



# ***SCDF***

The Life Saving Force



ANNUAL REPORT 2013/14

YN3449A

## Mission

To protect and save lives and property for a safe and secure Singapore



## Vision

A World-Leading Life Saving Force through People, Innovation and Partnership for an Emergency Ready Nation



# Commissioner's Foreword



2013 was yet another eventful and fulfilling year for the SCDF. As we look back, what gives us utmost satisfaction as the Life Saving Force is undoubtedly the many operations which we had undertaken in saving lives and property. This and numerous other milestones which we had traversed in 2013 are vividly illustrated in the unfolding pages of this in-house produced electronic version of the SCDF annual report.

#### **Strengthening our emergency response capabilities**

Whether it is fighting fires, undertaking rescue operations or rendering emergency medical services, our actions at the frontline can make a difference between life and death. This is why the SCDF has always placed a strong emphasis in reviewing and strengthening our emergency response capabilities.

In April 2013, the SCDF launched the Emergency Medical Technician (EMT) scheme in which the Fire and Rescue Specialists (FRS) are trained to conduct independent patients' assessment, render medical intervention and stabilise patients' conditions. Since January 2014, the FRS-EMTs have been part of the SCDF Emergency Medical Service (EMS) crew, responding to medical emergencies. Being dual trained in fire fighting cum rescue operation as well as in rendering medical treatment, the FRS-EMT is indeed a "game changer" in the modus operandi of the SCDF's frontline operation as it forms the foundation to build opportunities upon in the future like a tiered model of EMS response to better serve those in distress.

#### **Keeping Singapore safe**

Apart from developing new capabilities,

it is important that the SCDF continues to focus on its core functions. One such function is in regulating and ensuring an effective standard of fire safety in Singapore.

The Fire Safety Act was last amended in April last year following the review of the fire safety enforcement framework. Among the amendments was the extension of the mandatory Company Emergency Response Team (CERT) scheme to Public and Industrial Buildings such as hotels, hospitals, offices, shopping complexes and factories. The CERT plays a crucial role in managing emergencies prior to SCDF's arrival. A swift and effective CERT intervention at an onset of a fire incident, for example, can prevent an escalation of the incident and deter potential massive disruption to business continuity.

#### **Enhancing Community Emergency Preparedness – A Concerted Effort**

An active and strong participation of the community is a cornerstone to raising the level of community emergency preparedness. In any crisis, every second counts and it is the community first responders who are trained and equipped with life saving skills that will make a difference towards a positive outcome prior to SCDF's arrival. This has been proven time and again. Most recently in a medical emergency which occurred in March 2014, a lady guided by the SCDF 995 Call Centre Specialist, performed CPR and successfully revived a cardiac arrest victim.

The SCDF's Emergency Preparedness Centre will open in mid 2014 for the public to acquire vital life

saving skills and knowledge. The centre is spruced with a slew of interactive exhibits with engaging visuals, including a state-of-the-art virtual reality simulator depicting a few disaster scenarios for a truly immersive learning experience.

#### **Forging strong ties with the international community**

Above and beyond our mission and commitment to serve our nation, the SCDF also provides humanitarian assistance to countries affected by major disasters through its Operation (Ops) Lionheart missions. In September last year, our 76-member Ops Lionheart Contingent attained the United Nations (UN) reclassification as a Heavy Urban Search and Rescue (USAR) Team. The reclassification is a testimony of the SCDF's operational capabilities to carry out complex and intricate search and rescue operations globally under the auspices of the UN's International Search and Rescue Advisory Group.

#### **Our People, Our Heartbeat**

The heart of the SCDF is definitely our people, our most precious asset. This is aptly reflected in the "Heartbeat Livery" line that has been prominently depicted on the new SCDF fleet of emergency appliances since last year. As we welcome the new work year, let us continue to keep the "Heartbeat Livery" line of SCDF beating strong as we carry out our duties professionally and passionately. With committed officers, strong community partnership and a vast network, I am confident that the Life Saving Force will overcome all odds and continue to steer smoothly ahead in the new work year in fulfilling our noble mission of protecting and saving lives and property for a Safe and Secure Singapore.

**COMR Eric Yap Wee Teck**  
**Commissioner**  
**Singapore Civil Defence Force**



# SENIOR MANAGEMENT



AC Chong Hoi Hung  
Senior Director  
(Policy and Corporate Services)

COMR Eric Yap Wee Teck  
Commissioner

DC Jackson Lim Jew Sai  
Deputy Commissioner

Mr Ivan Chua  
Director  
Finance  
Department

LTC Ng Chee Kiang  
Director  
Service Excellence  
Department

LTC (Dr) Ng Yih Yng  
Director  
Medical  
Department/  
Chief Medical Officer

AC Christopher Tan  
Director  
Fire Safety &  
Shelter  
Department

Ms Wong Puy Mun  
Director  
Manpower  
Department

COL Francis Ng  
Director  
Hazardous Materials  
Department

LTC Abdul Razak Bin  
Abdul Raheem  
Director  
Public Affairs  
Department



COL Chin Lai Fong  
Director  
Logistics  
Department

COL Lian Wee Teck  
Director  
Central Enforcement  
Department

COL Anwar Bin  
Abdullah  
Director  
Operations  
Department

LTC Ling Kok Yong  
Director  
Technology  
Department

COL Yong Meng Wah  
Director  
Strategic Planning  
Department

LTC Lee Bee Hong  
Director  
National Service  
Personnel  
Department

COL Yap Kok Boon  
Director  
Training  
Department



COL Teong How Hwa  
Director  
(Civil Defence  
Academy)

