

SCDF ANNUAL REPORT 20/21



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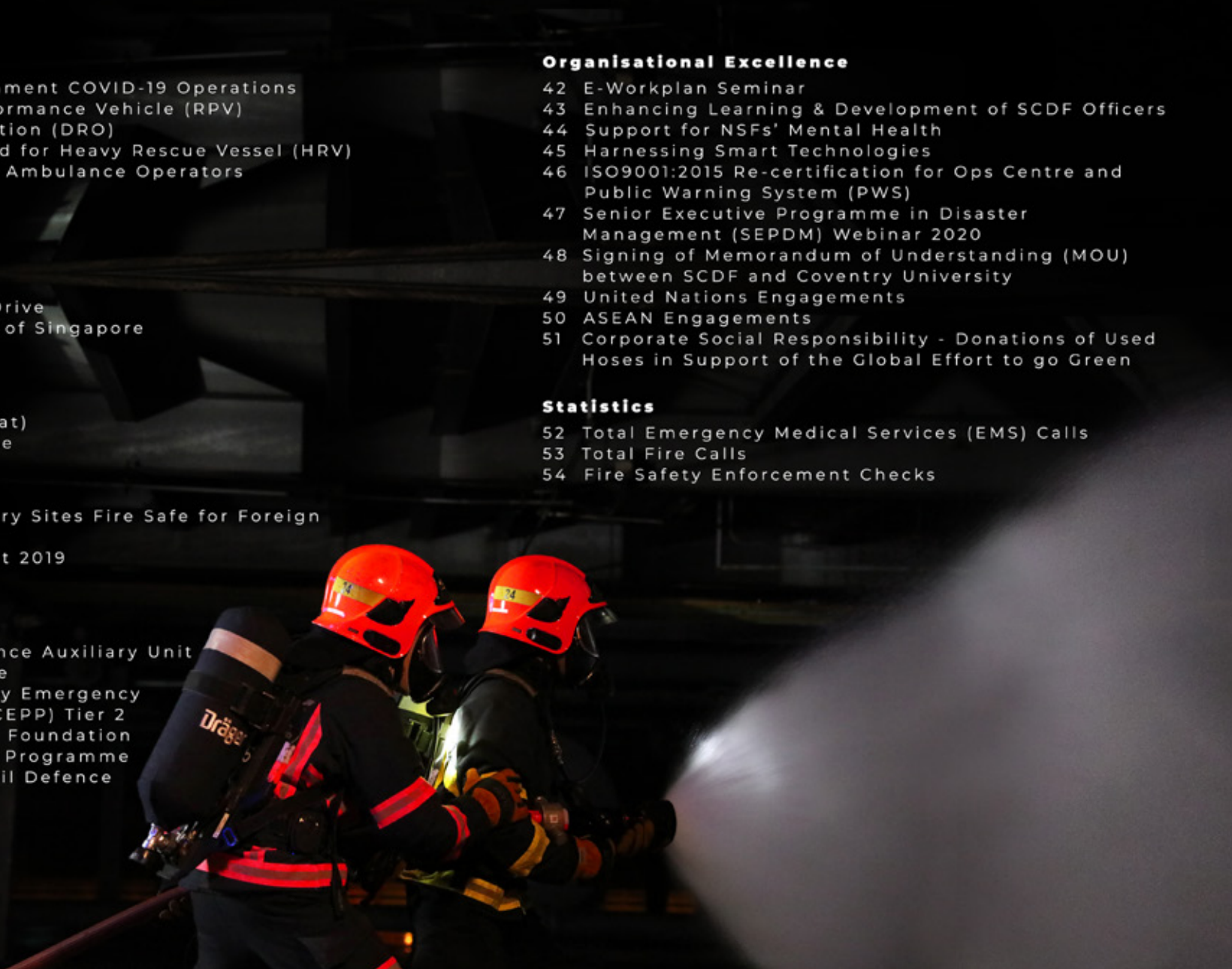
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2020 was a global watershed and tough year for the world including Singapore and SCDF.

COVID-19 Efforts

Our mettle stood the test as SCDF leaned forward to support the whole-of-Government efforts in the national fight against COVID-19. For instance, our personnel conducted temperature screening of arriving passengers at Changi Airport, operated a Government Quarantine Facility, conducted swab tests on Persons Under Quarantine, transported COVID-19 patients to hospitals, converted and operated a temporary dormitory for migrant workers at our Civil Defence Academy (CDA), and trained Private Hire Vehicle drivers in donning personal protective equipment.

These endeavours were undertaken without any interruption to the regulatory responsibilities of the Force and provision of emergency response services to the public, which is a true demonstration of the grit and resilience of SCDF officers.

Beyond our pandemic related efforts, there were several key events, activities and initiatives that made 2020 particularly significant for SCDF.

Innovation and Technology

In August 2020, the Responders' Performance Vehicle (RPV) was operationalised. The RPV embodies SCDF's relentless pursuit in leveraging the advances in science and technology to elevate personnel safety in firefighting operations to a new level. Possibly a world-first in both concept and design, the RPV complements the work-rest cycle of our responders to improve fatigue recovery during prolonged operations through rapid and deep cooling immersion interventions on-site.

COMMISSIONER'S FOREWORD



In our pursuit towards enhancing training performance, we implemented the use of smartwatch technology and the Virtual Reality Fire Investigation (VRFI) software. Smartwatches worn by SCDF responders provide quantitative analysis of an individual's optimal training zones. The VRFI allows trainees to learn fire investigation protocols and scene preservation through realistic scenarios based on actual investigations within a classroom setting. Both these initiatives are part of our larger investment in developing smart wearables for emergency responders to improve safety and support informed decision-making, and the Digital Learning Lab that augments and complements physical training.

We will continue to leverage data and artificial intelligence to improve response time to medical emergencies. Since 2018, the Dynamic Resource Optimisation (DRO) system has been identifying optimal deployment locations of our EMS ambulances based on demand patterns. This includes introducing new standby locations in August 2020 and calibrating the number of resources at each deployment position to better meet demands. Data analytics will continue to be an essential capability as we confront the challenges ahead.

International Engagement

On the international front, we concluded another year of meaningful work in contributing to global disaster preparedness and management. As the United Nations' International Search and Rescue Advisory Group (INSARAG) Asia-Pacific Regional Chair, SCDF developed a six-year Strategic Plan in line with the INSARAG Strategic Objectives 2021 to 2026. And as a co-chair of the INSARAG Guidelines Review Group, we launched the INSARAG Guidelines 2020 and supported

the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) in the conduct of a virtual technical webinar for a global audience. These achievements were particularly significant due to the constraints imposed by the pandemic and we thank our international counterparts for their unstinting support.

This year, we assume the appointment as Chair of the ASEAN Committee on Disaster Management (ACDM). One of our key responsibilities include launching and leading the ASEAN Agreement on Disaster Management and Emergency Response (AADMER) Work Programme 2021–2025. Over the next five years, the ACDM will focus on disaster risk reduction, capability and capacity building as well as forging partnerships for the region's preparedness against disasters.

Community Emergency Preparedness

Despite the pandemic, we made significant progress in our journey towards our Transformation 2025's vision of building *A Nation of Lifesavers*. We crossed the 90,000 mark in registered Community First Responders (CFRs) on our myResponder app, a testament to the unwavering efforts of our ambassadors and strong public support. Importantly, in 2020, CFRs responded to 60% of all cases activated on myResponder app, which is very encouraging.

In January this year, we launched the expansion of the AED-on-Wheels Programme with Grab Private Hire Vehicles. This addition is a force multiplier to our CFRs, expediting initial emergency response before the arrival of SCDF.

COMMISSIONER'S FOREWORD



Forging Ahead in 2021

While we may have entered 2021 still in the shadows of COVID-19, there are many exciting developments and initiatives to look forward to as we prepare to emerge much stronger, as a Force, from the pandemic.

