ANNUAL REPORT

2021/2022

SCDF

The Life Saving Force

. . . for a safer Singapore

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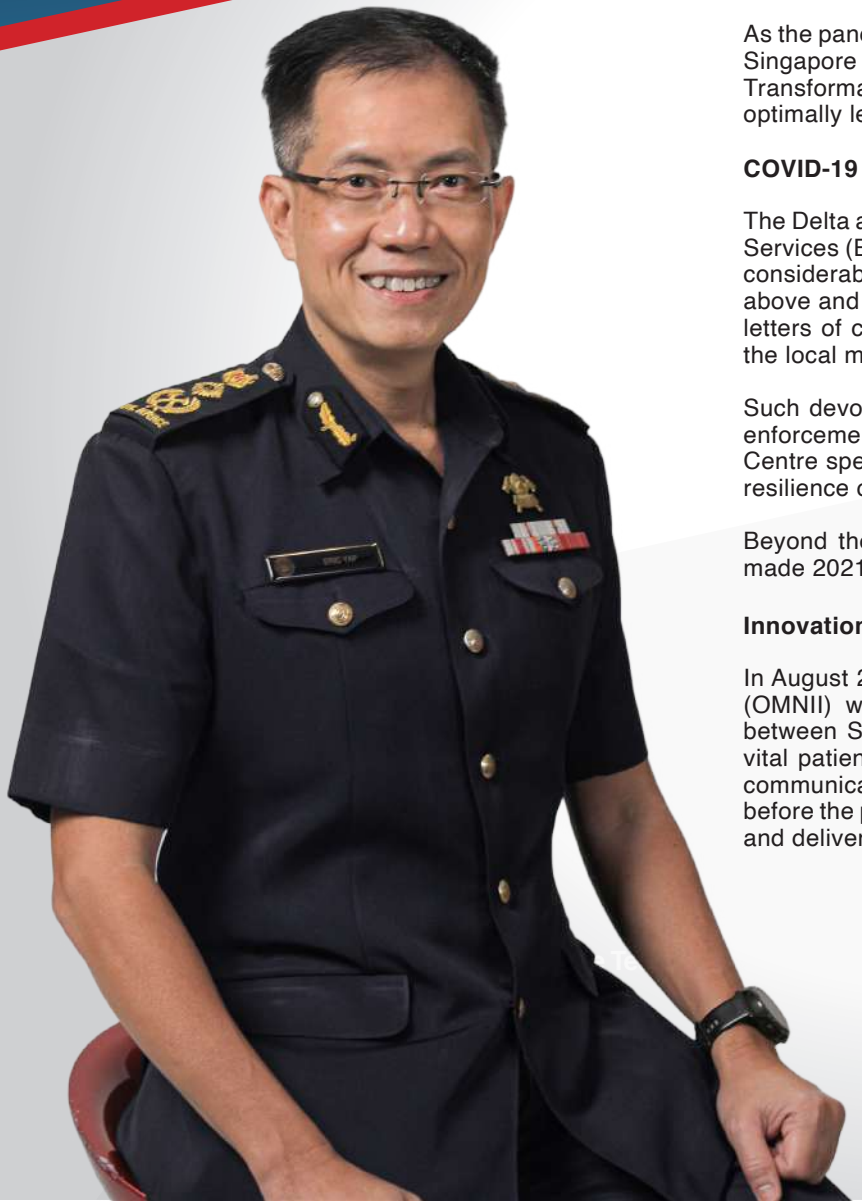

As the pandemic evolved through phases in 2021, presenting various challenges for the world including Singapore and SCDF, the Force remained steadfast in response and continued to keep focus on its Transformation 2025's vision of building *A Nation of Lifesavers* where science and technology are optimally leveraged in training and emergency response.

COVID-19 Efforts

The Delta and Omicron variants led to unprecedented surges in the demand for our Emergency Medical Services (EMS). This added significant stress on our EMS personnel who were already operating under considerable pressure from the difficult circumstances. Despite this, our dedicated EMS officers went above and beyond to serve the community to the best of their abilities, as evidenced by the numerous letters of compliments we received from members of the public, including forum letters published in the local media.

Such devotion and endeavours were also undertaken by many SCDF staff, including our fire safety enforcement officers in ensuring a fire safe Singapore amidst the pandemic and our 995 Operations Centre specialists who had managed over 300,000 calls in 2021, a true demonstration of the grit and resilience of SCDF officers.

Beyond the pandemic related efforts, there were several key events, activities, and initiatives that made 2021 particularly significant for SCDF.

Innovation and Technology

In August 2021, after years of development, the Operational Medical Networks Informatics Integrator (OMNII) was implemented. This first-of-its-kind digital system enables real-time information flow between SCDF and hospitals, which leads to better patient outcomes. Our paramedics can receive vital patient information even before arriving at the scene, and critical medical interventions can be communicated by the paramedics to the hospital so that the necessary resources can be prepared before the patient's arrival at the hospital. OMNII has essentially revolutionised the way SCDF responds and delivers its pre-hospital emergency care to the public.

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On the operations capability front, our 20-year-old fleet of command vehicles were replaced by the next-generation models of the Forward Command Vehicle (FCV) and Command Vehicle (CV). The new fleet comes equipped with state-of-the-art Command, Control, Communications, Computers, and Information Technology (C4IT) systems and a slew of sense-making tools to enhance the overall quality of incident management during major large-scale emergencies. Human factors engineering was also integrated into the design to optimise conditions for prolonged deployments and to minimise operational fatigue.

Punggol Fire Station was operationalised in December 2021 as SCDF's first smart fire station. Several new technologies - such as facial recognition, automated entry/exit access control, automated medical store, and virtual reality/extended reality training system, etc. – were incorporated into the station's infrastructure and in the areas of operations, training, and community engagement. Such smart capabilities will serve as a blueprint to be rolled out to all other fire stations as we strive to be more efficient and effective in carrying out our mission of protecting and saving lives and property.

International Engagement

On the international front, despite the pandemic related travel restrictions, we held successful chairmanships of the ASEAN Ministerial Meeting on Disaster Management (AMMDM) and ASEAN Committee on Disaster Management (ACDM) in 2021. We are especially proud of having launched the ASEAN Agreement on Disaster Management and Emergency Response (AADMER) Work Programme (2021–2025), which will bolster the region's disaster management capabilities through new partnerships, capacity building initiatives, and innovation.

We continued our humanitarian efforts as co-chair of the United Nation's International Search and Rescue Advisory Group (INSARAG) Guidelines Review Group (2018-2020) by conducting a workshop on the INSARAG Guidelines 2020. Singapore, with support from the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), co-authored the latest version of the guidelines and conducted a virtual technical webinar for a global audience. We look forward to forging stronger partnerships with the INSARAG network, and we stand ready to contribute to the international humanitarian scene when called upon.

Organisational Excellence

We also achieved numerous milestones in organisational development last year. One of them was the signing of a Memorandum of Understanding (MoU) between SCDF, Singapore Armed Forces (SAF), and Nanyang Polytechnic (NYP) in May 2021. Through the MoU, the professional development of our paramedics is structured around a diploma and an intensive on-the-job training programme.This would translate to higher standards of care in EMS to meet emerging challenges such as an ageing population with possibly multiple chronic conditions.

Another milestone was the conferring of several awards for our Responders' Performance Vehicle (RPV), the world's first fully integrated onsite rehabilitation facility for emergency responders. The project clinched the Home Team Achievement Award, the highest accolade in the innovation category at the Minister's Awards Presentation Ceremony held in October 2021.

It was also conferred the Institution of Engineers, Singapore (IES) Prestigious Engineering Achievement Award at the World Engineers Summit (WES) Conference held in November 2021. These awards are testament to SCDF's exceptional innovation and cross-sectoral collaboration in creating cutting-edge solutions for our dynamic and evolving frontline operations. On a pro-business front, SCDF was among the five government agencies conferred the Pro-Enterprise Survey Recognition Award at the Pro-Enterprise Panel–Singapore Business Federation (PEP-SBF) Awards Ceremony in November 2021.

This continues to be a validation of our pro-enterprise journey in creating a more conducive pro-business environment without compromising on fire safety. This is achieved through close partnerships with private enterprises and professional bodies in reviewing and streamlining rules and processes.

Community Emergency Preparedness

Despite the pandemic, we made significant progress in our journey towards our Transformation 2025's vision of building *A Nation of Lifesavers*. We crossed the 100,000 mark in registered Community First Responders (CFRs) on our myResponder app, a testimony to the unwavering efforts of our CFR ambassadors and strong public support. More importantly, in 2021, CFRs responded to 45% of all cases activated on the myResponder app, and this response rate has been increasing steadily over the years. And since the launch of the myResponder app in 2015, more than 40 cardiac arrest patients have been revived by the timely actions of CFRs.

In August 2021, we launched the third expansion of the AED-on-Wheels programme with ComfortDelGro taxis. And earlier this year, we heralded another milestone in the programme by expanding beyond the commercial sector to engage private citizens. Today, 50 private citizen CFRs have their vehicles equipped with AEDs and can be alerted to nearby cardiac arrest emergencies via the myResponder app. These initiatives are truly a force multiplier to our collective lifesaving mission.

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Forging Ahead in 2022

2022 looks set to be another year filled with many more exciting developments and initiatives which we can look forward to and to emerge much stronger, as a Force, from the pandemic.

In the domain of training, we have just completed Phase 1 of the redevelopment of our Civil Defence Academy (CDA), and with it, the operationalisation of the Emergency Responders' Fitness Conditioning Enhancement Lab (ExCEL). It houses five key facilities, each harnessing different technologies and taking a science-based approach to augment and optimise our responders' operational performance. ExCEL's true potential is envisioned to be realised through collaborative research and innovation in emergency responder performance in the years to come. We are now in the midst of Phase 2 of CDA's redevelopment. When completed in early 2023, training in SCDF will be raised to a new level with a slew of modern facilities and technologies such as the National EMS Training Centre, a host of new 'live' training simulators, and a Fire Research Centre. This year also marks a milestone for SCDF's Marine Division as it celebrates its 10th year of operations.

The unit has grown from strength to strength in the past decade through an intense programme of capability and capacity expansion. The next lap will see the leveraging of advanced technologies, such as Unmanned Surface Vessels and Unmanned Aerial Vehicles, to augment the operations.

Speaking of robotics, our frontline officers can also look forward to operating alongside more robots at the ground, with the progressive deployment of the Pumper Firefighting Machines and Red Rhino Robots (3Rs) to all fire stations. In particular, the 3Rs will augment the 3-crew section on board the latest 6th generation Light Fire Attack Vehicles (LFAV) that will be introduced into operation this year.

Besides the technological prowess of *The Life Saving Force*, we will continue to invest in and develop our people, our greatest asset. To this end, we are scaling up the capabilities of our Operationally Ready National Service (ORNS) urban search and rescue units - the Rescue Units and Medical Units, to perform search and rescue operations to the recommended medium standards recommended by the UN INSARAG. We aim to attain the INSARAG Recognised National Accreditation Process (IRNAP) status by end 2022, which will see Singapore as the first Asia-Pacific country to do so.

Finally, we are working towards implementing the next phase of our EMS tiered response framework to better manage the increasing demand. This will be in the form of a non-dispatch ambulance policy for calls assessed to be non-emergencies by our 995 call-takers. This will ensure that our resources are used only for emergencies as committing them to non-emergency cases will deprive those in need of EMS, especially life-threatening cases.The non-dispatch ambulance policy is expected to be rolled out in early 2023.

In all our endeavours, a key factor of success is the support of our partners such as Home Team departments, related agencies, and the community. We remain immensely grateful for their support and encouragement. Thank you for being part of our lifesaving mission and I wish everyone good health and fortitude to weather these challenging times.

