

STANDARD OPERATING PROCEDURES

ON ALARM



STANDARD OPERATING PROCEDURES IN RESPONSE

Foreword The Standard Operating Procedures for the SFESA were written in 1991 and were broadly based on the principals and procedures in response to a fire or emergency in Australia used by the Melbourne Metropolitan Fire Brigade.


Since that time and with the development of the SFESA both as an entity and a service provider, not all the procedures and processes have remained relevant to Samoa and the SFESA; hence the subsequent review in 2012. The review was undertaken by the Assistant Commissioner of Operations the Senior Operational and Fire Safety Officers in a collaborative and consultative approach to ensure relevancy, capability and capacity in all of the SFESA’s current service deliveries.

These Standard Operating Procedures are written for the instruction, safety and management of SFESA staff in response to a Fire Alarm and or emergency response throughout the whole of Samoa. They are to be read in conjunction with relevant articles in the following publications:

- ❖ Samoa Fire & Emergency Service Act 2007
- ❖ SFESA Terms & Conditions 2012
- ❖ SFESA Code of Ethics 2012
- ❖ SFESA Code of Conduct 2012

Standing Orders

SFESA Standing Orders are written for the Welfare, Management and Discipline of all SFESA staff members whilst on duty and in the Service of the Authority and the Government of Samoa.

SFESA Standard Operating Procedures & Standing Orders			
Reviewed by	Assistant Commissioner - Operations	Date	 SAMOA FIRE & EMERGENCY AUTHORITY
Approved by	Acting Commissioner	Date	
	Faafouina Mupo		



STANDARD OPERATING PROCEDURES ON ALARM

PART ONE

2012

Table of Contents

Page

Foreword		2
Table of Contents Part 1- Standard Operating Procedures		3
Table of Contents Part 2- Standing Orders		4
• SOP 1	Responsibility's of a Station Commander	5
• SOP 2	Responsibility's of a Station Officer (OIC Duty)	6
• SOP 3	Watch room Procedures	7-8
• SOP 4	Receiving Emergency calls at the Watch room	9,10,11
• SOP 5	Radio Communication Procedures - SFESA Call signs	12,13,14
• SOP 6	Relaying and recording of voice messages	15-16
• SOP 7	Procedures for an Officer arriving "on scene"	17-18
• SOP 8	Mandatory wearing of PPE on the fire ground Or Incident scene	19
• SOP 9	Procedures: Handover on Shift Change	20-21
• SOP 10	Prohibition: Alcohol and Illicit Drugs	22
• SOP 11	Responding to a monitored alarm	23-24
• SOP 12	Second & Third Response - Extra staff and resource	25
• SOP 13	Required & Minimum manning levels on a Duty Shift.	26,27,28
• SOP 14	Use of Emergency Beacons & Siren - Rolling Standby, Escort Duty	29-30
• SOP 15	Civil Disturbance – Use of SFESA staff and Resources.	31



PART TWO

STANDING ORDERS

On Duty

Table of Contents

Page

Standing Order

1	Readiness for Rostered Duty	33
2	Attendance on Rostered Duty	34, 35
3	Standard of Work Dress	36, 37
4	Care & Replacement SFESA Issue PPE, Uniform	38
5	Mandatory Requirement Maintenance Skills & Fitness	39, 40
6	Daily Work Routine	41, 42, 43
7	Meal Breaks	44
8	Out of Service Response Vehicles	45
9	Marks of Respect	46
10	Refueling SFESA Response Vehicles	47
11	Station & Alarm Panel Keys	48
12	Transportation of staff and Operation of Fire Service vehicles and Assets.	49



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY

STANDARD OPERATING PROCEDURE

No.1

Responsibilities of a Station Commander

The Station Commander or in his absence the acting OIC, will have overall command and control of all operational staff in their station under the direction of the OIC Operations – Assistant Commissioner. He or she will be responsible for:

1. The health, safety and welfare of all operational staff both in and out of the station under response or routine activity's
2. The maintenance of weekly rosters and to ensure staffing levels are appropriate at all times in the manner specified in Standard Operating Procedures, Standing Orders and all schedules listed under the Fire & Emergency Service Act 2007.
3. All incidents and fires attended by SFESA personnel are reported in a timely fashion by OIC duty crew and all other reporting functions they are responsible for are maintained in the appropriate manner.
4. Responsible for the condition, cleanliness and well being of the station.
5. Ensure all emergency responses, procedures, orders, functions, discipline, obligations and professionalism of all FESA members under his control are adhered to and maintained to the highest standard in the manner specified in SFESA Standard Operating Procedures
6. The overall operational readiness of all staff, equipment, machinery and vehicles is maintained.
7. The overall practice, training, skill levels and exercising of the staff under his control is maintained to the highest degree and regularly tested.
8. Any other requests or orders issued by the Assistant Commissioner Operations and or the Commissioner in relation to the execution of their duty.



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY

STANDARD OPERATING PROCEDURE

No.2

Responsibilities of Officers in Charge of Duty Crews.

The Officer / Station Officer in charge of a Shift crew on duty at any SFESA station before, during and after a response to a fire and or emergency call, under the control and direction of his or her Station Commander, is responsible for

1. The actions and behavior of all his crew members.
2. The safety of all his crew members.
3. The safe passage and due care of the Fire or Emergency Vehicle in the response to a fire or emergency call or in the normal course of events in the operation of that vehicle(s).
4. The entries into the watch room occurrence book are clear and accurate.
5. Ensure at the completion of each fire / incident response an incident report is completed before the end of his shift and forwarded to the Station Commander for his records.
6. The safe storage of all vehicles, emergency equipment, furniture and fixtures of the station including the regular cleaning and maintenance of the station compound and vehicles.
7. The loss or damage to any vehicles, emergency equipment, furniture and fixtures of the station or any other SFESA property is reported to the appropriate authority.
8. Ensuring that he and his staff are on time for duty at the beginning of each shift and the minimum manning levels are maintained in an emergency response. Immediate notification to the Station Commander must be made if the minimum manning level is not met.
9. The correct appearance and appropriate uniform dress of all his staff.
10. The use and wearing of appropriate safety clothing at fires or incidents including helmet, gloves, hard footwear, tunics and/or coats and fire service trousers.
11. The discipline, welfare and management of his shift on and off scene.
12. The practice, training and exercising of his staff is maintained to the highest standard and professionalism
13. Ensure all administrative reporting /paperwork for the staff and authority are processed and completed in a timely manner.
14. And any other duty they may be required to perform at the request of the Assistant Commissioner Operations and or the Commissioner.