Our EMS fleet of ambulances will be refreshed to ensure it remains at the cutting-edge with the introduction of the Gen-7 ambulance and implementation of the Operational Medical Networks Informatics Integrator (OMNII) system. The new ambulances will feature modular storage for improved workflow, built-in solar panels, an automated decontamination system which vastly reduces the downtime of ambulances, and not to mention additional safety features for both EMS officers and patients. These ambulances can be distinguished by the new livery designs.

The OMNII system harnesses cloud computing to transform pre-hospital emergency care for better patient management. At its core, the system is a collaborative platform linking stakeholders including SCDF's Operations Centre, SCDF EMS, and hospitals' emergency departments. These healthcare providers can view, share, and document relevant patient data in real-time to improve patient management throughout the continuum of care.

Training remains a cornerstone in ensuring our personnel possesses the skillsets, fitness, focus, and resilience to handle all emergency situations. The first phase of the CDA redevelopment project will complete in April this year with the remaining phases projected for completion in end 2023.

Following the first phase, the Emergency Responders Fitness Conditioning and Enhancement Lab (ExCEL) and Digital Learning Lab (DLL) will be operationalised. Designated as a training, research and testing outfit, ExCEL will comprise revamped facilities such as the Breathing Apparatus maze, and new infrastructures such as the cognitive and fitness evaluation labs. Focused on learning outcomes, the DLL will utilise virtual reality, augmented reality and mixed reality applications. These virtual learning tools will allow us to simulate unique and complex scenarios, overcoming the limitations of physical space while stretching trainees' operational capabilities within a safe and controlled environment.

This year, SCDF will also introduce a new fleet of Command Vehicles for major incident management and they will feature sense-making systems for enhanced situational awareness, connectivity, collaboration and decision-making capabilities. Video walls and built-in ICT terminals streamline our information gathering, translating these data into visual dashboards with actionable insights for our commanders to make mission-critical decisions. Designed with human factor engineering considerations, the interior of the vehicles optimises the conditions for prolonged incident management, minimising operational fatigue.

In all our endeavours, a key factor to our success is the support of our partners such as Home Team departments, related agencies and the community. We remain immensely grateful for your support and encouragement. Thank you for being part of our lifesaving mission and I wish you good health and fortitude to weather these challenging times.

Commissioner Eric Yap
April 2021





**DC ANWAR
BIN ABDULLAH**

Deputy Commissioner
Operations & Resilience



**DC TEONG
HOW HWA**

Deputy Commissioner
Future Technology & Public Safety
concurrent
Strategy & Corporate Services

SENIOR MANAGEMENT



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WEE TECK**

Senior Director
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**SAC DANIEL
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**AC LEE YAM
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**MX WANG
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**AC NG CHEE
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**COL MICHAEL
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**COL LEOW
CHEW HONG**

*Director
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**COL WESLEY
HO**

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**COL (DR) SHALINI
ARULANANDAM**

Chief Medical Officer

SENIOR MANAGEMENT



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BOON HWEE**

*Commander
Corporate Services Hub
(West)*



**AC ALAN
TOH**

*Commander
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**AC ALAN
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*Director
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**COL SHAIFUL
HERMAN BIN SHALI**

