


Category	Health, Safety and Environment	Policy Number	SUP-HSE-102	 جامعة زايد ZAYED UNIVERSITY
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Responsible Office	CAFO	Policy Owner	CPDS	
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PROCEDURES

Emergency Response and Evacuation

A. Introduction

1. These procedures are intended to lay down protocols on both campuses for emergency response action and to identify responsibilities in anticipation of possible emergencies.
2. These procedures address the following concerns:
 - a) Establish the procedures for the evacuation of offices and buildings;
 - b) Establish the responsibilities of clearing the buildings, and awareness in order to minimize injuries in case of emergency;
 - c) Ensure proper procedures are followed in any emergency situation;
 - d) Ensure that all persons with disabilities, including staff, clients, and visitors, are assisted and accounted for during an evacuation;
 - e) Ensure the protection of university property and assets;
 - f) Stipulate personnel comprising the Emergency Response Team (ERT) in the buildings, including defining their duties and responsibilities.

B. Event Analysis and Event Classification

1. The Emergency Response Coordinator of the concerned campus must conduct a proper event-analysis to identify potential incident sequences in which failure or partial failure of safety controls and systems could occur.
 - a) Pre-Event Analysis
 - i) Develop steps to prevent any adverse impact on the well-being of personnel (like a major injury, illness, etc.);
 - ii) Classify incidents as major or minor;
 - iii) Identify situations of potentially catastrophic proportions involving fatalities, serious environmental damage, and emergency evacuation of the facility, long-term adverse effect, and consequences for the operation. (Catastrophic Crisis)
 - iv) Identify and decrease the time needed to detect and report events causing threats to the public's health;
 - v) Improve the accuracy of communication, and minimization of time for communication.
 - b) Event Analysis
 - i) Identify immediate causes, risk factors, and appropriate interventions for those affected by events.

- ii) Identify the time needed to provide countermeasures and guidance to those affected by events.
 - c) Post-Event Analysis
 - i) Identify the time needed to restore services and functionality of the facility to pre-event levels;
 - ii) Identify the requirement of long-term follow-up provided to those affected by the event;
 - iii) Identify the time needed to implement recommendations from incident and investigation reports;
 - iv) Identify the requirements for reporting and preparation of a proper incident and investigation report.
- 2. After the event analysis, the events can be classified into three levels, as follows:
 - a) Minor Event: Low to moderate risk to life, property or business operations;
 - b) Significant Event: Moderate to high risk to life, property, and operations;
 - c) Major Event: At this highest level, there is an imminent threat to life, property, and operations.

C. Emergency Response Priorities

1. Safety of lives is always the priority;
2. Report the incident;
3. Request medical assistance if necessary;
4. If the alarm rings, follow instructions/ evacuation procedures;
5. Once the building has been evacuated, do not return until the “All Clear” has been given by the responsible person/authority.

D. Standard Evacuation Sequence

1. The emergency evacuation alarm is to be verified by security and/or facilities team as real or false. Facilities or security staff will stop the alarm and assess the situation, and if the alarm is real, the system will be re-activated in order to trigger the Civil Defense response.
2. In the case of fire, smoke, toxic fumes or explosion, the nearest fire alarm is to be activated for the evacuation process to start. This will alert Zayed University staff and the Civil Defense to a possible emergency.
3. Fire wardens, ERT team, and other key operational personnel should be on alert to activate evacuation procedures.
4. Upon confirming true alarm/risk or threat, fire wardens and security personnel commence immediately evacuating students, staff, and faculty from the area to designated assembly points through the nearest emergency exits.
5. Trained fire wardens or security personnel may extinguish small fires where possible. Only trained personnel should use a fire extinguisher.
6. Security, Facilities and fire wardens will assist faculty, staff, and students to evacuate buildings in a safe and orderly manner, and to move all personnel to the designated assembly points.

7. Faculty are responsible for evacuating all students from their classrooms to the designated assembly areas.
8. Everyone must remain in the designated assembly areas until informed by the Emergency Response Coordinator or Security that the emergency is over and the buildings are safe to re-enter.