LTC Daniel Seet  
Commander  
1st SCDF Division

LTC Kadir Maideen Bin  
Mohamed  
Commander  
2nd SCDF Division

LTC Derek Tan  
Commander  
SCDF Marine  
Command

LTC Alvin Tan  
Commander  
3rd SCDF  
Division

LTC Ling Young Em  
Commander  
4th SCDF  
Division

LTC Lee Yam Meng  
Director  
National Service  
Training Institute

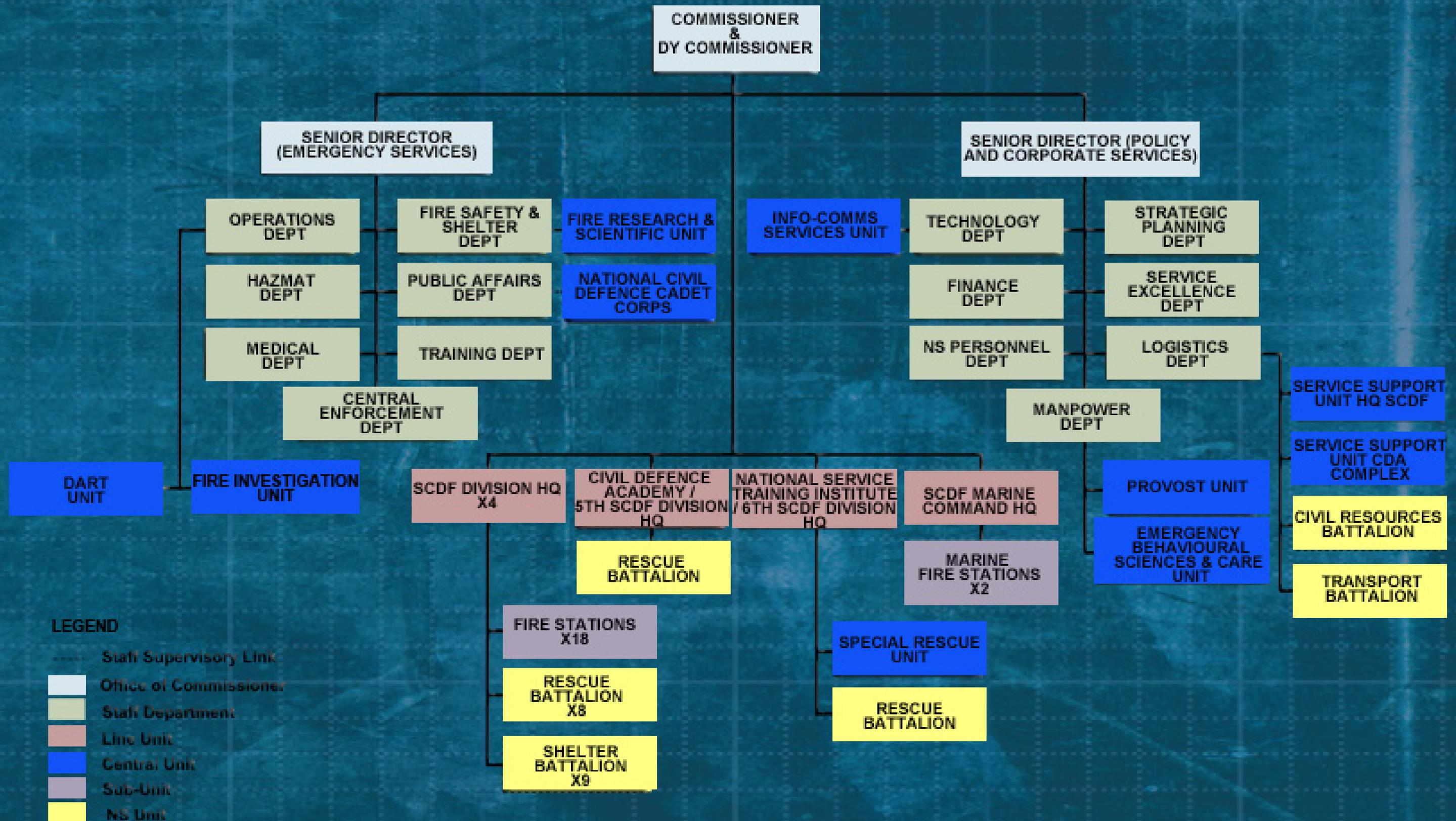
# SCDF ESTABLISHMENTS



**LEGEND**

- SCDF HQ
- SCDF MARINE COMMAND
- CIVIL DEFENCE ACADEMY
- NATIONAL SERVICE TRAINING INSTITUTE
- FIRE STATION
- FIRE POST

# ORGANISATION STRUCTURE





# ORGANISATIONAL EXCELLENCE

### Advance C3 Emergency System (ACES)

Commissioned in November 2013, the Advance C3 Emergency System (ACES) replaced the Cubicon System. Currently, the SCDF Operations Centre uses it to primarily perform dispatch of emergency appliances and receiving of calls from the public.



In addition, the ACES also includes other features such as the ACES Video Management System and ACES Contact Management system. The former allows the SCDF Operations Centre to receive real time video footages of the incident scene through the mobile video cameras installed on our front line appliances while the latter allows the members of public to reach SCDF via the use of SMSes and MMSes.

### Road Traffic Accident (RTA) Training Simulation

The RTA Training Simulation system is aimed at enhancing and developing our trainees' knowledge, skills and aptitude in handling an RTA incident without incurring a high cost.

Leveraging on augmented technology, the system allows the users to simulate different types of RTAs that are difficult to replicate through conventional training methods. Trainees will be presented a wide range of scenarios with different levels of complexity and challenges. It also allows them to validate and review their response strategies under a realistic but risk-free environment.



## Enhanced Fire Bikes

In 2012, SCDF equipped all fire bikes with Automated External Defibrillator (AED) devices to enable them to be deployed for cardiac cases. Now, the fire bikes are also equipped with oxygen resuscitators and cylinders to aid them in delivering effective rescue breathing



## Secondment of Nurses to SCDF Operations Centre to Strengthen 995 Emergency Medical Dispatches

To further enhance the quality of our emergency medical dispatch, SCDF collaborated with the Ministry of Health (MOH) to deploy staff nurses at our Operations Centre to provide timely medical advice to the callers of 995. This includes helping the 995 specialists to quickly identify patients with symptoms of cardiac arrest so as to swiftly guide the callers to initiate the CPR procedure.





2013 International Search and Rescue Advisory Group (INSARAG) Asia Pacific Meeting

## 2013 International Search and Rescue Advisory Group (INSARAG) Asia Pacific Meeting

The INSARAG is a non-political, inter-governmental network operating under the umbrella of the United Nations that deals with issues relating to international Urban Search and Rescue (USAR) and disaster response. It is directed by a Steering Group that meets annually to determine its strategic direction and policies.

SCDF took over chairmanship of the INSARAG Asia-Pacific (AP) region from Nepal at the last Regional Group meeting in July 2012. Apart from leading and driving initiatives to further improve the region's preparedness and response during the tenure of the chairmanship, we also hosted the INSARAG Asia-Pacific Regional Meeting 2013 on 26 September 2013. Held at the Equarius Hotel, Resorts World Sentosa, this is the second time that SCDF is hosting the meeting, the first being in 2004.

During the meeting, the heads of emergency services from the region discussed both international and regional INSARAG and USAR policies and explored ways to further develop cooperation within the region on preparedness and response to the sudden onset of emergencies. It also charted long term strategic directions for the group.

