



# SCDF

The Life Saving Force

## ANNUAL REPORT 2014/15



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An SCDF In-House Production 🚒

**Cover Photo** (Left to Right): Section Commander SGT Sallehudin Bin Nordin and Fire Officer WO (RET) Yunnos Shariff (in the Singapore Fire Service Uniform)



Photo (Left to Right): Ambulance Officer CPT (RET) Magaret Ho (in the Singapore Fire Service Uniform) and Paramedic SSG Kwa Pang Ling

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## **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



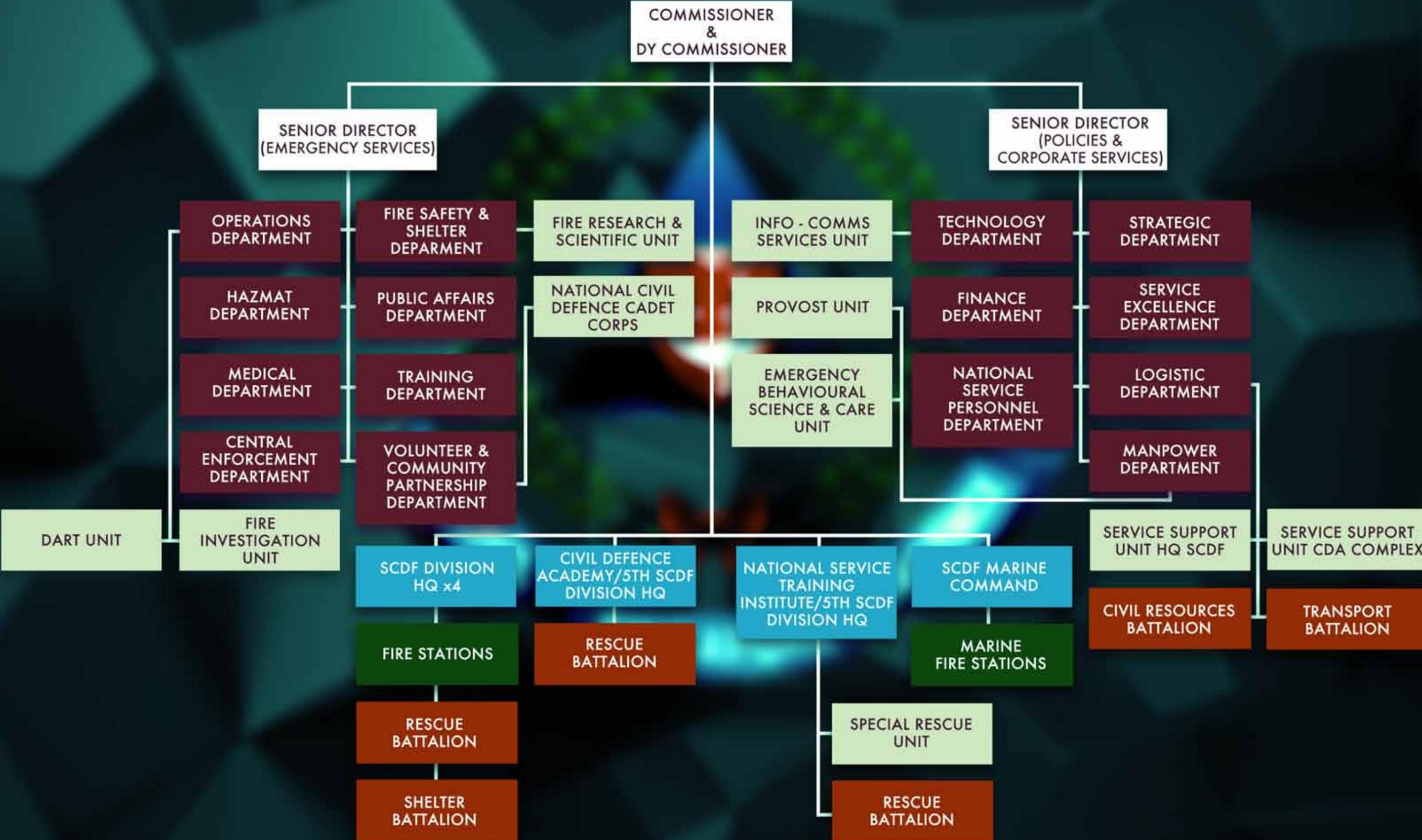
Photo: Chemical Plant Simulation at the new Home Team Tactical Centre

# SCDF Establishments



LEGEND		
● FIRE STATION	★ NATIONAL SERVICE TRAINING INSTITUTE	★ SCDF HQ
● FIRE POST	★ CIVIL DEFENCE ACADEMY	★ SCDF MARINE COMMAND

# Organisation Structure



## Commissioner's Foreword

This is a special year for Singapore as we gear up to celebrate our 50<sup>th</sup> year of Independence. Over the span of the last 50 years, our nation has grown and developed from a Third World to a First World country. Against this evolving backdrop, the Singapore Civil Defence Force (SCDF), as we know it today, has also gone through a journey of transformation. A milestone of the SCDF transformative journey was on 15 April 1989, a historic day in which two organisations namely the Singapore Fire Service (SFS) and the Civil Defence merged to form one entity, Singapore Civil Defence Force (SCDF).

Since the merger, the SCDF had strived towards our vision of being a World-Leading Life Saving Force. Today, the SCDF is a lean, innovative and a forward looking organisation. Our frontline operation units comprise a network of 20 fire stations and 29 fire posts manned by well trained and dedicated teams of men and women made up of regulars, NSFs, ORNSmen, and volunteers who are ready to respond swiftly round-the-clock to emergencies throughout the island. Just last year alone, the SCDF responded to over 160,000 distress calls involving fire and rescue incidents as well as emergency medical cases. This translates to about 430 calls daily. SCDF's operational performance and service delivery were also validated recently in an independent Public Perception Survey (PPS) held in December 2014 where public confidence in our ability to manage emergencies peaked at 98%. This is a record sterling result for the SCDF since we started conducting the PPS back in 1998. Such public affirmation is a testimony that our tenets, which focus on our personnel as our valued asset, on our constant quest for service excellence, on being innovative and leveraging latest technologies, and our strong partnership with the community, are indeed paying dividends.

To mark Singapore's Golden Jubilee, on 15 September 2014 we unveiled a limited edition of our 4th Generation Light Fire Attack Vehicle (LFAV) which featured the 'Home Team celebrates SG50' logo. This latest generation of the LFAV has evolved in design and capability to reflect the spirit of the Force – agile, potent, and cutting-edge. In fact, it is the world's first compact urban fire fighting vehicle with a fully integrated Compressed Air Foam (CAF) pump capability that is able to extinguish fires four times faster than water and uses 70% less water compared to conventional pumps.



## Commissioner's Foreword

(cont'd)

We are now looking at the next chapter - to create "A Nation of Life Savers" in Singapore by 2025. Central to achieving this vision is the empowerment of the community to take ownership in emergency preparedness as Community First Responders. Together with the community, we will collectively strive to build an emergency ready nation where everyone can play a part in saving lives and property. We have already laid the foundation to begin this journey. SCDF's Transformation Office and the Volunteer and Community Partnership Department have been established to champion this vision of a nation where everyone has an active and critical part to play in saving lives or rendering assistance to those in distress.

As we begin this next chapter, it is only fitting that we pay tribute to our pioneers who have written the previous chapter of the SCDF story. Our pioneers, such as Warrant Officer (Ret) Yunos Shariff and Captain (Ret) Margaret Ho who are prominently featured in this annual report, have worked tirelessly to build an able and credible organisation. WO Yunos is 71 years old and still serves the SCDF, volunteering his time as a guide at the Civil Defence Heritage Gallery. His vast knowledge and rich experience of the SFS and the SCDF makes him a much sought after guide by both local and overseas visitors. Despite having retired from the SCDF as a Senior Ambulance Officer, Captain Margaret Ho, who is also in her 70s', is still championing lifesaving and emergency preparedness skills in the residential heartlands as a grassroots leader.

In fact we have many more exemplary retired SCDF officers who are like them, actively contributing to the SCDF or our community in various ways. To them and all esteemed Singaporeans of the pioneer generation, the Life Saving Force salutes you! I look forward to your continued support and also to the active involvement of every member of our society in embracing the notion of Community First Responder in making Singapore "A Nation of Life Savers" for a safe and secure best home.

**ERIC YAP**  
**COMMISSIONER**  
**SINGAPORE CIVIL DEFENCE FORCE**

# Senior Management



Top Row: Deputy Commissioner DC Jackson Lim  
Front Row (left to right): Commissioner COMR Erip Yap,  
Senior Director (Corporate Services) AC Chong Hoi Hung

# Senior Management



Back Row (left to right): Ms Wong Puy Mun (Director Manpower Department), AC Chin Lai Fong (Director Logistics Department), LTC Ng Chee Kiang (Director Service Excellence Department), COL Lee Yam Ming (Director Strategic Planning Department), LTC Ling Kok Yong (Director Technology Department), COL Lian Wee Teck (Director Central Enforcement Department), COL Francis Ng (Director HazMat)

Front Row (left to right): COL (Dr) Ng Yih Yng (Chief Medical Officer), COL Yazid Abdullah (Director Medical Department), COL Yap Kok Boon (Director Training), AC Anwar Abdullah (Director Operations Department), Mr Chua Tee Meng, Ivan (Director Finance Department), COL Abdul Razak (Director Public Affairs Department and Director Volunteer and Community Partnership Department), COL Lee Bee Hong (Director National Service Personnel Department), AC Christopher Tan (Director Fire Safety and Shelter Department)

## Senior Management



Left to right: LTC Alan Toh (Commander 2<sup>nd</sup> SCDF Division), LTC Alvin Tan (Commander 3<sup>rd</sup> SCDF Division), LTC Derek Tan (Commander SCDF Marine Command), LTC Kadir Maideen (Director National Service Training Institute), LTC Alan Chow (Commander 1<sup>st</sup> SCDF Division), COL Teong How Hwa (Director Civil Defence Academy), COL Ling Young Ern (Commander 4<sup>th</sup> SCDF Division)



**Operational Excellence**



## TOGETHER A NATION OF LIFESAVERS

The **Force Transformation Office (FTO)** was set up under the Strategic Planning Department on 1 August 2013. Led by LTC Suguna D/O Ramasamy (Chief Transformation Officer), the FTO comprises of a Senior Staff Officer for Transformation Development and two Transformation Development Assistants.