E. Emergency Management Plan

1. The Campus Physical Development and Services Department (CPDS) will maintain a comprehensive Emergency Management Plan which is considered as an essential guideline document and an integral part of the Emergency Planning Program to provide a safe and secure work environment.
2. This document has been prepared in view of possible emergency risks rendered to Zayed University premises at Abu Dhabi and Dubai Campuses, to ensure that proper procedures/actions are followed in any emergency or crisis.
3. This plan comprises of emergency preparedness, emergency action/response, and emergency communication of information, instructions, and guidelines. The resolution of this plan is to create the successful evacuation of the premises to a safe location in the event of an emergency alarm or other designated emergency. It also identifies the requirement of seeking external assistance such as the Civil Defense, Police, ambulatory services or any other appropriate emergency agencies. The plan discourses some general emergency situations that have been predicted in view of the Zayed University's Risk register but should not be considered as a definite list; it should be regarded as a broad guideline to deal with all sorts of crisis. The resolution of the plan is also to teach all personnel, students and visitors on the consequent steps needed to respond, communicate and manage a crisis.
4. This plan must be updated by CPDS on a timely basis to accommodate any recent developments in emergency preparedness. Moreover, this has to be tested through a fire drill on at least a yearly basis to maintain efficiency.

F. Responsibilities

1. The responsibilities of individuals during an emergency/evacuation are as follows:
 - a) Campus Physical Development and Services Department
 - i) Supervise emergency operations;
 - ii) Contact emergency services and key Zayed University personnel;
 - iii) Complete incident report.
2. Faculty (when in class)
 - a) Evacuate the students from their classroom and building in an orderly manner to the assembly area under the supervision of the fire warden;
 - b) If time permitting: switch off lights and non-essential utilities, clear loose paper/files, close windows, and doors;
 - c) Conduct a roll call in the assembly area to ensure all students have vacated the building;
 - d) Maintain order in the assembly area until the emergency is over and remain in the designated assembly areas until informed that the emergency is over, and the buildings can be re-entered.
3. Staff and Faculty (when not in class)

- a) Evacuate offices in an orderly manner and proceed to the assembly area under the supervision of the fire warden;
 - b) If time permitting: switch off lights and non-essential utilities, clear loose paper/files, close windows and doors;
 - c) Remain in the assembly area until the emergency is over;
 - d) Assist with controlling the students in the assembly area as required.
4. Students
- a) Evacuate classes in an orderly manner and proceed to the assembly areas under the supervision of faculty and the fire wardens;
 - b) Remain in the assembly areas in an orderly manner until notified the emergency is over.
5. Fire Wardens
- a) If the fire is in the assigned area of responsibility – go to the affected area and take control; extinguish a small fire if possible, or report a big fire;
 - b) Coordinate the evacuation from offices and classrooms in designated buildings;
 - c) Ensure that all persons have left the building safely;
 - d) Offer help to casualty and disabled people in your area;
 - e) Keep the Emergency Response Coordinator informed;
 - f) Assist with fire control where appropriate.
6. Security Personnel
- a) Help in the investigation of the alarm -- real or false -- and inform the Emergency Response Coordinator;
 - b) Secure the emergency area;
 - c) Assist in the evacuation of the building;
 - d) Security guards are to remain at the entrances to prevent people from entering the building;
 - e) Maintain access routes for use by the emergency services;
 - f) Assist with fire control where appropriate;
 - g) Assist with controlling evacuated personnel in the assembly areas.
7. Facilities Staff
- a) Respond immediately to an alarm, determining the source of the alarm and investigating the location;
 - b) Re-activate the alarm if the situation requires evacuation;
 - c) Attempt to put out and control a fire where appropriate;
 - d) Advise the Emergency Response Coordinator about the nature and seriousness of the emergency;
 - e) Secure the emergency area until Security arrives to take over this responsibility;
 - f) Assist the fire wardens in evacuating the buildings.

G. Training/Awareness Program

1. An awareness program will be conducted for the campus community during EHS induction. The plan will include a training session on the orderly evacuation of each building to a designated assembly area, and the responsibilities of key personnel.
2. In-house and external training sessions will be conducted by CPDS on emergency response, basic firefighting, and first aid in order to establish a competent Emergency Response Team.

3. Facilities staff and fire wardens will be given training in the use of the firefighting equipment on campus. Sessions will be conducted by a Civil Defense-approved external training agency.
4. A fire drill will be conducted on campus to test the efficiency of the emergency response planning and identify any shortfalls in preparedness.

H. Revision History

Date	Revision
11 February 2023	Administrative change: <ul style="list-style-type: none"> • Updated the information header and policy numbers to be in line with the new format. • Updated the policy number from SUP-CPDS-07 to SUP-HSE-102.
30 September 2020	Non-substantive change approved by the CAFO: <ul style="list-style-type: none"> • Added Internal Distribution
7 January 2020	Updated the policy number from ADM-CAM-10 to SUP-CPDS-07.
26 October 2017	Approved by the Vice-President.
1 October 2000	Procedures approved.