The chairmanship of the INSARAG AP region was handed over to South Korea at the subsequent INSARAG AP Regional Meeting in September 2013.

## Asia Pacific Humanitarian Partnership (APHP) Deployment to Tacloban, Philippines

Under the auspices of the United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA), selected SCDF officers are deployed overseas to reinforce the UN Disaster Assessment Center Team in the overall administration of on-going relief efforts.

In November 2013, two teams of SCDF officers were deployed to the Tacloban City in Philippines during Typhoon Haiyan to support the United Nations Disaster Assessment and Coordination Team in the administration and coordination of relief efforts. Besides assisting the UN OCHA in managing the Reception/Departure Centre, these SCDF officers also supported the UN team in maintaining communication links and Information Technology coverage.

CPT Fhadley Meselan from the Civil Defence Academy and WO2 Ridzal Mohamed Hussein from Tuas Fire Station were deployed on 7 November 2013 while CPT Matthew Tay from the National Service Personnel Department and SSG Jack Tan from Tuas View Fire Station were deployed on 20 November 2013.



# International Search and Rescue Advisory Group (INSARAG) External Reclassification



After a 36 hour exercise held from 26 to 28 September 2013, the 76 member SCDF Operation Lionheart (Ops Lionheart) Contingent was successfully reclassified by the United Nations as a Heavy Urban Search and Rescue (USAR) Team, the highest level of recognition accorded.

During the exercise, our SCDF Ops Lionheart demonstrated their operational capabilities through prompt and efficient activation, equipment and deployment procedures.

They raced against time to search and rescue “victims” trapped under collapsed buildings using techniques like cutting and lifting, tunnelling, as well as showcasing their proficiency in using life detectors and search dogs.

The Heavy USAR Team reclassification is a testimony of SCDF’s operational capability to carry out search and rescue operations for overseas humanitarian missions which typically involve complex and challenging conditions.



# Brani Marine Fire Station

On 1st April 2012, SCDF took over the fire fighting assets and functions from the Maritime and Port Authority of Singapore. The SCDF Marine Command (MC) has since commenced marine fire fighting operations.

The SCDF MC Headquarters is co-located with Brani Marine Fire Station. Three state-of-the-art rescue vessels are stationed here to equip our marines in providing maritime fire emergency coverage for the busy southern Singapore Straits.





## Fire at No 1. Jalan Samulun

On 26 March 2013, the SCDF responded to a shipyard fire incident where four vessels berthed alongside one another were engulfed in flames. Together with the Singapore Police Coast Guard and Maritime and Port Authority of Singapore, SCDF put out the fire within 90 minutes.

The success of this operation was a reaffirmation of our newly established marine fire fighting capabilities as well as our partnership with other Home Team department and maritime agency.



## Establishment of Tuas View Fire Station

Located at 130 Tuas South Ave 3 , Tuas View Fire Station commenced operations on 6 February 2014. This latest fire station complements Tuas Fire Station in managing incidents in the Tuas boundary and in overcoming operational gaps that may arise as a result of urbanisation in the area.

# MAJOR OPERATIONS

**WO1 JAAIS, 48**

Supported Mr Sun's upper arm during the operation.



**SGT MD AASHIQ, 34**

Held the grinder in place during the operation.



**WO2 AHMAD FAIZAL, 37**

Removed the grinder plate and cleared the blood-stained flesh.



**WO2 MD AFFINO, 36**

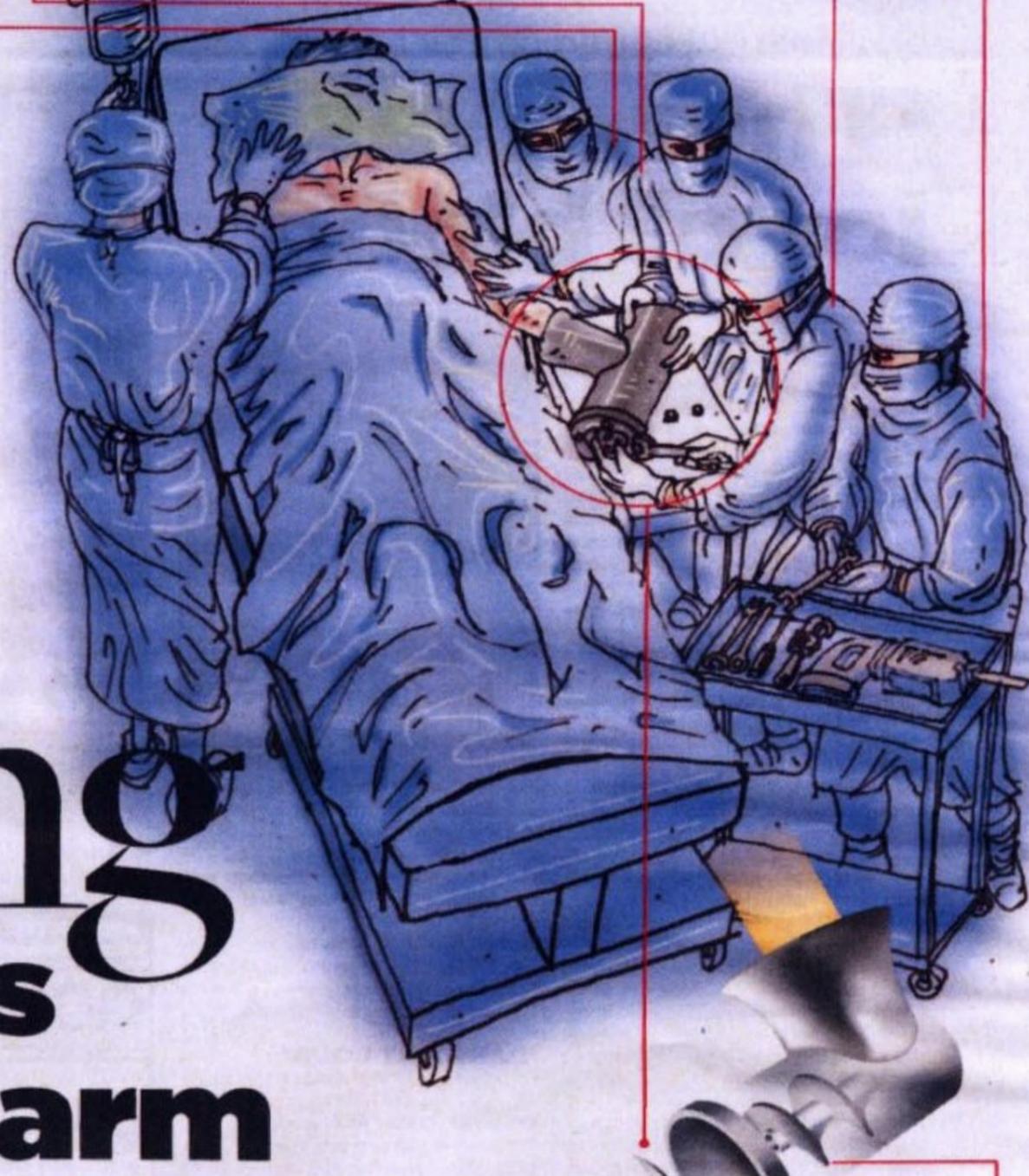
Removed the grinder plate and cleared the blood-stained flesh.