Commissioner Eric Yap
June 2022

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SENIOR MANAGEMENT

DC Ling Young Ern
Deputy Commissioner
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DC Teong How Hwa
Deputy Commissioner
(Strategy & Corporate Services)

COMR Eric Yap Wee Teck
Commissioner

DC Daniel Seet Siew Teck
Deputy Commissioner
(Operations & Resilience)

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SENIOR MANAGEMENT

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CCD

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AC Yazid Bin Abdullah
Director
Volunteer and Community Partnership Department

TPD

AC Francis Ng How Juah
Director
Training & Professional Development Department

EMSD

AC Yong Meng Wah
Director
Emergency Medical Services Department

FSD

AC Derek Christopher Tan Hock Guan
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Fire Safety Department

HRD

MX Kristy Ng
Director
Human Resource Department

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SED

AC Ng Chee Kiang
Director
Service Excellence Department

HAZ

AC Michael Chua
Director
Hazardous Materials Department

OPS

COL Anthony Toh
Director
Operations Department

TFTD

COL Leow Chew Hong
Director
Transformation and Future Technology Department

LOGS

COL Wesley Ho
Director
Logistics Department

RMAO

COL Lim Han Chee
Director
Risk Management & Audit Office

CMO

COL (DR) Colin Tan
Chief Medical Officer

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COMMANDERS

CSH WEST

AC Lim Boon Hwee
Commander
Corporate Service Hub (West)

CSH EAST

AC Alan Toh
Commander
Corporate Service Hub (East)

CDA

AC Alan Chow
Director
Civil Defence Academy

1ST DIV

COL Shaiful Herman Bin Shali
Commander
1st SCDF Division

2ND DIV

COL Chew Keng Tok
Commander
2nd SCDF Division

3RD DIV

COL Lim Beng Hui
Commander
3rd SCDF Division

4TH DIV

COL Goh Boon Han
Commander
4th SCDF Division

MARINE DIV

COL Ong Yuan-Wei, Ryan
Commander
SCDF Marine Division

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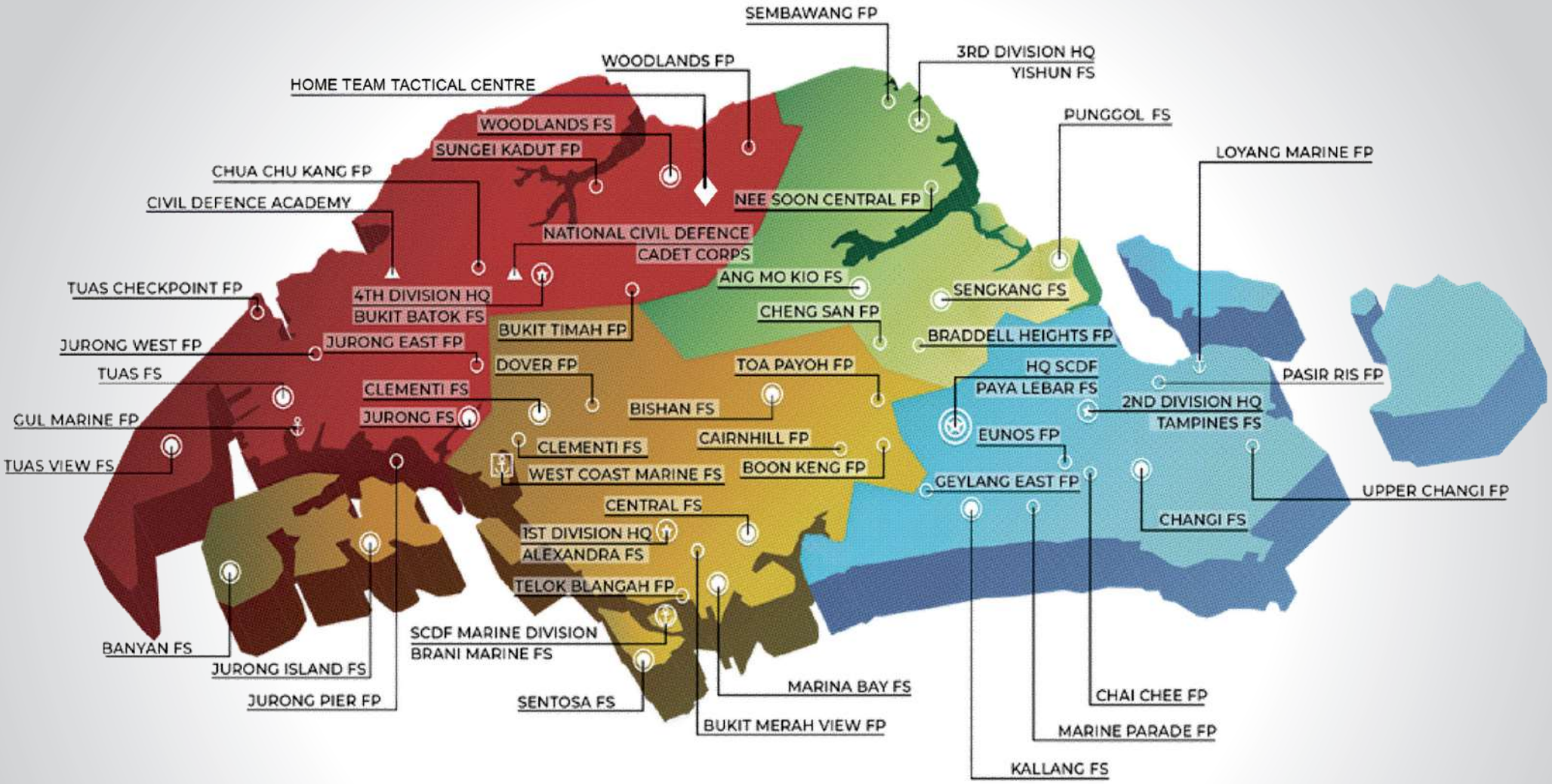

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- DIVISION HEADQUARTERS
- MARINE DIVISION HEADQUARTERS
- TRAINING FACILITY
- FIRE STATION
- MARINE FIRE STATION
- FIRE POST
- MARINE FIRE POST
- HOME TEAM TACTICAL CENTRE

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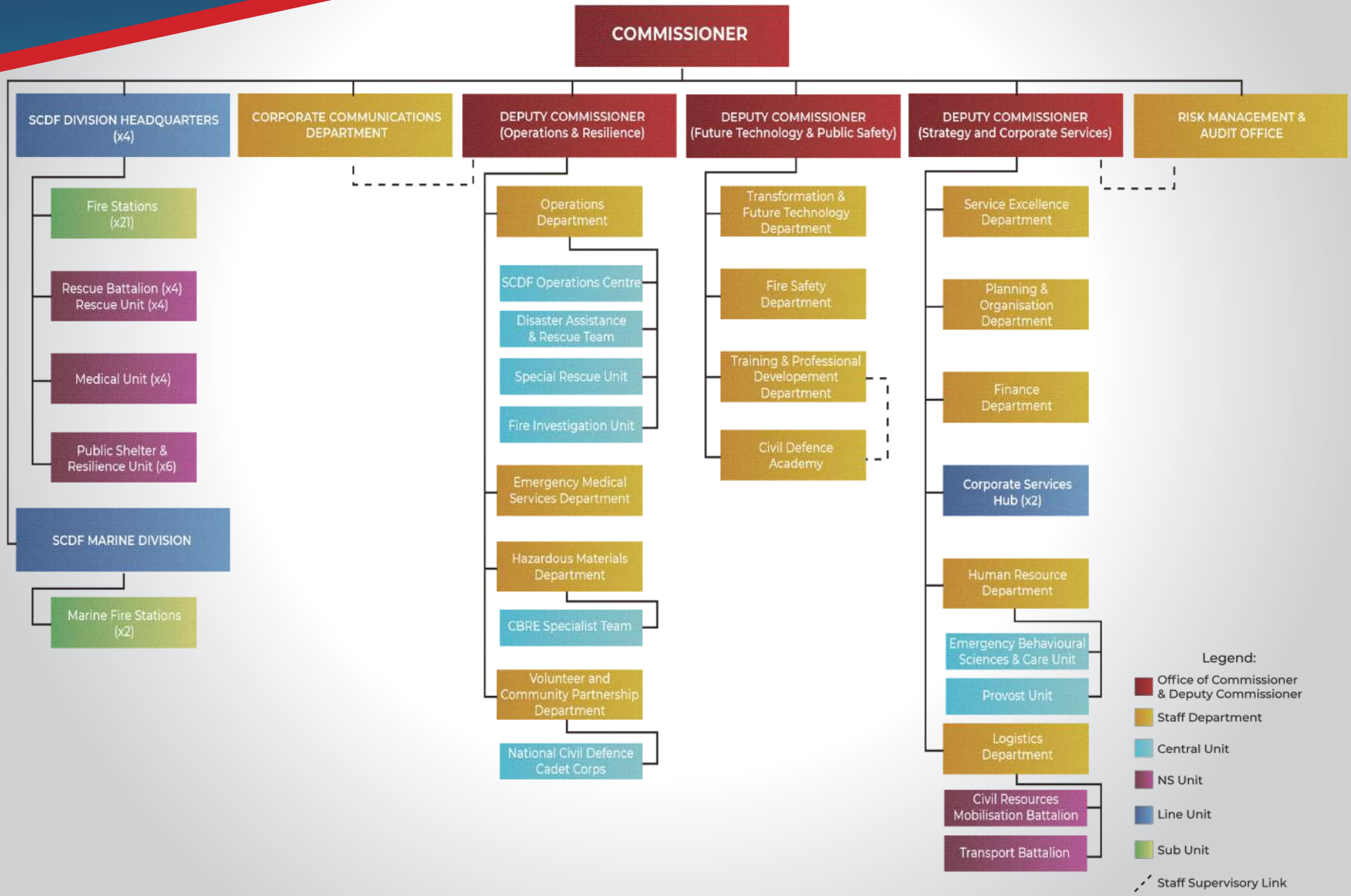

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NEXT GENERATION COMMAND VEHICLES

On 15 April 2021, SCDF unveiled its next-generation of the Forward Command Vehicle and Command Vehicle. These are mobile command posts deployed by HQ SCDF and the HQ Land Divisions respectively during major incidents to facilitate command and control of the operation. Jointly developed by the Defence Science and Technology Agency (DSTA), Home Team Science and Technology Agency (HTX) and ST Engineering, the vehicles are equipped with state-of-the-art Command, Control, Communications, Computers, and Information Technology (C4IT).

Each vehicle comes with on-site planning and operations workstations, a video wall to enhance commanders' situational awareness and integrates human factors engineering for prolonged deployment and to minimise operational fatigue.

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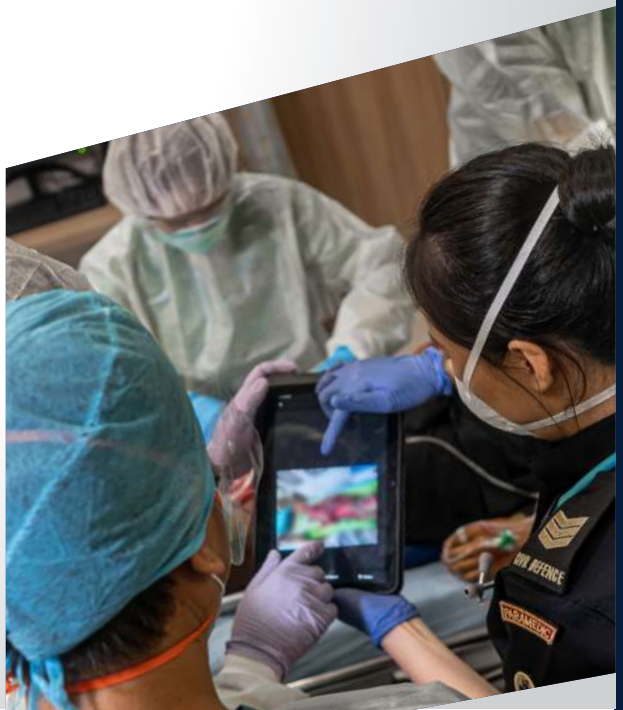
OPERATIONAL MEDICAL NETWORKS INFORMATICS INTEGRATOR (OMNII)

Operational Medical Networks Informatics Integrator (OMNII) is Singapore's first Pre-hospital Emergency Care digital project between SCDF and the Ministry of Health (MOH). Implemented on 26 August 2021, it enables authorised stakeholders such as staff from the SCDF 995 Operations Centre, SCDF Emergency Medical Services and hospitals' Emergency Departments (EDs) to view, share and document relevant patient data seamlessly to improve patient care management.

Upon SCDF's incident dispatch, the patient's medical history from the National Electronic Health Record system will be pushed automatically to the OMNII app to guide the paramedic's clinical and operational decision-making. While en-route to the hospital, real-time data of the patient's vital signs and incident photographs can be transmitted seamlessly to the hospital so that the ED can pre-register the patient and prepare the necessary resources for treatment, thus saving invaluable time.



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SINGAPORE'S FIRST SMART FIRE STATION

Punggol Fire Station, operational since 30 December 2021, is Singapore's first Smart Fire Station, where state-of-the-art technologies are integrated into its infrastructure, training and community engagement facilities.