The FTO's main role is to conceptualise and plan strategies that will transform the Force and enable it to better meet future challenges. In order for the SCDF to be better equipped in dealing with the multitude of future challenges, the FTO will act as the change agent for the SCDF to work towards our long-term vision of "**A Nation of Life Savers**".

"A Nation of Life Savers' is a bold vision statement conceived to propel SCDF to the next higher level of service delivery.

It represents a transformation of the way we operate, respond and administer our emergency services **by 2025**. Central to achieving this vision is the active role, involvement and participation of the community in emergency preparedness aimed at building **an emergency ready nation**.

SCDF cannot possibly be everywhere immediately when a crisis or mishap occurs. An effective life saving mission entails the person next to the victim to render immediate assistance such as performing CPR and make the difference between life and death even before SCDF's arrival.

Hence, in building an emergency ready nation, we are redefining how emergency assistance can be rendered more effectively in a partnership approach

between SCDF and the **community first responders**.

The new vision will also see the different communities (encompassing residential, commercial and industrial) taking greater and sustainable ownership over their spheres of influence and surroundings to ensure the safety of their neighborhood.

Undergirding this vision is the premise that whilst SCDF continues to provide the highest standards in our response such as the development of a tiered SCDF response to emergency calls of differing nature in the next few years, the community is best placed to respond expeditiously to an incident, particularly if the person is near to the incident or victim.

This bridges the critical interval between an incident occurrence and SCDF's arrival

at scene. It entails a **new tiered response model** where the community first response will be seamlessly integrated with SCDF response.

The benefits to be derived from this new, transformative approach are numerous and clear. As the Life Saving Force, SCDF will work together with the community at large to achieve a new state of emergency preparedness for our society.

These increased interactions, along with the strong partnerships ties forged between a public organisation such as ours and the community, will build and strengthen the social cohesion critical for every community to develop into a unified society that cares for one another.

# Light Fire Attack Vehicle - *An Innovation within An Innovation*

First introduced in year 2000, the Light Fire Attack Vehicle (LFAV), more affectionately known as the Red Rhino, is an SCDF innovation. It was conceptualised and designed in-house by the SCDF to meet the challenges posed by a highly urbanised Singapore with narrow streets and buildings in close proximity to one another.

Winner of several innovation awards, the sleek looking LFAV has proven to be highly effective in tackling fires involving vehicles

or residential units and in managing simple rescue incidents.

As part of SCDF's continual drive towards operational efficiency, the LFAV has evolved both in design and capability to further enhance its operational prowess and response time.

The 4<sup>th</sup> Generation LFAV is designed with a futuristic and kinetically sharp body. It is also the first compact urban firefighting

vehicle in the world that is equipped with a fully integrated Compressed Air Foam (CAF) pump system that helps extinguish fire four times faster than water. The CAF uses 70% less water and this effectively minimises water damage to properties during fire fighting operations.

The 4<sup>th</sup> Generation LFAV is also configured to house a crew of five instead of four as with the earlier generations of LFAVs. The 5<sup>th</sup> seat provides the flexibility to accommodate a

SCDF Emergency Medical Technician or Operationally Ready National Serviceman on-duty at the fire station.

In support of Singapore's Golden Jubilee on 9 August 2015, the 4<sup>th</sup> Generation LFAV that prominently features the 'Home Team celebrates SG50' logo on its body was unveiled during the SCDF Parade 2014 at the Singapore Expo Hall to much awe and accolades from the audience, including overseas' Fire Chiefs.

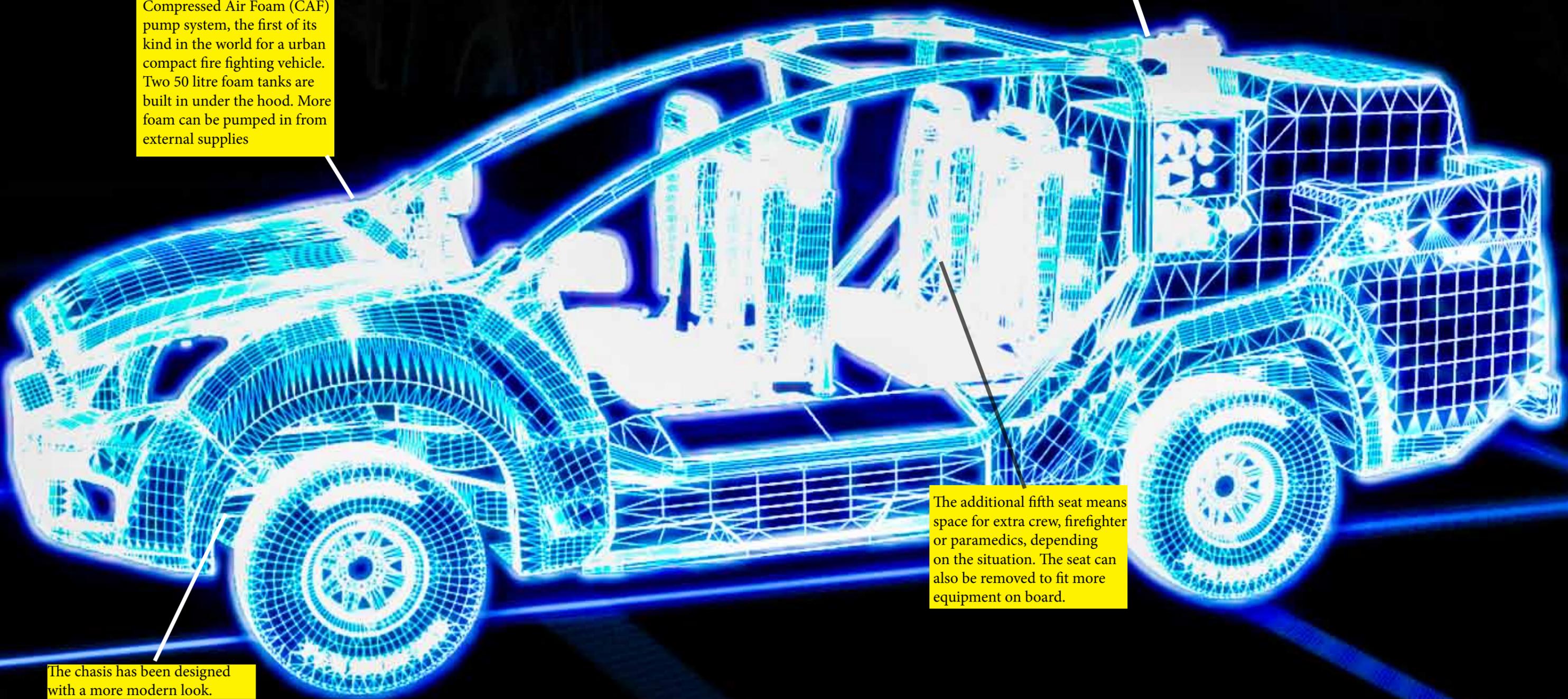


The 4<sup>th</sup> Generation Red Rhino is fully integrated with a Compressed Air Foam (CAF) pump system, the first of its kind in the world for a urban compact fire fighting vehicle. Two 50 litre foam tanks are built in under the hood. More foam can be pumped in from external supplies

The pump that shoots compressed air foam has been moved behind the sitting area. Previous generations have the pump in the centre of the vehicle.

The additional fifth seat means space for extra crew, firefighter or paramedics, depending on the situation. The seat can also be removed to fit more equipment on board.

The chasis has been designed with a more modern look.



*An Innovation within An Innovation*

## Class 3 Emergency Ambulances

A more compact version of the emergency ambulances has been introduced to the SCDF fleet of emergency vehicles. Each ambulance comes with refreshing exterior body decal branding of the Life Saving Force - the livery line and checkered red and yellow Battenburg markings. These Class 3 ambulances can manoeuvre Singapore's narrow and single land roads with greater ease and for faster response to the calls of distress.



## Expansion of the SCDF EMS

In tandem with the expansion plan for the SCDF Emergency Medical Services (EMS), SCDF will increase the recruitment of paramedics in the next three years. The SCDF is already working closely with the local educational institutions on the need to increase the intakes for relevant courses such as the Paramedic and Emergency Care course offered by the Institute of Technical Education and engaging the students through career fairs and talks.

These intensified recruitment efforts coupled with an increasing fleet of emergency ambulances and enhanced development of our paramedics are part of the SCDF long term plan in enabling itself to meet the population's increasing need for EMS. The expansion will also ensure that Singaporeans will continue to have readily access to EMS, especially with the increasing ageing population in the years ahead.



**SCDF**  
The Life Saving Force

**MARINE COMMAND HQ  
BRANI MARINE FIRE STATION**

Photo (Left to Right): SCDF Commissioner Eric Yap, Mr Teo Chee Hean (Deputy Prime Minister, Coordinating Minister for National Security and Minister for Home Affairs) and LTC Derek Tan (Commander of SCDF Marine Command) at the Opening Ceremony of the Marine Command Headquarters and Brani Marine Fire



 **SCDF**  
Singapore Civil Defence Force

SCDF Marine Command Headquarters and  
Brani Marine Fire Station

officially opened by

Mr Teo Chee Hean  
Deputy Prime Minister  
Coordinating Minister for National Security  
Minister for Home Affairs

29th September 2014

## Marine Command Headquarters and Brani Marine Fire Station

On 4 June 2014, the SCDF Marine Command Brani Base commenced operations. Located at 19 Brani Way, it is home to the Marine Division Headquarters of the SCDF MC and Brani Marine Fire Station (Station 82).

The Brani Base will complement the existing West Coast Marine Fire Station to provide an enhanced marine fire emergency and rescue coverage within Singapore Waters.

Photo: Artist's Impression on the Front View of Sentosa Fire Station



## Sentosa Fire Station

With the upcoming development of mega structures, hotels and high-rise apartments on the Sentosa Island, it is imperative that the SCDF enhance the capability of the existing Sentosa Fire Post into a Fire Station.

The groundbreaking ceremony was held on 17 February 2015 and officiated by Mr Edwin Tong (Deputy Chairman for Government Parliamentary Committee for Home Affairs and Law). Measuring nearly two-and-a-half times an Olympic-size swimming pool, the four storey Sentosa Fire Station will be the first fire station in Singapore to be fully eco-centric and environmentally friendly. The construction is expected to be completed by mid 2016.