Wearing surgical gowns and masks, four SCDF officers performed an operation in a hospital. Their tools: spanners and wrenches. Their aim: To remove a meat grinder from the arm of a man. Now, for the first time, they reveal the details to

**RENNIE WHANG**

## Saving a worker's mangled arm



## DART at the Hospital's Operation Theatre

Mr Sun, a Chinese National, age 28, was making squidballs when his left forearm was unfortunately trapped in a meat grinder.

At the incident site, our rescuers first dismantled the grinder from its main housing where Mr Sun's hand was trapped within while our paramedics comforted Mr Sun in ensuring that his medical condition remained stable throughout the complex operation.

With Mr Sun's left arm still partially trapped in the inner core of the meat grinder, both the surgeons and SCDF DART Specialists joined forces in making a concerted effort to finally free Mr Sun's forearm from the meat grinder.

\*Picture Credits: 14/10/2013 Issue, Saving a Workers Mangled Arm, The New Paper



## Eight Good Samaritans to the Rescue at the Ayer Rajah Expressway (AYE) Accident

In Work Year 2013, the SCDF gave out a total of 101 Public Spiritedness Awards to the members of public who rendered assistance to those in distress during emergencies. Among the award recipients were 8 members of public who promptly rendered assistance to a road traffic accident along the AYE on 23 October 2013.

Four of the awardees were local lorry drivers Mr Lee Soon Yang, Mr Lim Thiam Ngor, and Chinese nationals Mr Zhang Yonghui and Mr Gong Ming Shan. When flagged down by SCDF personnel for assistance, they gladly offered the use of the cranes to lift the tipper truck from the crushed taxi.

Former SCDF medic Mr Tay Wei Jie helped the SCDF paramedics in treating a passenger who was badly trapped in the taxi while logistics manager Mr Alex Yeo aided the driver of the tipper truck out of the vehicle. When Mr Kalai Chanthiran and Ms Dani Norain Tawil saw the wet cement seeping from the toppled damaged tipper truck into the crushed taxi, they scooped the wet cement off with their bare hands. Together with their invaluable assistance, the SCDF successfully extricated the two casualties from the taxi safely. The altruistic act by these eight good Samaritans is indeed exemplary.



Mr Kalai Chanthiran, Mr Lee Soon Yang and Ms Dani Norain Tawil were among the 8 members of public who promptly rendered assistance to a road traffic accident along the AYE.



# FIRE ALERT!

Recent Fire In Your Estate



Keep your estate Fire Safe. Your safety depends on it.



EFFECTIVE PUBLIC PROTECTION

## Extension of Company Emergency Response Teams (CERT) Scheme to Public and Industrial Premises

With the gazette of Fire Safety CERT Regulations 2013, the CERT scheme is now extended to all Public and Industrial premises which, among others, require the appointment of Fire Safety Managers (FSM). These are typically premises with a large footprint and high occupancy load which will pose significant challenges to evacuation during an emergency. Existing premises like hotels, hospitals, offices, shopping complexes, public resort and factories are now required to establish a CERT each.

## Review of the Fire Safety Act (FSA)

The FSA was enacted in 1993 to ensure the fire safety of buildings in Singapore and last amended in 2004. The latest review of the FSA started in 2010 and was passed in Parliament in April 2013. The Fire Safety Amendment Act took effect on 1 September 2013 and contains key amendments to the following:

- a. Enhancement of the Enforcement Framework;
- b. Control of Pipelines Conveying Petroleum and Flammable Materials;
- c. Improving Fire Safety Provisions with the introduction of “Emergency Response Plan” to require building owners to cater for all emergencies, including the formation of CERTs for Public Industrial Buildings; and
- d. SCDF powers for Marine Fire-Fighting and Rescue.

## Enhancement of Fire Safety Manager Scheme

The Fire Safety Manager (FSM) scheme was first implemented in 1994. Over the years, SCDF found that the rapid urbanisation of Singapore such as development of complex structures like the Integrated Resorts and super high-rise buildings coupled with non-prescriptive fire safety provisions have resulted in new fire safety challenges.

To help counter these challenges faced by the FSMs, SCDF will be implementing the Senior FSM scheme in late 2014 where the FSMs will be taught lessons like evacuation dynamics, incident management and fire risk assessment. The skills and knowledge will better prepare them in managing more complex premises.





COMMUNITY PREPAREDNESS

# Junior Civil Defence (CD) Lionhearter Programme



In April 2013, the Junior CD Lionhearter Programme was introduced to 29 primary schools as an ambassadorial programme. Each participating school selected about 30 upper primary students to serve as the Junior CD Lionhearters.

In partnership with the Ministry of Education, the Junior CD Lionhearters Programme is an extension of the Emergency Preparedness (EP) component of the newly introduced Character and Citizenship Education curriculum. These students will be trained in life saving skills such as CPR and first-aid as well as soft skills like public speaking to enable them to champion EP within their respective schools.

In conjunction with Total Defence Day 2014, the SCDF launched the inaugural Junior CD Lionhearter Challenge at the Singapore Discovery Centre.

The challenge, participated by 72 students from 18 primary schools, allowed the junior Lionhearters to pit their EP skills and knowledge in a highly interactive and exciting telematch while at the same time enabling them to appreciate on the five pillars of Total Defence. After two and a half hours of fun-filled challenge, Xishan Primary School emerged as the champion.



# Civil Defence (CD) Ready School Programme

The CD Ready Schools Programme is a joint collaboration between the SCDF and the Ministry of Education's Security and Emergency Planning Office.

It aims to encourage the key school personnel such as school principals and operations' managers to take ownership of Emergency Preparedness (EP) in their schools while promoting the importance of acquiring EP skills and knowledge for teachers and students.

