



SCDF

The Life Saving Force

... for a safer Singapore



FSM Seminar 2024

Updates to Fire Safety Managers – Part 1

MAJ Neo Jin Xiang

Senior Staff Officer

Fire Safety Department

Scope

- Enhanced Application Process for FC
- Notice of CERT audit via Letter.gov.sg
- Streamlining Touchpoints between Fire Safety Managers and SCDF

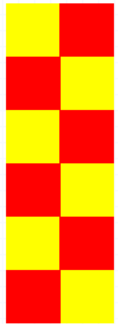




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Enhanced Application Process For Fire Certificate (FC)

Background

- Under the Fire Safety Act, the owner or occupier of buildings that meet the stipulated criteria is required to apply and obtain the FC
- Previously, the owner or occupier of buildings applied FC via SCDF e-Services
- At present, FC application had migrated to GoBusiness Licensing portal (a one-stop portal for various licenses/certificates application across agencies)

A Singapore Government Agency Website

SCDF The Life Saving Force

Fire Safety Plan | Fire Safety Licensing & Enforcement | Fire Safety Permit & Certification | Shelter Waiver | Payment

Application of Fire Certificate

Building owners or occupiers applying for a new Fire Certificate or renewing their Fire Certificate can submit their application online via this eService.

Please take note of the following:

1. Both the application form and payment must be completed for the issuance/renewal of the FC.
2. You are required to attach the original scanned copies of the FC forms (FC Forms and Annexes, and FC Inspection Form if applicable).
3. Payment can be made via Credit/Debit Card, IBanking or GIRO.

It may take you 10 minutes to complete this form.

If you have any enquiries or encounter problems with this service, please contact:

e-Service general enquiry
Tel: 68481439

LTA Muhammad s/o Ahamed Saif (Industrial & Residential Buildings)
Tel: 68481411 or
Email: Muhammad_AHAMED_SAIF@scdf.gov.sg

Ms Shamiah (Public Buildings)
Tel: 68481421 or
Email: shamiah_rasmadi@scdf.gov.sg

Select your application as follows:

<input type="radio"/> For First Application of Fire Certificate	FC Reference No. FCP <input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="radio"/> For Renewal of Fire Certificate	E.g. FCR/1234/00 or FCR/1234/00

Next >

Fig 1. Application of FC on SCDF e-services platform

Previous Application Process for New FC (7 days)

Step	Details	Duration
1	SCDF sends Building Information Form to applicant to request for relevant information	1 working day
2	Applicant fills up the form and submits to SCDF	1 working day
3	SCDF verifies the details, calculate FC fees and generate FC reference number for applicant to make the application via e-services	1 working day
4	Applicant submits new FC application via e-services	1 working day
5	SCDF processes and approves FC application	3 working days
Total		7 working days

Current Application Process for New FC (4 days)

Step	Details	Duration
1	SCDF sends Building Information Form to applicant to request for relevant information	1 working day
2	Applicant fills up the form and submits to SCDF	1 working day
3	SCDF verifies the details, calculate FC fees and generate FC reference number for applicant to make the application via e-services	1 working day
4	Applicant submits new FC application on GoBusiness	1 working day
5	SCDF processes and approves FC application	3 working days
Total		4 working days

Benefits of Enhanced Process

1. Shorter duration from 7 days to 4 days

Applicant no longer required to fill up and submit Building Info form. Details in this form will be integrated into GoBusiness

2. Enhanced user experience

Information such as building address and building owner details are pre-populated using Corppass

3. Improved Information Accuracy

Important fields such as contact details and email addresses are automatically validated

1. Incorrect or invalid contact numbers or email addresses will not be accepted
2. Notices (e.g. renewal notices) generated are issued to valid user email addresses





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Notice of CERT Audit via LetterSG (letter.gov.sg)

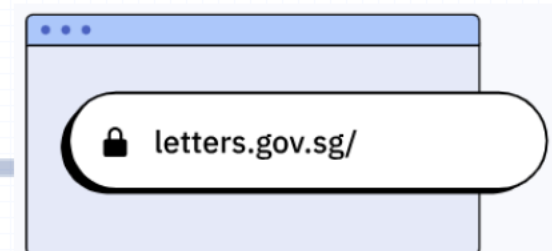
Background

- Previously, audit notifications letters are manually sent individually via email to hundreds of companies (FSMs, copy building owners)
- LetterSG helps us to create, issue and track personalised official e-letters to the public as a form of verifiable records
- With LetterSG, it enables us to send up to 500 emails at a click of a button, using an automated process that links a letter template to a list of information, e.g. receiver email addresses, reference numbers, etc.



