

Discussion on Challenges and Best Practices for Forming and Maintaining a CERT

A) Challenges

Cost – manpower, equipment, training, equipment maintenance

Mentality of employee (i.e. they may see it as additional responsibilities without remuneration)

Lack of motivation

Lack of management support

Age & Gender (too old, too young, female)

Knowledge and competency of CERT (main job vs. CERT training)

Training provider - no accreditation

High turnover rate

Risk concerns – group insurance by company?

Health status – fitness

Work commitment

- Average resources and equipment (fire extinguisher, hose-reels, ERT kits, etc.)
- Training of CERT (E.g. drills and training frequency)
- Not sure of training requirements for CERT member (Lack of guidelines and knowledge)
- Difficult to get management's approval to release workers to attend training
- Insurance and liability
- CERT response time
- Different objective

B) Best Practices

Allowance, Incentive, Appraisal

Letter of recognition

CERT - Market value for reemployment (e.g. operations technician = first responder)

Company to provide additional manpower

Rotate roles within CERT structure if possible

HR's support in CERT and training programme

Provide incentives for retention

Awareness on legal requirement; loss of asset - to tie up with business continuity plan

Allocate sufficient budget, to protect present investment

Government funding on equipment acquisition

SCDF to accredit training providers

Commitment by top management – safety policy, participation by management

CERT training (external, internal)

Criteria of appointment

Recruit from various departments

Annual health check up

Outsourcing of CERT

Regular training – fire safety, general safety, practical, table top exercises, fire drill

Exercises with SCDF

Yearly audit

Equipment maintenance

Proper PPE

Standard operating procedures

SMC & SIC must be familiar with site conditions and operations

- Provide monthly allowance
- Raise to Union
- In-house practical training

- Joint exercise with SCDF
- Include into job description
- Incentives (give vouchers, rebate, subsidies)
- Educate the management the risks
- Provide basic English lessons for CERT members
- Recognition of contribution by CERT team in the form of special incentives
- Selection of CERT member based on physical health screening
- Management's positive commitment towards fire safety management
- Identify appropriate training provide time-offs for training or drill

C) Discuss an appropriate CERT structure, suitable storage location for the emergency equipment (ERE), maintenance regime for ERE and level of refresher training

ERE – near FCC/control room, onsite, guardroom (dependent on actual site conditions)

Hydrant facilities onsite with foam

PA system/ siren

CCTV in control room

Visual inspection – daily

Preventive Maintenance – yearly

Operator level – full training

Joint exercise with SCDF

Refresher Course – every 2 years

D) Discuss whether the CERT structure and equipping is sufficient to handle the worst credible scenarios? If not, what else is needed?

Additional ERT members necessary

Increase SCBA and chemical suits, spill kits etc.

Hazmat training

Communications equipment, loud hailer, walkie talkie

First aid kit, stretcher, first aiders

Fire blanket

AED

Forcible breaking tools

Firefighting equipments – hoses, nozzles, foam, hydrants