The CD Ready School Self-Validation Exercise, CD Lionhearter Clubs and National Civil Defence Cadet Corps are incorporated in the CD Ready School Programme.



# Civil Defence (CD) Lionhearter Club



Civil Defence (CD) Lionhearter Club in post-secondary learning institutions aim to equip our Lionhearters with knowledge and skills to provide emergency aid during large-scale localised incidents, contribute to overseas humanitarian development projects and mediate during incidents of communal tensions on campus grounds.

With the establishment of two CD Lionhearter Clubs each at Nanyang Polytechnic (July 2013) and Ngee Ann Polytechnic (January 2014), there are now seven CD Lionhearter clubs. The remaining five clubs are at the Singapore Polytechnic, Temasek Polytechnic and all three Institute of Technical Education colleges in Singapore.





## National Civil Defence Cadet Corps (NCDCC) Service Week 2013

The NCDCC Annual Service Week was held from 6 to 12 April 2013 where 29 school units embarked on public education projects to promote Civil Defence Skills and Awareness to their school and the public.

The students leveraged on the time allocated for assembly talks, civic lessons and visits to welfare organisations to share fire safety knowledge with their peers and the elderly.



## National Civil Defence Cadet Corps (NCDCC) Affirmation Day 2013

The inaugural centralised NCDCC Affirmation Day was held on 01 June 2013 at the Civil Defence Academy. The affirmation day was aimed at enhancing the students' sense of identity and affiliation to SCDF and NCDCC as well as to enhance their role as ambassadors of emergency preparedness.

### New Roles for Civil Defence Auxiliary Unit (CDAU)

CDAU has assumed a new scope of duty for the CDAU Emergency Medical Service (EMS) officers where selected CDAU EMS officers would be deployed at the SCDF 995 Operations Centre to provide pre-ambulance arrival assistance to the callers.

### CDAU Appreciation Dinner

The CDAU Appreciation Dinner was organised on 13 August 2013 to recognise the contributions of CDAU officers. 6 CDAU officers were presented with the "Most Active CDAU Officer Award" and one received the "CDAU Special Award".

The awards are given out to dedicated CDAU officers in recognition of their significant contributions to the CDAU's image or growth, or who have demonstrated the SCDF's Pride and Care values in their course of duty.

The new CDAU logo and badge were launched during the dinner. Starting from Work Year 2014, they would don the standard epaulette worn by all regulars and National Servicemen in the Force to signify the progressive integration of CDAU members into the family of the Life Saving Force.



### New CDAU Unit Logo:

- The wordings 'CDAU, The Life Saving Volunteers' are in red as it is the SCDF's primary colour and reflects the CDAU as ever ready in times of emergency.
- The human figure, represented by a blue tick, signifies that the CDAU is not only a young and vibrant unit of the SCDF but also comprises ordinary people, for the people and by the people to further the cause of life saving.
- The human figure resembles a tick and symbolizes the notion of "Yes! I choose to serve!" This notion evokes the element of volunteerism and enthusiasm from our CDAU officers.
- The contact of the alphabets "V" and "A" in the CDAU reiterates the unique nature of this Auxiliary Force.





ORGANISATIONAL EXCELLENCE

# Home Team National Service (HTNS) Awards Presentation Ceremony 2013



The HTNS Awards Presentation Ceremony is an annual event jointly organised by SCDF and the Singapore Police Force (SPF) to acknowledge the significant contributions and support to the safety and security of Singapore by the National Service (NS) personnel and their employers.

Spearheaded by SCDF, the HTNS Awards Presentation Ceremony

was held on 17 October 2013. The ceremony was graced by Mr Teo Chee Hean, Deputy Prime Minister, Co-ordinating Minister for National Security and Minister for Home Affairs.

A total of 70 public and private organisations received the HTNS Awards for Employers while 10 SCDF and SPF ORNSmen received the HTNSmen of the Year Awards.



Hall 2 ↑

## SCDF Day Parade 2013

The SCDF Day Parade 2013 was graced by Mr S Iswaran, Minister for Prime Minister's Office, Second Minister for Home Affairs and Second Minister for Trade and Industry. Every year, SCDF will come together to reaffirm their dedication to the Force and commitment to our mission of protecting and saving lives and property for a safe and secure Singapore.

The parade was attended by close to 1000 foreign and local guests, which included foreign dignitaries, heads of regional fire and emergency authorities as well as SCDF strategic partners from government bodies, private organisations, tertiary institutions, and grassroots. The parade also featured marching contingents comprising 500 regulars, Full-Time National Servicemen and Operationally-Ready National Servicemen.

During the march past, the audience's attention was brought to the newly unveiled unit patches on the uniforms of the fire station personnel. These patches serve not just as a means of unit identification but more importantly, it strives to foster a sense of pride and camaraderie amongst the front liners from the respective units.





Winner of Inaugural Braveheart Challenge Segment, SSG Azmir (SCDF DART)



## Singapore Global Fire Fighters and Paramedics Challenge (SGFPC) 2013

The SGFPC is a platform where global emergency services gather to share their best practices, foster bonds and pitch against one another in challenges depicting realistic rescue, fire fighting and medical scenarios.

SGFPC 2013 was a 2-day event which comprised challenges for both local and international participants. The local challenge included the inaugural telematch by the Emergency Response Teams from the grassroots as well as companies. Themed "Partnership in Readiness", it aimed to inspire and encourage the public to work together with SCDF emergency responders in preventing and responding to disasters.

In the spirit of encouraging community self help, visitors were welcomed to view the exciting challenges and also had the opportunity to view the exhibits and learn important life saving skills such as basic first aid and CPR.