Trusted e-letters from Government Agencies

- LetterSG enables Government agencies to easily create and send official personalized e-letters and certifications to members of the public via letters.gov.sg links
- Know your letter is legitimate
 - ✓ Letters are hosted on .gov.sg links which are secure and can only be created by verified government officers
- It is secure
 - ✓ Will never ask for your personal information, e.g. bank account details, credit card details, OTPs






SCDF via LetterSG <donotreply@mail.postman.gov.sg>
to me

LetterSG, with email address ending <.gov.sg>

Dear Sir/Madam, You have been issued a letter by Singapore Civil Defence Force. Click on the button below to access your letter. Alternatively, you can copy and paste this letter link: <https://letters.gov.sg/d6n9w-2aljw-9r3jr-io9nk> into your browser's address bar.

 Singapore Government emails are sent from .gov.sg addresses



Dear Sir/Madam,

You have received a letter from Singapore Civil Defence Force.

[View letter](#)

View and save the PDF letter when clicked

Alternatively, you can copy and paste this letter link: <https://letters.gov.sg/d6n9w-2aljw-9r3jr-io9nk> into your browser's address bar.

For queries regarding the letter contents, please email the letter issuer at

jumilah_md_ishak@scdf.gov.sg

With email address ending <@scdf.gov.sg>

This letter is issued via LetterSG, a platform for trusted e-letters from the Singapore Government and public sector agencies. Before you click any links, check that it contains .gov.sg to ensure it is trusted government communication. If you have issues viewing the letter on <https://letters.gov.sg>, please email us at support@letters.gov.sg





Letter should be dated with correct premises name and address

Date: <today>
«Company_Name»
«Address»
Singapore «Postal_Code»

Ref No: «Reference_Number»

Official reference numbers here

ATTN: Owner/Occupier/MCST

Dear Sir/Mdm,

NOTICE OF COMPANY EMERGENCY RESPONSE TEAM AUDIT

Under the Fire Safety (Company Emergency Response Team) Regulations 2013, owners or occupiers of specified premises are required to establish a CERT. SCDF conducts audits to ensure premises owners and occupiers comply with the Fire Safety Act and its subsidiary legislation.

2 A Tier <X> CERT documentation audit is scheduled on «CERT Audit Date» for your premises. The Emergency Response Plan, CERT training records and minimum equipping will be audited. To facilitate this audit, SCDF officers may conduct an operational survey at your premises with your Fire Safety Manager and/or other relevant premises representatives.

3 Our officers from «Stn» Fire Station will be contacting you soon to confirm the time for the CERT Audit. You may email us at scdf_cert@scdf.gov.sg if you have any questions regarding this CERT audit notice.

CERT Audit Team
Fire Safety Management Branch
Fire Safety Department
Singapore Civil Defence Force

Premises CERT Tier will be shared

Specific audit date will be shared



SCDF – A member of the Home Team





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Streamlining Touchpoints between Fire Safety Managers and SCDF

Background

- Fire Safety Managers (FSMs) play an important role in maintaining high fire safety standards within buildings.
- FSMs' duties are stipulated in the Fire Safety (Fire Safety Managers) Regulations.
- FSMs are also the point-of-contact for SCDF on fire safety and emergency preparedness matters.

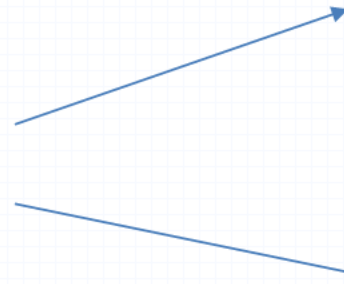


Fig. 1 FSM facilitating SCDF's on-site inspection



Feedback from FSMs

- SCDF conducted several engagement sessions with FSMs to gather feedback on any current pain points
- Common feedback – FSMs are providing overlapping information to different contact points within SCDF, resulting in additional and repeated work