*Commander
1st SCDF Division*



**COL CHEW
KENG TOK**

*Commander
2nd SCDF Division*



**COL LIM
HAN CHEE**

*Commander
3rd SCDF Division*



**COL ANTHONY
TOH**

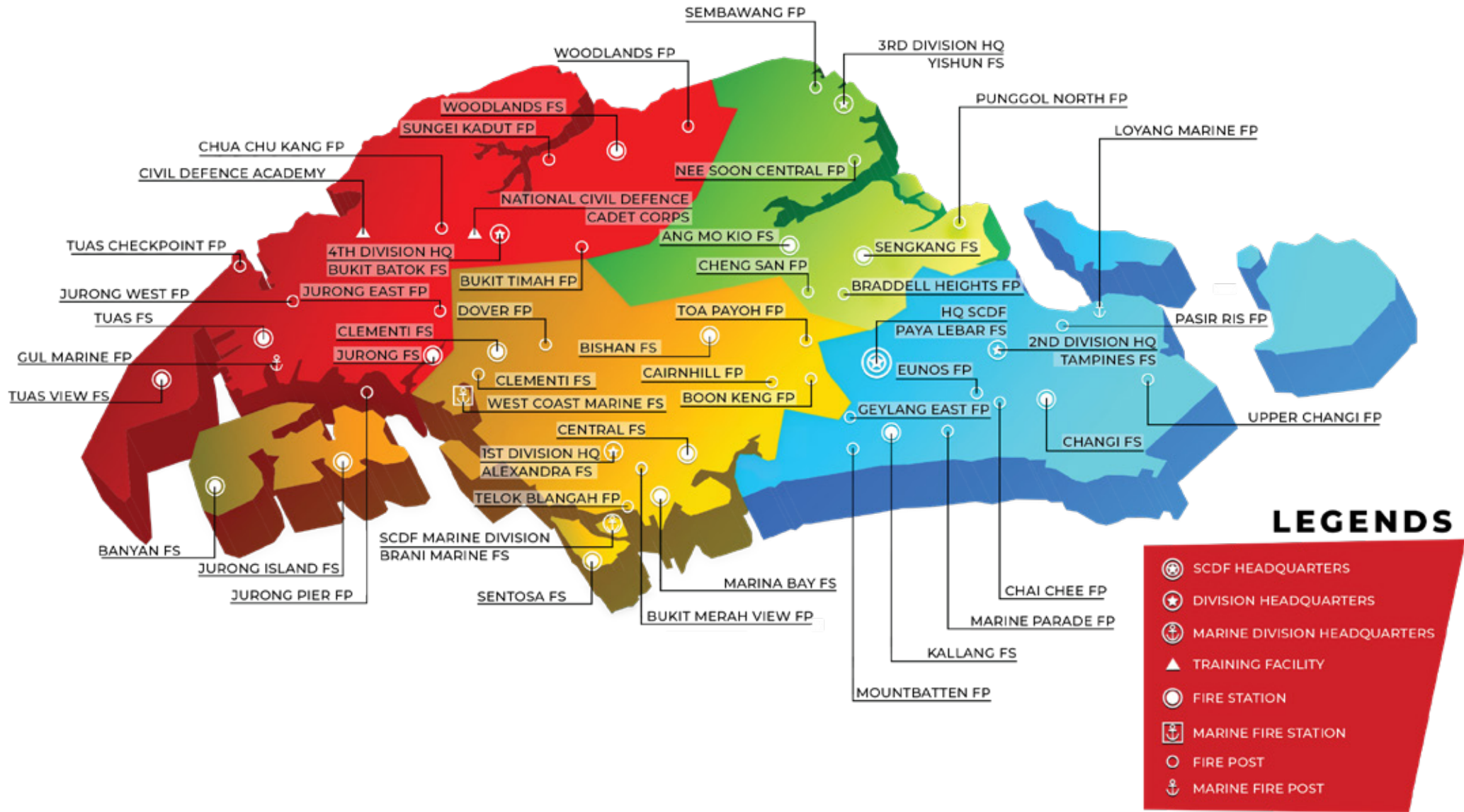
*Commander
4th SCDF Division*



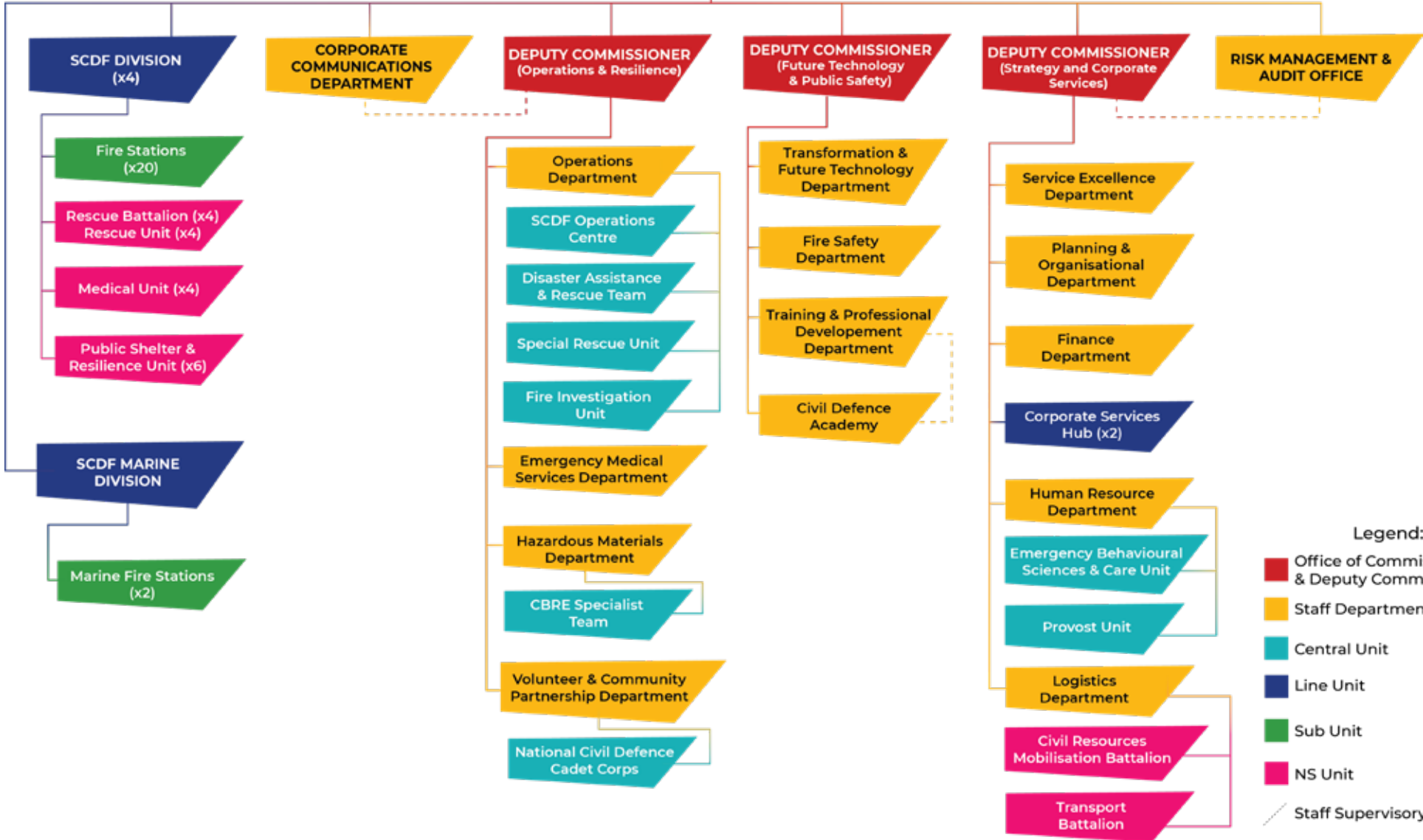
**COL ONG
YUAN-WEI, RYAN**

*Commander
SCDF Marine Division*

DIVISION COMMANDERS



COMMISSIONER





**OPERATIONAL
EXCELLENCE**





In 2020, SCDF actively contributed to the national response against the COVID-19 pandemic through a wide spectrum of activities. SCDF's most prominent engagement was the conveyance of positive and suspected cases to hospitals. About 1,400 Emergency Medical Services personnel comprising paramedics and emergency medical technicians as well as 995 operations centre specialists were involved. As of December 2020, SCDF conveyed about 2,000 COVID-19 positive cases and over 8,300 suspected cases. Of the suspected cases, over 60 were later diagnosed to be COVID-19 positive.

In addition, from mid-January to 8 September 2020, SCDF managed 124 Persons-Under-Quarantine (PUQs) at the Government Quarantine Facility (GQF) located at HomeTeamNS Sembawang together with key stakeholders. A total of 137 SCDF personnel including full-time national servicemen (NSFs) supported this operation.

SUPPORTING WHOLE-OF-GOVERNMENT COVID-19 OPERATIONS



In early 2020, an SCDF taskforce was formed to support the Civil Aviation Authority of Singapore (CAAS) in the temperature screening operations. The taskforce, which comprised 130 personnel, was deployed over 20 days from 28 January to 17 February and operated 24/7 on three shifts.

In early February 2020, SCDF supported the Ministry of Health (MOH) in performing nasopharyngeal swabs on 170 passengers who were brought home via a flight from Wuhan. This was conducted by a team comprising SCDF NSF medical officers and supported by regular officers. The initial swabbing was conducted on 11 and 12 February 2020 and a second swab test was carried out before the end of their 14-day quarantine.

SUPPORTING WHOLE-OF-GOVERNMENT COVID-19 OPERATIONS



**SUPPORTING
WHOLE-OF-GOVERNMENT
COVID-19 OPERATIONS**

From 9 April to 26 May 2020, the dormitory block at the Civil Defence Academy (CDA) operated as a Temporary Dormitory Site for Foreign Workers (TDSFW). The conversion of the dormitory block into a TDSFW was done in support of the whole-of-Government (WOG) effort to relocate Foreign Workers (FW) residing in affected dormitories to limit their exposure and curb further widespread transmission. The operations were dynamic for the first three weeks as CDA TDSFW had to step-up as a Government Quarantine Facility (GQF). This was done as all the FWs had to be served with Quarantine Orders (QO) in view of their original dormitory being identified as a COVID-19 cluster. The CDA TDSFW housed a total of 291 FWs.

From 13 April to 30 June 2020, 31 SCDF personnel assisted the swabbing operations conducted by MOH and the Joint Task Force (JTF) on Persons Under Quarantine (PUQ) at GQF, essential workers decanted from dormitories and at-risk workers identified by JTF. Over 3,400 swabs were conducted by the SCDF personnel comprising medical officers, paramedics and fire rescue specialists.



ROLLOUT OF RESPONDERS' PERFORMANCE VEHICLE (RPV)

SCDF's Responders' Performance Vehicle (RPV) was operationalised in August 2020. Developed through a process of vigorous evaluation of latest engineering solutions, scientific research and field testing, the project was a collaboration involving SCDF, including Operationally Ready National Service (ORNS) doctors, specialists from Singapore General Hospital, researchers from National University of Singapore and local engineering firm, HOPE Technik.