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY
STANDARD OPERATING PROCEDURE
No.3
Re: Watch room Procedures.

Start of Shift:

Duties of the Officer in Charge (OIC)

1. It will be the daily routine of the oncoming duty officer (both day and night shift) to contact **all** SFESA stations to obtain the personnel status of all crews rostered for duty on the day.
2. The names of all personnel on duty will be entered in the occurrence book and displayed on the notice board in the watch room.
3. At the commencement of each shift, the off going duty OIC must check all entries made in the occurrence book during his duty. The OIC will ensure all entries are clearly and accurately detailed in the occurrence book and will sign off accordingly.
4. The OIC watch room will notify the Station Commander when the rostered duty crew of any station is short due to absence(authorized or not)

Duties of the fire fighter on watch room duty:

The shift OIC will ensure the fire fighter(s) on watch room duty will write the following information in the occurrence book at the commencement of the shift:

1. The name of the shift coming on duty at all SFESA stations.
2. The name of the officer in charge of the shift(s).

3. The name of the fire fighter(s) on watch room duty during the shift period
4. All fire fighters present for the duty period.
5. All fire fighters absent from the duty period and the reasons.
6. Receive / Transmit radio messages and orders as given by the OIC Duty crew and or any superior officer.
7. Record all messages incoming and outgoing, vehicle movements in and out of station(s), orders given and received clearly and accurately in the occurrence book.

NB: Fire fighters on watch room duty are prohibited from leaving the watch room during a fire or emergency response unless;

- Instructed by the OIC / Station Commander based on necessity to the manning requirements on an alarm or
- They are relieved by a qualified and authorized member of the authority.



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY

STANDARD OPERATING PROCEDURE

No.4

Receiving Fire / Emergency Calls at the Watch Room

On receiving fire or emergency fire calls by phone from the general public or other sources, the watch room operator is to immediately;

1. Obtain as much relevant information from the caller as possible including
 - Type of emergency and details
 - Location of incident and time **(as much detail as possible)**
 - Any injured parties involved and how many and if possible injury type **(Advise caller to stay on line)**

This information is required to be clearly and accurately noted in the occurrence book. (Legal document)

2. By Public Address system (PA) place duty crew on standby and give classification code
3. Notify duty OIC of incident with details.
4. Verify details from caller and obtain any further relevant information
5. Activate fire bells within station. Duty crew responds.
6. The watch room operator will notify General Policing of the incident and EPC / SWA if required
7. Continue to record and monitor any subsequent vehicle and staff movements, orders, requests and readbacks during the entire course of the incident.

Notification to OIC Operations: On first response to any incident or fire, notification to the OIC Operations by the watch room fire fighter will take place as soon as is possible, giving the following information with regard to the incident;

- Type of incident
- Response by the duty officer in charge
- What station and crew are responding
- Emergency vehicles and other personnel also involved in the response

Classification of Response by SFESA

ALARM	ACTIVITY	NOTES
1st RESPONSE	Duty crew from designated station responding to a fire , incident or emergency	Fire base notify OIC Operations
2nd RESPONSE	On read back from OIC on scene a request for further, water, manpower, resource, vehicles or equipment.	Notify OIC Operations for verification and authorization to deploy ON duty staff or vehicles from other station(s). Orders maybe issued to place off duty staff on standby
3rd RESPONSE	Escalation of incident; requires more manpower and resource Including OFF duty staff	On orders issued by OIC Operations. Contact off duty staff including support staff
4th RESPONSE	Emergency or Disaster Status	Executive command

Officers Notes:

2nd Response: On request from the OIC on scene, for extra resource / equipment or vehicles, the watch room operator will immediately notify the OIC Operations or in his absence the acting OIC Operations, for verification and authorization to deploy extra resource / equipment and vehicles, by on duty staff from the same or other stations.

3rd Response: On escalation of the fire / or incident, the OIC Operations **OR** the acting OIC Operations if he is absent, will issue orders for the appropriate response of further resource including off duty staff, vehicles and equipment.

Classification of Alarm Codes

	CLASSIFICATION OF INCIDENT ACTIVITIES	CODE NUMBER
	False alarm, fire, incident or emergency	CODE 1
	FIRE : Structure, building, workshop, open fale, coconut processing,	CODE 2
	FIRE: Grass, undergrowth, tree, scrub & rubbish, bush, forest.	CODE 3
	FIRE: Electrical, pole top, mains board	CODE 4
	FIRE: Vehicle, Engine, Generators	CODE 5
	FIRE: Ship, vessel	CODE 6
	Motor vehicle accident (MVA)	CODE 7
	Medical Response requiring ambulance	CODE 8
	Water Rescue /safety response	CODE 9
	Land Search & Rescue	CODE 10
	HAZARDOUS substance, including tar.	CODE 11
	Aircraft distress warning	CODE 12
	Civil Unrest	CODE 13
	Community Obligations	CODE 14
	On set of Disaster (STANDBY) (possible Declaration of Disaster by DMO)	CODE 29



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY

STANDARD OPERATING PROCEDURE No.5 Radio Communication Procedures – Call Signs

Identification of radio Units

All Fire / Emergency vehicles, Operational Stations, Executive and Senior Officers will be allotted a predetermined radio call sign, for operating on the SFESA radio frequency. All radio operators will identify themselves by their call signs when transmitting and receiving on radio in accordance with SFESA radio protocols (SOP5)

	Designation	Call sign
	SFESA Head Quarters - Apia.	FIRE BASE
	District station Tuanaimato - UPOLU	FALEATA STATION
	District Station Salelologa - SAVAI	SALELOLOGA STATION
	District station Asau – SAVAI	ASAU STATION
	District Station Maota*	MAOTA STATION
	Commissioner SFESA	FIRE ONE
	Assistant Commissioner Operations	AC1
	Assistant Commissioner Fire Safety	AC2
	Assistant Commissioner Corporate Service	AC3
	Station Commander – Apia	DC1