For instance, the station is installed with automated access controls using CCTV analytics such as facial recognition, motion sensing and licence plate reading. Its classroom is not only equipped with interactive digital screens with live-streaming capabilities but also Virtual Reality and Extended Reality technologies, allowing for enhanced training realism, safety and flexibility.

Punggol Fire Station has the largest green landscape area among all SCDF's fire stations with nine gardens spanning 2,500 sq/m, enabling it to earn the Building and Construction Authority Green Mark Gold Award in 2020.

In December last year, it became the first fire station in SCDF to launch its Facebook page, to create localised trust bubbles by directly connecting and engaging with the community it serves.

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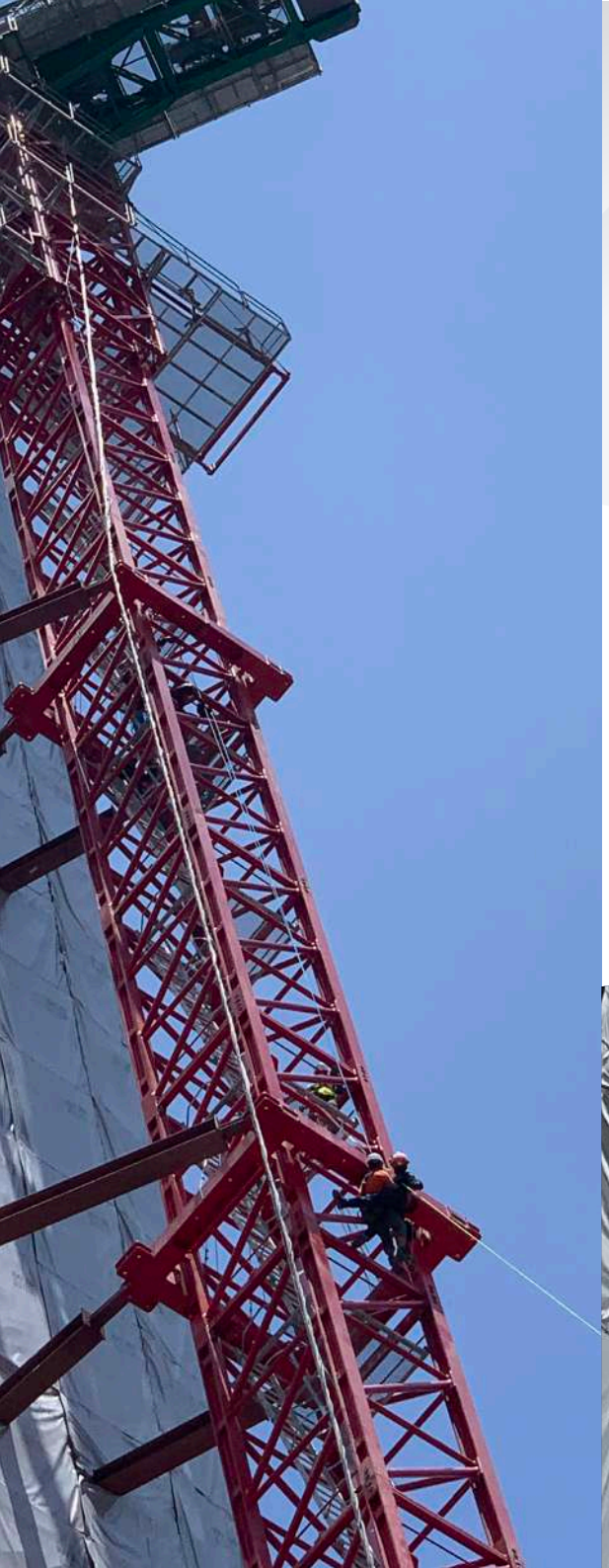

HEIGHT RESCUE OPERATION @ CONSTRUCTION SITE ALONG BEACH ROAD

On 12 April 2021, firefighters and specialists from the elite Disaster Assistance and Rescue Team (DART) were deployed for a height rescue operation on a tower crane at a construction site along Beach Road. A worker who was on the 55 metres landing platform of the crane felt giddy and was unable to climb down to safety.

A team of firefighters ascended a cat ladder to assess the worker while the DART specialists set up various anchoring points to establish a lowering system. Ultimately, the worker was safely lowered to the ground, treated by the paramedics and conveyed to hospital.

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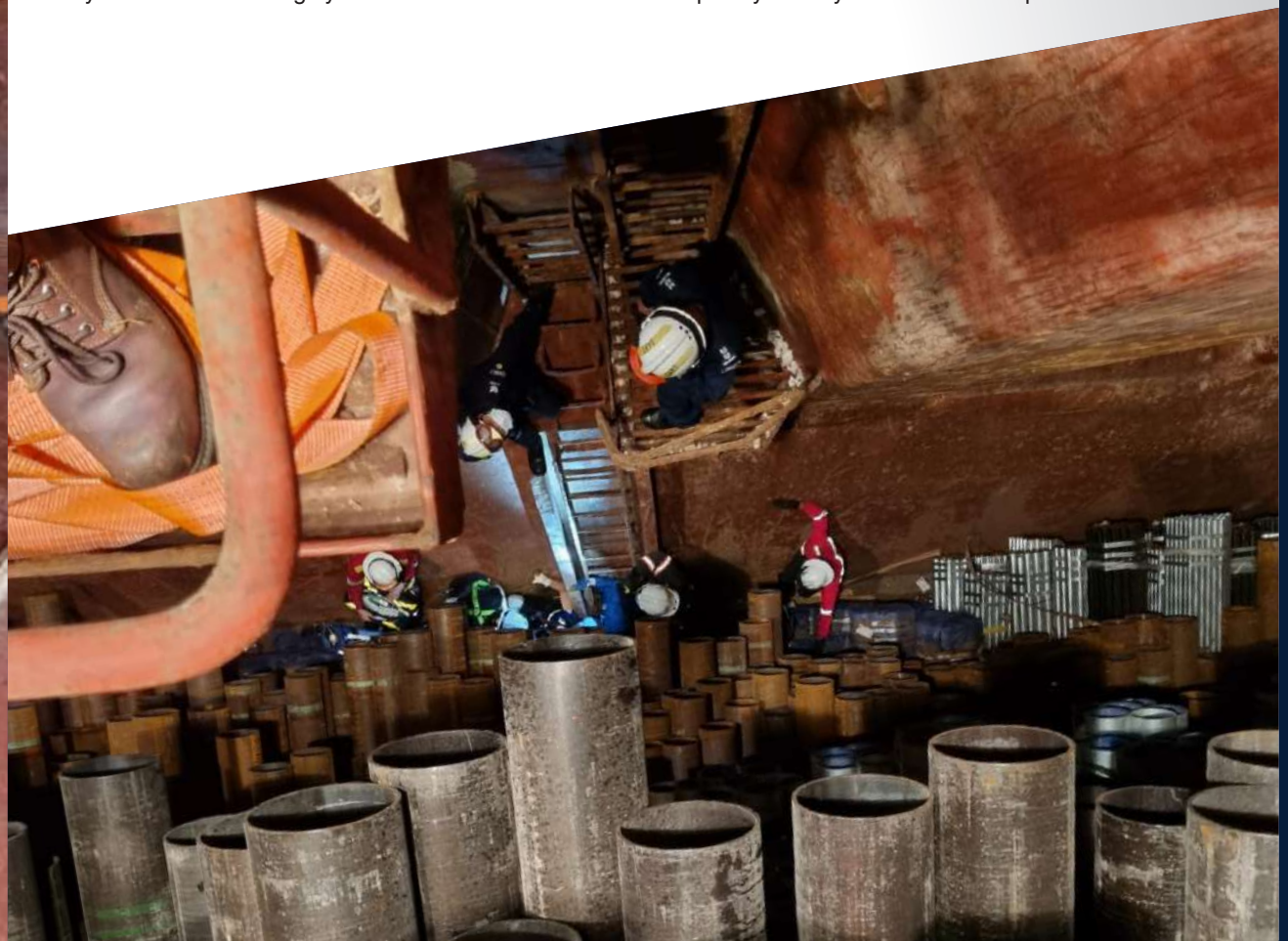
HEIGHT RESCUE OPERATION @ JURONG PORT

On 10 June 2021, a man was found in a cargo hold approximately 15 metres below the deck of a berthed vessel. The man who had a head injury and fractured lower limbs was medically stabilised by the paramedics.

Thereafter, firefighters and DART specialists worked together with the Company Emergency Response Team (CERT) personnel to carefully secure the man onto a stretcher and brought him out of the cargo hold by means of a hoisting system. An SCDF ambulance subsequently conveyed him to the hospital.



SHOPHOUSE FIRE @ TEO HONG ROAD

On 15 June 2021, a shophouse at Teo Hong Road was ablaze. The fire at the ceiling on the third floor and the attic of the shophouse was extinguished with three water jets. A Combined Platform Ladder was also deployed for aerial firefighting operations.

Occupants from the shophouse had self-evacuated prior to SCDF's arrival. About 20 other occupants from the neighbouring units were evacuated by SCDF as a precautionary measure.

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ROAD TRAFFIC ACCIDENT @ BUKIT BATOK CENTRAL

On 11 July 2021, a passenger bus was lying on its side at Bukit Batok Central. Eight persons were found within the bus while another nine were outside. The rear windscreen of the bus which had shattered served as an entry point for SCDF rescuers. The rescuers created an additional point of entry at the front of the bus by using an electrical saw to cut through the front windscreen.

SCDF's Emergency Medical Services (EMS) personnel assessed a total of 17 persons, 14 of whom sustained injuries and were conveyed to hospitals by SCDF ambulances.

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FIRE @ GEYLANG BAHRU

On 28 July 2021, a fire was well-alight on the second floor of a two-storey premises at Geylang Bahru. Firefighters immediately deployed water jets to surround the exterior of the burning premises to prevent the fire from spreading. Simultaneously, firefighters donned breathing apparatus sets and proceeded to the second floor to combat the raging fire.

SCDF deployed a total of 11 emergency vehicles and about 40 firefighters to the incident. At the height of the operation, four water jets were utilised and the fire was extinguished in about an hour.

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FIRE @ TAMPINES STREET 81

On 7 August 2021, a coffee shop at Tampines Street 81 was ablaze. Armed with water jets, firefighters with their breathing apparatus sets proceeded cautiously into the burning coffee shop to conduct firefighting operations.

The fire was extinguished with four water jets within an hour. Stall owners and patrons of the coffee shop as well as members of the public in the immediate vicinity had self-evacuated prior to SCDF's arrival. There were no reported injuries.

SCDF presented Community First Responder Awards to three members of the public for their prompt and exemplary actions in using hosereels to fight the fire before SCDF's arrival.

Source: CNA

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FIRE @ PULAU BUKOM KECHIL

On 17 September 2021, a fire occurred in a pump room at an offshore island of Pulau Bukom Kechil. The in-house Company Emergency Response Team (CERT) immediately applied foam jets at the fire while SCDF emergency vehicles were being ferried over on a barge from Pasir Panjang Ferry Terminal. A Heavy Rescue Vessel from SCDF's Brani Marine Fire Station was also deployed to transport SCDF firefighters to the island.

SCDF emergency responders worked hand in hand with the CERT to successfully extinguish the fire. Four CERT members suffered minor heat-related injuries and received first-aid treatment.