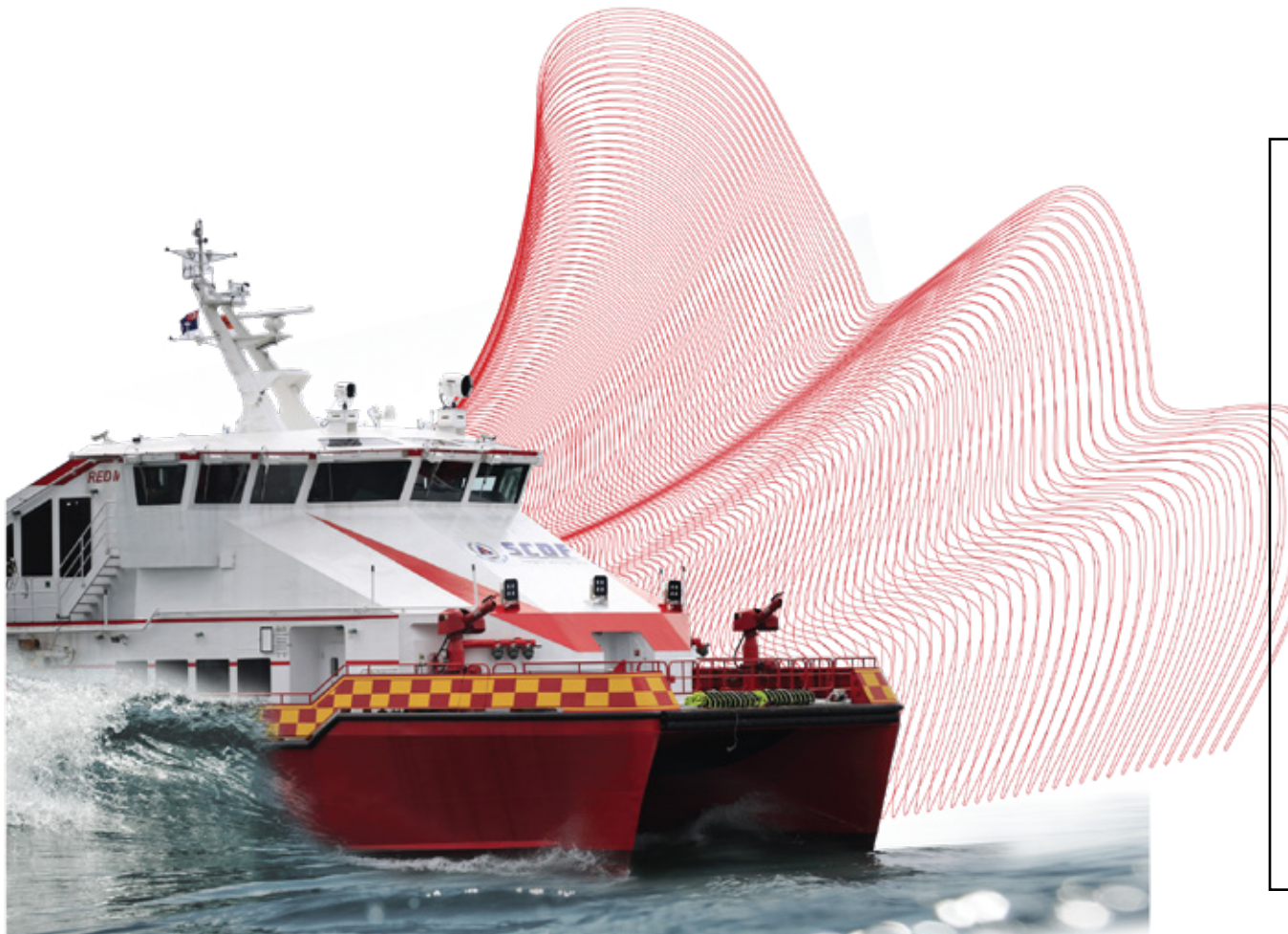
The RPV is the embodiment of SCDF's relentless pursuit in leveraging the advances in science and technology to streamline the work-rest cycle of our responders during prolonged operations by facilitating rapid and deep cooling. Manned by a team of four Emergency Medical Services officers, the RPV is capable of rehabilitating 37 personnel at any one time. The RPV also features the first-in-the-world mobile Cold-Water Immersion, currently the gold standard of recovery treatment.



DYNAMIC RESOURCE OPTIMISATION (DRO)

Since 2017, the Dynamic Resource Optimisation (DRO) system has revolutionised the deployment of SCDF ambulances to improve response time. Under Phase 1 of the DRO, SCDF ambulances were deployed at locations nearer to places with higher call loads and were housed at community clubs, neighbourhood police posts and other public amenities.

Phase 2 of the DRO system was completed in October 2020 in collaboration with the Singapore Management University. It is equipped with the capability to monitor live traffic, respond to emergency medical services demand, and better react to exigencies. It also uses an algorithm to optimise tiered response to determine the number of appliances required for responding to emergencies as quickly as possible.



The Minister's Awards Presentation Ceremony was held virtually on 30 October 2020. The ceremony was graced by Mr K Shanmugam, Minister for Home Affairs and Minister for Law. More than 700 Home Team Officers were commended for their dedication, innovation, and excellence in carrying out the Home Team's mission of ensuring the safety and security of Singaporeans.

Among the award recipients, five SCDF teams and two SCDF officers were conferred the Home Team Innovation Award, the highest accolade for innovation within the Home Team. The awards recognize outstanding innovative individuals and projects that have made significant and positive impact. One of the SCDF's winning team innovation project was the Heavy Rescue Vessel (HRV), a vessel built for mass evacuations, and contains a medical treatment room and decontamination chambers.

HOME TEAM INNOVATION AWARD FOR HEAVY RESCUE VESSEL (HRV)

Since 1 December 2020, two Private Ambulance Operators (PAOs) contracted to SCDF – Lantor Ambulance Pte Ltd and Unistrong Technology (S) Pte Ltd – have been operating under a new Government-Owned-Contractor-Operated (GOCO) model to enhance SCDF's operational capabilities and readiness.

Under this new arrangement, SCDF procures and owns all ambulance assets and equipment, while the PAOs provide medical crew to operate them in accordance with SCDF standards. Medical crews from the two PAOs have been upskilled to respond to and support SCDF ambulances in a wider range of emergencies. These include mass casualty incidents and unconventional threats involving chemical, biological, radiological and explosive elements. They now respond in SCDF ambulances and wear SCDF uniforms. They can be distinguished by the PAO's insignia badge worn above the name tag on the uniform.

SCDF will, in time, work towards prioritising SCDF ambulances to respond to higher acuity medical emergencies as part of the tiered response framework, whilst PAO ambulances will respond to lower acuity cases.

THE GOCO MODEL FOR PRIVATE AMBULANCE OPERATORS



A group of firefighters in orange protective gear are gathered around a stretcher. The stretcher is orange and has a patient lying on it, secured with straps. The firefighters are wearing helmets and have various pieces of equipment attached to their gear. The scene is outdoors, and the overall atmosphere is one of emergency response.

MAJOR INCIDENTS IN 2020

FIRE @ TUAS AVENUE 12



On 13 May 2020, SCDF responded to a warehouse fire at Tuas Avenue 12. The fire involved the contents of the warehouse which comprised machineries and bales of plastic resins. Firefighters faced intense heat from the fire, which caused part of the walls of the premises to collapse.

A total of 16 emergency vehicles and about 70 firefighters were deployed to the incident. At the height of the operation, eight handheld jets were used to mitigate the fire. There were no reported injuries.



On 23 May 2020, SCDF was alerted to a warehouse fire at Sungei Kadut Way. The fire involved vehicles, including scrap vehicles, within the warehouse. A total of 19 emergency vehicles and about 100 firefighters were deployed for the incident. At the height of the operation, seven water jets and an Unmanned Firefighting Machine (UFM) were used to mitigate the fire.



FIRE @ SUNGEI KADUT WAY

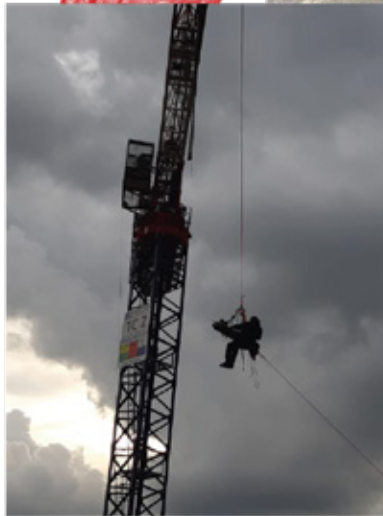


Source: The Straits Times

On 18 September 2020, SCDF was alerted to a fire involving a 4-storey temple at Admiralty Street. A total of 19 emergency vehicles and about 60 firefighters were deployed for the incident.

At the height of the operation, seven jets were used to bring the massive fire under control. As a precautionary measure, residents from a nearby elderly home were evacuated by the police and one was conveyed to Khoo Teck Puat Hospital for breathlessness.

FIRE @ ADMIRALTY STREET



HEIGHT RESCUE @ HOW SUN DRIVE

On 7 September 2020, SCDF firefighters and specialists from the elite Disaster Assistance and Rescue Team (DART) were deployed for a height rescue operation at a construction site along How Sun Drive. A man who was working on a tower crane, 40 metres in the air, had injured his leg and was unable to head down to safety.