	Station Commander – Faleata	DC2
	Station Commander – Salelologa/Maota	DC3
	Commander Training	TR1
	Commander Fire Safety	Fire Safety1
	Commander Maintenance	Mechanic 1
	Commander Communications	COMS 1
	Commander Emergency Medical Response	EMR1
	*Maota stations at time of print is not online but is expected to be 1 st half this FY	
	SFESA Fire & Emergency Vehicles	Call Signs
	Apia Station – Apia CBD	
1	Apia First Responder – Scania MK3	A1R
2	Water tanker – International	TANKER 1
3	Light Response Vehicle - Land cruiser	FESA 11
4	Hazardous Materials – FUSO	HAZARD 1
5	Ambulance - Mercedes Sprinter	AMB1
6	Fire Safety – Toyota Van	FESA 18
7	Exec Officers Vehicle AC1 – Prado *	FESA 22
8	Exec Officers Vehicle AC2 – Toyota *	FESA 02
9	Exec Officers Vehicle AC3 – Great Wall *	FESA 17
10	Commissioners Vehicle – Nissan *	FESA 01

	Faleata Station - Tuanaimato	
11	Faleata First Responder – Scania Mk3	F1R
12	Faleata Second Responder – Scania MK3	F2R
13	Ambulance – Ford	AMB2
14	Bulk Water Carrier - Isuzu	TANKER 2
15	Rescue Unit – Mercedes	BLUE ANGEL
16	Water Pumper – Isuzu	ENGINE 1
17	Service Vehicle – Land Cruiser *	FESA 10
	Salelologa Station - Savaii	
18	Salelologa First Responder – Hino	M1R
19	Salelologa Second Responder- Hino	M2R
20	Salelologa Third Responder – Isuzu	M3R
21	Water Pumper – Isuzu	ENGINE 2
	Asau District Station - Savaii	
22	Asau First Responder - Isuzu	AD1
23	Asau 2 nd Responder - Daihatsu	AD2
24	Asau 3 rd Responder - Daihatsu	AD3
<p><i>Please note: When driving vehicles marked * (generally Executive Officers vehicles) and the officer is not in attendance, the driver will use the registration plate of the vehicle he is driving to identify the vehicle and its movements when making and receiving radio transmissions.</i></p>		



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY

STANDARD OPERATING PROCEDURE

No.6

The relaying and recording of voice messages

The correct procedures and protocols must be observed at all times when operating radio sets within the SFESA radio frequency.

All incoming and outgoing radio transmissions in relation to Fire and Emergency Responses will be documented clearly and accurately in the Occurrence book.

Movements of all SFESA vehicles including destination and change of locations both under alarm and normal conditions will be reported to FIRE BASE by radio and will be documented clearly and accurately in the occurrence book.

Protocol: Transmitting of voice messages:

- 1) Caller uses call sign of intended receiver and identifies their own call sign: *Fire Base, F2R*

- 2) Receiver takes call, acknowledges the caller and identifies himself: *F2R, Fire Base*

- 3) Caller relays message using the receivers call sign to start message and on completion of this part of the message confirms this part of the message is complete.
Fire base, F2R leaving station to Vailoa for refueling – over

- 4) Receiver confirms receipt of message and ends the transmission between the two parties.
F2R, Copy, Firebase out.

In this transmission the caller is informing fire base of their movements and firebase has acknowledged receipt of the message and therefore can end the transmission. There is no need by the caller to reconfirm or acknowledge further.

Pro- words used in SFESA radio Transmissions

Key Action Words	Meaning
OVER	Transmission of message finished awaiting reply
OUT	Transmission completed
COPY	Transmission received and understood
GO AHEAD	Awaiting your transmission
WAIT ONE	Requesting a break or pause in transmission
SAY AGAIN	Request to repeat last transmission
READ BACK	Request for information or supply of information from scene
STANDBY	Transmission ended, caller available to respond. Also “wait for message / command”

Classification of read back messages

Read back message	Meaning
FALSE ALARM	No incident or fire no response required
NOT YET UNDER CONTROL	Fire or incident not contained or controlled
UNDERCONTROL	Fire or incident has been contained and controlled
EXTINGUISHED	Fire has been completely extinguished
FIRE DUTIES	Extinguishment of hot spots, make up , RTS.



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY

STANDARD OPERATING PROCEDURE

No.7

Procedures for a Duty Officer arriving “On Scene”

The first arriving duty officer on scene will Notify FIRE BASE by the vehicle call sign that he and the duty crew are on scene.

1. The officer in charge of the first response crew arriving will:

Complete an initial size up of the area in question (RECEF)

- Rescue (where required)
- Check the Exposures
- Structure(s) / Vehicle(s) / Equipment
- Live electricity feed
- LPG vessels in close proximity
- Access and egress points

2. Based on the information gathered at the scene the duty officer will:

- As soon as is possible read back the situation to FIRE BASE giving a brief but informative description of the situation and if the situation is under control (if possible)
- or
- Request for further resource assistance to combat, secure and or extinguish the situation.

- **Extra water supply**
- **Extra manpower**
- **Extra equipment / vehicles**
- **Senior Officer to be present on scene.**

Officers Notes:

Officer in Charge (OIC) on scene:

- The officer of the first response vehicle on scene will be the officer in charge (OIC) on the fire ground or incident scene.

- Should circumstances require through escalation of the situation, he may be relieved by a senior officer.
- The OIC will endeavor to gather as much information from the scene at the time for future reference in regards to any subsequent investigation by the authority.
- When appropriate and possible he will request FIREBASE to notify the Fire Safety department of the fire and any response they may undertake.

Read back:

The first arriving officer on scene after deploying his crew must provide a read back to FIRE BASE as soon as possible. The read back should be brief and informative and must include the status of the situation at that time. Depending on the size and duration of the fire/event, regular read backs to advise fire base of the updated situation must be made.

Final Read Back:

The officer in charge of the fire or incident ground at the completion of an operation will advise FIRE BASE the status of the operation and the intended actions to be taken by the duty crew before leaving the scene.

Incident Reporting

It is a mandatory requirement for all OIC's at the end of a response / incident to complete fully an incident report detailing the occurrence of events before, during and after an operation or incident. Reports must be completed on the day of the event.



