the SCDF.

A biological agent attack is the deliberate release of biological agents in the form of living micro-organisms and biological toxins to kill or incapacitate people. Such agents can be released into the environment through aerosol sprays, food and water contamination and infected organisms like mosquitoes and rats. Some biological agents are contagious (e.g. smallpox).



SIGNS OF A POSSIBLE BIOLOGICAL AGENT ATTACK

A biological agent attack may not be immediately obvious as there is an incubation period during which the effects of the agent(s) are not observable. You will thus need to look out for:

- Unusual powdery or gel-like substances and suspicious articles.
- Reports on trends of unusual illnesses in the community.
- Unexplained waves of ill people seeking emergency medical attention.

IN THE EVENT OF A BIOLOGICAL AGENT ATTACK

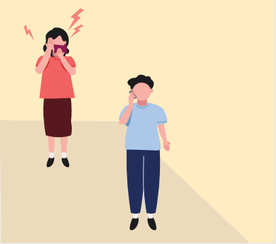
Due to the latent effects of biological agents, it takes time to identify and confirm a biological agent attack. As a result, public health officials may not be able to provide information on immediate actions to take against a biological agent attack. It is recommended that you take the following precautions:

- Practise good hygiene and cleanliness to avoid the spreading of germs.
- Monitor the news closely for further information on the symptoms of the biological agent(s) and where to seek emergency medical care if you are affected.
- Do not assume that any illness or symptom is due to the declared biological emergency as many common illnesses have similar symptoms; you are advised to seek medical advice if you are unsure.

Biological Threats

IF YOU SUSPECT YOU HAVE BEEN EXPOSED TO A BIOLOGICAL AGENT

- You may not suffer from any obvious symptoms, but you should quickly identify where the suspected biological release is, if possible, and move away immediately.
- Cover your nose and mouth with a damp cloth while moving away from the source area.
- If you are indoors, inform the building management and dial 999 or 995 to report that you have been exposed to a suspected biological agent; leave your contact information should there be an urgent need to reach you.
- At the earliest opportunity, proceed with the decontamination procedures (pg 99).
- If you or a family member becomes ill, seek medical advice at the hospital(s) indicated by the authorities.



Change into a clean set of clothing after showering

Tie up the contaminated clothes in a bag for proper disposal as instructed by the authorities

IF YOU THINK SOMEONE HAS BEEN EXPOSED TO A BIOLOGICAL AGENT

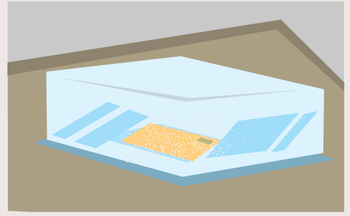
- You may help the casualty if you have adequate respiratory protection (e.g. an N95 mask); otherwise, keep a distance from the person and avoid direct contact.
- Dial 995 for help from the SCDF or 999 for the Police.

Anthrax

Anthrax is a disease caused by bacteria and its powdery form, though not contagious, is a threat to public safety. In Singapore, several agencies such as the SCDF, Police, Ministry of Health and Singapore Post have taken precautionary measures to deal with this threat.

IF YOU SUSPECT THAT AN ARTICLE CONTAINS ANTHRAX

- Dial 995 or 999 for help from the SCDF or the Police respectively; inform the security personnel and/or management if you are in a building.
- Do not handle the article directly and do not sniff the article or its exposed contents, or attempt to clean up the spilled contents, if any.
- If the article is already opened, cover the exposed and spilled contents immediately with a plastic cover, cloth, paper or even a trash can; do not remove the cover until the authorities arrive.
- Turn off all local fans or ventilation units in the affected area.
- Leave the room and close the door or block off the area to prevent others from entering.
- Head to the nearest toilet or washing point and wash your hands and any exposed skin with soap and water.
- Prepare a list of names and contact numbers of persons whom you know were in the vicinity of the suspicious article and hand the list over to the Police for follow-up investigations.
- At the earliest opportunity, remove all clothing (see pg 99, Step 2), shower thoroughly with soap and water; and change into a new set of clothing. Do not use bleach or other strong disinfectants on your skin.
- Using disposable gloves, seal the clothing that may have been exposed to anthrax in a plastic bag and dispose it according to guidelines given by the authorities.



IF YOU SEE A SUSPICIOUS ARTICLE OR AN UNEXPLODED BOMB

1. Dial 999 immediately and report it to the Police; provide details such as the shape, size, colour and location of the suspected bomb. Alternatively, you may report it via the SGSecure app.
2. Do not touch or move the suspected bomb.
3. Move away from it and warn people in the area to stay away from the suspected bomb.
4. For evacuation procedures, refer to pg 92.

