

CORPORATE FIRST RESPONDER SCHEME



CORPORATE FIRST RESPONDER SCHEME – A PUBLIC - PRIVATE PARTNERSHIP –

In the aftermath of a disaster such as a terrorist attack or the collapse of a building, the incident site and surrounding buildings would be cordoned off. Access to the incident site would be restricted to authorised emergency personnel such as the Singapore Civil Defence Force (SCDF) and Singapore Police Force (SPF) who carry out rescue and recovery as well as investigation operations.

The **Corporate First Responder (CFR) Scheme** aims to forge a “win-win” partnership between the Government and the business community by allowing identified personnel from the business community access into the restricted cordoned area to aid rescue and recovery efforts as well as execute business continuity recovery plans.

OBJECTIVE

The objective of the **Corporate First Responder (CFR) Scheme** is to mitigate the overall impact of the incident on private / public organisations, the economy and Singapore in general by co-opting the relevant stakeholders in assisting in rescue operations and facilitating the execution of business continuity recovery plans.

The CFR Scheme allows key business continuity personnel access to restricted sites post-incident when safety permits, even while rescue, recovery and post-incident investigation activities are ongoing. This enables participants in the scheme to sustain essential business functions and take mitigation measures that will help maintain the businesses’ viability after the incident. These personnel, as well as other key building personnel with local knowledge of the premises, systems and processes, may also be called upon to assist SCDF in rescue and recovery operations and SPF in investigations.

ELIGIBILITY

Only the building management and building tenants of buildings participating in the **Security Watch Group (SWG) Scheme** (“SWG member buildings”) are eligible to participate in the CFR Scheme. Building management is required to participate in the CFR Scheme before building tenants are eligible to do so.

The SWG Scheme is a networking platform where member buildings can work together with the Police to enhance the security of your building and your neighbouring buildings. More information on the scheme is available on the SPF website and at your nearest Neighbourhood Police Centre (NPC). Building tenants should check with their building management to determine if their building is a SWG member building.

For companies with multiple business sites, each business site must register with the CFR Scheme under the respective SWG member buildings.

REGISTRATION

There are separate registration forms for building management and building tenants. Registration forms may be downloaded from the SPF website.

I. BUILDING IS A SWG MEMBER BUILDING

If a building is a SWG member building, building tenants simply need to complete the *CFR Building Tenant Registration Form* (1 per tenant) and *CFR Registration Forms* (1 per appointed CFR), and submit them to the building management. Building management should then submit the *CFR Building Management Registration Form* with the collated *CFR Building Tenant Registration Forms* and *CFR Registration Forms* to their SWG Police Liaison Officer.

II. BUILDING IS NOT A SWG MEMBER BUILDING

If a building is not a SWG member building, the building management/owner is required to participate in the SWG Scheme before registration on the CFR Scheme is possible. Building management may visit the SPF website or contact the nearest Neighbourhood Police Centre (NPC) or to find out more about the SWG Scheme.

MEMBERSHIP COST AND DURATION

There is no membership fee required to participate in the CFR Scheme.

Upon joining the CFR Scheme, the membership is valid as long as the organisation's building is part of the SWG Scheme. Should a building tenant move to different premises, SPF should be informed so that the CFR membership information can be registered to the new SWG, where applicable.

NOMENCLATURE

For communication on the CFR Scheme, the following nomenclature will apply:

1. Buildings participating in the CFR Scheme are referred to as "**CFR member buildings**".
2. Organisations (building management or building tenant) participating in the CFR Scheme are referred to as "**CFR Members**". *For companies with multiple business sites, each site is considered a CFR Member.*
3. CFR Member personnel are referred to as "**CFRs**".

ACCESS AREA

The incident site will be cordoned off while rescue operations are underway. Access to the building(s) or part thereof directly affected by the incident will continue to be restricted. CFRs will be permitted access to the unaffected areas that are within the cordoned area, depending on the situation. Factors such as safety and Home Team operations will be taken into consideration. Approval and extent of access is at the discretion of the SPF and SCDF ground commanders.

Note: *Individual CFR access within the cordon is restricted to the building and unit stated on the CFR Cordon Pass.*

PERSONNEL

The CFR Scheme entails the pre-identification of key personnel from the CFR Member organisation so that these personnel can be adequately trained and prepared to respond should an incident occur.

For the efficient administration of the CFR Scheme, liaison personnel from the building management as well as SPF are also identified.

I. CFR MEMBER PERSONNEL

Corporate First Responder Team

Every organisation participating in the CFR Scheme would be required to form a Corporate First Responder Team. The CFR Team should be made up of pre-identified critical personnel who are able to serve the following roles:

1. Assist SCDF with Rescue Operations

The Fire Safety Act permits SCDF to request the assistance of Fire Safety Managers (FSMs) and Mechanical & Electrical (M&E) engineers to provide information and assistance to the rescue effort. Other personnel (and key support staff) including those from building tenants with intimate local knowledge of the premises, systems and processes may also be called upon to fulfil this role.