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY

STANDARD OPERATING PROCEDURE

No.8

Mandatory Wearing of PPE on the Fire ground or Incident Scene

All SFESA Operational Staff, all registered volunteers, in accordance with the Fire & Emergency Service Act 2007 Part 3 Section 20 must comply with the following

When in attendance and directly engaged in fire fighting activities or responding to an accident at an incident scene, the following approved and appropriate PPE must be worn:

- Approved & issued safety gum boots
- Approved & issued safety gloves
- Approved & issued safety helmet c/w visor
- Approved & issued over trousers and tunic coat
- Breathing apparatus on the command of OIC Fire/ Incident ground
-

All other SFESA personnel without the appropriate PPE are not permitted to engage directly on the fire ground or incident scene but will assist in support duties as directed by the OIC of the situation or incident.

Officers Notes

All volunteers, off duty SFESA personnel, SFESA Support staff as conveniently and as safely as possible will make their presence known to the On scene Incident Commander (maybe Duty Station Officer, Station Commander or Assistant Commissioner Operations) when entering the fire or incident ground. Visible Identification must be worn.



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY

STANDARD OPERATING PROCEDURE

No.9

Procedures – Handover at Shift Change

The designated officer in charge of a duty crew is required to be on station for the duration of his or her shift.

In the event the oncoming duty OIC has not reported for duty at change of shift, the present duty officer will notify the respective Station Commander of the absence and receive orders for alternative arrangements to relieve him from duty.

The retained OIC will not leave the station until relieved from duty by his or her replacement.

The on-duty officer in charge is not permitted to leave the station for any personal reason without the express permission of the Station Commander

Shift Appliance Drivers

Similarly, in the event for whatever reason the rostered driver for the oncoming shift is late or absent, the driver coming off duty will be retained on duty until the arrival of the designated shift driver or in the event of his absence a replacement is found.

Relaying of Information

At handover parade the off going Duty Officer will relay all information received whilst on duty. This will include:

- All incidents attended by the duty crew (off going staff)
- Operational status of all vehicles (pump and other essential equipment)

- Any use of retardant materials (foam, extinguishers etc)
- Use of any breathing apparatus and remaining supply
- Any tasks or orders requested by the Commissioner or any Executive Officer, during the shift and for the oncoming shift
- Special requests by other SFESA departments. Ie drills, evacuations, Community Service requests, displays, transportation etc...



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY

STANDARD OPERATING PROCEDURE

No 10

ALCOHOL AND ILLICIT DRUGS.

- 1. The use of illicit drugs and consumption of alcohol**

- 2. Being under the influence of illicit drugs and or alcohol**

- 3. Being in possession of illicit drugs and or alcohol**

On any SFESA property is strictly prohibited to all members of the authority.

All actions, contravening this Standard Operating Procedure, whether members are on or off duty, will result in the appropriate disciplinary action being taken by the executive.

From time to time on the written approval of the Commissioner, alcohol may be served at a location stipulated by the Commissioner for the following reasons

- Fundraising events
- Sporting functions or activities
- Entertainment of overseas guests and dignitary's
- Official government functions

All functions will have the written approval of the Commissioner, with a detailed start and finish time and at least one executive officer must be in attendance for the duration of the event.



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY

STANDARD OPERATING PROCEDURE

No.11

Responding to a Monitored Alarm / Sprinkler activation

It is the responsibility of the Officer in Charge to follow the Fire Service Operating Procedures when attending a Fire Call involving an installed alarm (Monitored). The alarm is when a fire alarm panel or sprinkler has been activated.

Arriving On Scene:

1. Position vehicle appropriately, pump operator should be able to see booster panel
2. Run two feeder lines from vehicle to booster inlets – connect
3. Check to see if there are any obvious signs, or any directions from Chief Fire Warden (CFW), that there may be a fire before going to fire alarm panel.
4. Locate Mimic panel and identify the zone in which the alarm has activated
: **DO NOT RESET THE ALARM**
5. Use the map of the premises, located near the alarm board, and the information provided by CFW to locate the alarm zone that has been activated.

Entry into a Monitored Alarm Building

ALL SFESA personnel entering building will wear

- Full PPE
- Breathing Apparatus and will carry:
- Bandolier x 1 38mm/branch
- Rescue rope
- Torch
- Forcible entry tool
- Fire Extinguisher

6. Commence a thorough search of the zone identified as being activated and send the appropriate read back to Firebase.
7. Ensure the building is safe for the return of its occupants and notify Chief Fire warden of the building.
8. Return to the fire alarm panel and silence the alarm.
OIC fire ground / incident scene will give ALL CLEAR. Only then will the occupants of the building be permitted to re enter the building affected.

Sprinkler Head Activations:

1. Locate the fire or activated head, see if the fire or incident is under control, or the activation of the head was an accident and send the appropriate read back to Firebase.
2. Turn off the direct brigade alarm (D.B.A) and local warning gong.
3. Turn off the main stop valve and open the drain valve fully.
4. Replace the sprinkler head, and it must be of the same temperature rating as the one removed. (If unavailable, use a head of a lower temperature.)

Officers Notes:

At the completion of the response, the OIC on site will advise the CFW and or the building manager to contact the alarm service provider to check and reset the system if required.

The OIC on return to the station will ensure an incident report is completed and filed including all false alarms.

The OIC will report to the Station Commander when repeated turnouts to the same location have totaled more than three (3) in a 14 day period.



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY

STANDARD OPERATING PROCEDURE

No. 12

Second & Third Response: Extra Resource

Vehicles, Man power, Equipment and Off Duty Staff,

If after **the first response** the OIC at the fire ground or incident scene, requests for more resource (manpower, equipment, water) it shall be deemed as a **second response**.

Fire Base on the approval of the OIC Operations, will notify the appropriate on duty staff to respond with the required resource to assist with the initial response

In the event the fire or incident should escalate to the level that more manpower and equipment be required to further control and or extinguish the fire or incident, it shall be deemed a **third response**.

Fire Base, on the authority and direction of the **OIC Operations** or his delegated authority, will contact OFF DUTY staff by whatever means possible, to respond.

In the instance that the OIC Operations or his delegated authority be absent or unable to give those commands the responsibility will rest with the Commissioner SFESA

Officer's notes:

Under no circumstance will fire base deploy extra staff, resources or vehicles without the prior express permission of the OIC Operations (Assistant Commissioner) or the delegated authority in his absence.



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY

STANDARD OPERATING PROCEDURE

No.13

Required & Minimum Manning levels on a Duty Shift

In order for the SFESA to maintain a timely, effective and safe response in times of all alarms and or emergency's, the following manning levels for duty crews at each SFESA Station will be observed and adhered to.