Annual Fire Safety Report to
SCDF Fire Safety Department

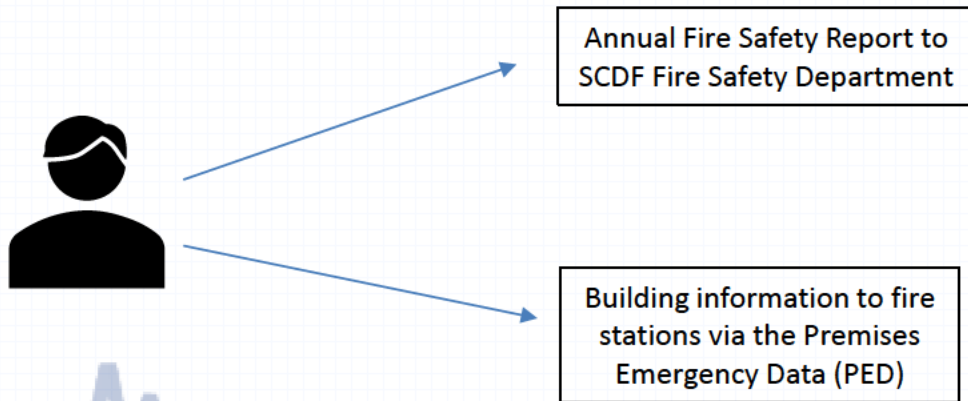
Building information to fire
stations via the Premises
Emergency Data (PED)



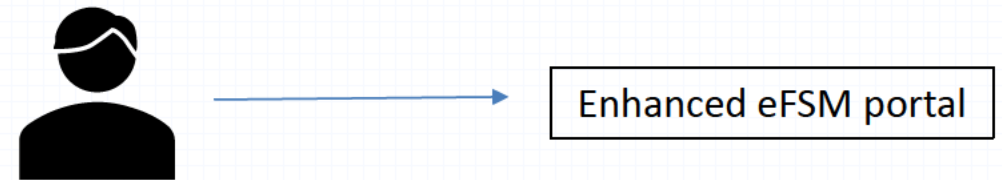
Enhancing Workflow for FSMs

- Together with inputs received from FSMs, SCDF will be streamlining the workflow by having a single touchpoint
- Instead of providing information to different contact points within SCDF, FSMs will utilize the enhanced e-FSM portal to provide the relevant information

Current Workflow



New Workflow



Key Benefits

This streamlined workflow through a single touchpoint will converge both the collation of Premises Emergency Data (PED) and Annual Fire Safety Report (AFSR) processes into one, making it easier for FSMs to share the relevant information to SCDF

- **Improved experience & time savings for FSMs**

- ✓ Reduce double work from FSMs
- ✓ Once the information has been submitted, it will be pre-populated for subsequent submissions → time savings for FSMs

- **Better incident management**

- ✓ SCDF can make use of the updated building information for better incident response

- **Consistent and accurate information**

- ✓ FSMs can update the information as soon as there are updates, or can amend the information if any inaccuracies were detected during ops survey by stations



What Can FSMs Expect?

Guide for FSMs

- Circulars will be sent to all FSMs with brief user guide by mid-Dec 2024
- Step-by-step tutorial in eFSM portal
- Additional 1-hour online workshops for FSMs who need further guidance

Partnering FSMs

- Some FSMs will be invited to try out the enhanced eFSM portal in Nov 2024 and provide feedback to refine the system further.