Four DART specialists, cross-trained as EMTs, ascended the crane to treat and prepare the injured man for rescue. On the ground, another team of DART specialists attached a stretcher to a rope that had been deployed by the team on the crane. Working in tandem, both teams of DART specialists hoisted the stretcher to where the injured man was, carefully secured him onto it and brought him down to safety. The worker was conveyed to Sengkang General Hospital.



MARINE RESCUE @ SOUTHEAST OF SINGAPORE

On 13 November 2020, a man had fallen down a hatch onboard an anchored container vessel and sustained a serious leg injury. Arriving alongside the container vessel in two SCDF marine vessels, SCDF marine specialists who are cross-trained as EMTs boarded the vessel with their rescue and medical equipment, and carefully secured the man onto a stretcher.

Officers from SCDF's Heavy Rescue Vessel (HRV) concurrently boarded the container vessel to set up a lowering system of ropes and pulleys between the two vessels. The casualty was safely lowered to the HRV's deck and ferried to Marina South Pier where an SCDF emergency ambulance then conveyed him to the Singapore General Hospital.



MAJOR EXERCISES

EXERCISE RAMBO



Exercise RAMBO is specifically designed to evaluate a Rescue Battalion's competencies in handling large scale and prolonged Urban Search and Rescue (USAR) operations. Conducted at the Home Team Tactical Centre, the 8-hour exercise involved Operationally Ready National Service (ORNS) rescuers, medical and service support personnel.

On 29 August 2020, 10 October 2020, and 6 February 2021, three Rescue Battalions were individually tested on the various USAR components based on the requirements of the United Nations' International Search and Rescue Advisory Group (INSARAG). This involved conducting operations in collapsed structures, performing cutting, breaking and lifting operations and at the same time being able to medically treat victims at the incident site.

Even amid the COVID-19 pandemic, such exercises are crucial in ensuring the operational readiness of our ORNS units to respond to major emergencies. Safe management measures were stringently implemented throughout these exercises.





EXERCISE YELLOWSTORM (HAZMAT)

On 22 January 2021, SCDF conducted Exercise YELLOWSTORM at Systems on Silicon Manufacturing Company (SSMC), a semiconductor wafer fabrication plant handling flammable and hazardous materials (HazMat).

The exercise comprised a fire incident involving a 20-foot ISO tank container and a concurrent HazMat incident involving a leaking chlorine cylinder. It involved approximately 120 SCDF personnel from the fire stations, HazMat Department and Special Rescue Unit (SRU), working together with SSMC's Company Emergency Response Team (CERT), to mitigate the fire and HazMat, and to carry out rescue and evacuation operations.

Through the active participation of SSMC, the exercise was able to test the interoperability between SSMC's CERT and SCDF, which is a critical component at the onset of emergencies to prevent potential escalation of damage to property and loss of lives.



On 17 September 2020, SCDF's elite Disaster Assistance and Rescue Team (DART) and firefighters from Sentosa Fire Station conducted a height rescue training exercise at the Singapore Cable Car, Mount Faber Station. The exercise, which simulated persons trapped in a stranded cable car about 100 metres high, was carried out in close collaboration with One Faber Group.

The height rescue exercise provided an opportunity for DART rescuers and firefighters to hone their skills and coordination in complex height rescue techniques. In addition, it enabled SCDF to validate and update our operational plans, procedures and emergency response protocols in executing a swift and effective rescue mission.

DART HEIGHT RESCUE EXERCISE



**PUBLIC
PROTECTION**



**KEEPING TEMPORARY
DORMITORY SITES FIRE SAFE
FOR FOREIGN WORKERS
DURING COVID-19**

During the surge of COVID-19 infections among Singapore's foreign worker community, measures such as decanting foreign workers from dormitories to sites like army camps and sports hall were swiftly taken to minimise cross-infections. SCDF quickly formulated a guiding framework for dormitory operators to ensure fire safety of foreign workers at these alternative accommodations.

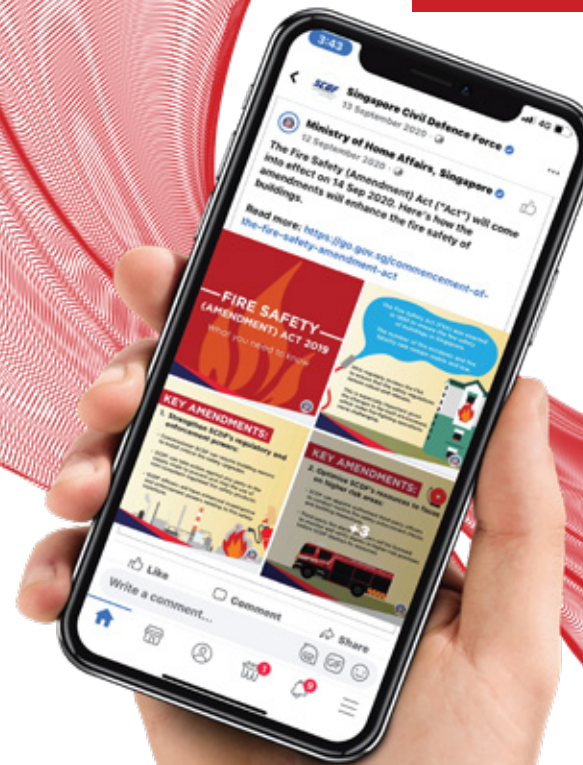
SCDF also supported the Joint Task Force (JTF) operations in combating COVID-19 at the foreign worker dormitories. SCDF officers volunteered and were attached to the JTF to perform various duties including the Forward Assurance and Support Teams (FAST) station at dormitories, the roving Mobile FAST teams and manning the JTF Command Post.

Besides design requirements, SCDF assessed about 90 sites and imposed fire safety management measures to further reduce risks. Over the span of four months, SCDF trained about 1,000 on-site staff across 71 sites to identify and remove fire hazards, and to ensure a heightened level of readiness for responding to fire incidents at these sites.

FIRE SAFETY (AMENDMENT) ACT 2019

The Fire Safety (Amendment) Act was passed in Parliament on 5 August 2019 and it took effect on 14 September 2020. The Act aims to enhance the fire safety of buildings by strengthening SCDF's regulatory and enforcement powers, optimising SCDF's resources to focus on higher risk areas, and clarifying regulatory processes and requirements for the industry.

For instance, the amendment enables SCDF to mandate owners of certain existing buildings to install critical fire safety upgrades for public safety. Deterrence against fire safety offences is also enhanced, with stiffer penalties and immediate prosecutorial action meted out against offenders.