Apia Station – Duty Crew Manning Levels			
Ratio Requirement: 1:6 1x Officer, 6 fire fighters per shift roster.			
Qty	Rank	Designation / Responsibility	Notes
1	Station Officer	Officer in Charge of shift Command & Control.	May also have the rank of ASO, Senior Station Officer.
1	Driver	1 st Responder	Commercial License required Authorized to operate vehicle and pump.
3	Fire fighters	1 st Responder crew	RAR, Fire Suppression, Rescue Personnel.
1	Driver	Ambulance	Designated to drive ambulance on shift.
1	Attendant	Ambulance	Designated to assist in the care and carriage of patients
<p>The duty crews of Apia Station are required by mandate to operate and man emergency response vehicles on an alarm 24 hrs a day, 7 days a week. This station is responsible for 1st Response Service capabilities in fire suppression, Road Accident Rescue , HAZMAT, land & sea rescue and also for EMR (ambulance) response</p> <p>The minimum crew manning level ratio for this station is 1:4 before replacement for absent staff off shift is required.</p> <p>In the event the OIC is absent from the shift roster, it will be the responsibility of the Station Commander to find a suitable replacement. Similarly the same will apply for shift drivers</p>			

Faleata Station – Duty Crew Manning Levels

Ratio Requirement: 1:6 1x Officer, 6 fire fighters

Qty	Rank	Designation / Responsibility	Notes
1	Station Officer	Officer in Charge of shift Command & Control.	May also have the rank of ASO, Senior Station Officer.
1	Driver	1 st Responder	Commercial License required Authorized to operate vehicle and pump.
3	Fire fighters	1 st Responder crew	RAR, Fire Suppression, Rescue Personnel.
1	Driver	Ambulance	Designated to drive ambulance on shift.
1	Attendant	Ambulance	Designated to assist in the care and carriage of patients

The duty crews of Faleata Station are required by mandate to operate and man emergency response vehicles on an alarm 24 hrs a day, 7 days a week. This station is responsible for 1st Response Service capabilities in fire suppression (including bulk water transport for Category 2 fires), Road Accident Rescue, HAZMAT, land & sea rescue and also for EMR (ambulance) response. This station is also required to provide response capabilities on their shifts for Technical and High Angle Rescue and the turnout of the heavy rescue vehicle

The minimum crew manning level ratio for this station is 1:4 before replacement for absent staff off shift is required. In the event the OIC is absent from the shift roster, it will be the responsibility of the Station Commander to find a suitable replacement. Similarly the same will apply for shift drivers.

Salelologa / Maota – Duty Crew Manning Levels

Ratio Requirement: 1:4 1x Officer, 4 fire fighters

Qty	Rank	Designation / Responsibility	Notes
1	Station Officer	Officer in Charge of shift Command & Control.	May also have the rank of ASO, Senior Station Officer.
1	Driver	1 st Responder	Commercial License required Authorized to operate vehicle and pump.
3	Fire fighters	1 st Responder crew	RAR, Fire Suppression, Rescue Personnel.

The duty crews of Salelologa / Maota Station are required by mandate to operate and man emergency response vehicles on an alarm 24 hrs a day, 7 days a week. This station is responsible for 1st Response Service

capabilities in fire suppression, Road Accident Rescue, HAZMAT and also for Land Search & Rescue.

The minimum crew manning level ratio for this station is 1:3 before replacement for absent staff off shift is required.

In the event the OIC is absent from the shift roster, it will be the responsibility of the Station Commander to find a suitable replacement. Similarly the same will apply for shift drivers.

Asau – Duty Crew Manning Levels

Ratio Requirement: 1:2 1x Officer, 2 fire fighters

Qty	Rank	Designation / Responsibility	Notes
1	Station Officer	Officer in Charge of shift Command & Control.	May also have the rank of ASO, Senior Station Officer.
2	Fire fighters	1 st Response Crew	Commercial License required Authorized to operate vehicle and pump.

The duty crews of Asau Station are primarily deployed in the event of forest, grass and scrub fires whilst also having the capacity to respond to all other types of fires and emergency's 24 hrs a day, 7 days a week.

Failure, by any officer(s) responsible for the day to day manning levels of any of the SFESA's fire stations, to adhere strictly to this Standard Operating Procedure, will result in disciplinary action being brought to bear against offending staff members.



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY

STANDARD OPERATING PROCEDURE

No 14

Use of Emergency Beacons & Sirens

Under Response Conditions:

The Officer in charge and driver operating the emergency vehicle in response to any emergency call will ensure due care and safety of the crew and the travelling public is exercised at all times.

Drivers to the best of their ability and training, will observe the road conditions, traffic levels and weather conditions to dictate the appropriate speed and driving actions enroute to the incident location and will also ensure;

1. Emergency sirens and beacons are audible and visible from the response vehicles at all times enroute to the alarm
2. On arrival on scene the driver will cease with the siren, while beacons will remain visible until the completion of the operation.
3. Unless directly responding to an incident /alarm and requested by fire base or the Assistant Commissioner of Operations or in his absence the delegated authority, the use of sirens and beacons in any other situation is strictly prohibited.

Under Escort Conditions

In the situation the SFESA is required to perform escort duty for individuals or companies for the matter listed below, the use of beacons for the duration of the journey will be mandatory. The use of sirens at all intersections to warn oncoming vehicles is permissible in relation to the flow and volume of traffic at the time.

1. The transportation of dangerous goods and or explosives to the place of storage

2. The transportation of highly inflammable liquids including LPG to the place of storage
3. The transportation of hazardous chemicals, liquids or substance to the place of storage.

Rolling Standby

On authorization and instruction from Fire Base, and on approval from the Assistant Commissioner – Operations or in his absence the delegated authority, Duty Crews from other stations on rolling standby (in relation to a CODE 2 Structure Fire) may leave their station under normal travelling conditions to proceed to the fire ground without siren or beacons.

Should they be required to respond, on request by Fire Base, in assistance to the first arriving crew on site, the use of sirens and beacons will be initiated and maintained until reaching the incident or fire location. (See under response conditions).

Assisting Duty crews must not self activate and will only go to a Rolling Standby position on instruction from the Assistant Commissioner – Operations to Fire Base.



