STANDARD OPERATING PROCEDURE
HANDLING A FIRE EMERGENCY

SOP ON HANDLING A FIRE EMERGENCY

1. OBJECTIVE

The purpose of this Standard Operating Procedures is to provide procedural guidelines for the security staff to take the most appropriate actions to manage a fire incident at their assigned worksite.

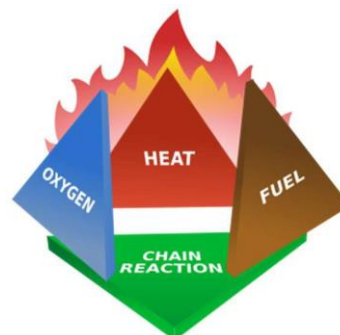Its scope covers the following aspects:

o How to respond to a fire alarm activation:

- In the event of a false alarm

- In the event of a real fire

o How to handle a small fire incident

o How to handle a big fire incident

o Evacuation procedures

2 a. PROCEDURE TO CONFIRM PRESENCE OF FIRE

The followings are the procedure to ensure a safety respond to confirm the presence of fire:

1) When the alarm is sounded, the Control Room duty officer shall immediately check the main fire alarm panel to identify the location of the fire floor as indicated and silent the alarm bell.

The elements of fire:

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2) A security officer will be dispatched to the fire floor to investigate and ascertain if it is a false alarm or a real fire. If the activation is on a high rise floor, 2 SOs will be instructed to use the fireman's lift but will stop the lift 2 floors below and 1 SO will proceed to the activated fire floor using the fire exit staircase cautiously, looking out for any sign of smoke or heat. The other SO will standby at the fireman's lift to bring it down to the 1 st floor upon arrival of the SDCF. The investigating SO will the report the situation accordingly i.e. whether it is a false alarm or a real fire to the Control Room within 3 minutes.

2 b. ACTIVATION OF FIRE ALARM TO WARN OTHERS

The Control Room duty officer will immediately call the relevant Decams operator stating the location of the building and building code No., who will verify his identity before accepting his message. At the same time, he shall inform the building Fire Safety Manager about the alarm and make Public Address Announcement Text No. 1.

Following action to be taken in the event of the false alarm or real fire situation:

o <u>If False Alarm</u>

- Reset fire alarm panel at the Sub Alarm Panel (SAP)

- Reset the fire alarm panel at the Main Alarm Panel (MAP)

- If the system is unable to reset, press Isolate Zone (Green) button at both the MAP and SAP panels.

- The Control duty officer will call the relevant Decams operator stating the location of the building and building code No. again and report the "false alarm status".

- He shall inform the building Fire Safety Manager about the false alarm and make Public Address Announcement Text No. 4. and proceed to adjust and reset all other connecting safety systems e.g. lifts; EMV, fire screens, etc. back to operational or standby status

o <u>If Real Fire</u>

- The Control Room duty officer will inform Decams immediately to dispatch the SCDF or he can call SCDF directly by dialing "995" if the site premise has no "DECAMS". He shall state the address or location of the building to the SDCF duty officer who is taking the message. SCDF will immediately dispatch the fire engine.

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· He will then inform the Fire Safety Manager on the real fire situation and make Public Address Evacuation Announcement Text No. 2 if necessary. This is to warn others.

3. PROCEDURE TO FIGHT THE FIRE

a. SMALL FIRE

o Use the nearest fire extinguisher or the fire hose reel to douse off the fire before it gets bigger

o When fighting the small fire, take safety precautions, i.e.

- Stand at a safe distance, 1 to 1.5 meters away from the fire

- Wind direction blowing from rear to front

- Escape route behind

o After putting out the small fire, open all doors and windows to allow ventilation.

o Make entry of the above actions taken in the Pocket Book, Occurrence Book and raise Incident Report.

a. BIG FIRE

In a big fire situation, it is important that saving of lives takes priority and the notification to the fire emergency services (SCDF) to be made as quickly as possible. Without taking unnecessary risk, if you are at the fire scene, you will:

- try to rescue any person in distress (injured, elderly, handicapped, children or pregnant women) from the danger area

- Immediately activate fire alarm, if not previously raised by breaking the nearest call point

- Inform the fire command center with accurate relevant details on location, type of fire and possible hazards and casualty.

