STANDARD OPERATING PROCEDURES FOR
FIRE EMERGENCY

1) INTRODUCTION

The aim of this SOP is to explain the fire protection system operation at NK INTERNATIONAL SERVICES assignment to the occupants and tenants. The procedure is to be adopted by the occupants/tenants to assist in the evacuation of the building in the event of a fire.

2) PURPOSE

The purpose of this fire emergency SOP is:

I. To ensure the safety of everyone in the event of fire.
II. To establish a systematic and orderly evacuation plan.
III. To get everyone attuned to react rationally in the event of fire.
IV. To ensure prompt raising of the fire alarm, marshalling, first aid and the fire fighting efforts in the event of a fire.

3) FIRE PROTECTION SYSTEMS

The master main fire alarm panel is to show the location of the fire. Upon the alarm activation, the master main panel will indicate the ‘fire block/fire floor “for individual location. The fire alarm system is connected to the Singapore Civil Defence Force and also monitored by the Alarm Monitoring Company on a 24-hour basis. The alarm signal for fire is a continuous ringing note resounding from the electrical operated bells on every floor of the building. It can be raised by;

A) Breaking of glass alarm system

This consists of ‘Break-Glass’ call points located at strategic locations on every floor of the building. In case of fire, the glass should be broken with objects which will the cause the release of the contact button and trigger the alarm bell throughout the building.
B) Automatic smoke detector system

When the smoke detector device detects smoke in its proximity, the alarm will be activated and the alarm bells throughout the building will sound.

C) Automatic heat detector system

Heat detectors respond to the converted thermal energy of a fire. Therefore, it will respond when the detecting element reads a pre-determined temperature or when there is a specific rate of sudden temperature change.

D) Fire extinguishers

The extinguisher is the first aid fire fighting equipment used by anyone in fighting small fires.

E) Fire hose reels

Fire hose reels are installed at strategic locations in the building. The hose reel is a first fire fighting equipment to be used by anyone fighting a fire.

4) CONFIRMING THE PRESENCE OF FIRE

Upon the sounding of the alarm, pinpoint the location on the master panel and head to the affected area to confirm the situation. Contact the fire monitoring company immediately before heading to check the situation. Once the affected area is checked, be it a real fire or a false alarm; contact the fire monitoring company again. In the event whereby a real fire incident occurs, SCDF will be deployed to the location immediately.

A card like this is available at the guardhouse and/or Fire Command Centre
5) ACTIONS TO BE TAKEN IN THE EVENT OF AN OUTBREAK OF FIRE

I. The Security Officer who discovered the fire shall immediately bring all the lifts in operation to the ground level and deactivate it while waiting for the arrival of the SCDF. He/she is to provide relevant details on location, type of fire and possible hazards within the building and especially the fire floor to the SCDF upon their arrival.

II. If the fire floor happens to be located at the basement, the security officer(s) shall not proceed to the fire floor. He/she shall check the CCTV, if any, to verify the fire.

III. In the event of a small fire, security personnel(s) shall attempt to extinguish or control the fire **without taking personal risk**, before the arrival of the SCDF.

IV. In the event of a fire that has gone out of control, the security officer(s) shall not attempt to extinguish the fire but immediately activate the fire alarm by activating the nearest fire alarm “break-glass “ call point. If not previously raised, he/she shall proceed to make the appropriate announcements over the PA system and initiate the relevant evacuation procedures.

6) EVACUATION PROCEDURES

**Single stage**

This is a signal to get ready for evacuation. When the fire alarm is activated, the alarm bells on all the floors of the fire block shall ring for not less than **2 minutes**.

I. The master main panel - to indicate the “fire block “

II. The main alarm panel - to indicate the “fire floor “

III. The floor sub-panel to indicate the floor zone at which the alarm has been activated.

IV. The alarm control room of the fire alarm monitoring company will receive the ‘fire signal ‘

V. Upon hearing the fire alarm, security officer(s) shall ascertain the location of the fire from the main fire alarm panel and use the firemen lift to go to two storeys
below the fire floor and proceed cautiously to the fire floor via staircase to investigate the cause of the alarm and verify if there is any fire incident. The officer(s) are then required to give instructions to occupants/tenants to evacuate, if necessary.

**Evacuating**

Upon hearing the alarm, if it continues sounding for a few minutes, all tenants/occupants shall;

- Lock all important files, documents, cash etc.
- Remain alert for instructions from management.
- Do not make unnecessary phone calls.

When the instruction to evacuate is given, all tenants/occupants shall;

- Be guided by SO to immediately evacuate by using nearest exits
- Assemble at a designated assembly point.

When evacuating;

Do not panic but quickly walk down the staircases from the nearest exits.

Do not return to collect personal belongings.

Do not re-enter the room or floor unless instructed to do so.

Do not use the lifts