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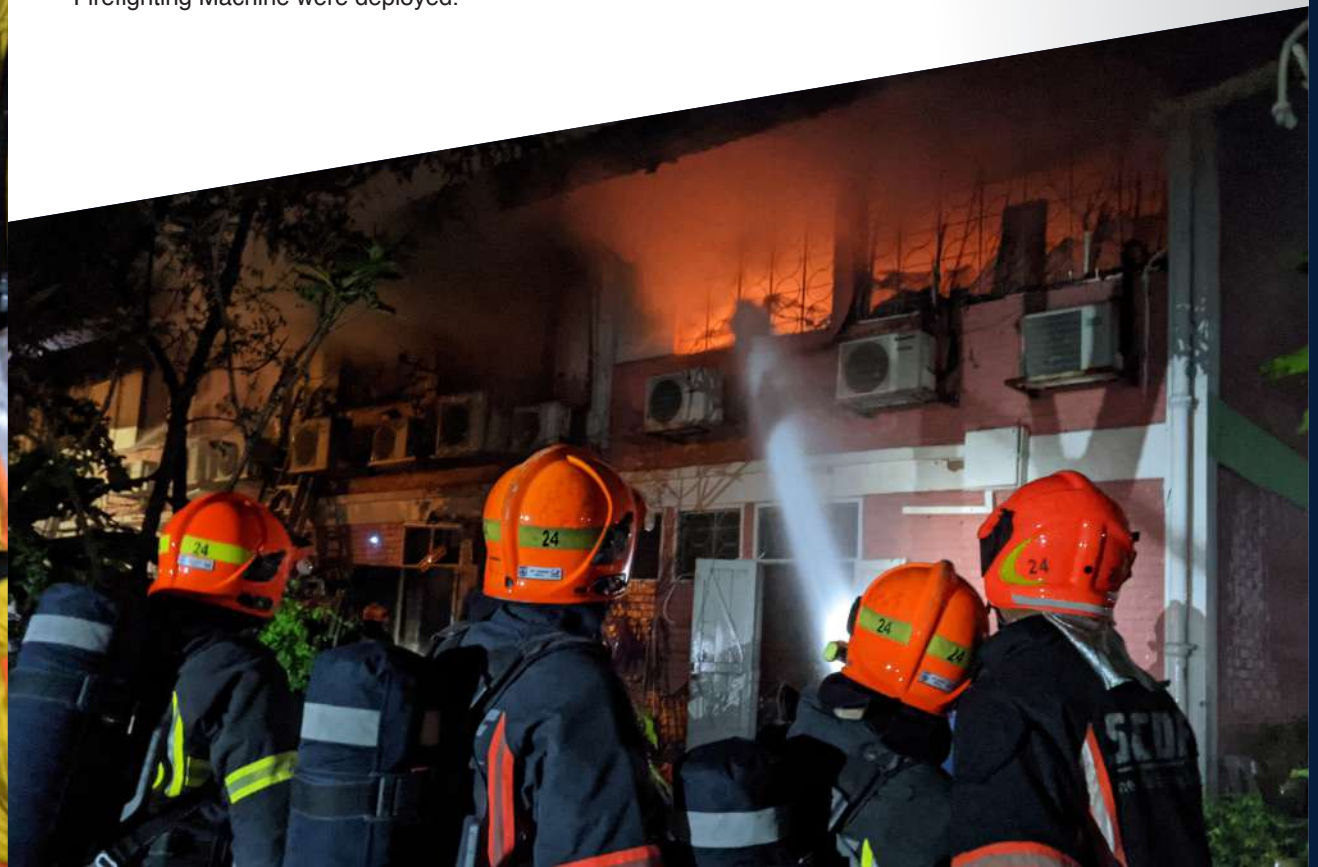
INDUSTRIAL FIRE @ GEYLANG BAHRU

On 7 October 2021, a fire was well-alight in two ground floor units of a double-storey industrial premises at Geylang Bahru. Firefighters immediately deployed water jets around the exterior of the premises while forcible entry was simultaneously conducted to create quick access into the burning units. Firefighters had to exercise extreme caution throughout the operation as the second-floor mezzanine level had already collapsed.

The fire was extinguished in about two hours. SCDF deployed 17 emergency vehicles and about 60 firefighters to the incident. At the height of the firefighting operation, four water jets and an Unmanned Firefighting Machine were deployed.



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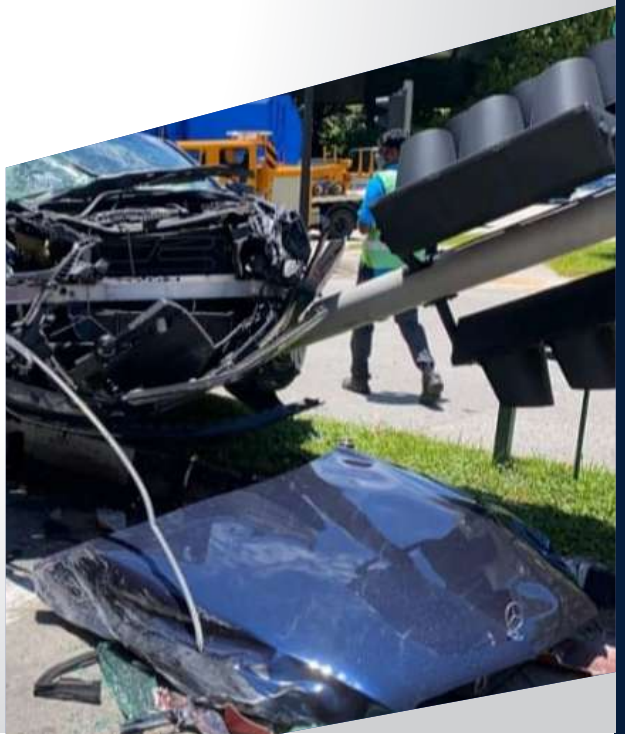
ROAD TRAFFIC ACCIDENT @ JUNCTION OF JALAN AHMAD IBRAHIM AND BENOI ROAD

On 11 October 2021, a massive road traffic accident occurred at the junction of Jalan Ahmad Ibrahim and Benoi Road. It involved five vehicles, including a trailer truck and lorry.

A man was trapped in the driver's seat of a car which had toppled a traffic light pole. Due to the car's precarious position, firefighters had to first stabilise it to minimise its movement during the intricate rescue operation so as not to aggravate the condition of the trapped driver. Thereafter, firefighters used hydraulic rescue equipment to extricate the trapped man. He and two passengers from the same car were conveyed by SCDF ambulances to the hospital.



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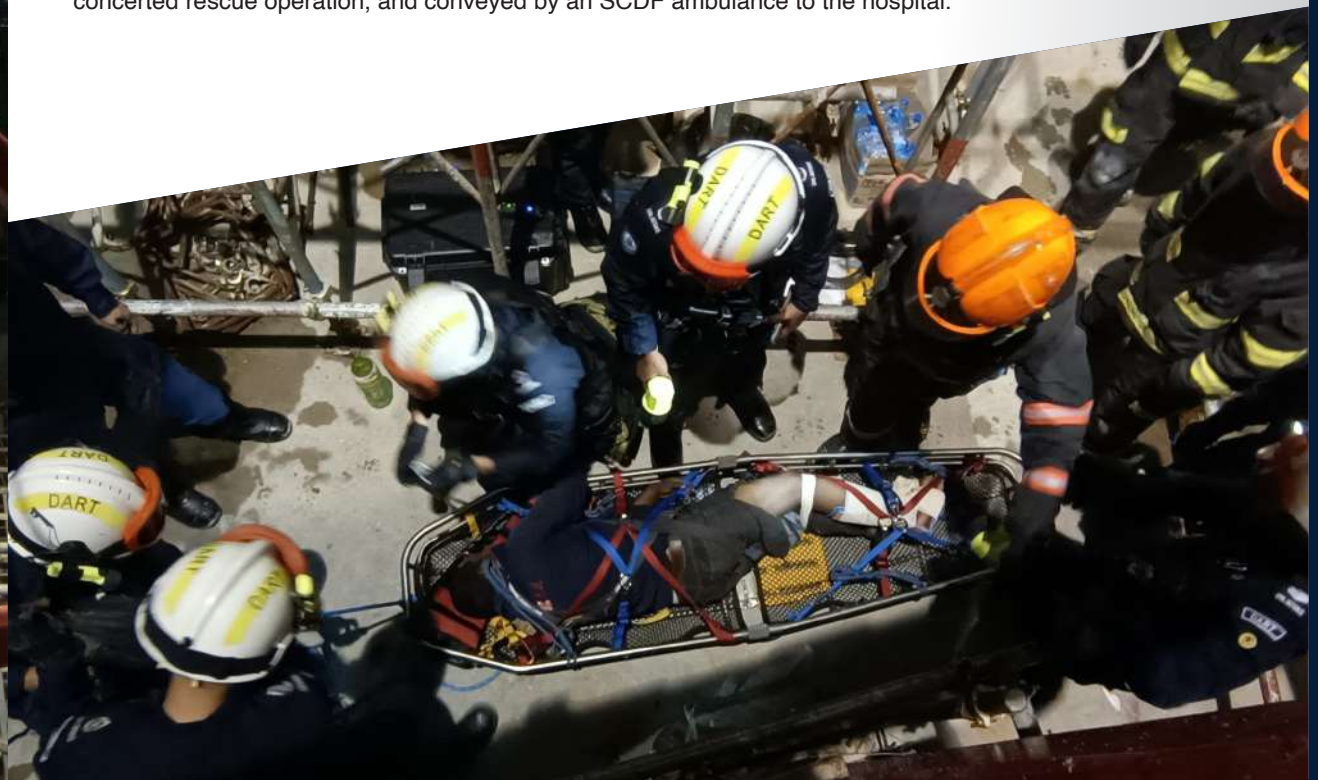
HEIGHT RESCUE OPERATION @ CONSTRUCTION SITE ALONG BEACH ROAD

On 12 November 2021, firefighters and DART specialists were activated for a height rescue operation on a tower crane at a construction site along Beach Road. A man who was working 70 meters up on the tower crane had injured his leg.

Two SCDF firefighters, one of whom was cross-trained as an Emergency Medical Technician (EMT), climbed up a cat ladder to reach the injured man. Suspecting that he had broken his leg, the firefighters bandaged and immobilised the injured leg. Two DART specialists then climbed up the crane and set up a height lowering system involving ropes and pulleys while another team of DART specialists awaited on the ground to receive the injured man. The man was safely lowered to the ground by a well-coordinated and concerted rescue operation, and conveyed by an SCDF ambulance to the hospital.



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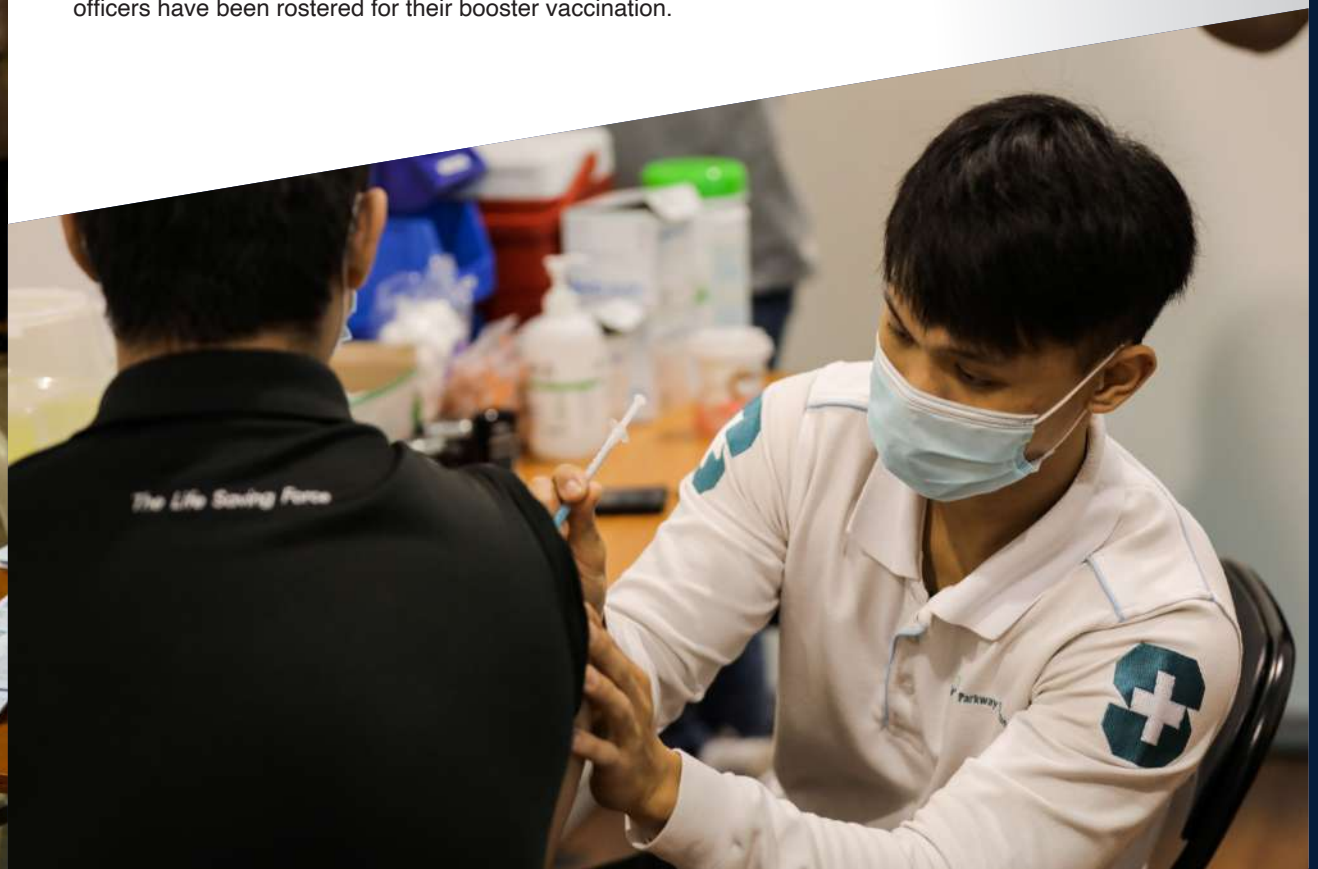
PUBLIC PROTECTION

COVID-19 VACCINATION EXERCISE

From January to February 2021, the SCDF Temporary Medical Centre vaccinated about 1,200 paramedics and Emergency Medical Technicians (EMTs). From March to September 2021, SCDF coordinated with Ministry of Health t(MOH) to organise a series of vaccination exercises for the remaining workforce, where up to 6,000 officers were vaccinated at various MOH Vaccination Centres. The MOH Mobile Vaccination Team had also arranged vaccination for the trainees at the Civil Defence Academy (CDA) in May and June 2021.