IF YOU RECEIVE A BOMB THREAT OVER THE TELEPHONE

1. Stay calm and if possible, signal for someone nearby to dial 999 to make a Police report and another person to inform the building management staff immediately.
2. Keep the caller talking for as long as possible to buy time and try to jot down the exact words used by the caller in the threat.
3. Try finding out from the caller:
   - When the bomb will explode
   - Where the bomb is placed
   - What type of bomb it is and how it looks like
   - What will trigger the bomb to explode
   - If he/she planted the bomb himself/herself and why
   - What message the caller is trying to convey and to whom
   - His/her name and current location
4. Take note of how the caller sounds, e.g.
   - Caller's vocal characteristics, e.g. voice of a man, woman or child, possible age etc.
   - Language used and accent
   - Articulation, e.g. caller speaks fluently or stutters
   - Tone of voice, e.g. emotional, angry or calm
   - Background noises, e.g. sounds of traffic, music, announcements

5. Do not antagonise or taunt the caller in any way.
6. Do not spread rumours.

Bomb Threats

IF YOU RECEIVE A SUSPICIOUS LETTER OR PARCEL

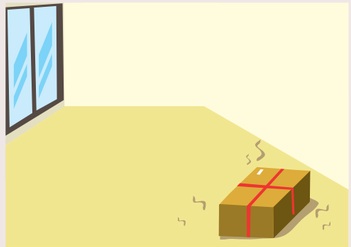
1. Treat the indicators below with care and treat the parcel with caution and suspicion if:

   - Excessive postage despite its weight.
   - Been overly secured with string or adhesive tape.
   - An odd shape, size or rigid feel.
   - Oily stains or discolouration on the wrapping material.
   - An unusual odour that smells like almonds.
   - Metal contents whereby gently shaking the article produces metallic sounds.
   - Wires or aluminum foil sticking out from the article.
   - Unfamiliar handwriting.
   - Only the recipient's name on it or restrictive markings such as '*Personal*', '*Confidential*' and '*To be opened by addressee only*'.

2. Do not try to open the letter or parcel if you suspect it to contain explosives; most bombs are designed to detonate when the outer wrapping is torn or cut open.

3. If you are unsure of its origin and you have reason to suspect it to be a bomb, report it to the Police immediately by dialling 999.

4. Place the suspicious letter or parcel bomb in a corner of a room away from the windows.



5. Evacuate the room and the building if necessary, while leaving all doors and windows open to mitigate the effects of shattering glass should the bomb explode.

6. Inform the building management and security personnel, providing clear details on the location of the letter or parcel bomb.

7. Await further instructions from the authorities.

In The Event Of An Explosion

IF YOU ARE HURT:

1. Do not use your mobile phone to call for help as it may trigger secondary explosions.

2. If you are unable to evacuate, move away from the affected area. If you are trapped, refer to pg 67.

3. Do not move unnecessarily as you may worsen your injuries.

Do not use your mobile phones near a bomb threat or explosion site.

- If you are not in the affected area, stay away from the explosion site and do not dial 995 or 999 unless you encounter an emergency; tune in to the radio or television for updates.
- After an explosion, beware of post-blast hazards such as:
  - Damaged structures, walls, beams, columns and overhanging slabs.
  - Craters in the ground.
  - Sharp debris and broken glass.
  - Water and gas leakages due to damaged utility pipes and exposed live electrical cables.
  - Potential secondary bomb devices.
- Ensure your own safety before helping others.
- If safety permits and you are a trained first-aider, treat casualties until the arrival of emergency responders.
- If you are not trained in first aid, move away from the hazard; note the locations of severely injured casualties and inform rescuers to attend to them.

In The Event Of An Explosion

EVACUATING FROM AN EXPLOSION SITE

- Stay calm and do not panic.
- Bring along only what is necessary and evacuate in an orderly manner.
- Do not use the elevators as they may malfunction; use the stairs but do not keep the doors propped open as that will allow smoke from debris or fire to enter the stairway.
- Do not run but walk briskly and help the disabled, children and the elderly along the way.
- Keep roads and walkways clear for emergency vehicles and rescuers while looking out for them.
- Do not use mobile phones, radios or any electronic equipment at a bomb site as they may trigger secondary explosions.
- At the earliest opportunity, let your loved ones know that you are safe.
- Do not spread rumours about the situation.
- Do not enter a building whose structure has been damaged by the explosion.
- Leave the area and disperse as quickly as possible in case of secondary attacks; if the attack occured at your workplace, you may explore alternative means of accounting for your staff, colleagues, tenants and clients.

Dirty Bomb Threats

Dirty bombs use conventional explosives spiked with radioactive materials. Once detonated, harmful radioactive materials are dispersed into the air, resulting in radiological contamination over a wide area.

EFFECTS OF RADIATION

Depending on the extent of exposure to radiation, effects can range from none to radiation sickness such as nausea, vomiting, inflammation of exposed areas and skin burns. In some cases, persons exposed to radiation may develop cancerous cell growth that may not be apparent until many years later.

