

## Introduction

Emergency Preparedness (EP) is an integral part of SingHealth's business continuity management and safety management programmes to prevent disruption to SingHealth's mission in providing essential healthcare services. Hence, it is important for staff of SingHealth to be equipped with the necessary knowledge when faced with emergency situations such as fire at the workplace, to prevent injuries and preserve lives.

Staff are also encouraged to report work-related accidents, hazards and near-misses at the earliest opportunity to the duty staff manning the SingHealth Emergency Operations Centre (EOC) Hotline for prompt follow-up actions to prevent recurrence, to determine if there are any systemic issues that need to be addressed, as well as to report to SingHealth senior management and the relevant authorities in a timely manner.



## Objective

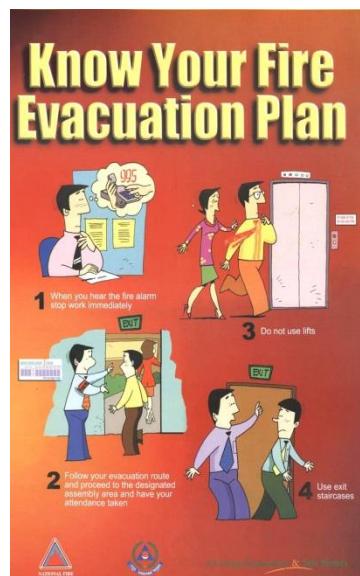
This EP Quick Reference Guide serves to provide important emergency-related information to staff of SingHealth Corporate Office so as to better prepare and enable them to deal with emergency situations namely fire at the workplace, in order to preserve lives and safety of staff. Understanding the requirements of timely incident reporting will enable business continuity and safety of staff to be managed more effectively.



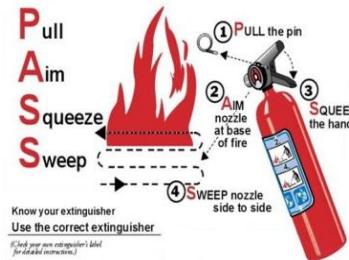
## Methodology

To produce a EP Quick Reference Guide that is readily available for the staff as a reference on "what to do" when faced with emergency situations. Key areas covered in this Quick Reference Guide Book include the following:

- What to do in the event of a fire.
- Fire evacuation plans.
- How to use a fire extinguisher.
- How to don a N95 mask.
- How to file an Incident Report.
- Ministry of Manpower (MOM) Incident Reporting Guidelines.
- List of useful emergency telephone numbers.



To operate an extinguisher:



## Incident Reporting Procedure

Occurrence of Incident  
*(For injury cases, call for medical services and render first aid if possible)*

Inform SingHealth  
Emergency Ops Centre Hotline  
@ **6377 3366** or **9456 5533**

Submit Incident Report Form to  
**ireport@singhealth.com.sg**

## Emergency Telephone Numbers

SingHealth EOC Hotline	6377 3366 or 9456 5533
Connection One Fire Command Centre	6270 7037
SGH Campus Fire Command Centre	6321 4000
Fire & Emergency Ambulance	995
Police Emergency	999

## Result

Staff in SingHealth Corporate Office have found this EP Quick Reference Guide beneficial as the information contained within has better prepared and enabled them to deal with emergency situations such as fire at the workplace in an effective manner.

Staff are more aware of the importance of timely incident reporting and how to report incidents given the useful guidelines stated in the EP Quick Reference Guide.

## Conclusion

With this EP Quick Reference Guide readily available, staff in SingHealth Corporate Office would know what to do during emergency situations such as fire at the workplace as well as how to report incidents in order to prevent injuries and preserve lives.