As of March 2022, 100% of the SCDF's eligible workforce have been vaccinated and the majority of our officers have been rostered for their booster vaccination.



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OUTSOURCING OF FIRE SAFETY ENFORCEMENT CHECKS

On 3 May 2021, SCDF outsourced its straight forward fire safety enforcement checks to a third-party provider, a consortium from Singapore First Aid Training Centre Pte Ltd and ERCM Consultancy Pte Ltd. This allows SCDF officers to focus on more complex enforcement checks that require a higher level of fire safety knowledge and expertise. Operators from the consortium are appointed as Supplementary Enforcement Officers (SEOs) under the Fire Safety Act 1993.

Newly appointed SEOs must undergo a 2-week training course and pass an assessment administered by SCDF. Each SEO is issued with an authority card from SCDF and wears a vest with the words "*SCDF Enforcement*" on the back and the SEO company logo on the front. The SEOs are also equipped with body-worn cameras which, among others, serve as a performance review on their fire safety enforcement work. They have conducted an average of 160 fire safety enforcement checks per month.

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REVIEW OF FIRE SAFETY REQUIREMENTS FOR FARM BUILDINGS

To address food security, Singapore is increasing its local food produce from 10% to about 30% of its nutritional needs by 2030. In view of this, there is a need for a whole-of-government effort to support the growth of new farming industry such as its infrastructural development.

Previously, farm buildings were categorised as a '*Factory*' in the Fire Code. The fire safety requirements for factories are generally deemed more onerous compared to other types of premises. In support of this national initiative and in being pro-enterprise, SCDF reviewed and calibrated the fire safety requirements for such farm buildings in accordance with their lower associated fire safety risks, thus lowering their construction costs. The revised requirements have been issued to the building industry via a circular in December 2020.

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SCDF
LET'S LEARN
IMPROVISED FIRST AID
KILLS (IFAS) PLUS
AED
CPR
COMMUNITY
PREPAREDNESS

PUBLICITY CAMPAIGN ON 'CALLING 995 FOR EMERGENCIES ONLY'

SCDF continued its sustained publicity drive to generate and reinforce public awareness on what constitutes emergency and non-emergency medical cases, and the available courses of action to take for a non-emergency case. The publicity campaign was conducted from September 2021 to January 2022 and involved integrated marketing communications platforms such as radio, print, outdoor advertisements and digital media (YouTube, FB, IG and TikTok).

The main thrust of the campaign was SCDF partnering with professional content creators namely SGAG and King Kong Media Production (KKMP), to produce two long form game show videos. They were hosted by Annette Lee, a popular content creator with a handful of popular local celebrities as participants. Both videos have garnered a cumulative total of over two million views and reach across all digital platforms by end of January 2022.

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VIRTUAL FIRE STATION OPEN HOUSE

In view of the suspension of the physical fire station visits due to the COVID-19 pandemic, SCDF has been conducting Virtual Fire Station Open Houses (VFSOH) via Zoom since 20 March 2021. Every Saturday, a fire station from each SCDF Division hosted the virtual tour. Participants could not only find out more about the daily activities undertaken by the fire station personnel and the various types of SCDF's emergency appliances but also learn on a series of fire safety advisories.

By the end of 2021, more than 14,000 families registered for the VFSOH sessions. Many participants commended the tour for being an engaging and fun-filled family activity during the weekend.

Source: Sengkang West Community Emergency & Engagement Committee C2E Facebook Page

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AED-ON-WHEELS PROGRAMME

The SCDF-ComfortDelGro AED-on-Wheels programme was officially launched on 26 August 2021 by Associate Professor Muhammad Faishal Ibrahim, Minister of State (MOS) for Ministry of Home Affairs and Ministry of National Development. This is the third expansion of the SCDF's AED-on-Wheels programme, a programme that equips vehicles on the move primarily with a first aid kit and an Automated External Defibrillator (AED) for cardiac arrest victims. ComfortDelGro drivers, trained by SCDF in basic life-saving skills, will be alerted via SCDF's myResponder mobile app to nearby cardiac arrest emergencies. Their prompt response will increase the chances of survival for someone who suffers a cardiac arrest.

A further enhancement of the AED-on-Wheels programme was launched in conjunction with the opening of Punggol Fire Station on 25 February 2022 by SM Teo Chee Hean, Senior Minister & Coordinating Minister for National Security. This enhancement marked the programme's first expansion beyond the commercial sector to engage private citizens to improve Out-of-Hospital cardiac arrest survivability rates. 150 private citizen Community First Responders have applied to have their vehicles equipped with AEDs and be alerted via the myResponder app to nearby cardiac arrest emergencies.

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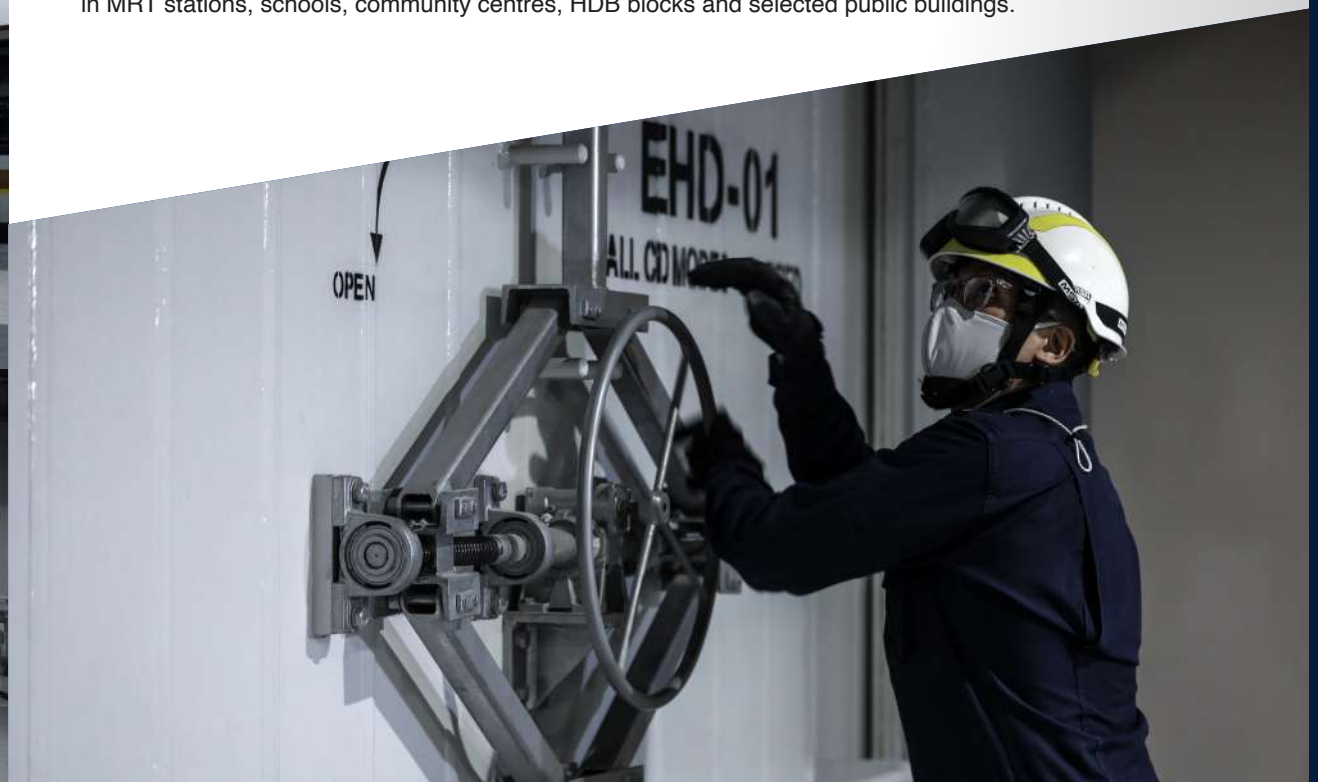
THREE NEW MRT STATIONS TO SERVE AS EMERGENCY SHELTERS

With the opening of Thomson-East Coast Line (TEL) Stage 2 on 28 August 2021, three MRT Civil Defence (CD) shelters, namely Lentor, Mayflower and Bright Hill, were added to the existing island-wide network of public shelters. These latest generation MRT CD shelters are equipped with a new chemical protection strategy, which includes the Infiltration Protection Mode (IPM) and dry decontamination concepts. The IPM works by limiting the infiltration and exchange of any harmful external air into the shelter during a chemical agent release incident. The dry decontamination concept, on the other hand, allows a large group of people to be swiftly decontaminated without using water.

With the addition of the three new MRT CD shelters, there are now a total of 584 public CD shelters built in MRT stations, schools, community centres, HDB blocks and selected public buildings.



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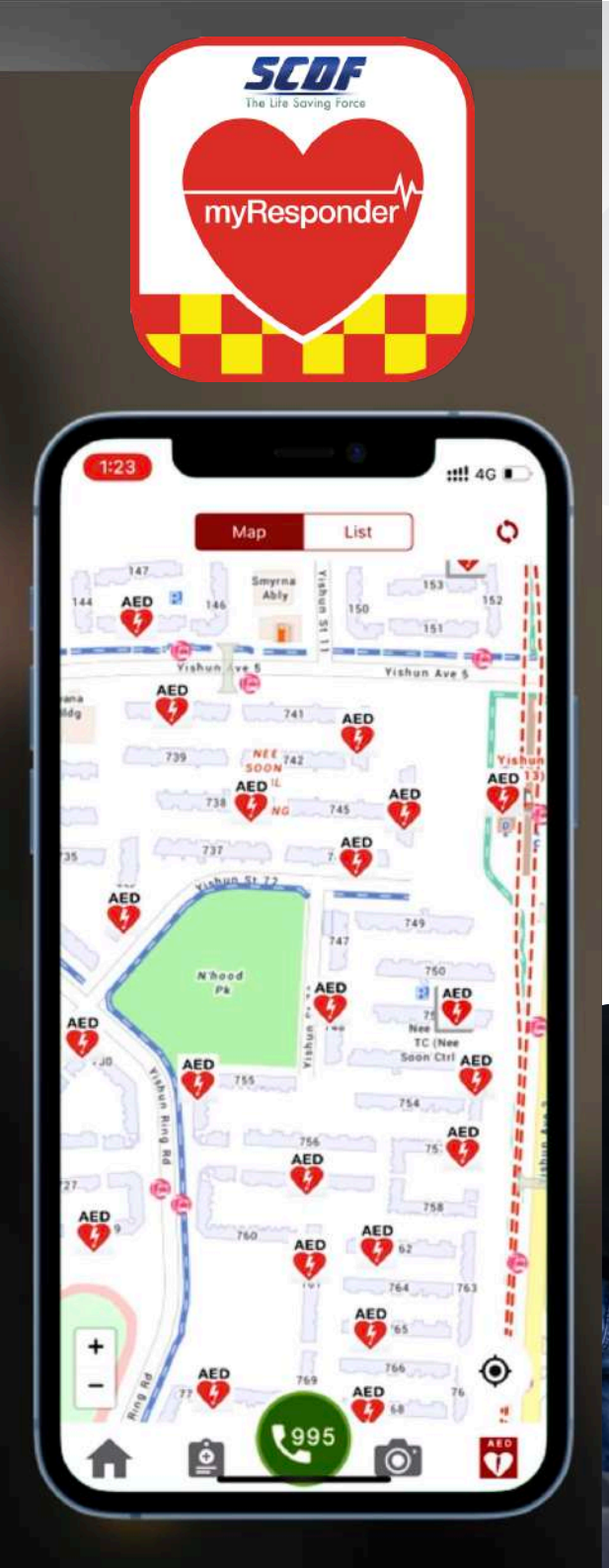

PUBLIC LIABILITY INSURANCE COVERAGE FOR COMMUNITY FIRST RESPONDERS

By end October 2021, about 100,000 members of the public (MoPs) have registered on SCDF's myResponder app, which alerts them to nearby victims of cardiac arrest cases or minor fire incidents. In championing this noble life-saving cause and to encourage more MoPs to participate as Community First Responders (CFRs), SCDF has introduced an insurance coverage plan for CFRs on 25 August 2021.

