# Operations Policy

BackgroundNational Emergency Situation Management System(NESIMS) is the organization that deals— its responsibilities are preparedness, response, and recovery — with the humanitarian impact of a potential national-extinction event in Singapore. NESIMS comprises four subsystems: National call centre (911), Crisis management office (CMO), Emergency force (EF), and Prime Minister’s Office (PMO).

The 911 subsystem receives and responds to any emergency experienced by people in Singapore. It is comprised of people, software, and hardware. Notifications of emergencies are by phone via a commercial telecommunications network. All calls are answered by specially-trained operators, who determine the natures of the emergencies, and carry out corresponding actions.

## Objective

This policy is to guide staffs in their roles for safe and efficient operation while working in NESIMS 911 team.

## Policy

* Operators shall be told how to carry out their functions and shall receive familiarization and specialized training before they start their job. Additional technical and security awareness training shall be carried out should any incompetency is detected.
* Operators shall treat others, to be specific, the caller, with patience and respect.
* Supervisors shall act professionally in analysing the severity of cases and identifying potential crisis.
* Supervisors/CMO liaison officer shall send notifications to CMO immediately should there be any high-severity emergencies detected.
* CMO liaison officer shall work together with 911 operators to assist them in determining the authenticity of all such suppositions of crisis.
* Supervisors shall be trained by CMO to determine the authenticity of all such suppositions of crisis.
* Supervisors shall take CMO liaison officer’s place should the CMO liaison officer is not around.
* Supervisors shall inform EF directly if the case severity is minor.
* Telecommunications network and local area network (LAN) shall be checked on regularly and frequently by maintenance staffs to ensure that they are functioning properly.

## Operator Task

* To identify caller situation e.g. Fire, flood, accident, structure collapse, robbery, riot…
* Verify caller identity e.g. Name and number
* Identify situation exact location e.g. North, south, east, west
* To check victim status e.g. injuries, burns, dislocation.
* To report summary of situation to CMO for course of action

## Supervisor Task

* If situation is wolf or tiger, hotline supervisor will contact EF
* If situation is Demon (critical) and above hotline supervisor will contact CMO liaison officer.
* If Demon and above deem true, CMO liaison officer report to CMO
* Undertake CMO liaison duties when CMO liaison officer unavailable