Photo (Left to Right): The Groundbreaking Ceremony of the Sentosa Fire Station officiated by Mr Edwin Tong (Deputy Chairman of GPC for Home Affairs and Law)



# Public Service Commission Visit

On 25 August 2014, the SCDF hosted the members of the Public Service Commission. As part of the programme, the SCDF Operations Centre was given the opportunity to host the participants and showcase its strengths as the nerve centre of the force. The participants received an exclusive first glimpse of the state of the art technology that includes the ACES system and Emergency Broadcast System at the SCDF Operations Centre as well as SCDF appliances like the 4<sup>th</sup> Generation Light Fire Attack Vehicle and Unmanned Firefighting Machine.



**Standing (left to right):** Mr James Wong, Ms Jennifer Tan, Mr Koh Siong Lin, Dr Lee Fook Kay, Mr Stanley Tan, Mr Raja Kumar, Ms Goh Soon Poh, Mr Roy Quek, Mr Clarence Yeo, Mr Soh Wai Wah, Mr Ng Joo Hee, Mr Ng Ser Song, Mr Jerry See, Mr Chen Tze Penn, Mr Colin Lim, SCDF Deputy Commissioner Jackson Lim

**Seated (left to right):** Mr Alan Chan, Ms Chua Sock Koong, Mr Edward D'Silva, Mr David Wong, Mr Tan Yam Pin, Former Permanent Secretary MHA Mr Tan Tee How, Chairman PSC Mr Eddie Yeo, SCDF Commissioner Eric Yap, Mr Kwan Chong Seng, Mr Po'ad Mattar, Mr Richard Magnus, Professor Lily Kong, Professor Tan Ser Kiat

Source (Below): The Straits Times, 10 August 2014, pg 11.  
 Reproduced with Permission.



ST PHOTO: ALPHONSUS CHERN

(Clockwise from top left): Captain Mohammad Fhadley Meselan, Warrant Officer Mohamed Ridzal Mohamed Hussein, Staff Sergeant Jack Tan Say Kiat and Captain Matthew Tay helped with relief efforts in Tacloban.

## SCDF rescuers on Tacloban experience

Yeo Sam Jo

People were fleeing Tacloban city, trying to escape the path of the impending Typhoon Haiyan as it approached the Philippine coast earlier last month, but two Singapore Civil Defence Force (SCDF) rescuers were headed right into the storm.

Deployed as part of a UN Disaster Assessment and Coordination team, Captain Mohammad Fhadley Meselan and Warrant Officer Mohamed Ridzal Mohamed Hussein were there to help provide the rescue teams in the Philippines with information technology and communications support.

Both were seasoned firefighters but nothing prepared them for the scale of devastation they saw when they first arrived in Tacloban city.

"It was ground zero," said Capt Fhadley, 34, who arrived on Nov 10. "The flood was up to my thighs, and there were dead bodies all over the road. It was the smell of death."

It was the first overseas assignment for WO Ridzal, who arrived there a day earlier.

Holding up a pair of Ray-Ban sunglasses, the 30-year-old father of three said: "My wife gave me these as an anniversary present when she sent me off at the airport. I used them every day - it made me feel like she was with me."

Due to the lack of amenities, the two men had to survive on just biscuits and water for about three days. On the fifth day of their deployment, they were tasked with finding the three Singaporean university students reported missing in Leyte province.

After combing the Tacloban city airport, WO Ridzal found the women and helped arrange their return home. "One of the women cried when I found them. I was very relieved also," said WO Ridzal. "That was definitely the highlight of my trip."

After two weeks, the pair handed over their duties to their colleagues, Captain Matthew Tay, 35, and Staff Sergeant Jack Tan Say Kiat, 31.

It was also the first overseas mission for Staff Sergeant Tan, but he felt that the experience was a good testing ground.

"In natural disasters there is a lot of uncertainty and you need to do a lot of problem solving," he said. "Our training can only prepare us for so much."

yeosamjo@sph.com.sg



Source: SCDF Facebook

The SCDF showing off its unmanned fire-fighting machine in the dynamic defence display.

[ BEST GIZMO ]

## SCDF's 'remote firefighter'

Spectators on the front rows of the seating gallery had an unexpected shower when a machine that was meant to douse flames briefly sprayed water on them instead.

The Singapore Civil Defence Force was showing off its unmanned fire-fighting machine, which can be remotely controlled from up to 300m away in hazardous environments.

The 2.5m-tall machine can put out fires using water mist, jet spray and foam.

It is able to tap water from open sources such as reservoirs and swimming pools.

It can also be deployed to ventilate smoke-logged areas.

The machine was put into service in April this year and, within two weeks, it was put to the test during a warehouse fire in Tuas.

Sergeant Kamarul Hisham, 26, its operator during the parade's dynamic defence display segment, said a lot of time and effort was put into getting the timing right for the whole sequence.

"Having said that, safety is still our utmost priority and we have to constantly stay alert and sharp so as to prevent any mishap."

# Stories of Life Savers



Singapore Civil Defence Force

29,800 Likes



Singapore Civil Defence Force

November 5, 2014

CPL Darryl was off duty but nothing stopped him from saving those in need. After spotting some white smoke coming out from a flat, he dashed up the stairs to reach his neighbour whose stove was on fire. Not only did he put out the fire, he also checked the condition of the owners to ensure they are well. He may only be 19 this year but his courage and a heart of gold will melt the hearts of many.



1,491 People like this.

Source (Left): The Straits Times, 08 December 2013, pg 19. Reproduced with Permission.



**10 April 2014**

A road traffic accident caused a tangle of six vehicles at the junction of Ang Mo Kio Avenue 6 and Avenue 1. The incident that involved a truck, private bus, motorcycle, lorry and two other cars led to a road closure for more than three hours. The SCDF personnel rescued the driver who was wedged between the bus and the truck and provided assistance to those who sustained injuries.

**27 April 2014**

A fire that involves petroleum-based products broke out at a warehouse on Tuas Avenue 11. Eight Fire Engines, two Red Rhinos, four supporting vehicles, one ambulance and one Unmanned Firefighting Machine (UFM) were deployed. It took about two and a half hours for 80 SCDF personnel to battle the blaze. It was also the inaugural operation deployment of the UFM.



**1 March 2015**

The gondola that two workers were standing on to perform maintenance works on a stadium floodlight at the Delta Sports Complex in Tiong Bahru broke down and tilted at an angle. For close to four hours, two workers were stuck in the gondola at a height of about 25 metres.

The SCDF elite DART officers rescued escorted the workers to safety using a 30 metres long combined platform ladder on a fire engine.



**6 March 2015**

A fire broke out at a chemical plant in Tanjong Penjuru and the SCDF deployed three Fire Engines, three Red Rhinos, ten supporting vehicles, two ambulances and one unmanned firefighting machine to the scene. It took about 90 minutes for 50 SCDF personnel to put out the fire.





Community  
Preparedness



## Extension of Company Emergency Response Team (CERT) Scheme

The Company Emergency Response Teams (CERT) scheme has been extended to all public and industrial premises that require the appointment of a Fire Safety Manager. Since 1 March 2014, specific existing premises that include hotels, hospitals, offices, shopping complexes, public resort and factories are also required to establish a CERT.

To ensure that the members of the CERT receive adequate training, the SCDF collaborated with the Work Development Agency to roll out four CERT courses that are accredited with the Workforce Skills Qualifications (WSQ).

Company sponsored applicants, who are Singaporeans and Permanent Residents, are eligible for course fee subsidy and absentee payroll funding support of up to 90%.



# Neighbourhood Active Responder Programme (NEAR)



Photo (Left and Right): NEAR Volunteers  
Mohamad Shamsir, Guest of Honor Mr  
Masagos Zulkifil (Senior Minister of State for  
Home Affairs and Foreign Affairs), Woo Gui  
Luan, Ho Yih and Khairil Rassidy with the  
Responder Bikes

The Neighbourhood Active Responder Programme (NEAR) is a collaboration by the Singapore Civil Defence Force (SCDF), the Singapore Police Force (SPF) and People's Association to train volunteers in life saving and other emergency skills. It aims to encourage the community to take greater ownership in emergency preparedness and response by leveraging on trained volunteers who are near an emergency situation for timely life saving intervention before the arrival of emergency services. They are equipped with the relevant knowledge and skills as they have attended the training sessions jointly conducted by the SCDF and SPF.



During the launch of NEAR on 21 March 2015, Guest of Honor Mr Masagos Zulkifil (Senior Minister of State for Home Affairs and Foreign Affairs) said that “NEAR represents a fundamental shift in the roles that volunteers play in the community – from passive to active first responders”. These Neighbourhood Active Responders are deployed on weekends between 1000hrs and 2200hrs from designated response stations such as the Residents’ Committee Centres. They augment the SCDF by providing first response to residential fire incidents and medical cases such as cardiac arrest.

Occasionally, they will also be roving around the constituencies in bicycles equipped with first-aid kit, fire extinguishers and Automated External Defibrillator set. In the pilot phase of NEAR, the volunteers will be stationed at the Tampines Green Residents’ Committee (RC) and Tampines East Zone 5.

Photo (left to right): Guest of Honor Mr Masagos Zulkifil (Senior Minister of State for Home Affairs and Foreign Affairs) bandaging a ‘casualty’ with the help of a NEAR Volunteer (also a SCDF ORNSman) Raizan Bin Abdul Razak

# Life Savers Connect 2014



Photo (Left and Right): Members of Public learning Life Saving Skills at the Life Savers Connect 2014

Previously known as Community Bonding Day, the annual Life Savers Connect (LSC) 2014 is a fun-filled, carnival-like event meant for families to learn life saving skills in a light-hearted setting. In conjunction with the Singapore-Global Firefighters and Paramedics Challenge (SGFPC) 2014, the Life Savers Connect was held from 10 to 13 September 2014 at the Singapore Expo.

The LSC 2014 marks the start of the SCDF journey in promulgating our vision statement 'A Nation of Life Savers,' where the involvement and participation of everyone is vital in building an emergency ready nation.

During the LSC 2014, the public had the chance to meet and interact with our frontline emergency responders, gaining an insight into their experiences in fighting fire and rescuing casualties. The public also had the chance to view our latest fleet of emergency vehicles such as the 4<sup>th</sup> Generation Light Fire Attack Vehicle, Unmanned Fire Fighting Machine and our Marine Fire Response Craft.