This insurance covers for any third-party liability claim against mishaps that may inadvertently occur during a CFR's response to the myResponder alerts (e.g. accidental injury or property damage caused by them to a third party). This is over and above the existing Group Personal Accident (GPA) insurance coverage which covers the medical injuries sustained by the CFRs during their response to the myResponder alerts.

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HYBRID COMMUNITY RESILIENCE DAY

In its efforts to continue building a community that is resilient and well-prepared for emergencies, SCDF has collaborated with the People's Association (PA) to organise a series of Community Resilience (CR) Day programme even amidst the ongoing COVID-19 pandemic. The first hybrid CR Day was held on 30 October 2021 in collaboration with Queenstown Community Emergency and Engagement Committee.

Approximately 150 participants tuned in through Zoom while another 40 participants were physically present, in accordance with the prevailing Safe Management Measures, to acquire essential lifesaving skills. Participants learnt first aid, CPR & AED skills as well as knowledge on fire safety at home through a fun and engaging session led by the SCDF hosts.

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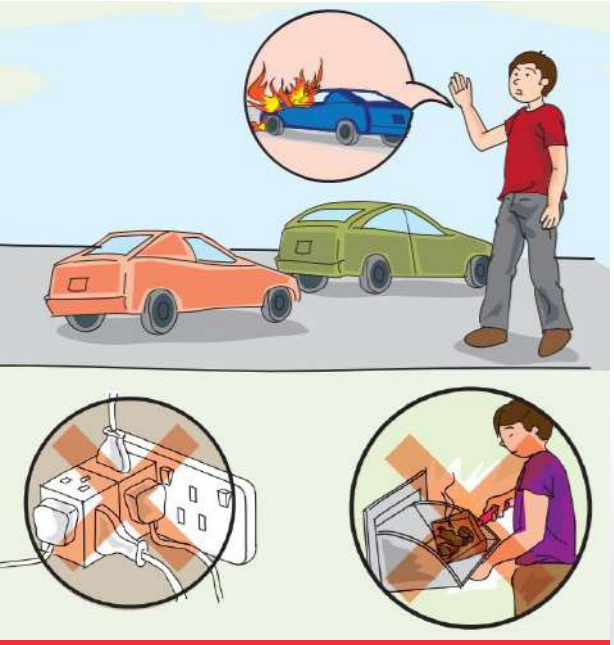
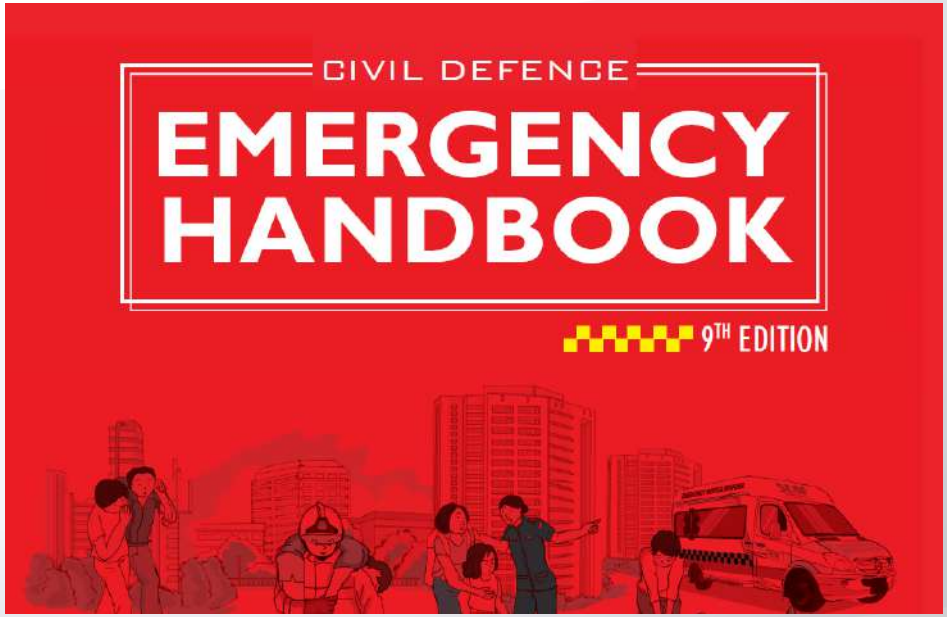


CIVIL DEFENCE EMERGENCY HANDBOOK (9TH EDITION)

On 11 February 2022, SCDF launched the 9th edition of the Civil Defence Emergency Handbook (CDEH). The latest CDEH incorporates developments that were implemented in recent years such as the Save-A-Life Initiative which aims to make AED more accessible to the public. The handbook also features several life saving tips, with accompanying infographics, such as on how to perform "hands-only CPR" without mouth-to-mouth ventilation.

In the light of COVID-19, the CDEH carries an advisory on the use of surgical/face masks when responding to cardiac arrest cases as well as an update on the inclusion of healthcare supplies like spare surgical/face masks and sanitisers in the Ready Bag. Other key updates include fire safety tips to prevent battery fires, and fire safety advisory on piped town gas, electric vehicle and solar panel.



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REDEVELOPMENT OF CIVIL DEFENCE ACADEMY FIELD TRAINING AREA

The Civil Defence Academy Field Training Area is undergoing transformative redevelopment in three phases. The completion of Phase 1 in April 2021 saw the operationalising of the Emergency Responders Fitness Conditioning and Enhancement Lab (ExCEL), which is the first of its kind in the global firefighting fraternity and serves to enhance the physical and mental performance of our responders to maximise the potential of every individual.

ExCEL houses five key facilities. For example, the Strength, Conditioning and Rehabilitation in a Virtual Environment (STRiVE) facility combines both physical training via its motion platform treadmill and cognitive training via its high definition 360-degree dome, which together gamify training in a highly engaging and immersive environment. The Digital Learning Lab (DLL) employs the use of cutting-edge virtual reality (VR), augmented reality (AR) and mixed reality (MR) applications to further enhance training and learning outcomes.

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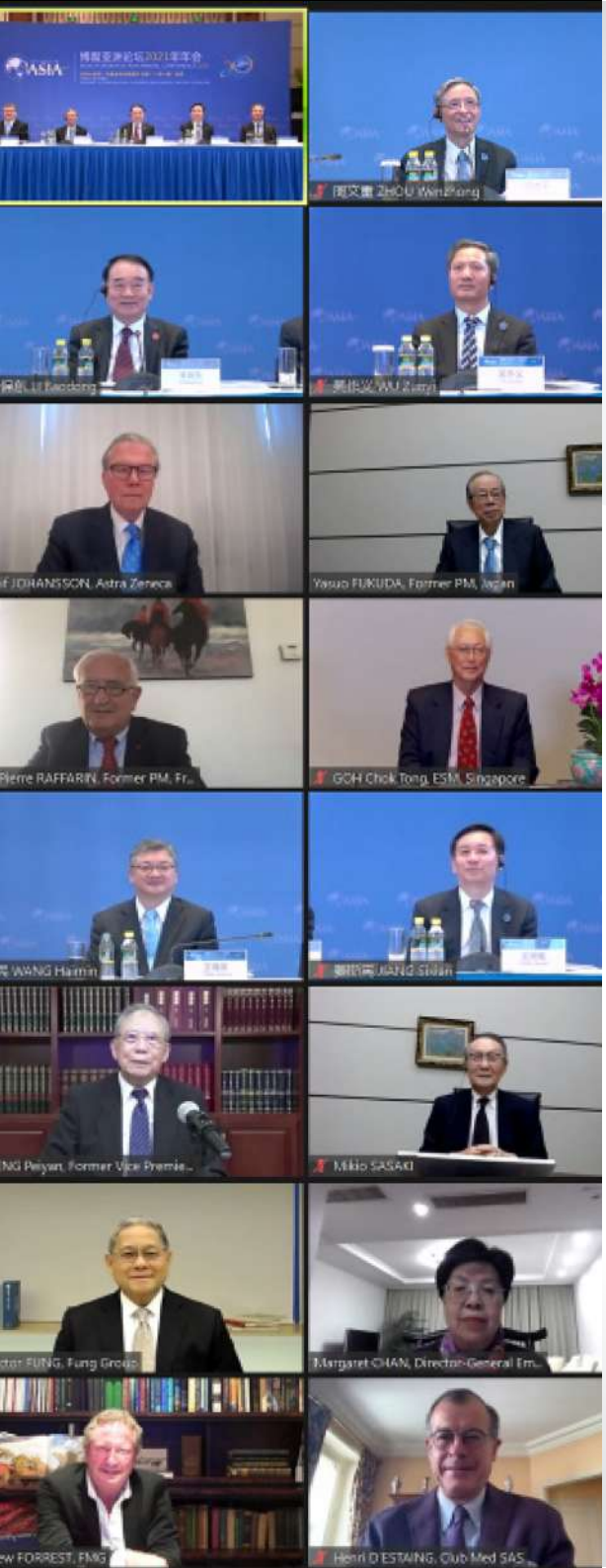

BOAO FORUM FOR ASIA ANNUAL CONFERENCE 2021

On 20 April 2021, Commissioner Eric Yap as the Chairperson of the ASEAN Committee on Disaster Management (ACDM) participated in the Boao Forum for Asia (BFA) Annual Conference 2021 as a panellist for the session on Disaster Management and Sustainable Development. It marked the first time in which disaster management was discussed at the BFA Annual Conference in its 20-year history.

The panel discussion featured other high-level speakers such as Shang Yong, Vice Minister of the Ministry of Emergency Management, People's Republic of China and Mr Siddharth Chatterjee, United Nations Resident Coordinator to China. The panellists had a lively deliberation on a slew of topics such as on disaster risk financing and how cooperation at the international, regional and community levels were essential in enhancing disaster resilience and in protecting vulnerable groups.

BOAO FORUM FOR ASIA
全球经济发展与安全论坛
Global Economic Development And Security Forum

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MEMORANDUM OF UNDERSTANDING BETWEEN SCDF, SINGAPORE ARMED FORCES AND NANYANG POLYTECHNIC

A Memorandum of Understanding (MoU) was signed between SCDF, Singapore Armed Forces (SAF) and Nanyang Polytechnic (NYP) on 18 May 2021 through a virtual signing ceremony held over Zoom. The MoU provides the broad framework for the enhancement of the professional development of paramedics, including SCDF paramedics and SAF Military Medical Experts, through a new 12-month full-time Diploma (Conversion) in Paramedic Science (Dip PRM) and On-The-Job Training Programme.

The enhancement to paramedic education and training would deepen and strengthen the foundation and provide real-world experience to better meet the demands and challenges of the Pre-hospital Emergency Care sector in Singapore.

