5 Years Into The National CERT Standard

FSM Briefing 2018

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Agenda

- Outstanding CERT Award 2017 Winners
- 5 Years Into The National CERT Standard
  - In The Beginning...
  - The Journey
  - CERT In 2018
  - What Happens Next?
Outstanding CERT Award 2017

- **Commercial Premises**
  - Crowne Plaza Changi Airport
  - Shenton House
  - Singapore Sports Hub

- **P&FM Premises**
  - ExxonMobil Asia Pacific Pte Ltd
  - Shell Eastern Petroleum Pte Ltd
  - Singapore Refining Company Pte Ltd
Outstanding CERT Award 2017

- **Industrial Premises**
  - Air Product Singapore Pte Ltd
  - National Environment Agency
    - Tuas Incineration Plant
  - Rolls-Royce Singapore Pte Ltd
  - Sembcorp Marine Pandan Yard
  - Sembcorp Marine Tuas Boulevard Yard
  - ST Aerospace Engines Pte Ltd
In The Beginning...

- CERT required for P&FM storage since 2005
  - Required for storage more than 5 metric tonnes
  - About 300 P&FM storage licensees
  - Audited annually
In The Beginning...

- CERT framework expanded to FSM premises
- Introduced National CERT Standard in 2013

- Public buildings
  - Shopping malls
  - Conference halls
  - Offices
  - Hotels
  - Hospitals
  - ......

- Industrial buildings
  - Factories
  - Processing plants
  - Workshops
  - Warehouses
  - ......
“One of the owners tried to use a fire extinguisher and a hosereel, but he did not know how to use it.”

Tried to tackle fire by themselves, used 50 fire extinguishers but failed to extinguish fire, finally called 995 for assistance.
Progressive Implementation

Before 2013
- Fire Emergency Plan
- Fire-fighting team

2013-2014
- Emergency Response Plan
- Company Emergency Response Team

2015 -2016
- Training subsidies
- Basic equipping
- Basic training (firefighting)

2017
- Full equipping
- Full training (firefighting, first aid)
- CERT audit

2018
- Full CERT capability in all FSM premises during operating hours
- Yearly internal CERT audit
The Journey

- **2010**
  - Workgroup comprising SCDF, FSMAS, industry reps
    - Assessed emergency response capabilities of buildings
    - Discussed standardised formation of CERT
  - Introduced plan to FSM premises representatives
    - Fire Safety Manager briefing
    - Fire Emergency Plan to Emergency Response Plan

- **2011 – 2012**
  - Seminars for FSM building representatives and FSMs
  - Engagement with A-CERTS, FSMAS, NFEC, SSWGs
The Journey

- **2013**
  - CERT Regulations for FSM premises
  - ERP Regulations
  - Formal introduction of CERT in FSM briefing
  - Continuous engagement with representatives
    - Briefings & seminars
    - Townhall sessions
    - Consultations
  - 6 months legal grace period for formation
The Journey

- **2014**
  - Fine-tuning of National CERT Standard
    - Allowed in-house refresher training
    - Revised medical screening to allow self declaration
    - Reduced training and equipping requirements for Tier 1 HRI, Tier 2 & Tier 3 CERTs
    - Lowered CERT Tier for premises storing LPG for eateries and premises with only diesel stored underground
  - Granted additional time for formation
  - Progressive implementation of CERT requirements
The Journey

- **2015 – 2016**
  - Expanded pool of accredited training organisations
  - Reviewed CERT audit checklists
  - Support for MCSTs and managing agents
  - CERT, ERP and FSM materials available online
    - CERT audit checklists
    - Introduction to CERT
    - ERP template
    - Evacuation guidelines
    - Past briefings, lectures and seminars
The Journey

- 2017
  - Further revised Tier 3 CERT audit
  - Higher penalties for premises without CERT if uncovered during incidents
  - Started enforcement action
    - Failure to establish CERT
    - Failure to train CERT
    - Failure to equip CERT
CERT In 2018

- Almost all FSM premises withCERT response
- eFSM portal
  - CERT Tier classification
  - CERT member details
- CERT, FSM and ERP materials available online
  - FAQs
  - FSM handbook
  - Revised evacuation guidelines
  - Briefings, lectures & seminars materials
CERTs At P&FM Premises

SCDF was alerted to the fire at Pulau Busing at about 5.50pm. After approximately 6 hours of intense firefighting operations, the raging oil storage tank fire was extinguished by the combined efforts of SCDF Emergency Responders and CERT members. 31 firefighting and support vehicles and 128 SCDF personnel were involved.

Continue reading
What Happens Next?

2017 Case Study

- FSM attended annual FSM Briefings in 2013 to 2017
- Attended sharing sessions on CERT requirement
  - 2016-09-06 / 2017-08-23
- HQ CED officers sent email reminders & calls
  - 2016-02-22 / 2016-03-01 / 2016-03-04
  - 2017-07-11 / 2017-07-13 / 2017-07-18
- Called & emailed a SCDF fire station personnel on 17 July 2017 & 21 August 2017 to enquire about CERT without sending the same query to CED
What Happens Next?

- **2017 Case Study**
  - Issued 3 Notices of Fire Safety Offence in September
    - $1000 Failure to establish CERT
    - $1000 Failure to train CERT
    - $1000 Failure to equip CERT
  - Appealed to waive fines on 8 Sep 2017 by fax
    - “SCDF did not reply email enquiries” (we did)
    - “Unsure which course to attend” (we told them)
  - Appeal rejected on 12 Sep 2017
    - Extended fine payment deadline for offer of composition
    - To form CERT by Dec 2017
What Happens Next?

- 2017 Case Study
  - #1 MP appeal on 25 Sep 2017
    - Premises understand requirement now
    - Will commence training
    - Appeal to waive fines
  - “I regret to inform you that the outstanding offences cannot be waived.”
    - Extended composition fine deadline to 16 Oct 2017
  - Appeal by #2 MP on 10 Oct 2017
    - Selectively provided chronology of events
  - All fines paid on 17 Oct 2017
Progressive Enforcement

2010-2012
Public Feedback Engagement

2013-2014
Legislation
Fine-tuning
Reminder
Consultation
FSM briefing

2015-2016
Email notice
Phone Call
Final reminder
Last warning
Final warning
Inspection
Enforcement (NFSO)

2017-2018
2nd Reminder
Email warning
Audits
Inspections
Enforcement (NFSO, ?????)

2019
No more reminders
No more warnings
Audits
Inspections
Enforcement (NFSO, ?????)
Summary

- SCDF and CERTs are partners
  - Always call 995 immediately for fire and medical emergencies

- Continue to make sure CERT is properly established, trained and equipped
  - Have additional backup available

- SCDF moving from progressive implementation to progressive enforcement

- Challenging journey, but we made it
A Nation Of Lifesavers

2025
A NATION OF LIFESAVERS

LEGEND

Enhancing Capabilities
Enhancing Capacities
Thank you for your time and support!

5 Years Into The National CERT Standard

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