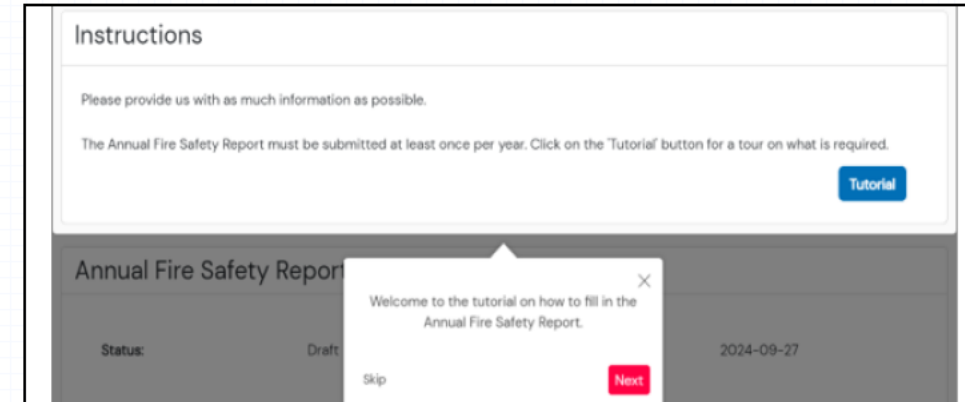


Figure 27 – Annual Fire Safety Tutorial 1

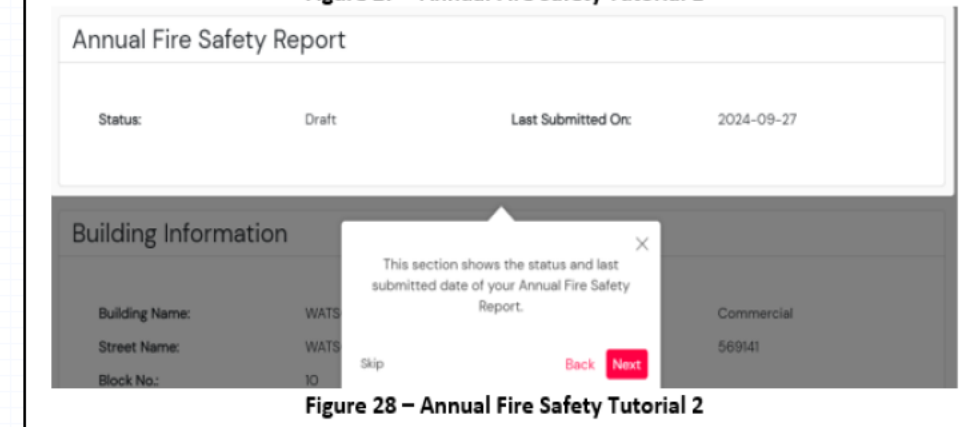


Figure 28 – Annual Fire Safety Tutorial 2

Screenshot of step-by-step tutorial to guide FSMs



Screenshots of Enhanced eFSM Portal



Screenshots of Enhanced eFSM Portal

FSM Application

Senior FSM Application

Update FSM Details

Update Senior FSM Details

Appointments

(NEW)

Senior FSM Application

Update FSM Details

Update Senior FSM Details

Appointments

Annual Fire Safety Report (NEW)

Please provide us with as much information as possible.

The Annual Fire Safety Report must be submitted at least once per year. Click on the 'Tutorial' button for a tour on what is required.

Tutorial

Annual Fire Safety Report

Status: Draft Last Submitted On:

Building Information

Building Name:	HOUGANG BUILDING	Building Type:	Commercial
Street Name:	HOUGANG AVENUE 8	Postal Code:	530649
Block No.:	649	Occupancy Load:	1234
Building Owner:	9	Contact No.:	61234567
Email:	WEISHYANG.TEONG@NCS.CO MSG		

1. Provision of Emergency Preparedness (EP) Measures

2. Record of Training Conducted

3. Fire Evacuation Drills Conducted

4. Findings of Fire Safety Checks & Rectification Works

5. Blocks Details

Save as Draft

Submit



Screenshots of Enhanced eFSM Portal

1. Provision of Emergency Preparedness (EP) Measures

No. of CERT Members: 0 Cert Tier:

No Cert Members found

Last Updated Date of ERP:

mm/dd/yyyy

Save

2. Record of Training Conducted

No Record of Training Conducted found

Add Delete

3. Fire Evacuation Drills Conducted

No Fire Evacuation Drill record found

Add Delete

4. Findings of Fire Safety Checks & Rectification Works

No Fire Safety Checks & Rectification record found

Add Delete

5. Blocks Details

Note: Please click into the individual Block record to enter block specific details.

No Block Details found

Add Block

Save as Draft Submit



Screenshots of Enhanced eFSM Portal

1. Provision of Emergency Preparedness (EP) Measures

No. of CERT Members: 0 Cert Tier:

No Cert Members found

Last Updated Date of ERP:

mm/dd/yyyy

Save

1. Provision of Emergency Preparedness (EP) Measures

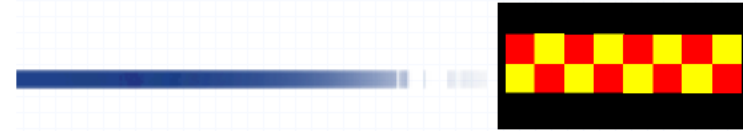
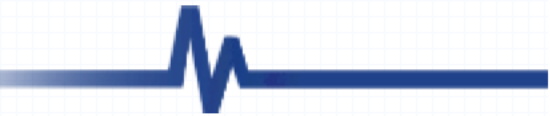
No. of CERT Members: 4 Cert Tier: 3

S/No	Name	Role	Contact No.
1	CERT GUY 1	Fire Fighting Trained	61234567
2	WS	Fire Fighting Trained	98765432
3	FGDFGF	Fire Fighting Trained	65121223
4	BOB	Fire Fighting Trained	90001234