In order to cultivate an interest and encourage involvement in our life saving mission, the exhibition stations were designed for visitors of all age groups, including young children. For example, a mini-structure was set up for children to

experience how it is to manoeuvre through a maze of simulated obstacles to save 'victims.' Children also had the chance to be an 'emergency responder' by riding in mini-fire engines and be a 'victim' in a simulated search and rescue scenario where our search dogs would conduct a search operation to locate them.

At the event, our junior and senior volunteers from the Civil Defence Lionhearter Clubs, National Civil Defence Cadet Corps and the Civil Defence Auxiliary Unit also completed the Singapore Book of Records Challenge for the largest First Aid Bandaging demonstration, comprising of 226 participants.

The highlight of the event was the limited edition ambulance souvenir. Each visitor was given the miniature ambulance upon downloading the mySCDF mobile application on their mobile phones.

As the 'A Nation of Life Savers' is a shared goal, members of the Life Saving Force, international participants of the SGFPC and members of the public were also encouraged to post their selfies and selfies on their own social media accounts accompanied by the #ANationOfLifesavers. The LSC 2014 was well-received with a participation rate of about 19,000 people.

# Volunteer and Community Partnership Department

As part of the SCDF's transformation framework, the 'Volunteer and Community Partnership Department (VCPD)' was set up on 1 February 2015. In line with the SCDF's 2025 Vision of building "A Nation of Life Savers", the VCPD will be the focal point of all volunteer and community matters, including the management of the Civil Defence Auxiliary Unit, Civil Defence Lionhearter movement, National Civil Defence Cadet Corps as well as the Crisis Volunteers. Apart from enhancing the synergy, coordination, and effectiveness of the SCDF's community engagement, the VCPD allows the Life Saving Force to focus its efforts in establishing a response model where community first responders will be seamlessly integrated with the SCDF operational response to emergencies.

The VCPD will galvanise various community groups to partner the SCDF in building a core of community first responders in Singapore. Through concerted public education efforts and training, the community will be ready to respond and deal with everyday emergencies prior to the arrival of the SCDF emergency responders. As every second counts in an emergency, this strategy offers swifter response to incidents and hence, quicker mitigation and better outcomes for those in distress.



# Official Opening of the Emergency Preparedness Centre



EMERGENCY PREPAREDNESS CENTRE

officially opened by

Mr Teo Chee Hean  
Deputy Prime Minister,  
Coordinating Minister for National Security and  
Minister for Home Affairs

2<sup>nd</sup> February 2015

The SCDF would like to thank the following sponsors for making the Emergency Preparedness Centre a success:

City Gas Pte Ltd  
Co-operative of SCDF Employees Ltd  
ExxonMobil Asia Pacific Pte. Ltd.  
Lee Foundation  
MSIG Insurance (Singapore) Pte. Ltd.  
National Fire & Civil Emergency Preparedness Council  
Shaw Foundation

Left to Right: At the Opening Ceremony of the EPC, CDAU Volunteer WO (Ret) Yunnos Shariff sharing with SCDF Commissioner Eric Yap and Deputy Prime Minister Mr Teo Chee Hean on the deployment of the 1950s vintage Merryweather Turn Table Ladder (fire appliance in the background) to the MacDonald House Bombing incident that occurred on March 1965.



## Emergency Preparedness Centre

The Civil Defence (CD) Heritage Gallery located at Hill Street plays an important role in heightening the public's awareness on the importance of total defence and SCDF's rich heritage. To further promulgate public education on emergency preparedness, the Emergency Preparedness Centre (EPC) has been established within the CD Heritage Gallery.

The official opening of the EPC was graced by Deputy Prime Minister Mr Teo Chee Hean on 2 February 2015. The EPC is the first purpose-built

emergency preparedness centre in Singapore and it provides visitors with an experiential learning experience through the use of interactive exhibits and state-of-the-art 3-Dimensional immersive simulators.

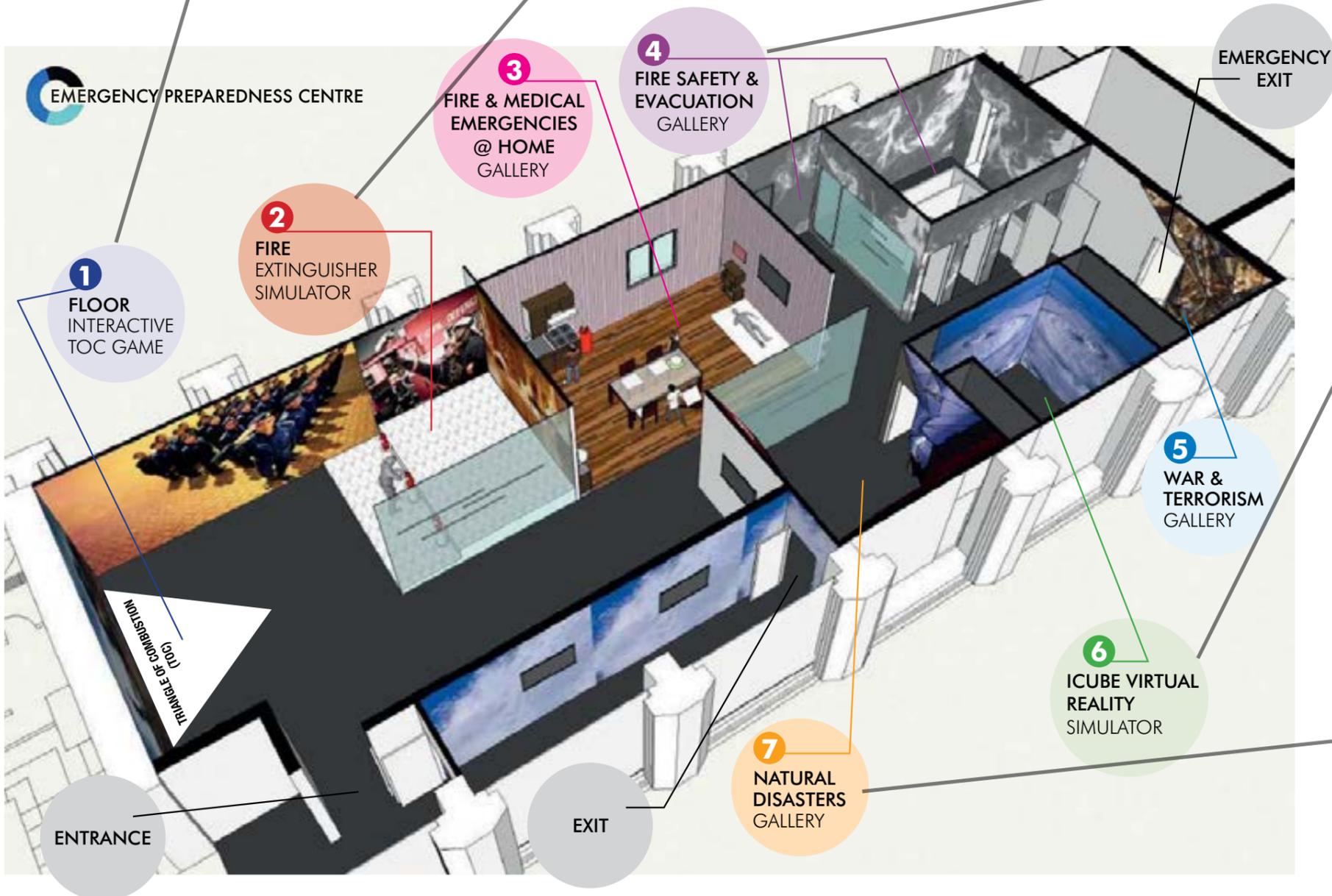
The thematic exhibits drive across messages related to Fire Safety, Natural Disasters, First Aid, Wartime Emergencies and Terrorism. Visitors will be able to acquire vital life saving skills and knowledge in a practical and highly interactive manner.

Prior to the official launch of the

EPC, selected groups of the SCDF stakeholders including the ORNS Commanders, members of the CD Lionhearer Clubs and and retired SCDF officers were given an exclusive preview of this new center.

During the launch, the SCDF pioneers, guests of honor, veterans and grassroot leaders also had the opportunity to walk down the SCDF memory lane, as the vintage 1950s Merryweather Turn Table Ladder and vintage pictures that depict the evolution of the SCDF community preparedness engagements were displayed.

# Emergency Preparedness Centre



# Introduction of Fire Fighting Vocation to Civil Defence Auxillary Unit Volunteers without the Requisite Skills

To optimize and grow our volunteer resources to help achieve our vision of “A Nation of Life Savers”, the SCDF is providing fire fighting training to CDAU applicants who have expressed interest in the firefighting vocation. The inaugural course that spans a 15 week duration commenced on 3 March 2015. As the volunteers are working adults, the course that is held at the Civil Defence Academy (CDA) is conducted thrice a week and on a part-time basis after office hours.

The participants of the course will undergo a similar training curriculum as the SCDF fire fighters. These volunteers will acquire professional knowledge and skillsets to increase their fire fighting proficiency and competency under the tutelage of seasoned and experienced SCDF instructors from CDA.

Upon completing the course, this pool of skilled volunteers would join the SCDF Emergency Response Specialists at the fire stations and be activated to experience real-life fire and rescue incidents.

If you are interested in joining the CDAU fire fighting vocation, please contact Mr Ian Ng Lik Keong at [SCDF\\_CDAU@scdf.gov.sg](mailto:SCDF_CDAU@scdf.gov.sg) or log on to [www.hometeamvolunteers.gov.sg](http://www.hometeamvolunteers.gov.sg) to find out more information.



Photo: CDAU Volunteer CPL (V) Norizal Bin Bohan learning how to roll hoses. He is also a Customer Service Officer in the transport industry.

## Setting Up of the New Civil Defence Lionhearter Club at Republic Polytechnic



SCDF has introduced a wide range of Public Education Programmes targeting at the school population, ranging from pre-schools to Junior Colleges and Centralised Institutions. However, it recognises that the engagement platform for Institutes of Technical Education and tertiary institutions such

as Polytechnics and Universities has to be uniquely positioned as to entice this group to attend our programmes and provide them with the opportunity to be involved in meaningful ways. With this in mind, the concept of a Civil Defence (CD) Lionhearter Club was developed and promoted for these students from

the post-secondary schools and tertiary institutions.