2. Assist SPF with Investigations

Police investigations into a major incident will draw on both forensic evidence and eye-witness accounts. The evidence and information-gathering effort would be further aided by the presence of personnel from both the building management and building tenants. These persons would also be called upon for assistance when necessary.

3. Carry out Business Continuity activity

This group of CFRs would include senior management staff and any other person that the organisations consider critical to business recovery. The team composition would depend on the business continuity plan derived from the said organisation's analysis of its critical functions.

As a general guideline, given that the duration of access to the incident site might be limited, immediate needs would be activities such as damage assessment, technology shutdowns, and critical data and document removal. However, if the safety and security situation permits, prolonged access to the incident site would be permitted.

CFRs could be non-permanent personnel such as approved service providers / vendors who are essential to immediate business recovery needs.

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Number of Corporate First Responders

For all CFR Members, **10%** of the employees may be appointed as CFRs and receive passes, but a maximum of **10** CFR Cordon Passes will be issued to building tenants and a maximum of **15** CFR Cordon Passes will be issued to building management. **2** passes will be issued to organisations with less than 20 employees upon request. The maximum number of CFRs permitted in relation to the number of full-time employees is illustrated below:

No. of Full-Time Employees	Maximum No. of CFRs	
	Building Management	Building Tenant
< 21	2	2
21 – 30	3	3
31 – 40	4	4
41 – 50	5	5
51 – 60	6	6
61 – 70	7	7
71 – 80	8	8
81 – 90	9	9
91 – 100	10	10
100 – 110	11	10
111 – 120	12	10
121 – 130	13	10
130 – 140	14	10
> 140	15	10

Each appointed CFR will be issued with a *personalised* photo CFR Cordon Pass that is *non-transferable*. Particulars of the organisation management, the individual appointed CFRs and a few other key building personnel will be registered with SPF during the registration process.

Should there be any changes in any of the above personnel, SPF must be informed immediately. CFR Cordon Passes will be issued to newly-appointed CFRs, as necessary. CFR Cordon Passes of personnel no longer serving as CFRs must be surrendered to SPF before new passes are issued.

II. BUILDING PERSONNEL

CFR Building Liaison (BL) / Alternate CFR BL

Every CFR member building is required to appoint a CFR Building Liaison (BL). The roles and responsibilities of the CFR BL are:

1. To be the main point of contact between *SPF*, the *building management* and the *building tenants* on all matters related to the CFR Scheme, both during *peacetime* and *emergency/post-incident* situations;
2. To manage the CFR Scheme application process for the building management as well as the building tenants;

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3. To ensure that all potential CFRs are familiar with the workings of the CFR Scheme; and
4. To maintain the integrity, accuracy and currency of CFR information for SPF's CFR database.

Each participating organisation must also appoint an Alternate CFR BL whose contact information should also be provided to SPF, to be contacted and to assume the CFR BL's duties if the primary CFR BL is unavailable.

III. POLICE PERSONNEL

CFR Police Liaison Officer (PLO)

On all issues related to the CFR Scheme, CFR BLs and Alternate CFR BLs will communicate and work with the CFR Police Liaison Officer (PLO). The CFR PLOs would usually be the Community Liaison & Preparedness Officers (CLPOs) from the nearest NPC and would concurrently be the SWG PLOs.

CFR CORDON PASS

For access into the cordoned area, CFRs must be in possession their personalised CFR Cordon Passes. The CFR Cordon Passes will state the CFRs name, NRIC/FIN (or other identification number), designation, CFR Member name and CFR Member address.

I. USAGE OF PASS

The guidelines on the CFR Cordon Pass usage are as follows:

1. The CFR Cordon Pass must be worn at all times when within the cordon;
2. The CFR Cordon Pass must be shown for inspection upon request by SPF officers within the cordon;
3. Each CFR Cordon Pass allows only the CFR whose name and particulars are stated on the pass to enter the cordon;
4. Access is permitted to the building and unit stated on the CFR Cordon Pass only;
5. The CFR Cordon Pass must be produced together with authorised photo ID (NRIC, passport) for verification at the Reporting Point before entry is permitted; and
6. The CFR Cordon Pass will be scanned at the cordon access point to register every entry and departure of the CFRs in the cordon access system.

II. COST OF PASS

CFR Cordon Passes are issued at *no charge*.

Police must be informed immediately of the loss of any CFR Cordon Passes through the BL. The cost of the replacement card will be borne by the CFR Member.

ACCESS TO CORDONED AREA

CFR access to the cordoned area is permitted at the discretion of the SPF and SCDF ground commanders, in consultation with other relevant agencies. Restrictions on CFR access into the affected site, once granted, will be imposed as necessary.

I. SCHEME ACTIVATION

As part of procedures under Fire Emergency Plans, the FSM would, when the situation permits, automatically be at the Fire Control Centre (FCC) to link up with SCDF emergency responders once an incident occurs. SCDF will assess the necessity to activate other CFRs who can assist in rescue operations. Similarly, SPF will assess the need for CFRs who can assist with investigation operations and activate them.