POSSIBLE SIGNS OF A DIRTY BOMB ATTACK

- A dirty bomb explosion sounds and looks like a conventional explosion, and casualties of such explosions are likely to suffer from blast injuries which include burns and shrapnel wounds.
- Specialised equipment are required to detect the presence of radioactive material in a dirty bomb attack; otherwise, it is almost impossible to differentiate it from conventional bomb blasts.

Dirty Bomb Threats

IN THE EVENT OF A DIRTY BOMB ATTACK

- If you are outside and the explosion/radiation occurs nearby:
  - Cover your nose and mouth with a damp cloth and move away from the hazard area.
  - Seek shelter as soon as possible and do not walk into the wind as it may carry radioactive particles.
  - If you have been exposed, wait to be decontaminated by the SCDF personnel; otherwise move away from the hazard area and avoid walking into the wind.
- If you are indoors and the explosion/radiation occurs near the building:
  - Check if any walls and building elements have been damaged.
  - If your area did not sustain any damages, stay put, close all windows and doors and turn off air-conditioners and other ventilation systems.
  - If uncertain, evacuate from the damaged building in the same manner as you would outdoors.
- If there is an explosion/radiation in your building:
  - Cover your nose and mouth with a damp cloth and leave the building immediately
  - If you have been exposed, wait to be decontaminated by the SCDF personnel; otherwise move away from the hazard area and avoid walking into the wind.
- Tune in to the local free-to-air radio or television channels for advisories from the authorities on where to report for radiation monitoring and other tests to determine if you have been exposed to radiation; you will also be given advice on steps to protect your health.

After an explosion nearby, check for any damage to the walls and building elements.

In-Place Protection Procedure

You may be required to observe In-Place Protection (IPP) procedure when hazardous substances are released into the environment intentionally or during industrial accidents. IPP serves to minimise the infiltration of hazardous materials into premises such as homes, schools and workplaces. If you are outdoors when hazardous substance is released, seek shelter and perform IPP immediately.

IF YOU ARE AT HOME

When instructions are issued by the authorities to carry out the IPP procedure through the Public Warning System's 'Important Message' signal and broadcasts via the free-to-air FM radio, TV stations and the emergency notification system, adopt the following procedures:

1 GO IN AND STAY IN

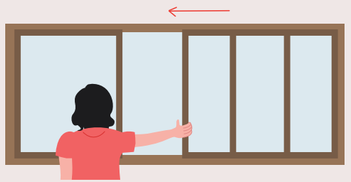
- Remain indoors.
- Close all doors and windows, including blinds and curtains and seal any openings.
- Seal the gaps with common household items such as clothes/towels or tapes.
- Switch off all ventilation and air-conditioning units.

2 TUNE IN

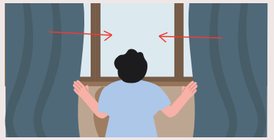
- Tune in to the free-to-air radio and TV stations or SCDF's social media channels for updates on the latest situation and/or instructions from the authorities; and
- Leave the room only when instructed by the authorities.

Note: As a rule of thumb, the IPP procedure is expected to be observed for up to half a day. However, this duration may vary depending on the nature of the incident.

Casement Windows



Sliding Windows



Draw the curtains

Seal the gaps under the door

IF YOU ARE AT HOME: ROOM WITH LOUVRED WINDOWS

In the event that you have louvred windows, carry out the following IPP procedure:

1

GO IN AND STAY IN

- Remain indoors.
- Close all the windows.
- To prevent chemicals from seeping in, further seal the gaps of the louvred windows by using plastic sheets and tape or by taping over the gaps securely.

2

TUNE IN

- Tune in to the free-to-air radio and TV stations or SCDF's social media channels for updates on the latest situation and/or instructions from the authorities; and
- Leave the room only when instructed by the authorities.

Note: As a rule of thumb, the IPP procedure is expected to be observed for up to half a day. However, this duration may vary depending on the nature of the incident.

Louvred Windows

Examples of how the louvred windows can be sealed. The sealing process can be carried out using plastic sheets and tape or by taping over the gaps securely.

IF YOU ARE OUTDOORS AND/OR OUT ON THE STREETS

- Members of the public who are unable to seek shelter in their own homes i.e. if they are caught outdoors in the open or in parts of building with natural ventilation (e.g. hawker centres), should seek shelter at the nearest indoor location.

IF YOU ARE IN SCHOOL AND/OR AT THE WORKPLACE

- If your children are in school, they will be sheltered. Schools that are within the affected area will be notified to carry out the IPP procedure. Unless instructed by the authorities, do not go to the school and bring your children home. Transporting them from the school will put all of you at risk.
- For workplaces, pre-planning by the building management is essential in ensuring good coordination and quick execution of the IPP procedure. A guide for preparing IPP for non-residential buildings is available via this link: *https://www.scdf.gov.sg/fire-safety-services-listing/downloads/acts-codes-and-regulations/in-place-protection-(ipp)-for-non-residential-buildings* or under Fire Safety > Downloads > Acts, Codes & Regulations > Others > In-Place Protection (IPP) for Non-residential Buildings > Sample of IPP Plan for Non-Residential Buildings.