SAMOA FIRE & EMERGENCY SERVICE AUTHORITY

STANDARD OPERATING PROCEDURE

No 15

Use of SFESA Staff & Resource during Civil Disturbance

Only under extreme conditions and at the request of the Government of Samoa will the Samoa & Emergency Service Authority, its personnel and resources be used in support of other Government Agencies to quell any civil disturbance, conflict or any other act knowingly designed to bring unrest and resistance to any lawful act, legislation or decision made by the Government of in the Independent State of Samoa.

Any proposed action to be undertaken will be with the prior approval and instruction from the Minister of Police, Prisons & Fire and the SFESA Board of Directors to the Commissioner SFESA.

The Commissioner SFESA will ensure the safety and welfare of the staff and the resources of the authority are prioritized and maintained at all times during any operation.

September 2012

Samoa Fire and Emergency Service Authority

STANDING ORDERS on Duty.

Standing orders are written and issued for the welfare, discipline and management of all Operational SFESA when on duty.

Standing orders may be issued, written and rescinded at anytime deemed appropriate and necessary by the Commissioner Fire & Emergency Service Authority pursuant under the Fire & Emergency Service Act 2007, Part 3, Section 20, Sub Sections 1, 2 & 3.



STANDING ORDER: NO. 1

READINESS FOR ROSTERED DUTY

Punctuality & Appearance:

- It is the responsibility of every operational SFESA member to be on time for their rostered duty.
- Operational members coming on for duty are required to be in their designated station, fifteen (15) minutes before muster time. Start of rostered duty, Day 0800 hrs finish 1600 and Night 1600 hrs finish 0800 hrs.
- At commencement of handover parade all members will be suitably dressed in station wear or full turn out gear with approved head wear, correctly groomed (clean shaven) and prepared for duty.

Notification of lateness:

- All lateness for duty must be notified to the OIC of your duty crew before the commencement of handover parade.
- A written report will be given to the OIC Duty shift of the day, outlining the reason(s) for being late.

Failure to comply with standing order:

Standing orders are written for the safety, health, management and discipline of all SFESA members, scheduled under the Sections within the Fire & Emergency Service Act 2007 and the SFESA Terms & Conditions.

Failure to comply with these procedures may result in disciplinary action, forfeiture of pay or any other measure deemed appropriate by the Executive of the Authority.



STANDING ORDER: NO. 2

ATTENDANCE ON ROSTERED DUTY

All members of the authority on rostered shift work will be in attendance in the station at the prescribed time and for the duration of the roster period.

Unauthorized Absence from rostered duty is strictly prohibited

Approval for any absence from rostered duty will only be permitted under extreme circumstances and will be the discretion of the Assistant Commissioner of Operations following consultation with the designated Station Commander.

In the event your absence is due to;

1. Unforeseen circumstances, notification must be given no less than 4 hours before muster parade. (Subsequent approval will be at the discretion of your Station Commander) See Officers notes.
2. Sickness / injury, notification must be given no less than 4 hours before muster parade. A certified medical certificate will also be required and presented to HRO before the end of the working day or within 24 hours (night shift) of your notification.
3. Annual leave / Time off in Lieu (TOIL) an application must be made 48 hours before due date to your OIC, before consideration of your leave can be made.
Annual leave may be granted subject to the minimum levels of staffing being met.

In all instances approval for absence from normal duty is at the discretion of the Station Commander in discussion with the OIC Operations (Assistant Commissioner) or in his absence the delegated authority.

Failure to comply with the above conditions will result in leave being denied. **Any unauthorized absence** from rostered duty may result in forfeiture of pay for the time the member is absent and or disciplinary action being undertaken by the Executive.

Officers notes: Process for notification of absence:

(Fire fighters) If you are unable to fulfill your rostered duty obligations, you must notify the **On Duty OIC at your station**, of your intended absence. Notification must also be made **within the permissible time frame** to avoid leave being denied and may result in the forfeiture of pay and possible disciplinary action.

On receiving this information, **the Duty OIC** will enter the details in the occurrence book and then contact the oncoming duty OIC to inform him of the situation. It is the responsibility of the Oncoming duty OIC to seek a replacement if required.

(Station Officers)

It is the responsibility of Station Officers to notify their Station Commanders in the event they will be absent from their rostered duty. The responsibility for a replacement if required shall be for the Station Commander

Failure to comply with standing order:

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Failure to comply with these procedures may result in disciplinary action, forfeiture of pay or any other measure deemed appropriate by the Executive of the Authority.



STANDING ORDER: NO. 3

STANDARD OF WORK DRESS (Operations)

Dress while on Day and Night Duty

All Operational Staff when on duty in station will dress in the following manner:

Approved headwear	Beret, Baseball cap
Fire Service Polo with badge or	Navy blue
Issued tee shirt	Navy blue
Fire Service Shorts	Navy blue
Issued and approved Safety Boots / shoes	Black

Staff representing the authority at Seminars, Presentations, Trainings and launches (off station) will dress accordingly: (Dress Uniform)

Approved headwear	Beret
Fire Service Shirt with shoulder flash & rank displayed.	Navy blue
Fire Service trousers	Navy blue
Fire Service belt & buckle	Black & silver
Approved safety boots or shoes	Black

Officers Notes:

OFF DUTY STAFF: SFESA issued uniform must not be worn in the conduct of personal business when you are off duty. "Half" uniform is not permitted to or from work before or after duty.

LOCAL TRAVEL (on duty): All SFESA members will wear approved uniform of the day when travelling on official SFESA business in SFESA vehicles or on SFESA funded Public Transport. (Includes land & sea travel, if to be reimbursed by the authority)

Any other dress will be at the approval of the Commissioner.

On Resignation, Retirement or other:

All issued uniform, head wear, PPE, footwear and other equipment, remains the property of the authority until you leave the employ of the SFESA for any of the above reasons. Failure to return any equipment and uniform issued will be deducted from your final pay at a cost approved by the Executive Officers.

Failure to comply with standing order:

Standing orders are written for the safety, health, management and discipline of all SFESA members, scheduled under the Sections within the Fire & Emergency Service Act 2007 and the SFESA Terms & Conditions 2009.

Failure to comply with these procedures may result in disciplinary action, forfeiture of pay or any other measure deemed appropriate by the Executive of the Authority.



STANDING ORDER: NO. 4

CARE & REPLACEMENT OF SFESA ISSUE –PPE / UNIFORM (Standard & Special Issue)

Responsibilities of Members:

It is the responsibility of all members of the authority for the care, security and condition of all clothing (including turn out tunic and over trousers), footwear, head dress, protective eyewear, safety gloves, insignia, badges, rank epaulettes, service belts and other items, issued by the authority for the purpose and performance of members in their duty.