## Pride and Care Dining-In Ceremony

The “NSF of the Year Award” was inaugurated during the Pride and Care Dining-In Ceremony held on 15 April 2013 at the Civil Defence Academy. The award is conferred to a Full-Time National Serviceman (NSF) who has contributed significantly to the Force’s vision and mission and attained a high level of operational readiness during his full time National Service tour of duty. The award has now been expanded to be conferred to a maximum of 5 NSF’s and has also been fine-tuned to include not only NSF at the SCDF frontline units like the fire station but also those who perform staff support function. This serves to reinforce the message that every NSF in the SCDF, regardless of his vocation or rank, plays a significant role in furthering the mission and vision of the Life Saving

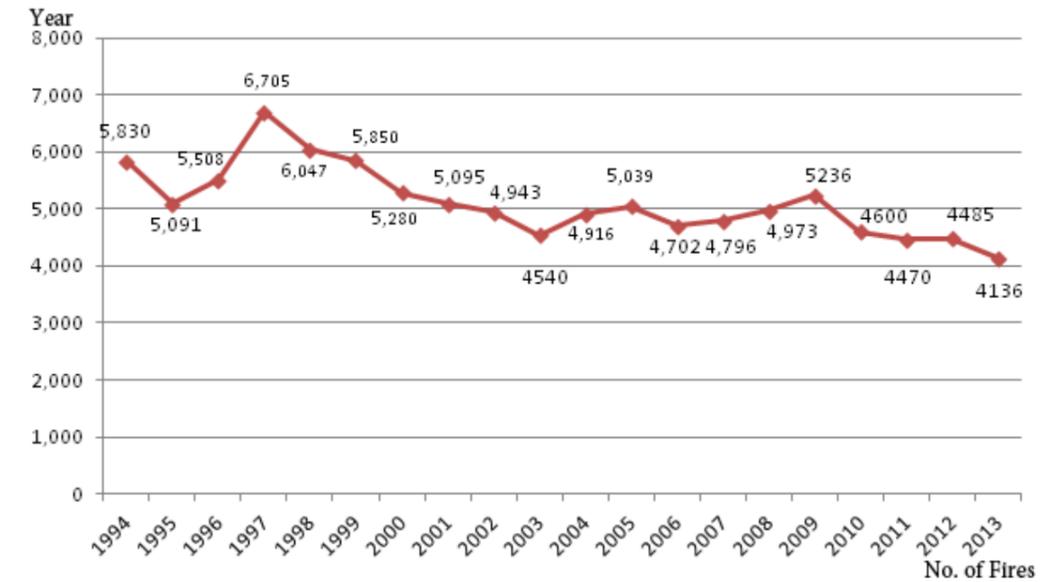


INAUGURAL NSF OF THE YEAR AWARD WINNER:  
SGT (NSF) FARHAN FIRDAUS BIN DARMAN  
Paya Lebar Fire Station,

## Statistics

### Fire

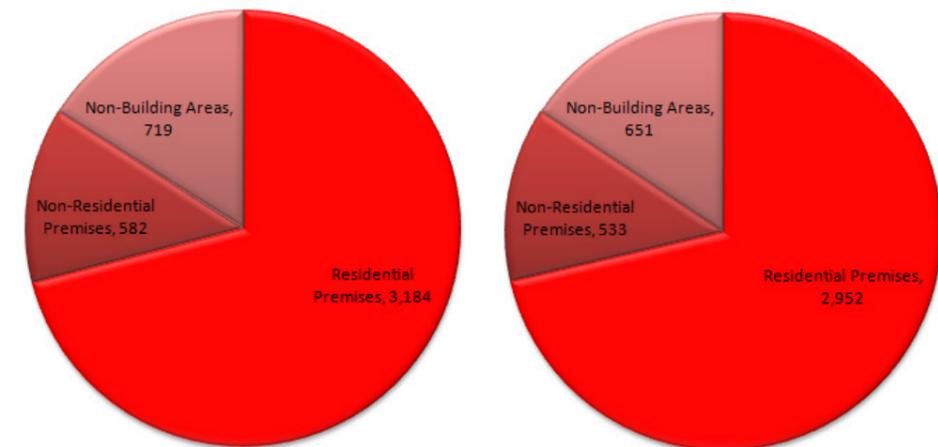
SCDF responded to a total of 4,136 fires between January and December 2013, a decrease of 349 cases (7.8%) 2012. This is the lowest annual figure recorded in 20 years.



Number of Fire Incidents in 20 Years

### Drop in Number of Fires across All Types of Premises

2012 VS 2013



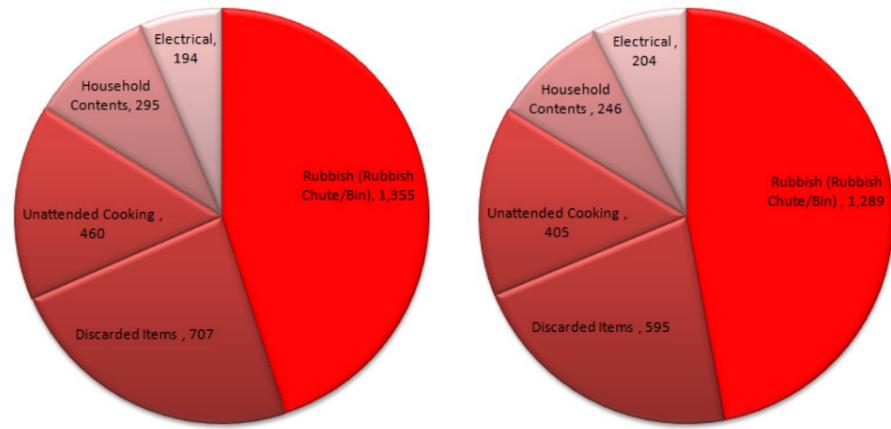
Of the 4,136 fires in 2013, majority of them involved residential premises. Overall, SCDF saw a drop in the number of fires across all other types of premises including residential and non-residential (commercial, industrial, social and commercial) premises from 2012 to 2013.



## Recertification of ISO 9001:2008 Standard for Emergency Medical Services (EMS)

The mark of excellence for the SCDF EMS was recertified with the ISO 9001:2008 standard. The certification ensured the effectiveness of core operational processes involving the pre-hospital emergency care management and this included the time required for activation and dispatch, stock replenishment and maintenance.

2012 VS 2013



Fires in Residential Premises (top 5 types)

From 2012 to 2013, the number of rubbish fires (rubbish chute and rubbish bin) fell by 66 cases with a five year low at 1,289 cases in 2013. However, such fires continue to form the largest component of residential fires.