IF YOU ARE IN A VEHICLE/PUBLIC TRANSPORT

- Close all windows and switch off the air-conditioning unit/ventilation system. Ensure that the air re-circulation vent is closed.
- Drive away from the affected area and tune in to free-to-air local radio stations for updates on the latest situation and/or instructions from the authorities.
- Once out of the affected area, switch on the air-conditioning unit/ventilation system fan speed to high and open the air-circulation vent.
- If you are unable to drive out of the affected area, close all windows, switch off the engine and remain in the vehicle or evacuate into the nearest indoor premises and carry out the IPP procedure.
- If you are in a public transport, listen to the announcement made by the transport staff/bus captain (pg 100).

IF YOU ARE ON THE STREETS

- Building managers or facility staff of any building within the affected area should facilitate the entry of members of the public seeking shelter to save their lives under the declaration of State of Civil Defence Emergency (SoCDE)[1].
- Pre-planning by the building management should consider the need to accommodate members of the public in the vicinity, which goes beyond the building's typical occupants.
- Facilities such as shopping centres, office buildings, performance halls etc. typically have substantial indoor space, and are suitable locations for IPP.

END OF IPP PROCEDURE

- Once the chemical plume has passed or the outdoor toxic chemical concentration has dropped to a safe level, you will be alerted.
- The alert will be made by SCDF through the sounding of the 'Important Message' signal via the Public Warning System and the 'Important Message' broadcasts over the free-to-air FM radio and TV stations, mobile phone notifications (e.g. SGSecure and SG Alert) and SCDF's social media channels.
- It will inform you that the threat is over and it is safe to leave the premises. You would also be advised to ventilate the premises by opening doors and windows and switching on fans, air conditioning units and ventilation systems.

[1]*Refer to pg 97 for the full definition of SoCDE.*

Declaration Of State Of Civil Defence Emergency (SoCDE)

- Under Section 102 of the Civil Defence Act, the Minister for Home Affairs may declare a state of Civil Defence Emergency to enable SCDF to respond effectively to a Civil Defence Emergency*. SCDF will issue a press release to provide the details of the Minister's declaration.
- This declaration provides SCDF and Police with special powers under Section 103 of the CD Act to conduct lifesaving actions. For example, SCDF may direct any person to assist SCDF to save a life in immediate danger or direct the evacuation area. SCDF may also direct all building owners and operators to allow members of the public in the affected area to seek shelter (i.e. conduct IPP) in any building with a suitable indoor space.
- Please refer to Sections 102 and 103 of the Civil Defence Act for more information on a state of Civil Defence Emergency.

**With reference to the Civil Defence Act, a Civil Defence Emergency refers to incidents such as any fire, explosion, earthquake, flood, storm, hazardous materials incident or other events (whether or not attributable to an attack by an enemy or to any warlike act) that causes or may cause destruction of or damage to property or loss of life or injury or distress to persons or that in any way endangers the safety of the public in Singapore or in any part thereof.*

Decontamination Procedures

In the event of a hazardous material incident involving a chemical, biological or radiological substance, the SCDF will set up decontamination facilities on-site to saves lives and prevent cross contamination. A full decontamination process entails the following steps:

1 PREPARATION

- Collect a clothing pack provided by the SCDF. The clothing pack would contain the following items:
  - i. Valuables Bag
  - ii. Trash Bag
  - iii. Towel
  - iv. T-Shirt
  - v. Pants
  - vi. Slippers
- Place essential valuables in the valuables bag and maintain possession of it throughout the decontamination process.

2 UNDRESSING

- Remove all clothing down to undergarments and footwear; doing so will remove bulk of the contaminants.
- Dispose them into the trash bag.

3 DECONTAMINATION

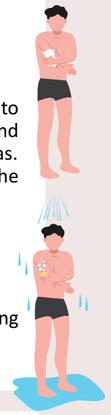
Depending on the situation, you may be instructed to undergo dry or/and wet decontamination.

DRY DECONTAMINATION

- Use the dry absorbent materials provided to wipe off the contaminants from the hair and skin areas, hands and then any other skin areas.
- Discard the used absorbent materials into the trash bag.

WET DECONTAMINATION

- Clean your body thoroughly with soap and water, especially the armpit and groin areas.
- Dry yourself with the towel from the clothing pack and discard it into the trash bag.