Last Updated Date of ERP:

16/08/2024

Save



Screenshots of Enhanced eFSM Portal

2. Record of Training Conducted

S/No	Category	Training Date From	Training Date To	Brief Training Description	No. of Participants
<input type="checkbox"/> 1	Company Emergency Response Team (CERT)	2024-09-02	2024-09-04	Emergency Response Training	500
<input checked="" type="checkbox"/> 2	Occupants/Tenants	2024-09-03	2024-09-04	Edited Occupants Record	300

[Add](#) [Delete](#)

< 1 >

Edit Record of Training

Category:

No. of Participants:

Training Date From:

Training Date To:

Brief Training Description:

[Save](#) [Cancel](#)

3. Fire Evacuation Drills Conducted

S/No	Date	No. of Occupants	No. of Participants	Time Taken for Evacuation (In Minutes)	Issues Faced
<input type="checkbox"/> 1	2024-09-10	100	100	10	Cluttered assembly area
<input checked="" type="checkbox"/> 2	2024-09-20	120	119	13	Disruption to business operation

[Add](#) [Delete](#)

< 1 >

Add Fire Evacuation Drills Conducted

Date:

Time Taken for Evacuation (In Minutes):

No. of Occupants:

No. of Participants:

Issues Faced:

[Save](#) [Cancel](#)



Screenshots of Enhanced eFSM Portal

4. Findings of Fire Safety Checks & Rectification Works ^

S/No	Date of Fire Safety Check	Fire Safety Issue(s) Identified	Rectification Work(s) Taken By Building Owner
<input type="checkbox"/> 1	2024-09-04	Storage of combustibles in common corridor/risers	this is a test

Add **Delete**

< 1 >

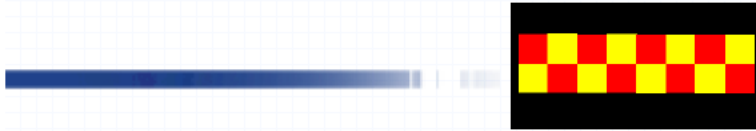
Add Fire Safety & Rectification Works ×

Date of Fire Safety Check:*

Fire Safety Issue(s) Identified:*

Rectification Work(s) Taken By Building Owner:*

Save **Cancel**



Screenshots of Enhanced eFSM Portal

5. Blocks Details

Please ensure below fields and components are required before submitting your form.

1. Floors Below Ground
2. Floors Above Ground
3. At least 1 Location Record
4. Layout Plans upload

Use the "Save as Draft" to save your entries if form is not completed.

Use the "Ready for Submission" when the entire form is accurate and ready for submission

Status:

Draft

Block Name:*

Location:

0 records found

[View on Map](#)

Floors Below Ground:*

Floors Above Ground:*

Building Height (in Metres):

Save as Draft

1. Layout Plan(s) ▼

2. Building Occupancy (Estimated) ▼

3. Profile of Occupants ▼

4. Equipment Location ▼

5. Area Location ▼

Ready for Submission

Delete

1. Layout Plan(s) ▲

Size: <=10MB, Format: PDF

Note: Selecting a new file to upload will overwrite the previously uploaded file.

Map A (Site Plan): ⓘ [TestFileA.pdf](#)

Choose File No file chosen

Map B (Ground Floor Plan): ⓘ

Choose File No file chosen

Map C (Control Points): ⓘ

Choose File No file chosen



Screenshots of Enhanced eFSM Portal

5. Blocks Details

Please ensure below fields and components are required before submitting your form.

1. Floors Below Ground
2. Floors Above Ground
3. At least 1 Location Record
4. Layout Plans upload

Use the "Save as Draft" to save your entries if form is not completed.

Use the "Ready for Submission" when the entire form is accurate and ready for submission

Status:

Draft

Block Name:*

2

Location:

0 records found

[View on Map](#)

Floors Below Ground:*

2

Floors Above Ground:*

6

Building Height (in Metres):

23

Save as Draft

1. Layout Plan(s) ✓

2. Building Occupancy (Estimated) ✓

3. Profile of Occupants ✓

4. Equipment Location ✓

5. Area Location ✓

Ready for Submission

Delete

Add Building Occupancy

Floor No.