CFRs who carry out business continuity activities would **not** be automatically activated immediately after an incident occurs and are **not** expected to be activated in the few hours following the incident. Therefore, CFRs should **not** rush to the scene once the incident occurs to prevent unnecessary congestion on-site.

Police will leverage on SMS Alerts and contact through the Building Liaisons to inform the CFRs of the affected areas, provide regular updates and of scheme activation.

II. CFR BRIEFING

Prior to the approved CFR access time, Police may organise a briefing for affected CFR Member organisations. These CFR Member organisations will be informed of the number or representatives to attend the briefing. These representatives will be responsible for disseminating information to all CFRs in their respective organisations. The briefing will cover issues such as the expected CFR access time, access duration, location of Reporting Point and Access Point, orientation of incident site, restrictions, safety and evacuation procedures, and other administrative instructions. These instructions must be adhered to by CFRs as condition of their entry into the cordon.

Note that this basic set of preliminary information would be accurate at the time of the briefing only, as the ground situation could be volatile. Subsequent to the briefing, updates will be sent via SMS or other means through the Building Liaisons. All CFRs are assumed to be aware of the updated information when they enter the cordon.

III. ACCESS PROCEDURE

When CFRs descend onto the scene, they will be directed to the designated Reporting Point (RP) where they are required to produce the pre-issued CFR Cordon Pass and photo ID for verification using the cordon access system.

Upon verification, CFRs will be directed to the cordon access point. The CFR Cordon Pass will be scanned by a handheld cordon pass reader to register the CFRs' entry into the cordon. The same procedure at the cordon access point will apply to register the CFRs' departure from the cordon.

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IV. WITHDRAWAL PROCEDURE

At any point in time when the CFRs are in the cordoned area, a situation might arise that would warrant withdrawal by CFRs. For example, a neighbouring building previously assessed to be structurally safe could be reassessed to be structurally unsafe due to changing conditions, putting other buildings at risk.

CFRs will be notified to evacuate from their buildings using building public address systems, fire alarm or other means. Information on the actual evacuation notification process will be disseminated during the CFR briefing.

This evacuation should be carried as per usual fire evacuation procedure in an orderly fashion. Police officers will be on-hand to facilitate any evacuation.

If access is not viable in the immediate hours following a withdrawal, CFRs will be requested to leave the site. When necessary, they will be contacted via the CFR BLs as was done previously.

PROHIBITED ITEMS & ACTIVITIES

Restrictions on the items brought into and activities carried out within the cordon are necessary to maintain the security of the incident site as well as prevent disruption to rescue, recovery and investigation operations.

I. PROHIBITED ITEMS

CFRs are prohibited from bringing the following items into the cordoned area:

1. Cameras;
2. Video Recorders;
3. Flammable liquids;
4. Binoculars; and
5. Any Communication equipment that can possibly interfere with communications in the area (i.e. walkie talkie)

Note: *Should CFRs require the above items for their activities, permission must be sought from SPF. Requests should be made through the BL. Permission will be granted on a case-by-case basis.*

II. PROHIBITED ACTIVITIES

CFRs are prohibited from carrying out the following activities within the cordoned area:

1. Any form of photo-taking and recording of operations;
2. Wandering into restricted area;
3. Engaging emergency personnel unnecessarily;
4. Removal of any items that is unnecessary for business continuity;
5. For drivers, vehicles shall only be parked at designated areas;

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6. Removal, closure and alteration of electricity and water supplies; and
7. Engaging in any other activities that can undermine rescue and recovery operations.

Note: Should CFRs be required to carry out the above activities, permission must be sought from the SPF. Requests should be made through the BL. Permission will be granted on a case-by-case basis.

REGISTRATION DOCUMENTS		
Document	Purpose	Action Party
Building Management Registration Form	<ul style="list-style-type: none"> ▪ To register information on the building and BL / Alt. BL 	<ul style="list-style-type: none"> ▪ Building manager to complete form and appoint BL / Alt. BL
Building Tenant Registration Form	<ul style="list-style-type: none"> ▪ To register information on building tenant and building tenant management 	<ul style="list-style-type: none"> ▪ Building tenant management to complete form and appoint CFRs ▪ BL to collate forms
CFR Registration Form	<ul style="list-style-type: none"> ▪ To register information on individual appointed CFRs 	<ul style="list-style-type: none"> ▪ CFRs to complete forms ▪ BL to collate forms in softcopy
Indemnity Form	<ul style="list-style-type: none"> ▪ To indemnify the Government from claims and legal action by CFRs 	<ul style="list-style-type: none"> ▪ Head of CFR Member organisation to endorse form and ensure that list of CFRs (Annex A) is kept updated ▪ Head of CFR Member organisation to endorse form for resubmission when list of CFRs (Annex A) is updated with changes in CFR appointment ▪ BL to collate forms in hardcopy

FURTHER INFORMATION

Further updated information on the CFR Scheme as well as relevant forms are available on the SPF website www.spf.gov.sg.

For queries, please contact any NPC or email spf_swg@spf.gov.sg.

This document supersedes the document on the Corporate First Responder (CFR) Scheme dated March 2006.

**Singapore Police Force
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