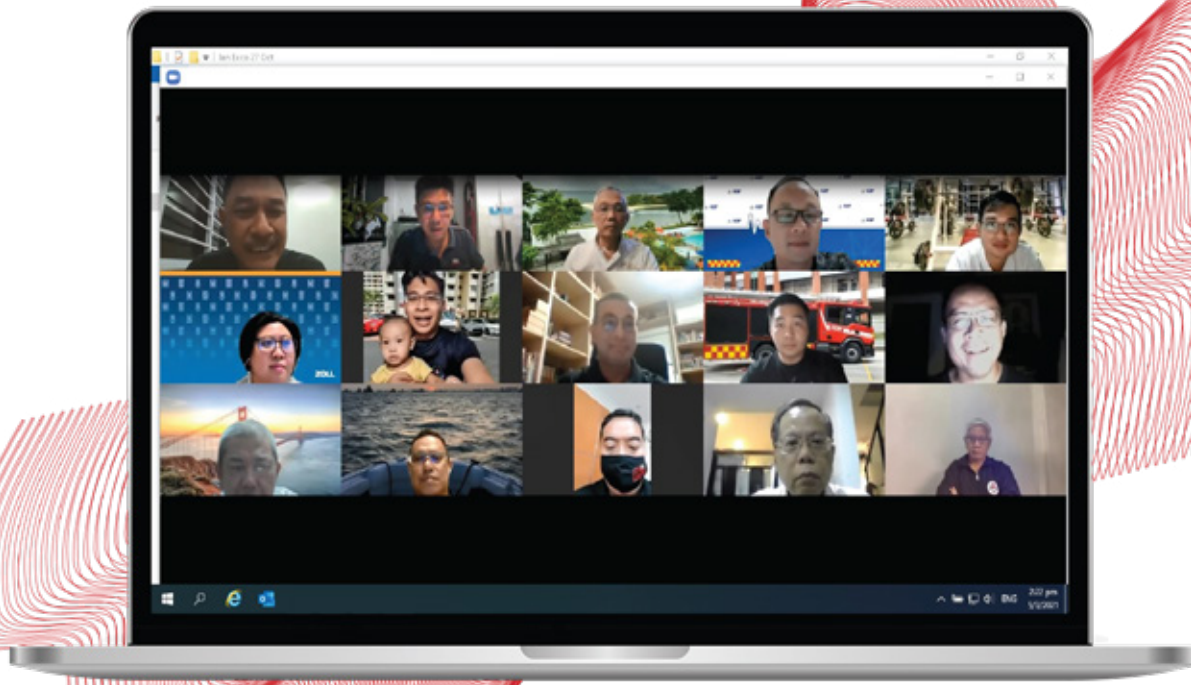
**COMMUNITY
PREPAREDNESS**



NEW NCDCC PROGRAMMES

In view of COVID-19, since April 2020, the National Civil Defence Cadet Corps (NCDCC) introduced E-CCA and the digitisation of learning resources such as the launch of two online modules on the Ministry of Education's Student Learning Space, namely the Fire Safety module and the Civil Defence Knowledge module.

With the support of the National Fire and Civil Emergency Preparedness Council (NFEC), NCDCC and Kent Ridge Secondary School developed a School Fire Safety and Emergency Preparedness Ambassador (SFEA) programme. It aimed at increasing awareness of fire safety and potential hazards within a school and enhancing emergency preparedness level in students. The pilot run was conducted for 40 students from Kent Ridge Secondary School and would subsequently be rolled out in phases in other secondary schools.

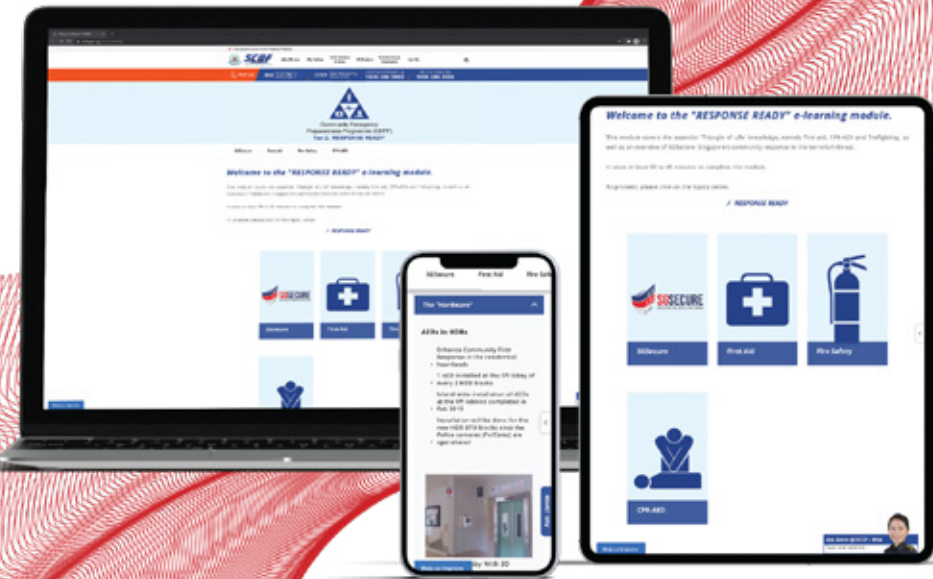


**ESTABLISHMENT OF
CIVIL DEFENCE
AUXILIARY UNIT (CDAU)
EXECUTIVE COMMITTEE**

CDAU officers augment SCDF's regular operational forces and play a significant role in the wider community as an active pool of community first responders.

In July 2020, the CDAU executive committee was established with 30 passionate and committed officers from various CDAU vocations. Its formation empowers the volunteers to be more involved in the decision-making process alongside the CDAU volunteer managers, to actualise the mission and vision of the CDAU scheme.

The executive committee has already embarked on several initiatives to improve the scheme such as conducting an online survey to gather feedback from all CDAU officers, producing a e-handbook on the welfare and benefits of the scheme and streamlining the CDAU's recruitment process.



**LAUNCH OF ONLINE
COMMUNITY EMERGENCY
PREPAREDNESS PROGRAMME
(CEPP) TIER 2**

In 2016, the CEPP was revamped into a 3-tier structured programme. The CEPP Tier 1 programme, which comprises an e-learning module and an online self-assessment module was well received by participants. Participants of CEPP Tier 2 and 3 programmes are required to attend both theoretical and practical classes at SCDF Division Headquarters.

Due to COVID-19, CEPP sessions were suspended and subsequently resumed with a cap on the number of participants in support of safe management measures. To facilitate continual learning for more participants, SCDF launched the online CEPP Tier 2 programme on our website on 21 August 2020 covering the 'Triangle of Life' skills and an overview of the SGSecure movement.



SCDF collaborated with Temasek Foundation to produce a booklet entitled, “My First Aid Handbook” based on the basic first aid lessons under the SCDF’s Community Emergency Preparedness Programme (CEPP).

The booklet also encourages the readers to download the myResponder app and to respond upon being activated to help others in distress. Since November 2020, the handbooks, placed in first aid boxes, have been distributed by Temasek Foundation to new Built-to-Order HDB flat owners.

COLLABORATION WITH TEMASEK FOUNDATION



SCDF-GRAB AED-ON-WHEELS PROGRAMME

On 28 January 2021, SCDF launched the expansion of the AED-on-Wheels Programme with 50 Grab private hire vehicles. These vehicles are equipped with Automated External Defibrillators (AEDs), first aid kits and fire extinguishers. In preparation for the programme, 64 Grab drivers were trained by SCDF in basic life-saving skills.

The AED-on-Wheels programme increases the availability of roving AEDs to facilitate its quick delivery to a cardiac arrest victim, thereby increasing the victim's chances of survival. Drivers are alerted to such cases within a 1.5km radius of the vehicle's location via SCDF's myResponder app.

Grab is the third company to join the programme which was started in 2015. As of late September 2020, drivers under the programme have arrived on scene for 158 cardiac arrest cases.





INAUGURAL VIRTUAL JUNIOR CIVIL DEFENCE LIONHEARTERS' CHALLENGE

Arising from the COVID-19 situation, SCDF organised a virtual Junior Civil Defence Lionhearters' (JCDLH) Challenge in mid-Feb 2021. The challenge, graced by Associate Professor Ho Peng Kee, Chairman of the Home Team Volunteer Network, saw about 150 JCDLH participants from 28 primary schools.

As part of the challenge, the students had to prepare emergency ready bags and impart Emergency Preparedness (EP) skills to their fellow peers. During the finale segment of the challenge, they took part in the 'Ultimate JCDLH Trivia' and became 'Heroes of Tomorrow' by putting their EP skills to test in various lifesaving scenarios. Junyuan Primary School emerged as the overall champion to clinch the JCDLH challenge shield while all winners attained medals and book vouchers.