Significant Drop in Fires at Commercial Premises

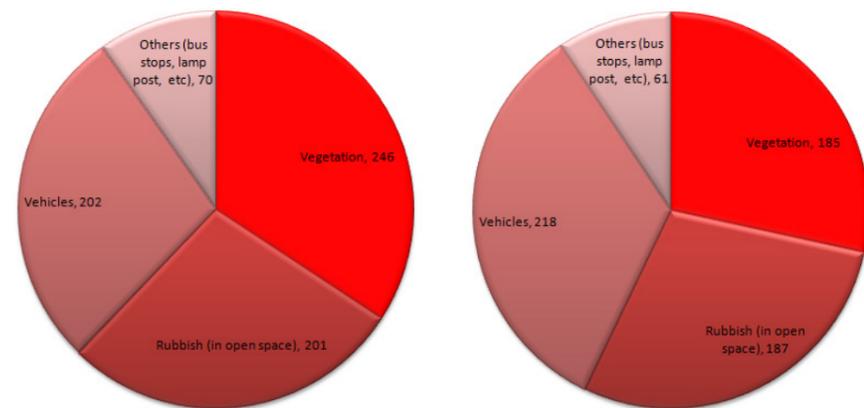
The number of fires in commercial premises (such as offices, hotels, shopping complexes and places of public recreation/entertainment) decreased by a significant 13.4%, from 328 in 2012 to 284 in 2013. The number of fires in industrial premises also fell by 2.8%, from 145 in 2012 to 141 in 2013.

The decrease in the number of fires in non-residential premises can be attributed to the concerted efforts of the National Fire and Civil Emergency Preparedness Council, building owners and fire safety managers in ensuring a high level of fire safety standard to keep their buildings safe from the threats of fires.

Significant Drop in Vegetation Fires

The number of non-building fires fell by 9.5 % from 719 cases in 2012 to 651 cases in 2013. The marked decrease can be attributed to the significant drop in vegetation fires from 246 cases in 2012 to 185 cases in 2013.

2012 VS 2013

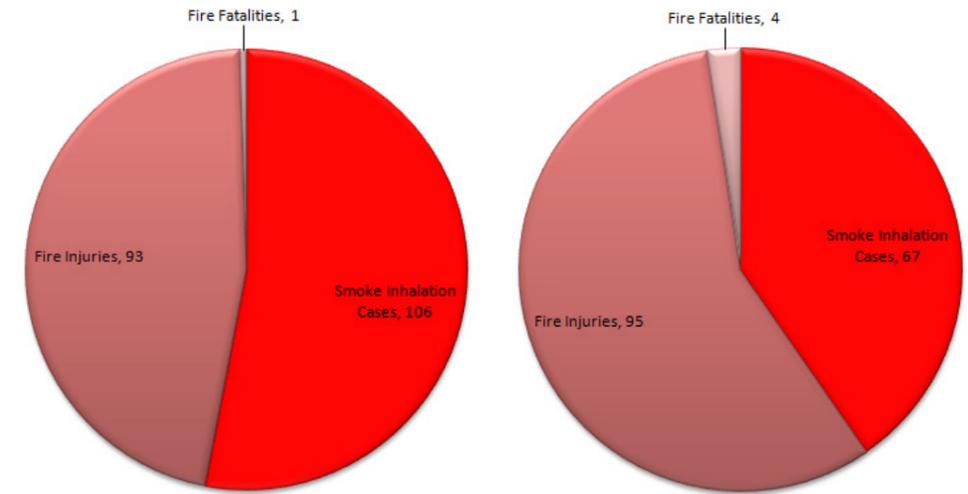


Breakdown of Fires at Non-Building Places

Drop in Smoke Inhalation Cases

There were 162 smoke inhalation and fire injuries arising from the 118 incidents. There was a substantial decrease of 39 cases (36.8%) in the number of smoke inhalation cases from 2012 to 2013. The number of fire injuries saw a marginal increase of 2 cases (2.2%).

2012 VS 2013

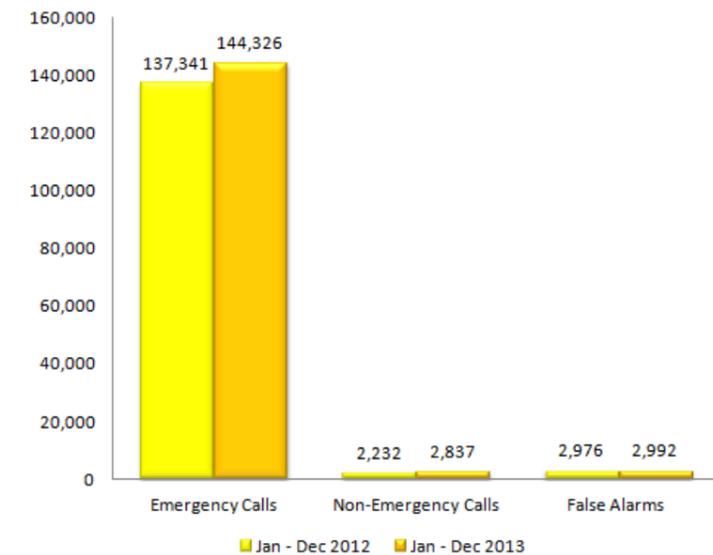


Breakdown of Smoke Inhalation Cases, Fire Injuries and Fire Fatalities

# Emergency Medical Service (EMS)

Increase of 5.3% in EMS Calls

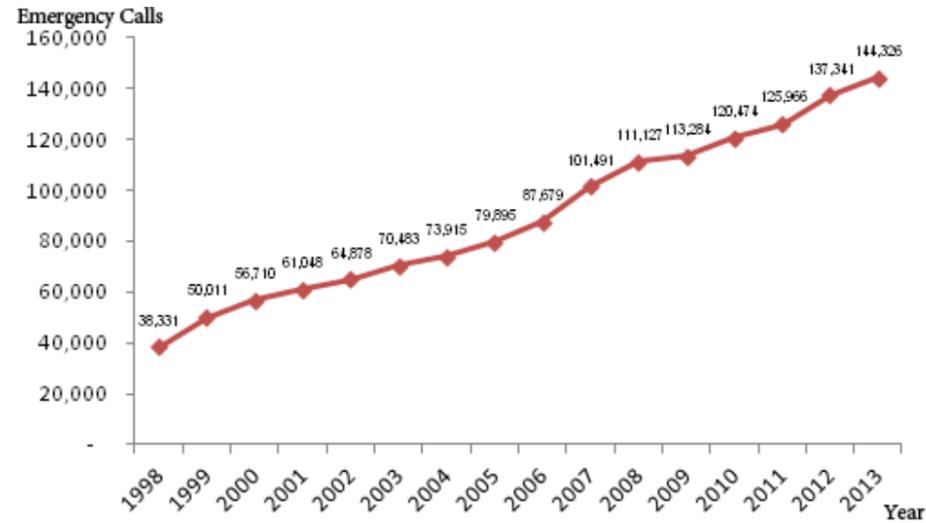
SCDF's EMS responded to a total of 150,155 calls in 2013 which marks an increase of 5.3% over the 142,549 calls in 2012.