- Request fire command center to notify the fire emergency services (SCDF) and the Police (for additional security to prevent looting)

- Ask the fire command center for the evacuation order to be announced if there are persons still in the burning building

- Request your supervisor for additional assistance to send you cordon tapes and directional signboards (for crowd control and evacuation purposes) and first aid box (for immediate treatment of any casualty)

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- Direct evacuees to the assembly area and assist evacuation of needy persons (injured, elderly, handicapped, children or pregnant women)

- Assist the emergency services personnel in crowd and traffic control duties

5. PROCEDURE FOR EVACUATION

Generally, evacuation should be used as a last resort, i.e. when there is conclusive proof that the fire has become uncontrollable. To cater for such a necessity, the organisation should develop an evacuation plan and have it practiced so that in an emergency, an orderly evacuation can take place without panic and confusion. The plan should include, where applicable, methods and instructions as follows: -

· The systematic evacuation by phases or according to the floors in the building.

· All personnel should leave through the main fire exits in a quiet and orderly manner. Elevators should not be used in the evacuation.

6. PROCEDURE FOR CROWD CONTROL
(What to do during evacuation)

When the evacuation order is given (through a public-address announcement and the second continuous ringing of the fire alarm bells at all floors for 2 minutes), the security personnel will be required to carry out one of the following tasks:

· Deploy at the ground floor fire exit staircases to guide occupants to the designated assembly area

· Assist to evacuate those in need of help, such as an injured person, pregnant ladies, children, handicapped person or the elderly

· Man all main entrances and exits to the building to prevent unauthorized entry

· Intensify patrolling in the vicinity of the building

· Direct the Civil Defence Officer upon his arrival to the Fire Command Centre (FCC), fire engines to the fire site and ambulances to any injured persons at designated first aid post

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- Perform traffic control to facilitate the movement of evacuees at points where they need to cross roads to get to the assembly area

- Assist in monitoring the building evacuation status at the assembly area

- Assist the SCDF by complying with their instructions during the fire fighting and rescue operations

Traffic Control Procedures

In an event where a large gathering of people or crowd is expected, it is highly possible that there will be a large number of vehicles conveying people to the event.

This can result in the surge of vehicle movement.

If the security personnel conducting traffic control do not have the necessary knowledge and skills in executing their roles and responsibilities, this will result in chaos, accidents and another incident.

Organizational procedures in dealing with traffic control:

Security personnel have to adhere to the organizational procedures in dealing with traffic control. The procedures may include details such as:

1) Traffic control is to be provided at various locations, such as, narrow road segments, intersections, and starting or ending points. Only properly trained or certificated personnel are to handle the traffic control responsibilities
2) Traffic controllers shall wear reflective gloves and vests before commencement of duties.
3) Advance warning signs shall be placed, well in advance of the event and any personnel, to alert oncoming vehicles of the supplemental traffic control and the event.
4) Traffic controllers will avoid delays or back up of traffic such that:
    (a) "grid-lock" does not happen;
    (b) wait times will not exceed two minutes and;
    (c) adjacent driveways to neighbouring businesses and residences will not be blocked
5) To provide advance notification to the residents in the vicinity of the proposed Special Event, by any media (newspaper advertisement, flyer, mail, posting of signs, etc.), that they may experience some inconvenience or traffic delay during the event.
6) Compliance with all laws; follow the Rules of the Road and regulations

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7. <u>EMERGENCY SERVICES NUMBERS</u>

- Telephone numbers to contact emergency services and other essential agencies and key management staff must always be available in the command center or written down in your pocketbook,

- These contact numbers are:

   o Emergency
     Numbers

      · Police – 999

      · SCDF (Fire and ambulance services) - 995

   o Non-emergency numbers

      · Police – nearest Neighbourhood Police Post/Centre

      · SCDF – 1777

- Internal authorities contact numbers:

- Security supervisor –

- Security executive/manager -

- Client representative -