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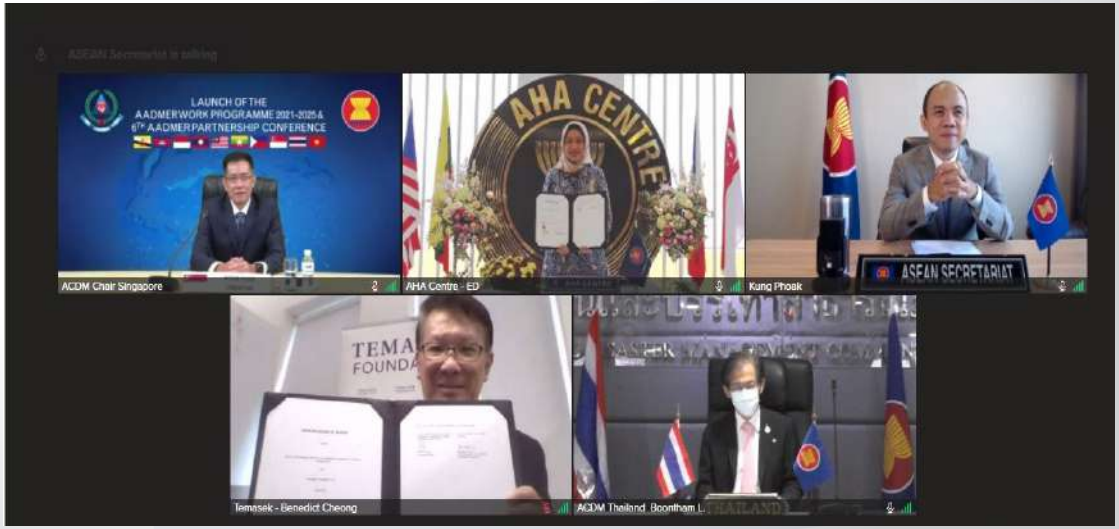
LAUNCH OF THE AADMER WORK PROGRAMME 2021 – 2025 & 6TH AADMER PARTNERSHIP CONFERENCE

The ASEAN Agreement on Disaster Management and Emergency Response (AADMER) Work Programme (2021 – 2025) was officially launched on 8 June 2021, in conjunction with the 6th AADMER Partnership Conference that witnessed pledges and funding commitments from ASEAN partners in support of the latest AADMER Work Programme. Organised by SCDF as the chairperson of the ASEAN Committee on Disaster Management (ACDM) in 2021, this is the third edition of the AADMER Work Programme that has been developed since 2010, detailing the activities and initiatives that would be undertaken by ASEAN to propel the region's disaster management efforts over the next five years.

In the AADMER Work Programme 2021 – 2025, ASEAN aims to enhance and support disaster risk reduction and disaster management capabilities through cooperation across different sectors of society, capacity building, scalable innovation, resource mobilisation, new partnerships, and stronger coordination among ASEAN Member States.



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INSARAG GUIDELINES WORKSHOP FOR ASIA PACIFIC REGION

As the co-chair of the International Search and Rescue Advisory Group (INSARAG) Guidelines Review Group 2018 – 2020, SCDF conducted a virtual workshop on the INSARAG Guidelines 2020 for the Asia Pacific region on 28 June 2021. The workshop was supported by the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) and attended by about 100 participants.

The INSARAG Guidelines is a set of internationally accepted documents that outlines the methodology for countries to develop their national Urban Search and Rescue (USAR) response capability to mitigate the impact arising from a sudden onset of disaster causing large-scale structural collapse, as well as the requirements and standards for international USAR teams to respond to affected countries. The INSARAG Guidelines Review Group 2018 – 2020 was co-chaired by Singapore and Switzerland. SCDF looks forward to forging strong partnerships with the network and stands ready to contribute to the international scene, when required.

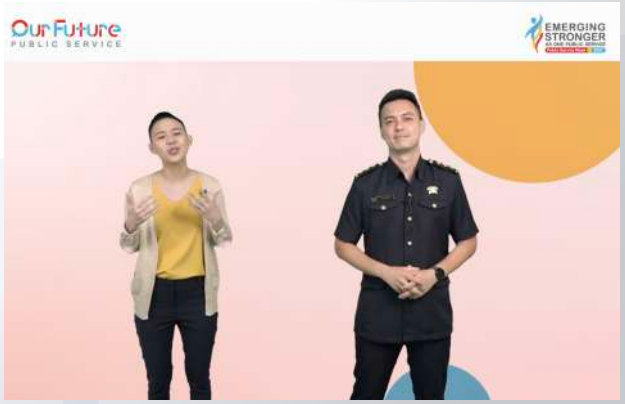
INSARAG
Preparedness – Response

ONE PUBLIC SERVICE OBSERVANCE CEREMONY

SCDF was entrusted to co-organise the One Public Service Observance Ceremony (OPSOC) on 9 July 2021, a flagship event for the annual Public Service Week. SCDF officers put together an engaging and reflective experience for over 20,000 public officers virtually on Zoom. This was an unprecedented attendance rate, a testament to the intensive and calibrated publicity for the event. SCDF also fielded a uniformed officer, CPT Adam Osman, as one of the two lively emcees for the event.

One of the key highlights, a first for the OPSOC publicity, was an SCDF in-house production of a light-hearted OPSOC teaser video that generated significant interest and compliments. Another first for the OPSOC publicity was leveraging a Telegram chatbot as a communications channel. The committee overcame the physical constraints of a virtual ceremony through creative pre-event activities such as the "We Stand as One" video challenge and the "Gifting from the Heart" initiative. Public officers also heard from Mr Chan Chun Sing, Minister-in-Charge of the Public Service, who spoke on the ongoing Public Service Transformation in the post-COVID-19 world and Mr Leo Yip, Head of Civil Service, who shared his personal reflections on navigating these changes.

The programme culminated in a series of video messages and a special song performance by SCDF's Music and Performing Arts Club (MPAC), dedicated to all officers in the Public Service.



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NS STRATEGIC FORUM

The National Service (NS) Strategic Forum provides a platform for SCDF senior leaders to directly involve NS leaders on NS strategic and policy matters.

The inaugural forum was held on 13 July 2021 at Kallang Fire Station. SCDF's three Deputy Commissioners, 17 senior leaders and 23 NS leaders participated in the event. The thematic discussion for the forum was comprehensive, ranging from current affairs to talent management and NS fitness. The forum also discussed the NS structure in tandem with the challenge of a shrinking workforce. In the open-dialogue session, participants raised several ideas that focused on existing gaps and challenges.

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THE SCDF X IBM LIFESAVERS' INNOVATION CHALLENGE

SCDF and IBM have been jointly organising the SCDF X IBM Lifesavers' Innovation Challenge: Call for Code – where university, polytechnic, junior college and ITE students are encouraged to leverage technology and design solutions that address the future challenges of emergency response and civil defence in Singapore.

Since the inaugural challenge in 2018, about 2000 students have pitted their wits against one another for the cause of lifesaving. The winning solutions were innovative and technologically advanced – one example was the Breathing Observation Attachment by a Singapore University of Technology and Design (SUTD) team, whereby a smart IoT-based (Internet-of-Things) solution was used to automate air management during operations. This inaugural collaboration with IBM further positions SCDF at the new frontier of challenges and opportunities, innovating toward a safer and more informed future.

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SUPPORTING OFFICERS' PSYCHOLOGICAL WELL-BEING DURING COVID-19 OPS

Staff well-being has always been a priority for SCDF, more so now during the pandemic where morale sensing operations are intensified to gather SCDF officers' feedback and sentiments on their readiness and confidence to perform their duties. These provided leaders with continual insights on how they can improve officers' mental health and morale.

For instance, resilience messages in the form of info-graphics have been disseminated frequently to all SCDF officers via email and messaging platforms (e.g. Telegram). Words of affirmation and support from SCDF leaders and commanders were broadcast through the *Leadership Resilience* series, and best practices in promoting positive team dynamics and managing staff's mental well-being were broadcast through the *Conversations with Leaders* series.

In addition, well-being calls were made to support officers who were placed on quarantine or tested positive for COVID-19. Through the CDtv internal broadcasts, staff were also constantly reminded to take actions to care for themselves, to look out for one another and create a supportive environment for the people around them.

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ASEAN STRATEGIC POLICY DIALOGUE ON DISASTER MANAGEMENT

Since 2015, the ASEAN Strategic Policy Dialogue on Disaster Management (SPDDM) has been providing a platform to sharpen ASEAN's disaster management policies and formulate long-term strategies. The annual SPDDM is co-organised by SCDF, the ASEAN Secretariat and the ASEAN Coordinating Centre for Humanitarian Assistance on Disaster Management (AHA Centre), supported by the Nanyang Technological University S. Rajaratnam School of International Studies (RSIS).

The theme of last year's virtual SPDDM was "*Advancing Disaster Management: Into a Future of Possibilities*", held from 24 to 26 August 2021. The panel discussed three key topics, namely strengthening local responses, innovative financing for disaster management, and leveraging technology and innovation. These topics are important in ensuring that ASEAN's disaster management response is future-ready and can deal with emerging challenges, especially against the backdrop of COVID-19.

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ASEAN COMMITTEE ON DISASTER MANAGEMENT

As the Chair of the ASEAN Ministerial Meeting on Disaster Management (AMMDM) and ASEAN Committee on Disaster Management (ACDM) last year, Singapore led by SCDF hosted a series of meetings from 8 to 14 October 2021. The meetings included the 9th AMMDM, 1st AMMDM Plus China, 1st AMMDM Plus Japan and 10th Conference of Parties (COP) to the ASEAN Agreement on Disaster Management and Emergency Response (AADMER), the 39th Meeting of the ACDM and other related meetings.

The 9th AMMDM was held in conjunction with the Commemoration of ASEAN Day for Disaster Management (ADDM). The ADDM is convened annually to raise awareness and remind the public of the importance of disaster risk reduction and marked the launch of new ASEAN initiatives in disaster management. In his opening remarks, Mr K Shanmugam, Minister for Home Affairs and Minister for Law, commended the ACDM and the ASEAN Coordinating Centre for Humanitarian Assistance on disaster management (AHA Centre) for successfully mobilising contributions from many ASEAN Member States and partners to undertake a humanitarian assistance mission in delivering relief supplies and aid to Myanmar despite the challenges faced during the pandemic.

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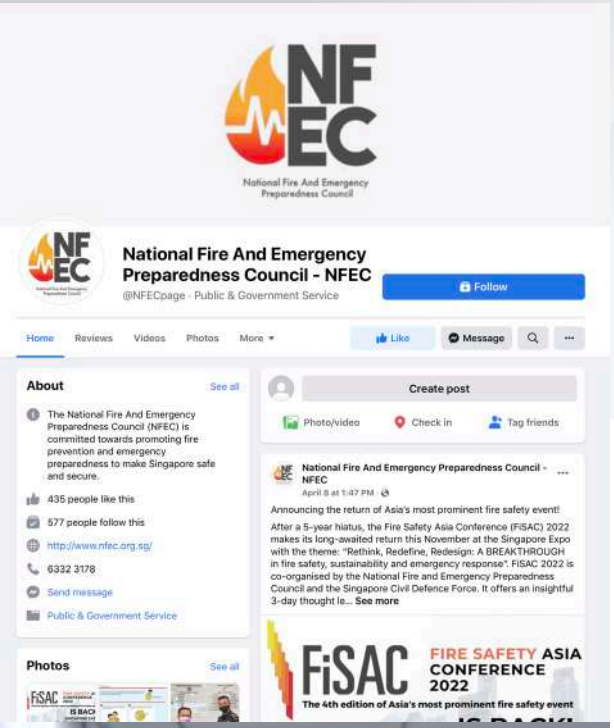
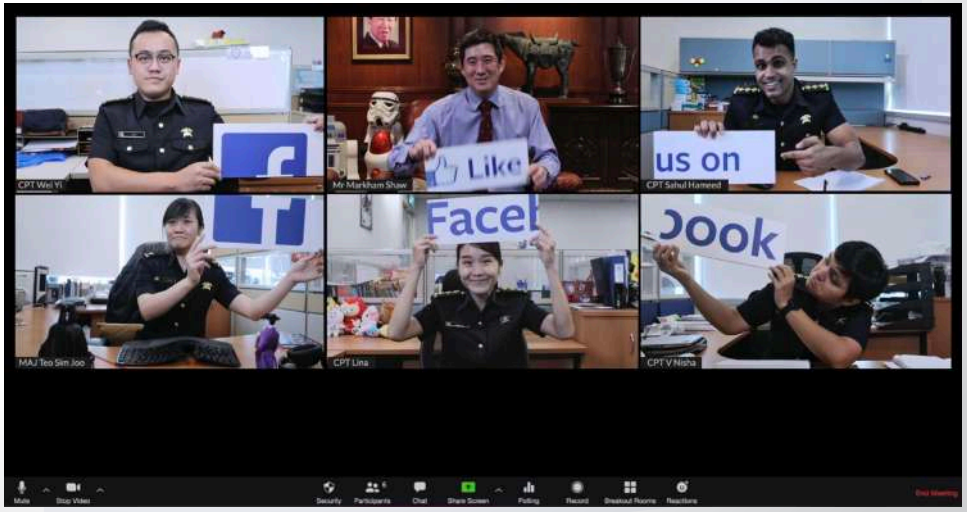


LAUNCH OF THE NATIONAL FIRE AND EMERGENCY PREPAREDNESS COUNCIL FACEBOOK PAGE

On 22 October 2021, the National Fire and Emergency Preparedness Council (NFEC) launched its Facebook Page as it embarked on its new digital first journey to champion fire safety awareness, prevention, and emergency preparedness.