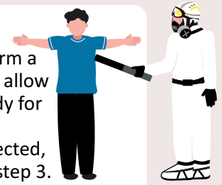


4 GET DRESSED

- Put on the clothing provided in the clothing pack once SCDF personnel declare that you are free of contaminants.
- Seal the trash bag and hand it over to the SCDF personnel prior to movement to the temporary holding area. Await instructions from the authorities.

5 MONITORING

- Raise your arms to the side to form a T-shape with your body; this will allow SCDF personnel to scan your body for traces of the contaminants.
- If residual contaminants are detected, you will be instructed to repeat step 3.



Public Transport Security

Public transport systems are attractive targets for terrorists and vigilance is the key to safety in this area. If you see anything or anyone suspicious, inform the bus captain, train operator or transit security personnel immediately. Should there be a threat to life or cases of injury, dial 999 for the Police or 995 for the SCDF.

WHAT TO DO DURING AN EVACUATION IN AN EMERGENCY SITUATION

Follow the **S.A.F.E** Guidelines:

Stay Calm

- For trains: Seek assistance from the control centre through the emergency communication button, or call for help with your mobile phone.
- For buses: Alert and seek assistance from your bus captains.

Assist Others

- Take care of the disabled, children and the elderly as you make your way to the nearest emergency exit. The exits are located at both ends of the train and at the door/windows of the bus.

Follow instructions

- Listen carefully to the announcement made by the transport staff/bus captain and follow the instructions closely to evacuate safely.

Exit

In an orderly manner:

- For trains: Follow the signs and lights that will guide you to the next station.
- For buses: Follow the bus captain instructions to evacuate to a safe area. Help will be available there.

Security is a shared responsibilty

Scan to find out more about Public Transport Security

SGSecure

SGSecure is Singapore's community response to the terrorism threat

The terrorism threat remains high. Singapore continues to be a known terrorist target. SGSecure is a national movement launched since 2016 as our community response to terrorism. It is crucial for us to know and play our roles, continue to stay vigilant, and be prepared to fight terrorism and protect Singapore and our way of life. It is not a matter of if, but when. This is a call to action to everyone in our multi-racial, multi-religious society to come together to safeguard Singapore and our way of life. SGSecure focuses on three core actions that every one of us can do in our fight against terrorism.

Vigilance

Keep a lookout for anything Abnormal, Irregular, Strange or Unusual (A.I.S.U)

Articles

- Left Unattended
- Emitting Unusual odours
- Wires sticking out

Behaviour

- Loitering suspiciously
- Suspicious photographing and/or videoing of security facilities e.g. CCTV cameras
- Wearing oversized clothing appearing to conceal an object
- Asking strange questions

Vehicles

- Heading towards a crowd and not slowing down
- Circling around an area repeatedly
- Overly laden with unknown cargo
- Suspicious items inside vehicle

Resilience

What can you do in the event of a terror attack?

Remember these three important steps in the event of a terrorist attack: "Run, Hide, Tell".

If you encounter a casualty bleeding profusely while hiding from a terror attack, follow these three steps: "Press, Tie, Tell".

Cohesion

Staying united is our best defence against terror attacks

After an attack has taken place:

- Keep Calm and stay informed
- Don't spread rumours and do not speculate
- Care for others by helping others return to daily routines

WHAT CAN YOU DO IN THE EVENT OF A TERROR ATTACK

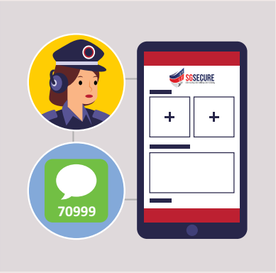
Remember these three important steps in the event of a terrorist attack:

RUN

Consider the safest route and move quickly and quietly to stay out of view of the attackers. Do not surrender or attempt to negotiate. Insist others leave with you. Leave your belongings behind.

HIDE

Hide and stay out of sight. Place heavy objects such as tables behind doors to prevent access by attackers. Move away from doors. Be very quiet and switch your phone to silent mode.



TELL

When it is safe to do, call the Police at 999, SMS 70999 if it is not safe to talk. Provide details on your location and the attackers. Use the SGSecure app to provide more information, photos and videos to the Police.

WHAT CAN YOU DO IN THE EVENT OF A TERROR ATTACK

If you encounter a casualty bleeding profusely while hiding from a terror attack, follow these 3 steps:

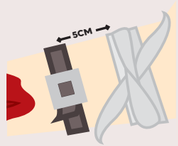
PRESS

Press directly on the wound to stop the bleeding using items such as handkerchief or cloth. If bleeding does not stop, proceed to Tie.

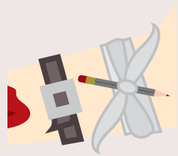
TIE

At least 5 cm above the wound using items such as a neck tie, belt or sling of a bag to stop any excessive bleeding. If the bleeding does not stop, apply the windlass technique.