**ORGANISATIONAL
EXCELLENCE**



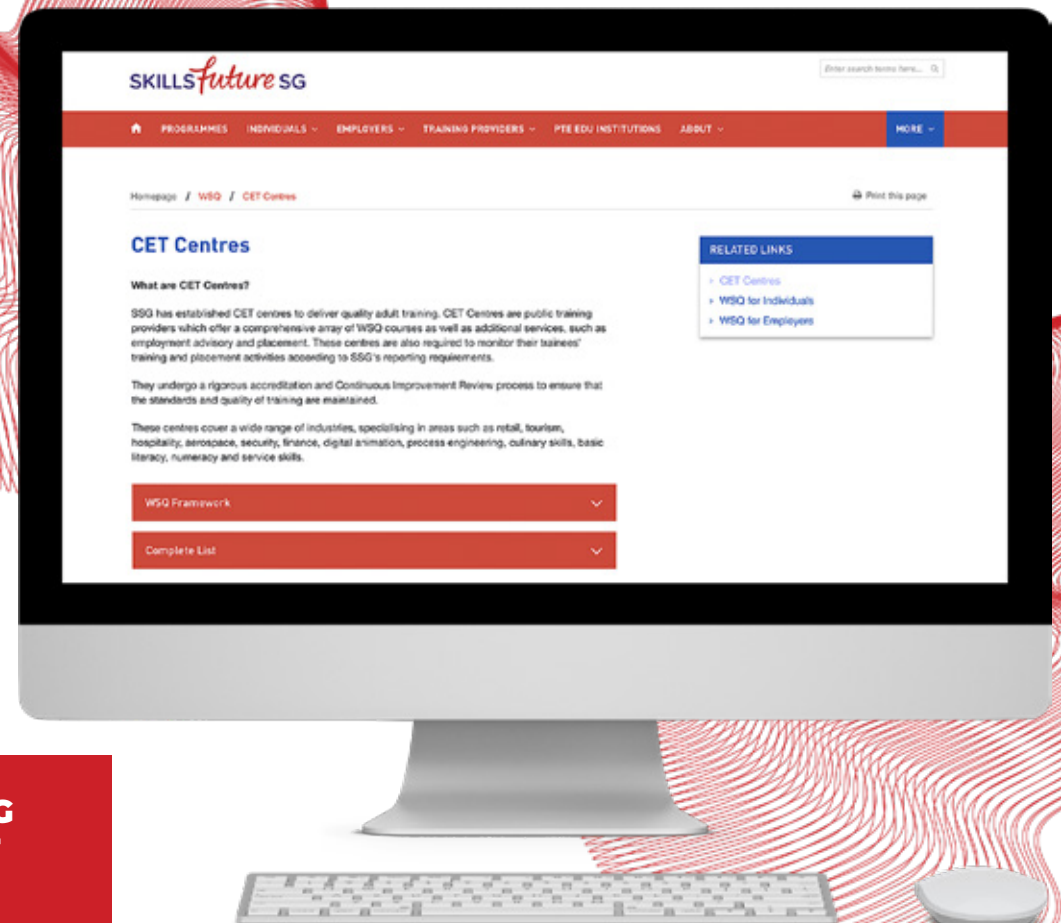
E-WORKPLAN SEMINAR

On 29 May 2020, in view of the COVID-19 pandemic, SCDF launched an inaugural e-Workplan Seminar through various multimedia channels to engage key stakeholders and strategic partners from the community and industry.

Amongst a series of collaterals developed by SCDF was the SCDF Work Year (WY) 2019/20 e-Annual Report and the signature in-house video production entitled "A 2020 Workplan Anthology". In review, WY 2019/20 was another meaningful year that moved SCDF closer to its transformation vision 2025 in building "A Nation of Lifesavers". The year marked major developments such as the re-organisation of HQ SCDF, ramping up of SCDF's marine firefighting and rescue capabilities, achieving better results in emergency response, and commemorating 150 years of Civil Defence Volunteerism.

On 1 June 2020, SCDF launched the Continuing Education & Training (CET) Credit Scheme to encourage ownership in self-development of knowledge and mastery of skills to upkeep the competency of SCDF officers.

CET credits are awarded to SCDF officers when they participate in training and learning activities. The CET credit requirements will serve as a pre-requisite for officers' eligibility to take their annual certification tests in future.



ENHANCING LEARNING & DEVELOPEMENT OF SCDF OFFICERS



The SCDF's Care and Wellness Office (CWO) was set up on 1 July 2020 to serve as SCDF's satellite office to oversee mental well-being programmes and counselling support services for staff and trainees. Propelled by the need to enhance mental health support for full-time National Servicemen (NSFs), the CWO introduced the NSF Peer Support Programme (PSP) in August 2020.

PSP aims to promote a supportive and caring work environment for NSFs by expanding their social support network. Under the supervision of CWO, 54 NSF peer supporters were appointed and trained to reach out to peers in distress, provide emotional support to them and refer them for professional assistance when required.

SUPPORT FOR NSFS' MENTAL HEALTH



HARNESSING SMART TECHNOLOGIES

In July 2020, 42 trainee officers from the Civil Defence Academy (CDA) received smart watches for training, an important step forward for SCDF in harnessing the power of smart technologies in this digital age.

Besides providing a quantitative analysis of individual's training performance and nudging individual to his/her optimal training zones, the smart watches will help to reduce the occurrence of training-related injuries.

SCDF plans to progressively equip all SCDF residential trainees and frontline officers with smart watches by 2022. On the operations front, responders receive a summary of incident details on their smart watches for a quick appreciation of the situation. Those in distress and need urgent assistance can use the smart watches to send man-down alerts, further enhancing the safety of responders in risk areas.

SCDF's Operations Centre (Ops Centre) and Public Warning System (PWS) were awarded the ISO9001:2015 re-certification on 8 July 2020 and 21 August 2020 respectively.

The ISO9001:2015 is an international standard for quality management systems. This re-certification is a testament to SCDF's ability to consistently provide products and services that meet customer requirements and enhance customer satisfaction through effective application and continual improvement of the system.



**ISO9001:2015
RE-CERTIFICATION FOR OPS
CENTRE AND PUBLIC
WARNING SYSTEM (PWS)**





SCDF held the SEPDM Webinar 2020 from 28 to 30 October 2020. The theme was "Enhancing Disaster Preparedness & Partnerships", with a focus on different topics each day such as effective leadership for disaster preparedness.

A total of 22 local and regional speakers participated and shared their experiences relating to these topics. Among the highlights were establishing partnerships arising from COVID-19 and deliberating on key areas in the newly reviewed United Nations' International Search and Rescue Advisory Group (INSARAG) guidelines 2020.

**SENIOR EXECUTIVE
PROGRAMME
IN DISASTER MANAGEMENT
(SEPDM) WEBINAR 2020**



On 29 October 2020, in conjunction with Day 2 of the Senior Executive Programme in Disaster Management (SEPDM) Webinar 2020, SCDF held a virtual Memorandum of Understanding (MOU) signing ceremony with Coventry University. The MOU signing marked the start of SCDF's partnership with the university.

The MOU served to formalise and strengthen the cooperation between SCDF and the university in developing and carrying out collaborative academic and research activities. This will further enhance SCDF's capability and knowledge in disaster and emergency management, paramedic science and sports science.

**SIGNING OF MEMORANDUM OF
UNDERSTANDING (MOU)
BETWEEN SCDF AND
COVENTRY UNIVERSITY**



UNITED NATIONS ENGAGEMENTS

As the United Nations' International Search and Rescue Advisory Group (INSARAG) Asia Pacific Regional Chair in 2020, SCDF took the lead to craft the six-year Strategic Plan for the Asia Pacific Region 2021 to 2026. To ensure continued connectivity within the region during the pandemic, the SCDF together with United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) organised a series of virtual meetings and webinars to engage the urban search and rescue teams in the region. This included the Asia Pacific Regional Meetings to discuss strategic issues pertaining to disaster response operations under pandemic situation as well as the signature Senior Executive Programme in Disaster Management webinar sessions.

As the co-chair of the INSARAG Guidelines Review Group from 2018, SCDF was instrumental in launching the INSARAG Guidelines 2020 and supported UNOCHA in conducting a technical webinar on the guidelines for the global audience. SCDF also developed an engaging animation video to feature the key changes to the guidelines and contributed to the design and development of the technical reference library on the INSARAG website.



ASEAN ENGAGEMENTS

Due to COVID-19, the ASEAN Committee on Disaster Management (ACDM) and the 8th ASEAN Ministerial Meeting on Disaster Management (AMMDM) meetings were held virtually from 25 to 27 November 2020.