Formed in 1986 and known then as the National Fire Prevention Council (NFPC), the council was renamed National Fire and Civil Emergency Preparedness Council in 2007 to broaden its scope from fire safety and prevention awareness to include civil emergency preparedness. The Council's name has since been shortened to National Fire and Emergency Preparedness Council (NFEC) to give it a sharper operating context while still retaining the familiar NFEC acronym. The NFEC logo has also been redesigned with a new and refreshing look.



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MULTIPLE PRESTIGIOUS AWARDS FOR RESPONDERS' PERFORMANCE VEHICLE

The project team behind the Responders' Performance Vehicle (RPV), a vehicle that provides comprehensive responders' rehabilitation facilities, has done SCDF proud for clinching prestigious awards not just at the Ministry level but also at the World Engineers Summit (WES) 2021 Conference.

The innovative project was conferred the Home Team Achievement Award, the highest accolade in the innovation category at the Minister's Awards Presentation Ceremony. The ceremony was graced by Mr K Shanmugam, Minister for Home Affairs and Minister for Law on 28 October 2021. It was also conferred the Institution of Engineers, Singapore (IES) Prestigious Engineering Achievement Award 2021 at the WES 2021 Conference Dinner on 11 November 2021, where Mr S Iswaran, Minister for Transport was the Guest-of-Honour. These awards are testament to SCDF's excellent teamwork, extensive collaboration, and exceptional innovation towards achieving the mission of keeping Singapore safe and secure.

Source: IES

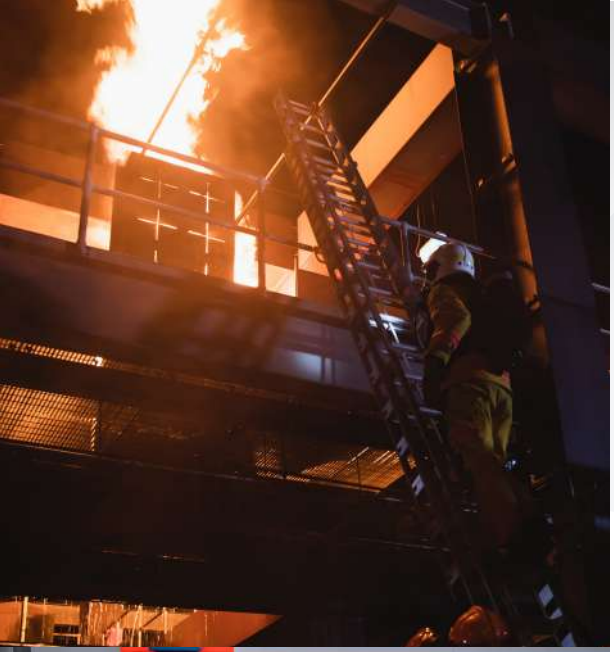
SCDF ACHIEVES PRO-ENTERPRISE SURVEY RECOGNITION AWARD

On 17 November 2021, the Pro-Enterprise Panel–Singapore Business Federation (PEP-SBF) Awards Ceremony was held at the Lifelong Learning Institute with Mr Gan Kim Yong, Minister for Trade & Industry, gracing the event. SCDF was one of the five agencies presented with the Pro-Enterprise Survey Recognition Award.

Since embarking on the pro-enterprise journey in the 1990s and aligning its efforts with the Ministry of Trade and Industry's Pro-Enterprise Panel in 2000, SCDF has created a more effective pro-business environment by working in partnership with private enterprises and the government to review and streamline rules and processes.

The pro-enterprise initiatives introduced by SCDF in licensing and safety have enabled businesses to meet stringent requirements more simply, as well as reduce the time and effort of SCDF officers to perform their regulatory roles, without compromising fire safety.

Commissioner's Foreword
Senior Management
Commanders
SCDF Establishments
Organisation Structure
Operational Excellence
Major Incidents in 2021
Public Protection
Community Preparedness
Organisational Excellence



Source: Mediacorp

Source: Mediacorp

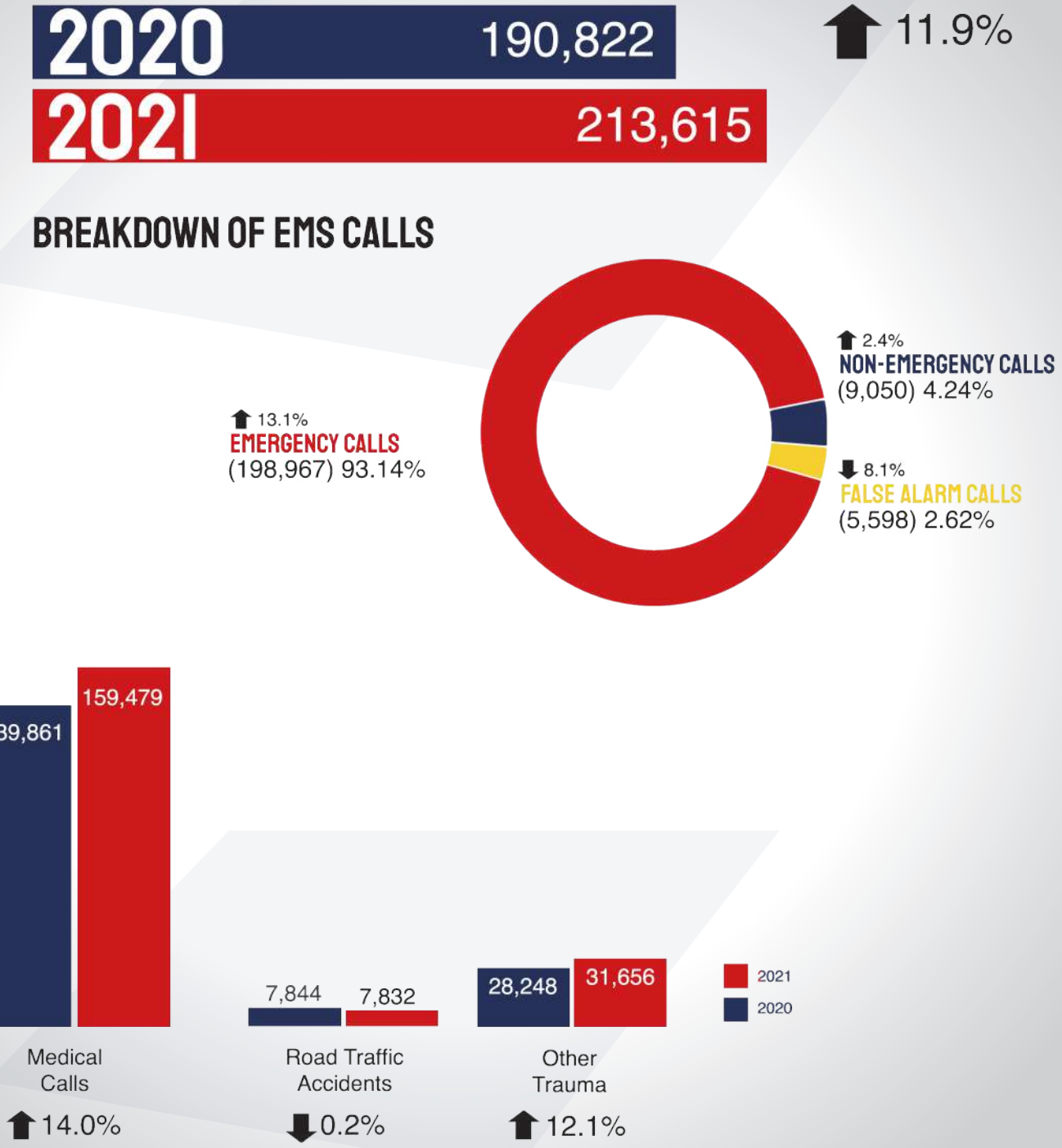
MEDIACORP-SCDF DRAMA 'IN SAFE HANDS'

SCDF engaged Mediacorp to produce a 10-episode drama serial for Channel 8 and meWATCH from 7 March to 18 March 2022.

The drama showcased the strength, courage, and professional ethics of SCDF officers through various emergency cases managed by them. It also highlighted SCDF as a nimble and forward-looking organisation that embraces innovation, robotics and smart technologies in its frontline operations and training, vis-à-vis SCDF's 2025 transformation vision of building *A Nation of Lifesavers*. Besides a public education message featured as part of end credits, each episode came with two 30 seconds TV commercials on the Life Saving Force that were produced in-house by SCDF's Media Production Unit.

Source: Mediacorp

TOTAL EMS CALLS



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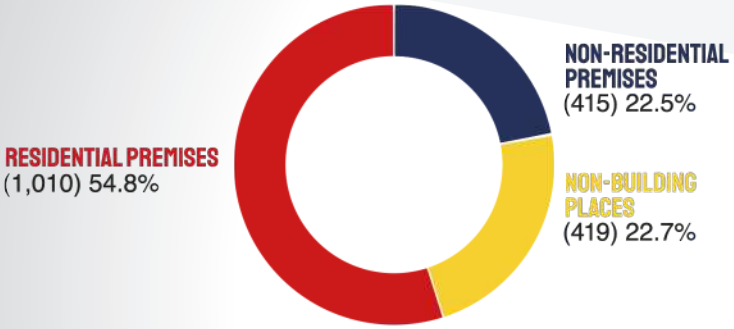
TOTAL FIRE CALLS

1.8%

BREAKDOWN OF FIRE CALLS



3 FATALITIES

194 FIRE INJURIES

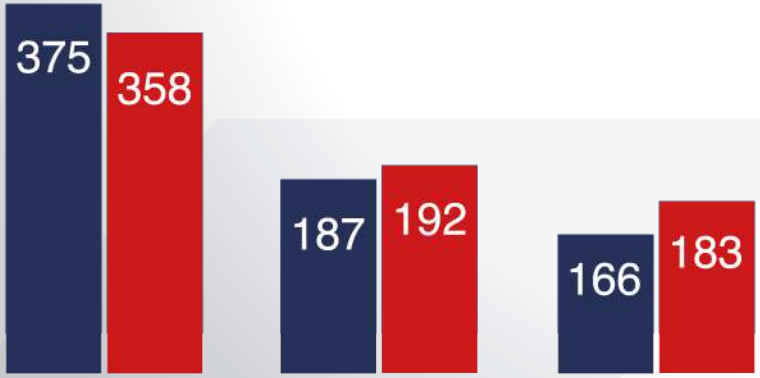
TOTAL PMD FIRES

23.8%

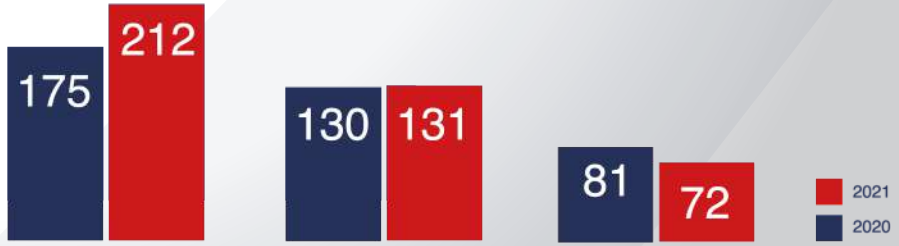
TOTAL PAB FIRES

11.5%

FIRES IN RESIDENTIAL PREMISES



FIRES IN NON-RESIDENTIAL PREMISES



FIRE SAFETY ENFORCEMENT STATISTICS 2021

SCDF CONDUCTED 11,075 ENFORCEMENT CHECKS

2,555 FHANs ISSUED
Fire Hazard Abatement Notice

1,161 NOOs (FSO) ISSUED
Notice of Offence (Fire Safety Offence)

94 COURT ACTION

TOP 3 FHANs ISSUED

553	509	391
Exit sign/emergency light not in working order	Obstruction to exit/fire engine accessway	Unauthorised storage of combustible materials

TOP 3 NOOs (FSO) ISSUED

504	434	63
Unauthorised change of use	Unauthorised fire safety works	Storage/transportation of petroleum & flammable material without license

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An in-house production

SCDF

The Life Saving Force

. . . for a safer Singapore

INNOVATION EXCELLENCE AWARD

2016 WINNER

SINGAPORE QUALITY AWARD

2015 WINNER

PEOPLE DEVELOPER

SINGAPORE

SINGAPORE SERVICE CLASS

bizSAFE Partner