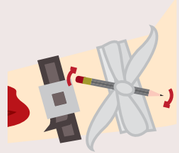
Steps to windlass technique:



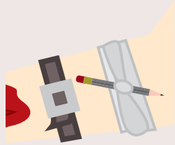
A. Tie at least 5cm above the first tie.



B. Place a rod (pen or wooden stick) on the second tie and secure the rod.



C. Turn the rod in one direction until the bleeding stops.

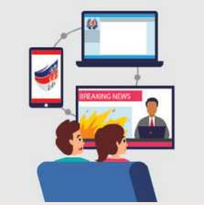


D. Secure the rod by tying a knot.

TELL

The SCDF Emergency Responders about the injury and the time when you tied the wound. Extend your help to others without drawing unwanted attention to yourself and only when it is safe to do so.

STAYING UNITED IS OUR BEST DEFENCE AGAINST TERROR ATTACKS



Keep calm
Stay Informed

Find out the latest information and advisories from official sources, such as the Police website or Facebook page, government press releases and the SGSecure app.

Do not spread rumours
Do not speculate

- Do not post or share unverified videos or photos that can cause panic or fear.
- Download the SGSecure app to receive alerts with official information on terrorist incidents.
- You can learn more about information literacy through National Library Board (NLB)'s S.U.R.E programme. For more information, visit https://sure.nlb.gov.sg

Care for others
Help others return to daily routines

Encourage your family and friends to bounce back and return to their daily activities as soon as possible.

Download the SGSecure App

The SGSecure app allows you to:

- **Report suspicious items/behaviours or signs of radicalisation to the authorities** via the SGSecure app.
- **Help with emergencies** such as cardiac arrests or minor fires. Equip yourself with lifesaving skills (e.g. CPR/AED, first aid, basic firefighting, psychological first aid).
- **Be informed of the latest SGSecure initiatives and announcements** via the home screen.
- **Activate a Personal SOS** to contact the Police via SMS and allow them to access your approximate location.
- **Receive only verified information on overseas and local security incidents.** Keep calm, do not spread rumours, and care for others.

There is no role too small. Every little action can make a difference. For more information on SGSecure movement, please visit www.sgsecure.gov.sg or follow @SGSecureOfficial on Instagram.

Scan QR code to download the SGSecure app

For Android *For IOS*

SGSecure Mobile Application

Question	Answer
If I am already signed up as a responder for the SGSecure mobile app or myResponder mobile app, do I need to sign up for the other?	It is not necessary for you to sign up as a responder on both apps as they both enable you to receive similar alerts on cardiac arrest and minor fire cases. Either of the apps can be used to respond to any case of cardiac arrest/minor fires, and in the course of responding to a case, any action that you take (e.g. report "arrived") will be updated on both apps.
Is there a need for me to download both the SGSecure and myResponder mobile apps?	While both apps allow you to receive alerts and respond to cardiac arrests and minor fire cases, each app has its own unique features which you may find useful. You are therefore encouraged to download both apps.

SGSecure	myResponder
1. Receive important broadcast messages from the authorities during major emergencies	1. Geolocation enabled dialling of 995
2. Send videos, photos, messages to the authorities to provide information on security-related threats you have witnessed	2. SCDF's step-by-step guides on dealing with emergency cases such as cardiac arrest or firefighting
3. Seek assistance from the authorities during an emergency	3. SCDF's e-services such as fire safety feedback
4. Receive updates on security-related MFA Travel Advisories	4. Map of AEDs in Singapore
5. Be informed of the latest SGSecure Initiatives and announcements via the home screen	5. An e-learning page with bite-sized modules on emergency preparedness
6. Activate a Personal SOS to contact the Police via SMS and allow them to access your approximate location	6. A community news section highlighting Community First Responder stories