The role of the CD Lionhearters is 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.

On 14 November 2014, the 8<sup>th</sup> CD Lionhearter Club was set up in Republic Polytechnic. With this latest addition, the CD Lionhearter fraternity now stands proudly at all five Polytechnics and all three Institute of Technical Education colleges in Singapore.



## Overseas Humanitarian Rebuilding Projects

On 22 September 2014, a 40-strong team of CD Lionhearters from the Institute of Technical Education (ITE) College Central and ITE College East embarked on a 12-day Overseas Humanitarian Rebuilding Project to Padang, Indonesia. During the 12-day Rebuilding Project, the Civil Defence (CD) Lionhearters, their lecturers and the Indonesian Scouts volunteers assisted in imparting emergency preparedness skills and knowledge to the locals through the conduct of fire fighting, first-aid sessions and the Village-wide Disaster Evacuation Drill.

The CD Lionhearters also helped the locals in their post-disaster recovery, amongst which was the building of the Food & Herb Gardens within a village and primary school and erecting perimeter fences for a kindergarten. The CD Lionhearted from the ITE College East School of Nursing were also attached to the local polyclinic for three days, where they helped to conduct pre-natal classes, carry out immunisation for school children and helped to conduct health checks for babies.

In a bid to improve the personal hygiene level of the locals, the CD Lionhearters also went to the different primary schools to teach the students on proper hand washing techniques and even helped build proper taps.

Picture: CD Lionhearter Club from ITR College Central and ITE College East imparting first aid skills to the local community in Padang, Indonesia.

# Community First Responders from the National Civil Defence Cadet Corps



In 2005, the NCDCC became the 9<sup>th</sup> Uniform Group Co-Curriculum Activity in secondary schools.

From its humble beginning of only 12 pioneer secondary school units, today the NCDCC is a well-regarded Uniform Group of about 3000 cadets in 40 secondary schools. Since its

maiden year of existence in 2005, the NCDCC has a clear mandate of establishing itself as a unique Uniform Group which nurtures its cadets to be civic-minded leaders within and beyond the school community, with a clear national identity as the SCDF's Community First Responders and Youth Ambassadors on

Community Emergency Preparedness.

As the NCDCC cadets and members are well trained in first aid, fire-fighting and rescue techniques, they would not only continue to champion Community Emergency Preparedness in our society but would now be well placed to

undertake a larger role as the nation's Community First Responders too.

During the week-long NCDCC Service Week from 6<sup>th</sup> to 10<sup>th</sup> April 2015, the NCDCC cadets supported the Ministry of Health's Unit for Pre-Hospital Emergency Care in conducting the Dispatched

Assisted First Responder or D.A.R.E programme in several primary and secondary schools. Under this programme, the NCDCC cadets imparted vital Life Saving knowledge and skills to their peers and explained the significance of timely intervention for those in distress.

This is in tandem with the SCDF's Vision 2025 of creating a 'Nation of Life Savers', a nation comprising a population of Community First Responders who would actively come forward to render assistance to those in distress prior to the arrival of the emergency forces.



**Organisational Excellence**



Photo: Comr Eric Yap with CEO of the Singapore Heart Foundation, Mr Vernon Kang at the signing ceremony of the Memorandum of Understanding on 25 March 2014.

On 25 March 2014, the SCDF and the Singapore Heart Foundation (SHF) signed a Memorandum of Understanding (MOU) to address the low usage of Automated External Defibrillators (AEDs). This is done through mapping the AED locations on SLA's Onemap in allowing the public to view them via smart phone mobile applications (apps). The MOU also include the setting up of a Registry for AED integration to increase the data availability and help save lives.

The Registry complements the 'Save-A-Life' initiative (installation of AEDs at lift lobby of HDB flats) and 'MyResponder' mobile application and strive towards improving the survival rate of the out-of-hospital cardiac arrest cases in Singapore. This initiative will bring us one step towards the SCDF vision of 'A Nation of Life Savers'.



# Singapore-Global Firefighters and Paramedics Challenge 2014

The Singapore-Global Firefighters and Paramedics Challenge (SGFPC) 2014 was held on 13 September 2014 at the Singapore EXPO Hall 1. Officiated by Mr S Iswaran (Minister, Prime Minister's Office and Second Minister for Home Affairs and Trade and Industry), the SGFPC is the only platform in South-East Asia where emergency responders pit their fire fighting and rescue skills against one another in a friendly but adrenaline pumping competition.

The annual challenge started way back in 1993 and was first known as the Civil Defence Skills Competition. It was subsequently rebranded in 2012 to become a global competition known as the SGFPC. Since then, the SGFPC has provided an excellent platform for the global community of emergency responders to come together to showcase and share their skills and experience, and more importantly, to foster camaraderie.

This year, we witnessed a record number of international participants from 17 countries participating in the SGFPC, including teams from China and Qatar, which were participating for the very first time.

At the signature Braveheart Challenge of the SGFPC, SSG Azmir Ali from the SCDF elite DART defended his title as the champion, for the second consecutive year while Joshua Caddy from the Department of Fire and Emergency Services of Western Australia and Tam Ho Yin from the Hong Kong Fire Service were first and second runner-ups respectively.

In addition, the Public Challenges also saw the participation of members from the local community such as the Company/Community Emergency Response Teams and SCDF Youth volunteers from the CD Lionhearters and National Civil Defence Corps.

Photo (Left to Right): Braveheart Challenge First Runner Up Joshua Caddy from the Department of Fire and Emergency Services (Western Australia) and Braveheart Defending Champion SSG Azmir Ali from the SCDF elite DART

# SCDF Day Parade 2014



Every year, officers and men from SCDF come together during the SCDF Day Parade to reaffirm their dedication to the Force and their commitment to our mission of protecting and saving lives and property for a safe and secure Singapore.

The SCDF Day Parade 2014 was held on 13 Sep 2014 at Singapore Expo Hall 3 and

graced by Mr S Iswaran (Minister for Prime Minister's Office, Second Minister for Home Affairs, and Second Minister for Trade and Industry).

The parade was attended by about 1500 foreign and local guests who included foreign dignitaries, heads of regional fire and emergency authorities, SCDF partners from

government bodies, private organisations, tertiary institutions, and grassroots, Full-Time and Operationally Ready National Servicemen, SCDF officers and their families.

During the parade, our fire station personnel wore the newly introduced fire badge and unit patch on their uniforms for the first time. The unit patch serves not just as a means of

unit identification but also, to foster a sense of pride amongst the frontliners.

Conducting the ceremonial SCDF Day Parade in a public venue at the Singapore EXPO Hall and in full view of the public have indeed helped to bring our officers' regimental pride and affiliation to the Life Saving Force to greater heights.

# International Fire Chiefs' Association of Asia

The International Fire Chiefs' Association of Asia (IFCAA) is a grouping of fire chiefs which was formed 55 years ago in May 1960. IFCAA's objective is to maintain friendly relations amongst the Fire Chiefs in Asia and Oceania and to promote the exchange of knowledge and information on the development of Asia's fire services, fire fighting systems and best practices. This is achieved through platforms such as publications in the Association's news bulletins and organising international conferences related to the fire services.

Currently, the IFCAA grouping consists of fire and rescue agencies from 24 countries spanning 2 regions. The current President is the Fire Chief of the Tokyo Fire Department, Japan. Commissioner SCDF represents Singapore in IFCAA and is one of the four Vice-Presidents, with the others being from Hong Kong, Malaysia and the Philippines.

The IFCAA Conference is held biennially and the theme for the two-day conference held in Singapore on 11 and 12 September 2014 was "Working Together for a Fire Safe Asia". It outlines the cooperative spirit of member

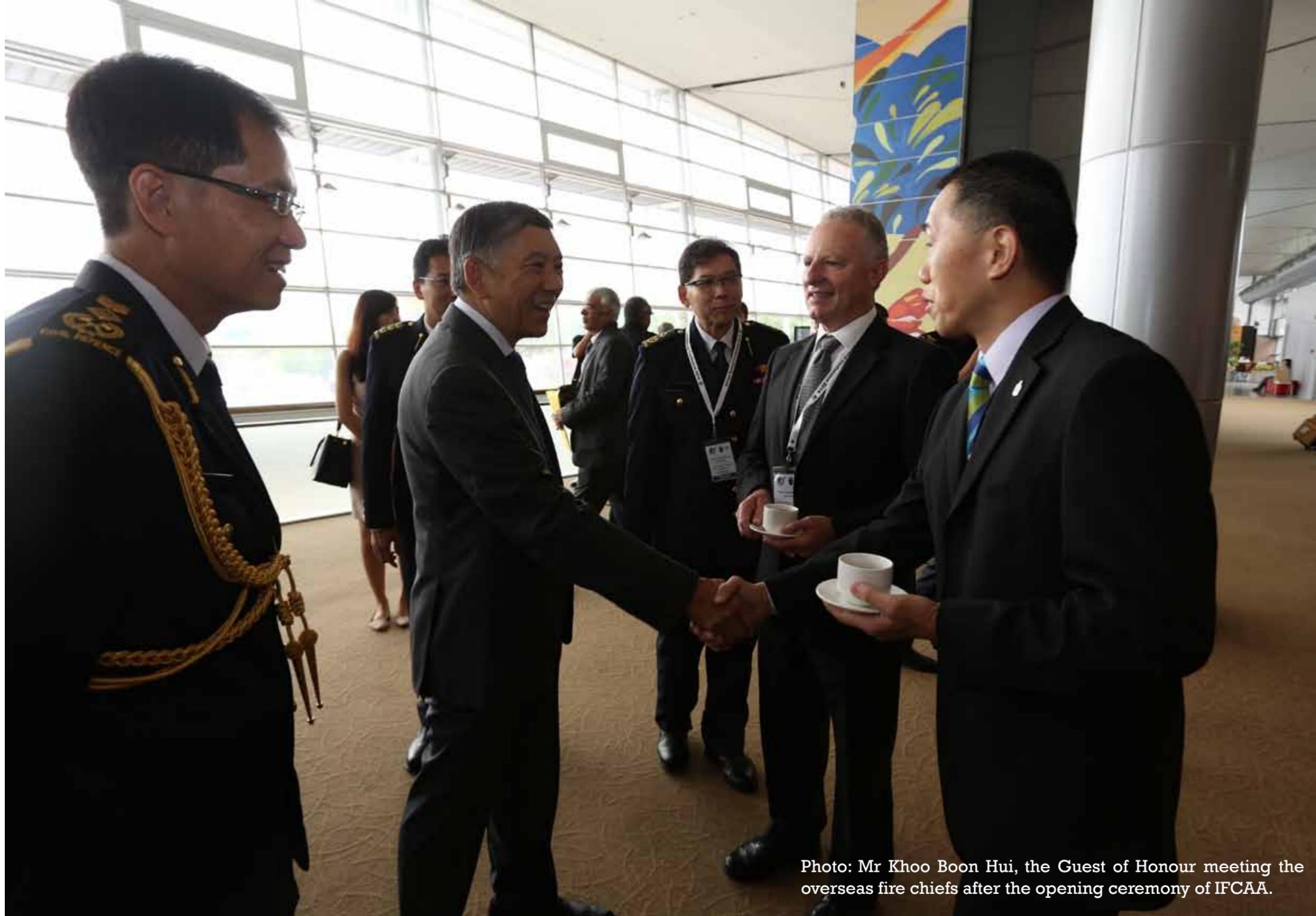


Photo: Mr Khoo Boon Hui, the Guest of Honour meeting the overseas fire chiefs after the opening ceremony of IFCAA.