All SFESA PPE / Uniform will be identified and marked by the member it was issued to

Replacement of Lost / Stolen / Misused Issue:

- Irrespective of reason, replacement of any SFESA issue lost, stolen, misplaced or misused, will be for the care and cost of the member(s) for replacement, with the cost to be determined by the Executive.

Replacement of Worn Issue:

- Issue requiring replacement due to fair wear and tear, may be issued at the time the old issue is presented to your Station Commander.

Officers Notes:

All replacement of SFESA issue will require a written report from the member detailing the reasons for replacement to be forwarded to your duty OIC.

ALL Standard or Special issue will remain the property of the Authority and as such will be cared for in the appropriate and secure manner.

Failure to comply with standing order:

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Failure to comply with these procedures may result in disciplinary action, forfeiture of pay or any other measure deemed appropriate by the Executive of the Authority.



STANDING ORDER: NO. 5

MANDATORY REQUIREMENT OPERATIONAL STAFF MAINTENANCE OF SKILL & FITNESS LEVELS

Fire fighters:

All Operational fire fighters up and to the rank of Commander are required to undergo the following activities as prescribed by the Authority:

1. **Quarterly Staff Assessment:** to be undertaken no less than three times a financial year or as deemed appropriate by the Executive of the Authority.
To include one or all of the following components at each Assessment

- i. Theory testing
- ii. Practical Exercising / Scenario testing (including Emergency Medical Response)
- iii. Physical Aptitude testing

2. **Required Fitness Level (RFL) Operational Staff:**

All Operational Staff from the rank of Commander are required to undergo the Required Fitness Level (RFL) testing once in every financial year.

3. **Staff Appraisals:**

All Operational staff and including training and maintenance personnel will be appraised once in financial year in the following manner:

	Rank	Appraiser
1	Fire fighter to ASO	Duty OIC*
2	Duty OIC* (Station Officer)	Station Commander
3	Other Operational Dept ranks	Department Commander
4	Station / Department Commanders	OIC Operations – Assistant Commissioner
	* Duty OIC's holding the rank of Acting Station Commander or lower will assess the duty crews they are responsible for.	

Officers Notes:

It is a mandatory requirement for all operational staff to maintain their skill and fitness levels during their employment with the authority. The following standards will be met by all operational staff in regard to the above activities; As a requirement for your continued employment with authority and for a timely completion of this testing the RFL and quarterly assessments will not attract allowances whilst off duty.

Quarterly Assessments:

- Mandatory attendance at all assessments required
- Absence for whatever reason will result in the member recording a fail mark for that assessment being posted
- All members posting a fail mark in any scheduled assessment will be required to pass the subsequent and following assessment (may carry forward to the next financial year)
- Failures in successive scheduled Assessments will result in the appropriate action being taken by the Executive of the Authority.

Required Fitness Level (RFL):

- Mandatory attendance required
- Absence for whatever reason will result in the member recording a fail mark
- All members posting a fail mark will under the discretion and observance of the Executive may be required to undergo a subsequent RFL or face appropriate disciplinary action.

Appraisals:

- All officers of the SFESA when scheduled to: are required to undergo and or provide appraisals on staff within the fiscal year as requested by the Executive of the Authority.

Fitness for Duty:

- If appropriate the Commissioner may at any time call for any member(s) of the authority to undergo medical testing to certify the member(s) fitness for duty.
- Failure to undergo testing or to meet the required standard may lead to the termination of the member's employment

Failure to comply with standing order:

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Failure to comply with these procedures may result in disciplinary action, forfeiture of pay or any other measure deemed appropriate by the Executive of the Authority



STANDING ORDER: NO. 6

DAILY WORK ROUTINE ON ROSTERED DUTY

ALL Duty Crews on rostered duty will observe and carry out the following daily work routine under the guidance of the Duty OIC reporting to the Station Commander.

	Time	Activity	Notes
1	0800 hrs	Muster / handover parade	<p>OFF coming Duty OIC must brief ON coming OIC of activities overnight and</p> <ul style="list-style-type: none"> • Any breakages, defects or shortages of equipment used in an operation • Report operational capability or any mechanical issues with any vehicles including pump operation • Report any absence notified to OFF going shift during their duty and or any lateness by staff • Report any operational task required to be undertaken by ON coming shift requested by OIC Operations or Commissioner
2	0845 hrs	Vehicle checking and radio testing	Immediately after dismissed from H/O parade. To be completed as soon as possible for Operational Readiness
3	0900 hrs	Station Cleaning	As prescribed by Station Commander
4	0930 – 1200 hrs	Other station duties as organized Vehicle cleaning, running of vehicles, refueling vehicles where required. Checking of BA bottles	As prescribed by Station Officer
5	1300-1330	Lunch break	Where possible and appropriate
6	1330 – 1530	Afternoon activities incl	PT takes place twice a week. Also included

	hrs	PT and Joint Training	afternoon break where possible
7	1530 – 1545 hrs	Day shift final station clean and preparation for handover parade	Handover parade for shift change
8	1600 – 1615 hrs	Handover parade	<p>OFF coming Duty OIC must brief ON coming OIC of activities overnight and</p> <ul style="list-style-type: none"> • Any breakages, defects or shortages of equipment used in an operation • Report operational capability or any mechanical issues with any vehicles including pump operation • Report any absence notified to OFF going shift during their duty and or any lateness by staff • Report any operational task required to be undertaken by ON coming shift requested by OIC Operations or Commissioner
9	1615 hrs	Vehicle testing and radio checks	Immediately after handover parade, to be completed accurately and timely to ensure Operational Readiness
10.	1700 hrs	Other equipment checks.	<p>Check standby generator for operation and fuel, small engines – pump FESA 11 for fuel</p> <p>Hydraulic compressor for cutter and spreader gear for operation and fuel</p>
11.	1830 hrs	Any other tasks as set down by OIC Duty crew	Cleaning of station or vehicles
12.	1900 hrs	Running of Vehicles	<p>If required the OIC will determine if vehicles in the station require running due to little or no activity on response during the day shift.</p> <p>Vehicles will be run on the designated course as prescribed by the OIC Operations</p>
13.	2000 hrs	Dinner for shift crew	Where possible and appropriate
14.	2100 hrs	Evening training activity	To be facilitated by the OIC or designated staff member

15.	2200 hrs	Lock down station. REST	Station in lock down in preparation for any response, emergency or fire.
16.	0730 hrs	Station Cleaning	Night shift to clean station in preparation for hand over and shift change.
17.	08000 hrs	Handover Parade	Night shift to retire and Day shift coming on.
		REVERT TO NUMBER 1.	