Floor Range ⓘ

Floor No.:*

- Please Select -

Unit No.:

Occupancy Load:*

0

Location Description:*

- Please Select -

Usage Type:*

- Please Select -

Key Activities:*

- Please Select -

Period From (Day):*

--:-- -- ⓘ

Period To (Day):*

--:-- -- ⓘ

Day Occupancy:*

0

Period From (Night):*

--:-- -- ⓘ

Period To (Night):*

--:-- -- ⓘ

Night Occupancy:*

0

Remarks:

Save

Cancel

Screenshots of Enhanced eFSM Portal

5. Blocks Details

Please ensure below fields and components are required before submitting your form.

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2. Floors Above Ground
3. At least 1 Location Record
4. Layout Plans upload

Use the "Save as Draft" to save your entries if form is not completed.

Use the "Ready for Submission" when the entire form is accurate and ready for submission

Status:

Draft

Block Name:*

2

Location:

0 records found

[View on Map](#)

Floors Below Ground:*

2

Floors Above Ground:*

6

Building Height (In Metres):

23

Save as Draft

1. Layout Plan(s) ▾

2. Building Occupancy (Estimated) ▾

3. Profile of Occupants ▾

4. Equipment Location ▾

5. Area Location ▾

Ready for Submission

Delete

Add Profile of Occupants

Priority:*

- Please Select - ▾

Description:*

Floor No.

Floor Range

Lowest Floor:*

- Please Select - ▾

Highest Floor:*

- Please Select - ▾

Unit No.:

Save

Cancel



Screenshots of Enhanced eFSM Portal

5. Blocks Details

Please ensure below fields and components are required before submitting your form:

1. Floors Below Ground
2. Floors Above Ground
3. At least 1 Location Record
4. Layout Plans upload

Use the "Save as Draft" to save your entries if form is not completed.

Use the "Ready for Submission" when the entire form is accurate and ready for submission

Status:

Draft

Block Name:*

Location:

0 records found

[View on Map](#)

Floors Below Ground:*

Floors Above Ground:*

Building Height (in Metres):

Save as Draft

1. Layout Plan(s) ▼

2. Building Occupancy (Estimated) ▼

3. Profile of Occupants ▼

4. Equipment Location ▼

5. Area Location ▼

Ready for Submission

Delete

4. Equipment Location

AED	No records found View on Map	Biological Protection System	No records found View on Map
Dry Riser	1 record found View on Map	Fire Access Panel	No records found View on Map
Fire Alarm System Main Panel	1 record found View on Map	Fire Alarm System Sub Panel	No records found View on Map
Fire Suppression System	No records found View on Map	Marine Fire Suppression System	No records found View on Map
Mitigation Containment System (TIC)	No records found View on Map	Private Hydrant	No records found View on Map
Radioactive Protection System	No records found View on Map	Riser Breaching Inlet	No records found View on Map
Sprinkler Breaching Inlet	No records found View on Map	Sprinkler Pump	No records found View on Map
Wet Riser	No records found		

Screenshots of Enhanced eFSM Portal

5. Blocks Details

Please ensure below fields and components are required before submitting your form.

1. Floors Below Ground
2. Floors Above Ground
3. At least 1 Location Record
4. Layout Plans upload

Use the "Save as Draft" to save your entries if form is not completed.

Use the "Ready for Submission" when the entire form is accurate and ready for submission

Status:

Draft

Block Name:*

Location:

0 records found

[View on Map](#)

Floors Below Ground:*

Floors Above Ground:*

Building Height (in Metres):

Save as Draft

1. Layout Plan(s) ▼

2. Building Occupancy (Estimated) ▼

3. Profile of Occupants ▼

4. Equipment Location ▼

5. Area Location ▼

Ready for Submission

Delete

5. Area Location

Appliance Parking Zone

No records found

[View on Map](#)

Assembly Area

No records found

[View on Map](#)

CERT Assembly Area

1 record found

[View on Map](#)

Fire Command Centre

No records found

[View on Map](#)

Fire Engine Hardstanding

No records found

[View on Map](#)

Fire Lift

No records found

[View on Map](#)

Fire Staircases

No records found

[View on Map](#)

Mobility Risk

No records found

[View on Map](#)

Other Lift

No records found

[View on Map](#)

Other Staircases

No records found

[View on Map](#)

PWD Holding Area

No records found

[View on Map](#)

Conclusion

- FSMs continue to play an integral role in managing fire safety within premises and being SCDF's point of contact
- The enhanced eFSM portal aims to bring benefits to FSMs in terms of improved experience and time savings
- Feedback from FSMs is important so that SCDF can work together with FSMs to improve existing work processes



2-min Survey to Collate FSMs' Feedback



<https://go.gov.sg/streamlining>



Thank You