Led by Comr Eric Yap, Commissioner SCDF, the ACDM meetings discussed key issues to strengthen regional cooperation in disaster management such as the ASEAN Agreement on Disaster Management and Emergency Response (AADMER) Work Programme 2021 to 2025 and ASEAN's cooperation with Japan, China and the United Nations in disaster management.

Associate Professor Dr Muhammad Faishal Ibrahim, Minister of State, Ministry of Home Affairs and Ministry of National Development, led the Singapore delegation for the 8th AMMDM. The AMMDM aims to provide guidance on enhancing ASEAN's collective efforts to build a disaster-resilient society and provide a more cohesive and united response to disasters within the region. In 2021, SCDF takes over as the Chair of ACDM and the 9th AMMDM.

CORPORATE SOCIAL RESPONSIBILITY

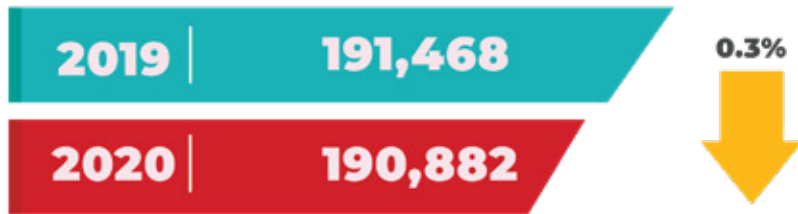
SCDF donated more than 90 used hoses to Wildlife Reserves Singapore (WRS) in support of environmental sustainability on 19 November 2020. This is the second time since May 2016 in which SCDF had donated used hoses to WRS.

On 18 December 2020, SCDF donated another 90 used hoses to the Sumatran Orangutan Conservation Programme, Indonesia. These hoses are made of materials that are durable and safe for the animals. The hoses will be re-purposed for housing enhancements and enrichment devices to keep the animals physically and mentally stimulated.

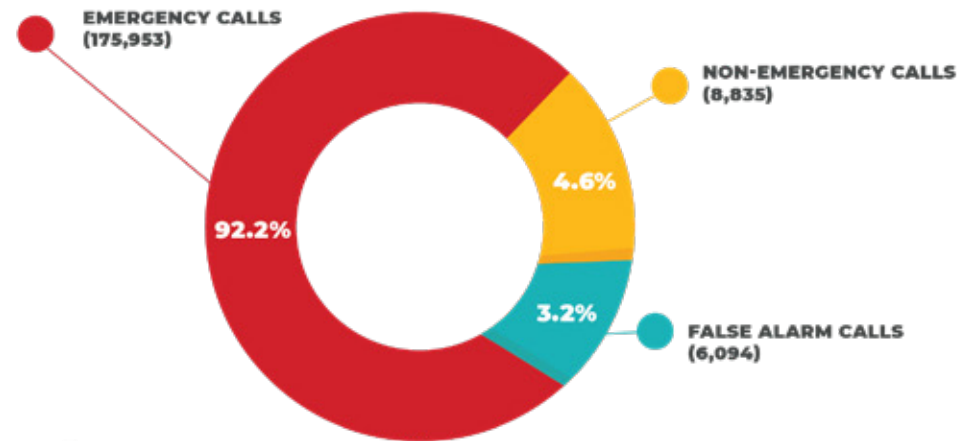


**DONATIONS OF USED HOSES
IN SUPPORT OF THE GLOBAL
EFFORT TO GO GREEN**

TOTAL EMS CALLS



BREAKDOWN OF EMS CALLS



SCDF's INVOLVEMENT DURING COVID-19



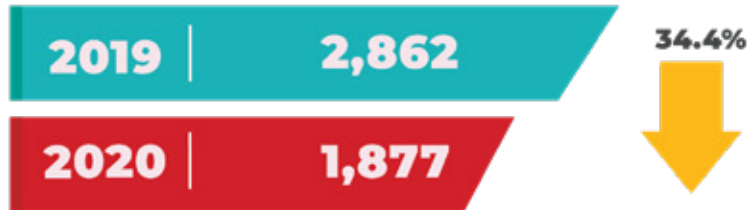
SCDF CONVEYED 2,000 COVID-19 POSITIVE CASES

8,300 COVID-19 SUSPECTED CASES

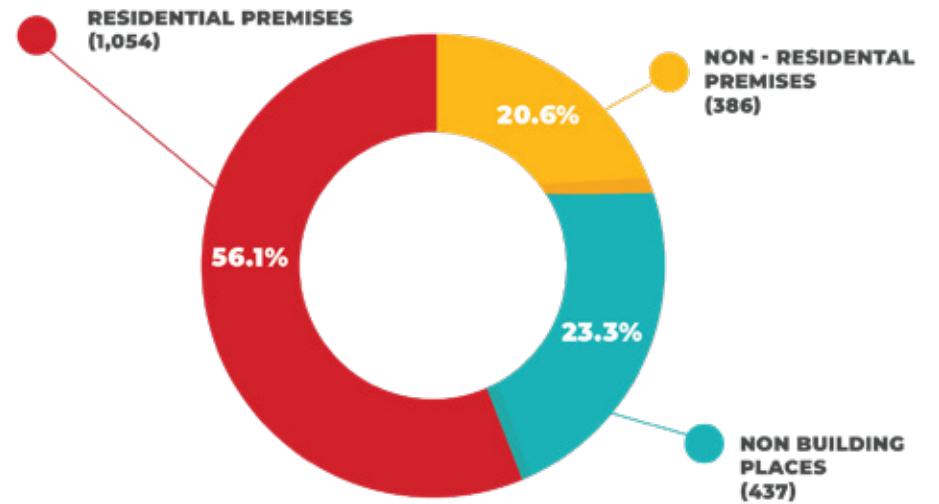


60 WERE LATER DIAGNOSED AS POSITIVE

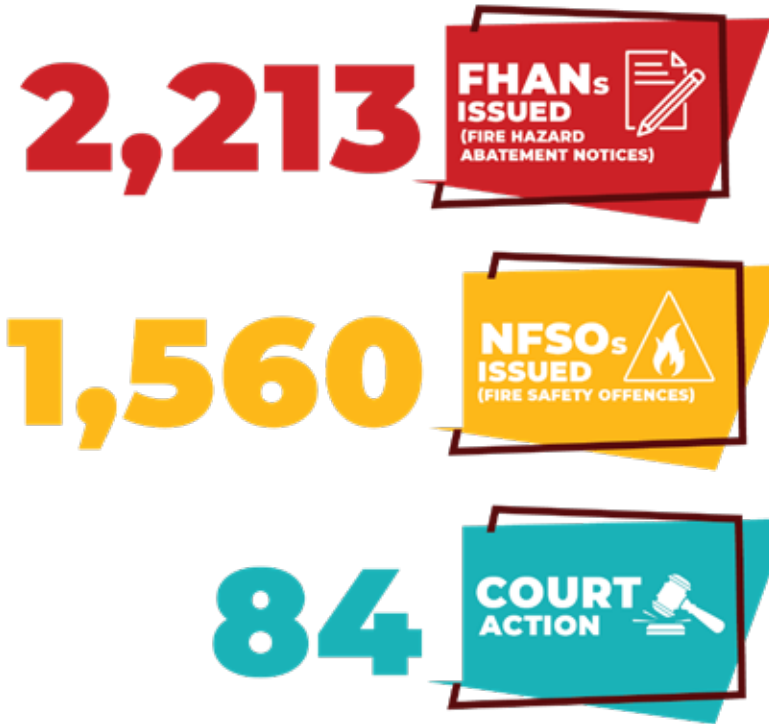
TOTAL FIRE CALLS



BREAKDOWN OF FIRE CALLS



ENFORCEMENT CHECKS



An in-house production



SCDF

The Life Saving Force

... for a safer Singapore



INNOVATION
EXCELLENCE
AWARD
2016 WINNER



SINGAPORE
QUALITY
AWARD
2015 WINNER