countries working closely together to enhance regional capacity to deal with fire and rescue incidents. This was the second time in which the SCDF is hosting the conference in Singapore, the first was in 1988.

The opening ceremony of IFCAA 2014 was held at the Singapore Expo. In meeting the overseas fire chiefs, the Guest of Honor Mr

Khoo Boon Hui (then Senior Deputy Secretary of the Ministry of Home Affairs) acknowledged that the Asia-Pacific region had experienced some of the most devastating disasters in recent times and these calamities served to reinforce the important role which the fire and rescue services play during a disaster. Indeed, such a conference reinforced the collective spirit of sharing, understanding and building knowledge among the fire chiefs and will go a

long way towards enhancing regional capacity to deal effectively with fire and rescue incidents during major emergencies. In the light of this, the SCDF is always proud to be an active member of IFCAA and to serve as a catalyst in fostering such a positive regional development among the fire fighting and rescue fraternity.

# SCDF PRIDE and CARE

PRIDE and CARE are the core values of the SCDF which is internalised by each member of the Life Saving Force regardless of their vocation or years of service.

**PRIDE** – We take pride in saving lives and property.

**CARE** – We care for our people and those we serve.

The SCDF PRIDE and CARE dinner was held on 15 April 2014 at the Civil Defence Academy (CDA). The dinner was graced by Guest-of-Honour Mr Edwin Tong (Deputy Chairman, and Government Parliamentary Committee for Home Affairs & Law) and attended by 136 personnel, including the proud recipients of the Pride and Care Star Awards, Unit Pride and Care Star Award, Full-Time National Servicemen of the Year Award and Commissioner Commendation Awards.

*Read the following excerpts on the truly inspiring stories of three SCDF award winners as they performed the role of a Community First Responder:*

## CPL Viren Shetty

On 10 May 2013, at around 2200 hrs, CPL Viren Shetty was walking along Orchard Road with his friends when they encountered a couple by the pavement. One of them, a male, was heavily intoxicated and stumbling by the roadside.

He was hurling verbal abuse at his wife and threatened to abuse her physically. In spite of the plausible danger, CPL Viren approached the female and offered his assistance. At this moment, the male took off and ran across the traffic junction. CPL Viren, who was worried that the intoxicated man might cause harm to himself or other passers-by, sprinted after the man only to see him collapse a short distance away.

CPL Viren checked the man for his vital signs and monitored his condition. After the call was made for an ambulance, the casualty suddenly displayed symptoms of a panic attack, clutching his chest and complained of shortness of breath. CPL Viren reassured him to control his breathing. This gradually brought the casualty to a calm state until the arrival of the SCDF ambulance crew.

CPL Viren Shetty had shown PRIDE as an SCDF Full-Time National Serviceman as well as CARE in rendering medical assistance to stabilise a casualty, despite being off-duty.

Photo: The calm and composed CPL Viren Shetty Personal Assistance Clerk (4<sup>th</sup> SCDF Division Headquarters)



## CPL Ann Sim

On 22<sup>nd</sup> November 2013, CPL Ann Sim was on board a flight. During the journey, the stewardess observed that a teenage girl was not feeling well. Her medical training with the SCDF kicked in and she conducted frequent checks on the girl. Half-an-hour later, the condition of the girl became worse and she began to suffer from difficulty in breathing and her face turned very pale.

CPL Ann immediately attended to her, giving a quick assessment of the vital signs and performing an intravenous drip to give her the necessary fluid. After learning of the girl's medical history, she also assisted the girl to consume her medication. Despite the limited medical aid on board the flight, the volunteer medic with the Civil Defence Auxillary Unit managed to take control of the situation. Her efforts were crucial in preventing the girl's health from deteriorating further during the air flight.

CPL Ann Sim had shown great CARE by providing medical assistance to a sick passenger on board a plane.



# SCDF PRIDE & CARE AWARDS DINNER -



Photo: SGT Muhammad Izhar Bin Abdul Rahman (Right), Fire Biker from the 1<sup>st</sup> SCDF Division, Marina Bay Fire Station, receiving the PRIDE and CARE award from the Guest of Honour, Mr Edwin Tong (Left).

## SGT Muhammad Izhar Bin Abdul

On 6 December 2013 at 1615 hrs, SGT Izhar who was off-duty was at Ngee Ann City with his wife. His wife saw someone waving for help from a nearby bench and alerted SGT Izhar. He rushed towards that direction and saw an Indian man leaning unconsciously by the side of the bench. With SGT Izhar's experience as a Firebiker, he laid the man flat on the ground and did a quick assessment by checking his airway, breathing and carotid pulse. As he was doing a quick assessment, an off-duty male nurse came to help. SGT Izhar told him to perform CPR while he ran to get an AED from the shopping mall. He also instructed a passerby to call 995.

Armed with the AED, SGT Izhar told the nurse to continue with CPR as he prepared the AED. The AED was administered along with 5 cycles of CPR. Soon after, the paramedics from A112 arrived and SGT Izhar handed over the casualty while updating on the number of shocks and CPR cycle that had been given.

SGT Muhammad Izhar had exhibited PRIDE and CARE in by going out of his way to revive an unconscious casualty despite being off-duty.



Photo: SSG Muhammad Hafidz Bin Mohamed Kamal from Tuas View Fire Station who won the MHA Distinguished SSA was introduced.

## 34 SCDF Officers and 4 SCDF Projects Conferred Awards at the MHA Excel Fest

The Ministry of Home Affairs Excel Fest celebrates the Home Team members achievements in innovation and service excellence. Three categories of awards were given to 165 recipients at this year's Excel Fest, namely the MHA 3i Awards, MHA Star Service Awards (SSA) and the Security Awareness for Everyone (SAFE) programme Award.

31 SCDF Officers were conferred the MHA SSA this year. The SSA recognises officers who have consistently demonstrated high standards of service excellence in rendering public service.

The officers received their awards from Mr S Iswaran, Minister in Prime Minister's Office, Second Minister for Ministry of Home Affairs and Ministry of Trade and Industry at MHA Headquarters.

This year, a new and higher tiered award, the MHA Distinguished SSA was introduced. SSG Muhammad Hafidz Bin Mohamed Kamal from Tuas View Fire Station was one of the three recipients of this new award. SSG Hafidz was conferred the prestigious award for his commendable efforts in fighting a fire at Toh Guan Road while he was off-duty.

Four SCDF projects were also recognised with the Home Team Innovation of the Year Award, which is conferred to project teams for their commitment to bring about a new, game-changing policy, process or product innovation.

### HT Innovation of the Year Award (Product Innovations) – Gold Award - Automated casualty conveyance system

This system allows for swift conveyance of casualties at disaster sites. Comprising multiple modular conveyance block system, this system can be deployed at different types of terrains. It enhances rescue capabilities and reduces traditional reliance on manpower for labour-intensive rescue operations.

### Commendation Award - Automation of the CBD Access Control Gantry Points for vehicles transporting HAZMAT

This is a "self-service" terminal that uses biometric technology (e.g. fingerprint, photograph for facial recognition) to authenticate drivers (for security purpose) of HazMat vehicles entering the CBD area.



## HT Innovation of the Year Award (Process/Policy Innovations) – Winning Projects

### Platinum Award - Dispatcher-assisted CPR

About 1800 Singaporeans suffer from cardiac arrest annually. This breakthrough process involves 995 officers coaching callers on the phone to perform chest compressions on victims of cardiac arrest. This project has increased the number of instances where bystanders help to perform CPR on cardiac arrest victims prior to the arrival of the SCDF ambulance and thereby increasing the chances of survival. The numbers have increased from 21.7% in 2011 to 47.0% in 2014.

## ISO 9001:2008 and Benchmarking Process

The SCDF Operations Centre achieved the ISO 9001:2008 certification in July 2014. The ISO 9001:2008 is the most distinguished amongst the quality management system standards.

This recognition is a compelling indication of the SCDF Operations Centre's commitment towards excellence. The audit involved stringent processes of verification to ensure all Standard Operating Procedures and guidelines are adhered to.

The SCDF Operations Centre also conducted a critical review of its call taking process to maintain an optimal level of performance in emergency call taking. The benchmarking processes involved aligning the SCDF Operations Centre's current performance against other world-class organizations.

This ensures that the 995 call taking process is robust and yet able to keep up with the increasing call loads in Singapore.

HT Innovation of the Year Award  
(Product Innovations) – Platinum Award -  
Unmanned Firefighting Machine (UFM)



This is an effective and innovative use of latest robotics technology which is customised to the needs of the SCDF in enhancing firefighting and rescue operations especially in mega underground infrastructures and warehouses.

The remote deployment of UFM's helps to pave the way for safer operations at incident sites. This project also results in manpower savings which is critical given the escalating tight labour market conditions.