Failure to comply with standing order:

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Failure to comply with these procedures may result in disciplinary action, forfeiture of pay or any other measure deemed appropriate by the Executive of the Authority



STANDING ORDER: NO. 8

Out of Service Emergency Response Vehicles.

Under Station Conditions

In the event Emergency Response vehicles should be non operational (out of service), members will notify the duty officer at the station where the vehicle is located. The Duty OIC will contact the Commander of Maintenance to inform him of the situation and also advise the Station Commander. It is the responsibility of the Station Commander to ensure the OIC completes a vehicle report detailing the events leading up to the breakdown with the fault or symptoms.

Based on the findings by the maintenance team the OIC Operations will be informed and a decision made on the status of the vehicle.

On Road break down

Normal Conditions & In Response to an Incident or Emergency

Should an Emergency Response vehicle suffer mechanical failure while in transit between stations or to a response, the Duty OIC or senior officer in the vehicle, will notify FIREBASE immediately.

During Day duty:

The Station Commander is to be informed and will notify the maintenance staff immediately. Arrangements for the immediate transfer of the crew to another response vehicle will be organized and where possible, the utilization of another duty crew (from any station(s).) to the initial and any other subsequent responses, if required will be made.

During Night Shift:

Fire Base will notify the OIC Operations or in his absence the deputized Control Officer. Under no circumstances are out of service vehicles to be left unattended. A member of the duty crew will remain with the vehicle until relieved by the maintenance staff.

Failure to comply with standing order:

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Failure to comply with these procedures may result in disciplinary action, forfeiture of pay or any other measure deemed appropriate by the Executive of the Authority



STANDING ORDER: NO. 9

Marks of Respect

All members of the Authority will visually show marks of respect when in the presence of Executive Officers of the SFESA, Senior Officers from other Fire Services, the Minister of Police, Prisons & Fire, Chairman and Board Directors and other Government Officials at a Ministerial level or any other persons as indicated by the Commissioner SFESA.

- **The Senior most officer present will salute and if required**
- **Call the room to attention and will remain standing until requested to sit**
- **No member of the authority will salute if not wearing head dress but will come to attention until passed by.**

Members of the authority when outside the station will extend common courtesy to members of the general public and exercise good behavior and manners irrespective of the situation at the time.

Failure to comply with standing order:

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Failure to comply with these procedures may result in disciplinary action, forfeiture of pay or any other measure deemed appropriate by the Executive of the Authority



STANDING ORDER: NO. 10

Refueling of all SFESA Vehicles (Response)

All SFESA Fire & Emergency Vehicles must be refueled at the designated fill up point for your station

All Emergency Response vehicles will be fuelled on Friday mornings well in advance of the morning change over parade. It is the responsibility of the OIC Duty crew (night shift) to ensure refueling takes place at this time. Station Commanders and OIC duty crews will observe days when public holiday in Samoa will be observed and the necessary arrangements made to refuel operational vehicles the day previous.

Vehicles used in continuous and lengthy operations will be refueled immediately time and circumstances permit.

The driver of each vehicle being refueled will ensure the correct details are logged and will return to the station with the log book. The driver of the last vehicle being refueled on the day will ensure the Station Fuel book is retrieved and returned to the Finance Section on completion of the task.

Details to be entered on refueling:

When any fire service vehicles are refueled and or spare can, the following information it to be entered into the **SFESA Fuel book** by the attending driver.

1. **Appliance / Vehicle by license plate.**
2. **Quantity of fuel per vehicle or Spare can**
3. **The cost per liter – Diesel / Petrol.**
4. **The total cost of fuel per vehicle or Spare can.**
5. **Signature of driver refueling vehicle.**

These details will then be relayed by the attending driver by radio to the station watch room for recording in the stations occurrence book. Each vehicle refueled will be identified to the watch room(s) by the vehicle call sign and the details from 1 to 4 relayed and recorded.

Failure to comply with standing order:

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Failure to comply with these procedures may result in disciplinary action, forfeiture of pay or any other measure deemed appropriate by the Executive of the Authority



STANDING ORDER: NO. 11

Station and Alarm Panel keys

Station Gate Key

It is the responsibility of the officer in charge of the shift, for the security of the station keys for the main vehicular entrance gate.

These keys are to be secured in the watch room at all times until required.

Alarm Panel, Booster Access, Dry Rise Access – Monitored Alarms

It is the responsibility of the shift duty officer to ensure the access keys for the above are secured in the watch room until required.

When used in a response to a monitored alarm, the on duty officer will be responsible for the transportation of the keys to the incident site and for their safe return to the watch room for securing.

Failure to comply with standing order:

Standing orders are written for the safety, health, management and discipline of all SFESA members, scheduled under the Sections within the Fire & Emergency Service Act 2007 and the SFESA Terms & Conditions 2009.

Failure to comply with these procedures may result in disciplinary action, forfeiture of pay or any other measure deemed appropriate by the Executive of the Authority



STANDING ORDER: NO. 11

Transportation of Personnel and Operation of Fire Service Vehicles

All Fire Service personnel driving or being transported in Fire Service vehicles on rostered duty or authority business, are to be dressed in the relevant SFESA uniform of the day. Appropriate head wear will be worn at all times by the driver.

All movements by vehicles including relocations must be advised to FIREBASE, including destination, persons in the vehicle. When leaving the vehicle without a portable radio, drivers will advise FIREBASE when alternate means of communications (ie cellular or land line) will be used/required.

All drivers operating SFESA assets including RESPONSE vehicles will ensure due care and safety of passengers and the travelling public is exercised at all times.

Only licensed and authorized drivers will operate SFESA vehicles and any other assets vested under the SFESA.

Failure to comply with standing order:

Standing orders are written for the safety, health, management and discipline of all SFESA members, scheduled under the Sections within the Fire & Emergency Service Act 2007 and the SFESA Terms & Conditions 2009.

Failure to comply with these procedures may result in disciplinary action, forfeiture of pay or any other measure deemed appropriate by the Executive of the Authority