Breakdown of Total EMS Calls

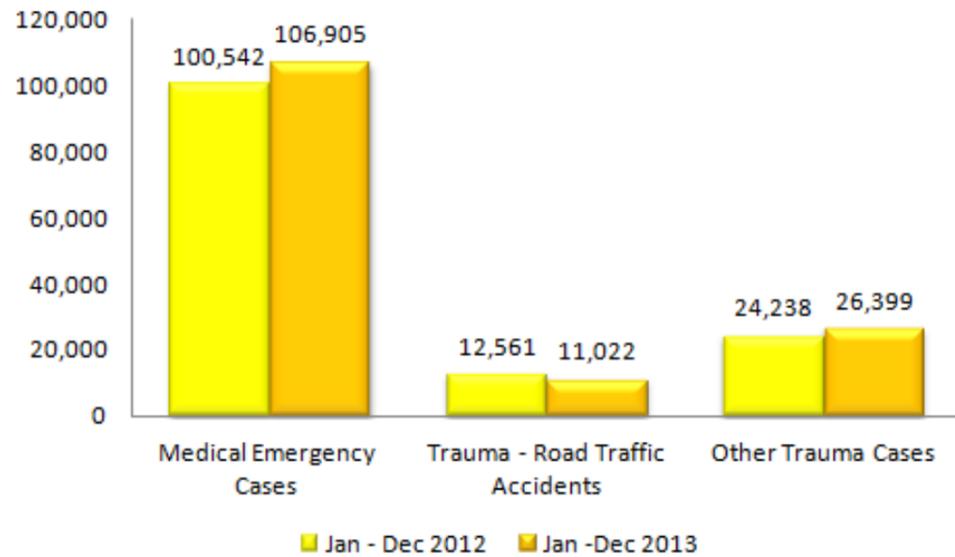
## Emergency Calls Constitute 96.1% of EMS Calls

Emergency calls made up 144,326 cases (96.1%) of the total calls responded. The number of emergency calls rose by 6,985 (5.1%) from 137,341 cases in 2012 to 144,326 cases in 2013.



Year-to-Year Comparison of Emergency Medical Calls (1998 - 2013)

Of the total 144,326 emergency calls, 106,905 cases (74.1%) were medical cases, 11,022 cases (7.6%) were road traffic accidents and 26,399 cases (18.3%) were trauma cases related to industrial accidents, falls and assaults. There was a dip in the number of road traffic accident-related injuries by 1,539 cases (12.3%) but an increase of 6,363 cases (6.3%) in the number of emergency medical cases.



Breakdown of Emergency Medical Calls

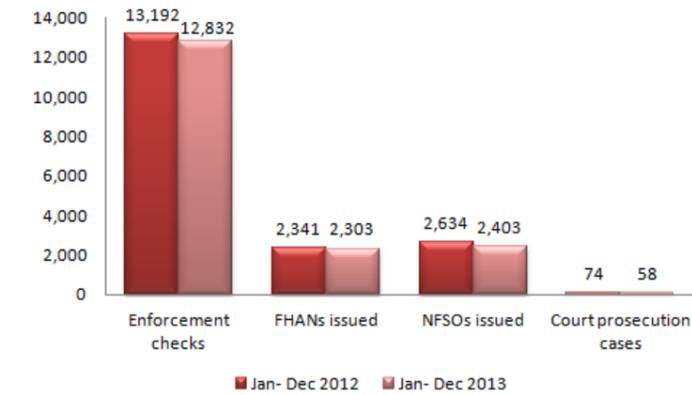
## Call 1777

For medical cases that are non-life threatening, the public is urged to call 1777 where the service of the private non-emergency ambulance operators can be engaged.

## Fire Safety Enforcement

### Decline in Number of FHAN and NFSO Issued

SCDF conducted 12,832 enforcement checks in 2013. Arising from these checks, SCDF issued 2,303 Fire Hazard Abatement Notices (FHAN). This is a decrease of 38 (1.6%) from the 2,341 FHANs issued in 2012.



Number of Enforcement Checks, FHAN and NFSO Issued

A Notice of Fire Safety Offence (NFSO) instead of a FHAN is issued when the fire safety violation is of a serious nature that warrants a heavier penalty, for example when unauthorised fire safety works are carried out.

### An Analysis on FHAN

Almost a quarter of the total FHANs issued in 2013 was for exits signs not being illuminated. The most common fire hazard for the issuance of FHANs in 2013 was related to exit signs not being illuminated, which contributed to 520 (22.6%) of the total FHANs. This registered an increase of 92 cases (21.5%). Of the 520 FHANs issued for exit signs not illuminated, 403 (77.5%) occurred in industrial premises. Building owners need to ensure that the exit signs are illuminated at all times.



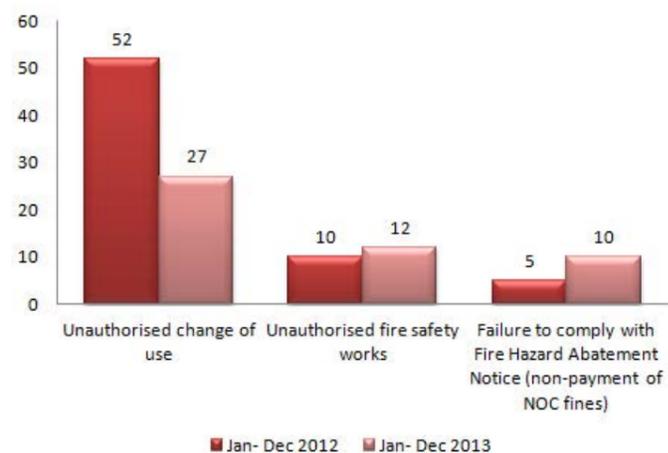
Breakdown of FHAN (Top 3 Types of Fire Hazard)

During fire outbreaks and smoke logged situations, exit signs play an important role in guiding the occupants towards the available exit passageways to evacuate.

## An Analysis on NFSO

### 44.9% of NFSOs were issued for Unauthorised Change of Use

This reduction is largely attributed to the drop in the number of unauthorised change of use violations in both industrial and residential premises.



Breakdown of NFSO (top 3 types of offence)

The number of NFSOs issued for the storage and/or transportation of petroleum &/or flammable materials without license reduced by 11.4%, from 220 cases in 2012 to 195 cases in 2013. The reduction in such violations is attributed to SCDF's efforts in curbing such problem. SCDF views the problem of unauthorised storage and transportation of LPG very seriously and will continue its efforts to control such hazardous activities.

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