**CDAU**  
The Life Saving Volunteers

## Development of Civil Defence Auxiliary Unit to complement SCDF Services

The Civil Defence Auxiliary Unit (CDAU) is a platform for volunteers to complement the regular officers in the SCDF's lifesaving mission. Several significant milestone developments have been achieved in WY14/15 and this include:

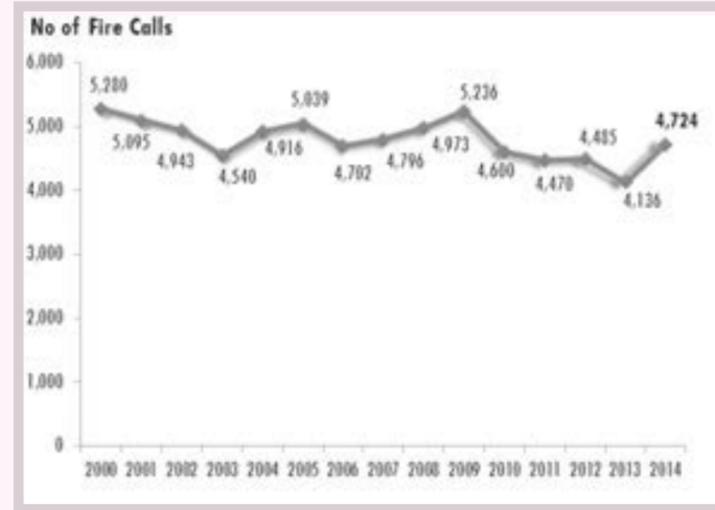
- Introducing the CDAU badge to instill a sense of pride as a CDAU officer;
- Enabling the CDAU volunteers to put on identical epaulettes as SCDF regular officers, signifying the full integration of CDAU into SCDF;
- Allowing individuals with no prior fire fighting experience who join the CDAU fire fighting vocation; and
- Recognising committed CDAU officers by sponsorship them to attend a course of their choice in self-development.

Photo: CDAU Volunteer WO Lim Ming Kooi conducting fire safety enforcement checks at a Public Entertainment Outlet

# Statistics

**Increase in total fire calls by 14.2%**  
**- Largely attributed by increase in vegetation fires**

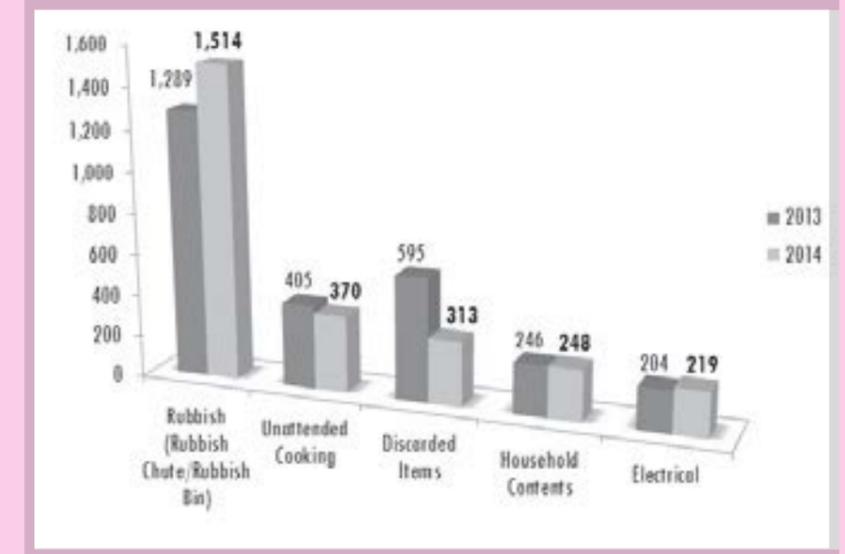
SCDF responded to a total of 4,724 fires between Jan and Dec 2014, an increase of 588 cases (14.2%) from the 4,136 cases in 2013. This is largely attributed to a significant spike in vegetation fires during the extended dry spell between January and March 2014. The total number of fire calls over the last 15 years is shown in **Table 1.1**.



**Table 1.1: Total Number of Fire Calls (2000 - 2014)**

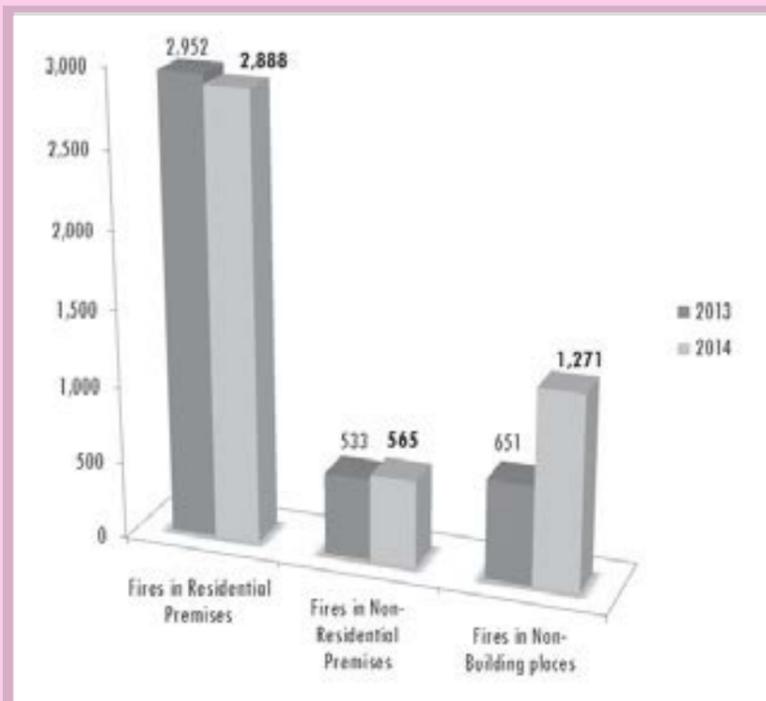
**More than half of the residential fires involved rubbish chutes and bins**

Of the 2,888 fires in residential premises, rubbish fires (involving rubbish chutes and rubbish bins) form the bulk at 52.4% or 1,514 cases. The top five types of fires in residential premises are shown in **Table 1.3**.



**Table 1.3: Fires in residential premises (top 5 types)**

**Drop in residential fires**



**Table 1.2: Breakdown of fires by types of premises**

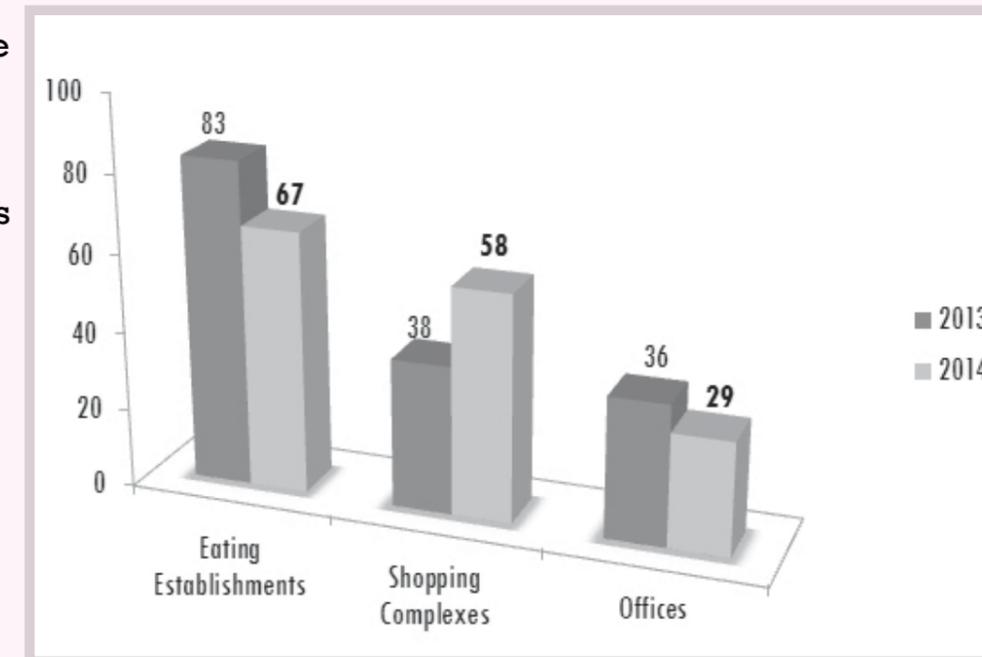
The breakdown of fire calls by types of premises is shown in Chart A2 below. Of the 4,724 fires from Jan to Dec 2014, 2,888 (61.1%) involved residential premises, 565 cases (12.0%) involved non-residential premises and 1,271 cases (26.9%) involved non-building places as shown in **Table 1.2**.

It is encouraging to note a 2.2% decline in the number of fires in residential premises, from 2,952 cases in 2013 to 2,888 cases in 2014, as shown in **Table 1.2**. Fires in non-residential premises (commercial, industrial, social and communal premises) increased by 6.0% while the number of fires that involved non-building places increased by almost two-fold, from 651 cases in 2013 to 1,271 cases in 2014. This increase is largely due to the rise in vegetation fires.

**Drop in fires at eating establishments**

The number of fires in commercial premises fell by 2.5%, from 284 cases in 2013 to 277 cases in 2014. **Table 1.4** shows the top three types of fires in commercial premises.

Fires in eating establishments (such as restaurants, coffee shops, canteens and hawker centres) fell by 16 cases (19.3%) and accounted for 67 cases (24.2%) of the total fires in commercial premises in 2014. These fires mainly involved ventilation unit, kitchen exhaust ducting and electrical cooking appliances.