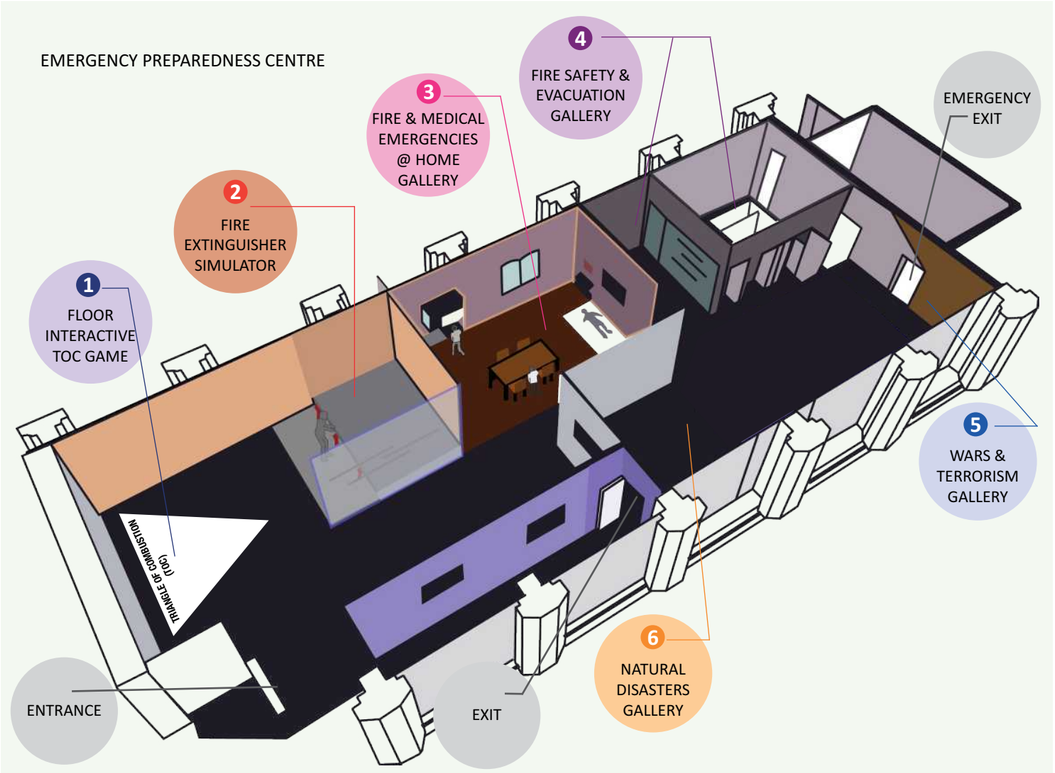
BE A COMMUNITY FIRST RESPONDER & MAKE A DIFFERENCE IN TIMES OF CRISIS

106

During emergencies, you can make a difference by being a Community First Responder (CFR) to render assistance to those in distress prior to the arrival of the SCDF emergency responders. The following are some ways in which you can acquire emergency preparedness and lifesaving skills to help your loved ones, neighbours and community during emergencies. Together, let us make Singapore a nation of lifesavers.

EMERGENCY PREPAREDNESS CENTRE (EPC)

The EPC provides visitors with fire safety tips, emergency preparedness knowledge and life-saving skills through highly visual and interactive exhibits. Some of these exhibits include the fire extinguisher simulator which discharges water onto a video wall depicting a few incipient fire scenarios as well as mannequins for visitors to try out the Heimlich Manoeuvre and CPR procedure. The EPC has six different learning zones:



EMERGENCY PREPAREDNESS CENTRE (EPC)

EPC Opening Hours

Tuesday to Sunday (including Public Holidays), from 10am to 5pm.

Address

SCDF Heritage Gallery at 62 Hill Street, Singapore 179367, Level 2 (Next to Central Fire Station)

Minimum Age Requirement

The EPC is recommended for persons aged 10 and above.

Pre-registration

Prior booking is required for visits to the EPC. All visits are based on guided tours and each one hour tour can accommodate a maximum group size of 20 persons (adults and children included).

To visit the EPC, please make a **booking** online through the EPC Visit online form through this link *https://form.gov.sg/5ccab45a9196e30010fae878* or via our SCDF website (*www.scdf.gov.sg* > 'Community & Volunteers' > Visit SCDF Establishments > Request for Emergency Preparedness Centre/Civil Defence Heritage Gallery Visit.

For enquiries

For enquiries, please call 6332 2996 during the EPC opening hours.

EPC is where adults and kids learn and have fun!

RESPONDERS PLUS PROGRAMME (RPP)

The Responders Plus Programme (RPP) is SCDF's emergency preparedness training programme, which equips learners with core lifesaving skills, namely First Aid, CPR-AED, and Fire Fighting.

The RPP has two components:

RPP (Online): 45 mins
URL: *https://www.go.gov.sg/scdfrpp*

Core lifesaving skills are covered by a self-directed e-learning course, focusing on the following topics:

1. What is a Community First Responder
2. Basic First Aid Skills
3. CPR/AED
4. Basic Fire Fighting
5. SGSecure

RPP(In-Person): 4 hours
URL: *https://www.go.gov.sg/scdfrpp*

Through hands-on practical sessions, you will further hone your lifesaving skills. RPP (In-Person) is conducted at the four SCDF Division Headquarters and serves as a one-stop training centre that focuses on the hands-on application of the following skill sets:

1. Essential Emergency Preparedness Knowledge
2. First Aid
3. CPR/AED
4. Basic Fire Fighting
5. SGSecure

To register for RPP (In-Person), you can contact one of the four SCDF Division HQs nearest to your office/home.

You are strongly encouraged to attend both components of the RPP for a richer learning experience.

Scan here to access the e-learning course

Scan here to access the contact numbers of the four SCDF Division HQs

Be Ready As A Community First Responder

myResponder app

The myResponder app alerts users to cardiac arrest cases and minor fire cases in their immediate vicinity. Members of the public can also access the National AED registry, which is a database of AED locations in public places, via the myResponder app.

Responders who are able to respond can choose to accept the notification and provide early intervention to the casualty, such as performing CPR and/or using the nearest available AED. SCDF's 995 Ops Centre may also ask responders to guide the ambulance crew by escorting them to the incident site.

In addition, the 'Dial 995' feature on the myResponder app (which can also be pinned as a widget on the phone) can be used to send one's geolocation to the 995 Ops Centre. This is extremely useful for the SCDF to send help to anyone who may be in distress at park connectors, nature trails, or any place in Singapore where the location may be unclear.

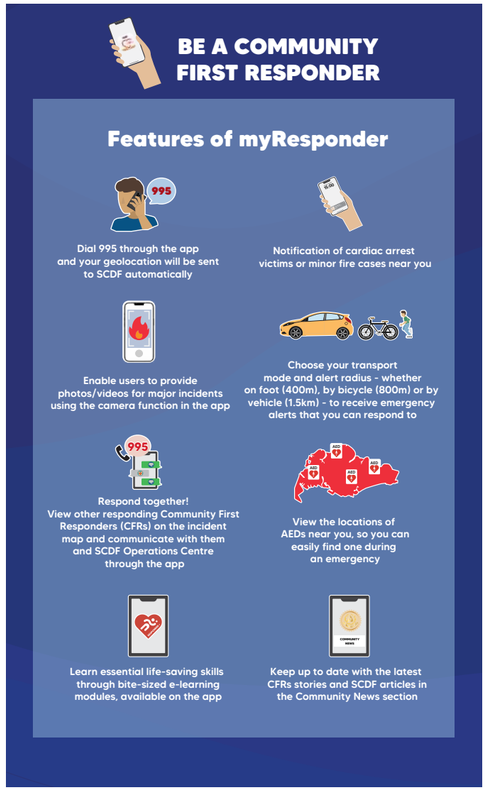
Note: You may register with your Singpass or via SMS OTP.
If you are under 18 years old, please seek parental consent for your participation.

GET IT ON Google Play

Download on the App Store

Scan the QR code to download myResponder app

Features of myResponder app



Useful Numbers

FIRE AND EMERGENCY AMBULANCE SERVICES	**995**
SCDF EMERGENCY SMS [specially catered for people who are deaf, hard-of-hearing and/or have speech impairment (DHS)*]	**70995**
SCDF HOTLINE	**1800 280 0000**
POLICE EMERGENCY [for immediate police assistance]	**999**
POLICE EMERGENCY SMS [for immediate police assistance if it is unsafe to talk or unable to communicate due to speech or hearing impairment]	**70999**
POLICE HOTLINE [for crime-related information reporting to Police]	**1800 255 0000**
PUB, THE NATIONAL WATER AGENCY [for water supply matters]	**1800 2255 782**
SP POWERGRID [to report on electricity supply interruption]	**1800 778 8888**
CITY ENERGY [to report on Piped Town Gas matters]	**1800 752 1800**
BUILDING & CONSTRUCTION AUTHORITY [to report structural defects in non-HDB buildings]	**1800 342 5222**
HDB'S ESSENTIAL MAINTENANCE SERVICE UNIT (EMSU) [to report power failure and structural defects in HDB buildings; the service number for your building can be found outside the lift]	**1800 241 7711**

**This number is only for members of the DHS community to send an SMS to request for SCDF's assistance during emergencies such as fire or medical condition.*

BE A COMMUNITY FIRST RESPONDER & MAKE A DIFFERENCE IN TIMES OF CRISIS

To learn lifesaving skills and emergency procedures, visit ***www.scdf.gov.sg***

GET IT ON Google Play

Download on the App Store

To be a **Community First Responder,** register via the **myResponder App.**

1st edition : 1990 2nd edition : 1993 3rd edition : 2001 4th edition : 2003 *(updated : 2004)* 5th edition : 2005 *(updated : 2007)*
6th edition : 2008 7th edition : 2010 *(updated : 2012)* 8th edition : 2015 9th edition : 2021 *(updated : 2024)* 10th edition : 2026

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Agencies
Building and Construction Authority (BCA)
Energy Market Authority (EMA)
Health Sciences Authority (HSA)
Land Transport Authority (LTA)
National Fire and Emergency Preparedness Council (NFEC)
Nexus
PUB, Singapore's National Water Agency
SG Enable
SGSecure Programme Office
Singapore Economic Development Board (EDB)
Singapore Food Agency (SFA)
Singapore Police Force (SPF)
The National Environment Agency (NEA)

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TOGETHER
A NATION OF LIFESAVERS

A COMMUNITY EDUCATION PROJECT

SCDF
The Life Saving Force
. . . for a safer Singapore

IN COLLABORATION WITH

NFEC
National Fire And Emergency Preparedness Council