**Table 1.4: Fires in commercial premises (top 3 types)**

### Increase of 3.7% in total Emergency Medical Services Calls

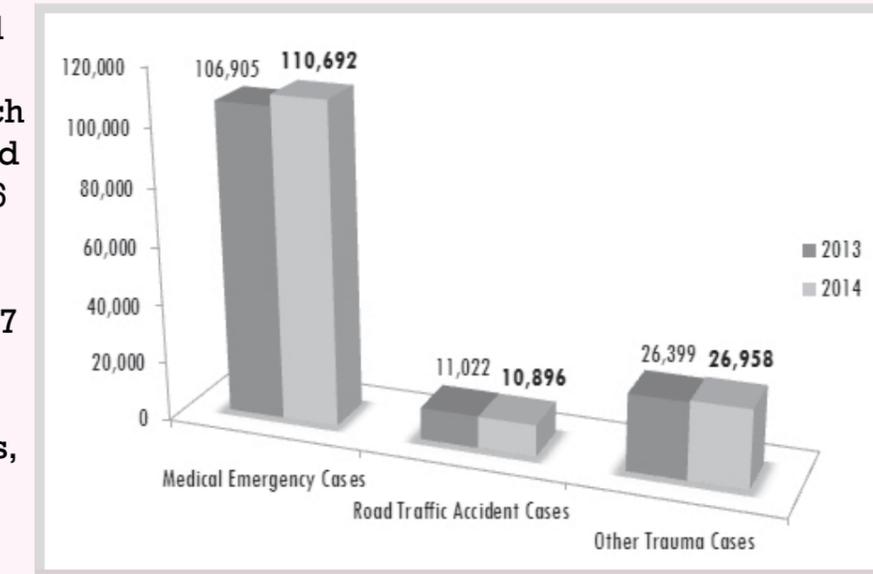
SCDF's Emergency Medical Services (EMS) responded to a total of 155,781 ambulance calls between Jan and Dec 2014, an increase of 5,626 calls (3.7%) over the 150,155 calls in 2013. The total number of EMS calls since 2000 is shown in **Table 2.1**.



**Table 2.1 Total Number of Ambulance Calls: 2000 - 2014**

### Increase in medical emergency cases involving chest pain, breathlessness, unconsciousness and cardiac arrest

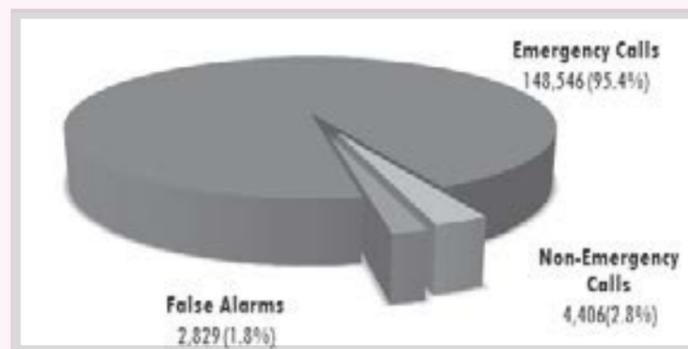
Of the total 148,546 emergency calls, 110,692 (74.5%) were medical cases, 10,896 (7.3%) were road traffic accidents and the remaining 26,958 cases (18.1%) were trauma cases such as industrial accidents, falls and assaults. There was a dip of 126 cases (1.1%) in the number of road traffic accident-related injuries but an increase of 3,787 cases (3.5%) in the number of medical emergency cases (e.g. chest pain, breathlessness, unconsciousness and cardiac arrest). The breakdown for emergency cases is shown in **Table 2.3**.



**Table 2.3: Breakdown of Emergency Ambulance Calls**

### Emergency calls constitute 95.4% of total EMS calls

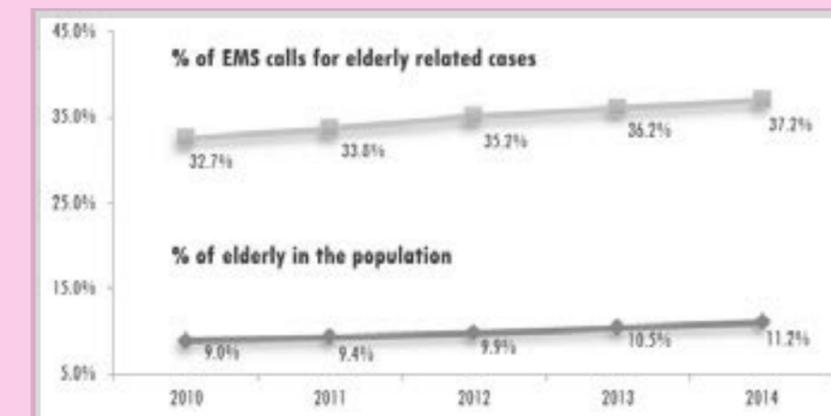
Emergency calls made up 148,546 (95.4%) of the total calls responded. The remaining 4,406 (2.8%) were non-emergency calls and another 2,829 (1.8%) were false alarms. Please see **Table 2.2** for the breakdown of Total EMS calls.



**Table 2.2: Breakdown of Total EMS Calls**

### Demand from the elderly grew by 6.7%

The increase in the total number of EMS calls for 2014 is largely attributed to the growing demand for ambulance service from an ageing population. Although the overall EMS calls increased by 3.7%, the calls involving the elderly (aged 65 and above) increased by 6.7%. Elderly persons made up of 11.2% of the population but 37.2% of the total EMS calls that SCDF responded to in 2014 were for the elderly, as shown in **Table 2.4**.

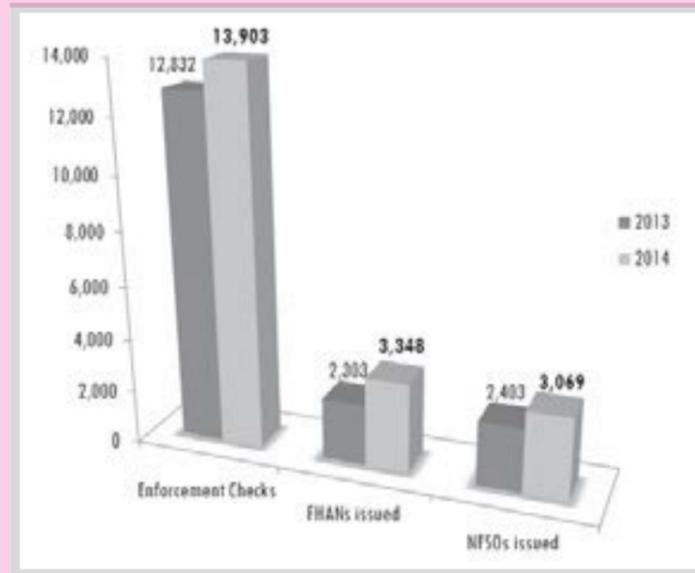


**Table 2.4: Calls made by elderly over the last five years**

## Increase in number of enforcement checks

SCDF conducts enforcement checks regularly to ensure that fire safety standards are observed and fire hazards detected and rectified. SCDF also conducts inspections in response to public feedback. Once fire hazards are verified, enforcement actions will be taken against the offenders.

As shown in **Table 3.1** below, SCDF conducted 13,903 enforcement checks in 2014, an increase of 8.3% from the 12,832 checks conducted in 2013.



**Table 3.1: Number of Enforcement Checks, FHANs and NFSOs issued**

FHANs - Fire Hazard Abatement Notices  
NFSOs- Notice of Fire Safety Offence

## More fire hazard violations detected

Arising from the 13,903 enforcement checks, SCDF issued 3,348 FHANs, an increase of 45.4% from the 2,303 FHANs issued in 2013. A FHAN serves as a warning to building owners and management to remove the fire hazard.

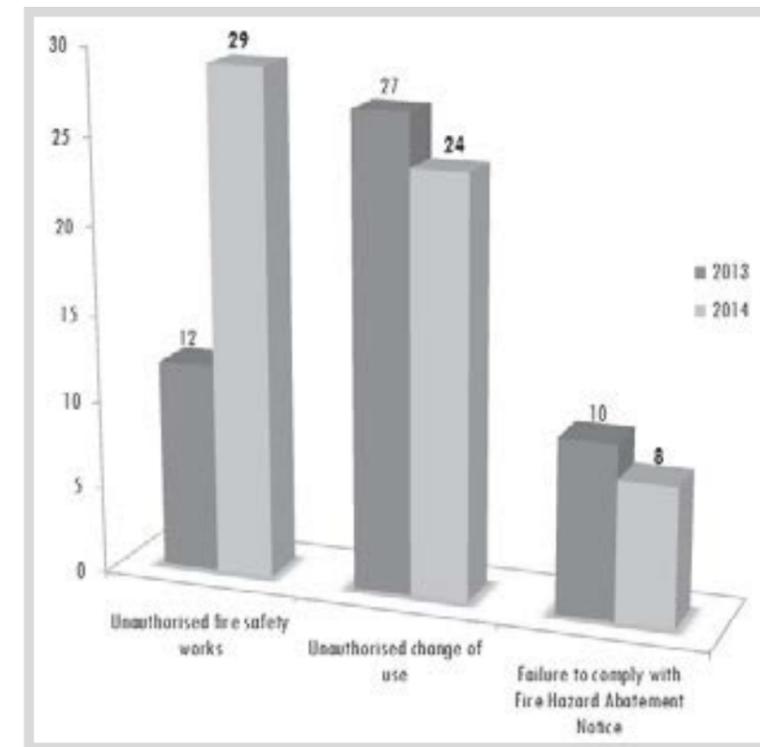
A NFSO is issued when the fire safety violation is of a serious nature that warrants a heavier penalty, for example when unauthorised fire safety works are carried out. It carries a composition fine of up to \$5000. Between Jan and Dec 2014, 3,069 NFSOs were issued, an increase of 27.7% from the previous year.

The overall increase in the number of FHANs and NFSOs issued is primarily due to targeted enforcement checks, where more of such notices were issued to industrial premises e.g. at terraced factories, waste treatment companies and warehouses.

## Court Action

### Increase in court action against offenders

SCDF views violations of fire safety requirements seriously and will not hesitate to take firm action against building management who do not promptly rectify the fire safety violations despite warnings and fines. Court action will be taken against serious cases or repeat offenders. For general fire safety violations, the maximum penalty can be up to \$10,000 fine and/or jail term not exceeding six months. For carrying out fire safety works without an approval from SCDF (unauthorised fire safety works), the person responsible (owner, building management, MCST) can be fined up to \$200,000 and/or jailed for a term not exceeding 24 months. In extreme cases, SCDF is empowered to effect temporary closure of premises.



**Table 3.2: Court Prosecution Charges (top 3 offences)**

Between Jan and Dec 2014, 70 charges were filed in court against fire safety offenders, an increase of 12 cases (20.7%) from the 58 charges for 2013. Of the 70 charges in 2014, 29 cases (41.4%) were for unauthorised fire safety works. The top three offences which resulted in court action are shown in **Table 3.2** above.

*The Singapore Civil Defence Force remembers  
Mr Lee Kuan Yew,  
the Founding Prime Minister of Singapore*

————— 1923 - 2015 —————