





كليات التقنية العليا
HIGHER COLLEGES OF TECHNOLOGY

Environment, Health and Safety Management System

Emergency Management Procedure


	EHSMS System Procedure	Doc. No.:	HCT/EHS/SP-006
	Emergency Management	Rev. No.:	3.0
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Revision History				
Revision No.	Revision Date	Description of Change	Pages Affected	Issued By
1.0	Feb/2018	Adding relevant terms & definitions	5	
1.0	Feb/2018	Adding the responsibilities of Emergency Management Team, Emergency Response Team, Health & Safety Specialist/ In-Charge, Departments' Heads and Employees	6,7&8	
1.0	Feb/2018	Replacing the Health & Safety Sr. Officer with Health & Safety Specialist/ in-Charge.	All	
1.0	Feb/2018	Adding emergency equipment	9&10	
1.0	Feb/2018	Classification of Emergency situation	10&11	
1.0	Feb/2018	Formation of emergency response team	12&13	
1.0	Feb/2018	Emergency notification	14	
2.0	Feb/2018	Revising emergency planning - section 5.2	9	
2.0	Feb/2018	Including facilities in the emergency management team	11	
3.0	Jan/2020	Factors for identifying of possible emergency situations were added	17&18	
3.0	Mar/2020	Pandemic Outbreak/Spillover	24	


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1. PURPOSE


This document provides guidance to minimize the effects of incidents to people, environment, property and business.

2. SCOPE

This procedure shall be followed by all HCT employees, contractors and visitors when an emergency situation arise.

3. TERMS AND DEFINITIONS

HCT	:	Higher Colleges of Technology.
CS	:	Central Services.
EHS	:	Environment, Health and Safety.
OSHAD	:	Abu Dhabi Occupational Safety & Health Center.
SRA	:	Sector Regulatory Authority.
ISO	:	International organization for standardization.
OHSAS	:	Occupational Health and Safety Assessment Series.
EMT	:	Emergency Management Team
ERT	:	Emergency Response Team
EHQ	:	Emergency Head Quarter
Emergency	:	Is an incident that can cause death, significant injuries to employees, to the surrounding community, or significant negative impacts on the environment.
Emergency Management Program	:	All the arrangements undertaken by the company in support of emergency management, including the organizational structure, budget, resources, procedures and documentation.
Emergency Response Plan	:	A document identifying all the activities to be undertaken by the organization from notification of an emergency incident, through incident stabilization, up to recovery from negative impacts of the incident.

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4. ROLES & RESPONSIBILITIES

4.1 Reporter/ Notifier

In all cases, when a person becomes aware of an emergency (or potential emergency), the following steps shall be taken:

- Immediately contact the immediate supervisor, security and/or Health and Safety Specialist/ In-Charge to convey details of the incident and/or declare an emergency situation.
- Provide assistance to injured personnel only when it is safe to do so. DO NOT attempt to move injured personnel unless their life is further threatened by site conditions.
- Meet with the Security Team Leader at an agreed location, to provide details which may be of assistance in response to the emergency.

4.2 EHS Unit


- Ensure the effective implementation of this procedure
- Ensure the availability of emergency response team in all HCT locations.
- Ensure emergency response team is appropriately trained and resources are available.
- Ensure the adequacy of CS & campuses emergency drill plan.

4.3 Emergency Management Team

- Involve in planning and conducting the annual emergency drills.
- Evaluate the severity, consequences and response requirements based on the initial information provided by the reporter.
- Report the emergency (if required) to the head of emergency management team and members.
- Activate the Emergency Response team and communicate with them (as required)
- Assist and provide the required support in case of emergency
- Request for assistance (if necessary)
- Liaise with the concerned authorities (civil defense, police, ambulance, etc.).
- Participate in the emergency investigation and reporting.

4.4 Emergency Response Team

- Participates in training sessions and planned mock drills.
- Acquire and retain a thorough knowledge of the assigned area.

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- Escalate the emergency situation to emergency management team.
- Evaluate the scene and communicate to emergency management team.
- Activate the alarm (as required).
- Restrict access to the incident scene and surrounding area (if required).
- Take any other steps necessary to minimize any threat to health and safety
- Request for assistance (if necessary).
- Determine the emergency type and oversees evacuation until arrival of Emergency Services.
- Ensure safe evacuation.
- Investigate all emergencies.

4.5 Health and Safety Specialist / In-Charge


- Monitor the implementation of this procedure.
- Lead the planning and conducting of EHS emergency drills.
- Report the emergency drills and identify the shortfalls with the corrective actions.
- Ensure the provision of spill containment i.e. spill control facilities are provided at storage areas for hazardous substances.
- Ensure that warning signs such as “No Smoking”, “Restricted Entry” and other pictorial displays are put up appropriately to warn personnel of hazards and danger.
- Ensure the testing of alarm devices and inspection of the fire extinguishers, spill containment facilities and other emergency equipment, and ensure it is serviced regularly.

4.6 EHS Committee – Campus Level

- Ensure that the emergency management procedure is communicated to all concerned.
- Review and approve the campus annual emergency drill plan and provide the required resources for effective implementation.
- Ensure that EHS emergency drills are conducted and reported.
- Ensure that all employees are capable of undertaking roles and responsibilities assigned within this procedure.

4.7 Department Heads

- Provide their input for any potential emergency scenario.
- Participate in the planned emergency drills.

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- Ensure the availability of nominated emergency response team from their departments.
- Ensure that the nominated emergency response team attends all relevant trainings and drills (as planned).
- Ensure the availability of warning signage and other pictorial displays are put up appropriately to warn personnel of hazards and danger in their areas.
- Ensure pro-active approach for risk management (i.e. competency of personnel, preventive maintenance of equipment's as per the manufacturer and relevant legal requirements, etc.).


4.8 Employees

- Works in a safe manner and report any unsafe act and condition.
- Report any emergency to the emergency response team.
- Activate the alarm (as required).
- Report any disturbance to normal working hours to emergency management team.

5. PROCEDURE

5.1 Training and Competency

- EHS Unit shall ensure that all employees are capable of undertaking roles and responsibilities assigned within this procedure.
- HCT employees should receive the training and information necessary to recognize, report and respond to emergencies in the campus.
- As part of the induction process, HCT should inform to all new joiners about the hazards and associated risks to which they may be exposed and review those aspects of the emergency management procedures necessary for self-preservation and assistance in the event of an emergency, and shall content as minimum:
 - ❖ Know how to raise the alarm.
 - ❖ Know how to notify an emergency.
 - ❖ Know the correct evacuation procedures for the premises.
 - ❖ Know where the assembly points are.
 - ❖ Are aware of the contents of the Risk Assessment.
- Ensure that all guests/visitors to the premises are aware of the actions to take in the event of an emergency.
- Use of Personal Protective Equipment (PPE).

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- Drills and exercises shall be conducted and refresher training shall be provided at appropriate intervals to ensure that all employees can execute their roles and responsibilities in case of an emergency.
- Retraining shall be conducted when procedures are updated / revised or following an emergency event.

5.2 Emergency Planning


The potential for emergencies and disasters at CS/Campuses and their associated costs can be devastating in terms of personnel casualties, business interruption, loss of capital investment, etc. These events cannot be avoided but CS/Campuses can reduce their impact by developing prevention measures and emergency response plans. The emergency response plan will address immediate concerns within the CS/Campuses operation, interface and interested parties, as required, with emergency response procedures requested by the client or regulatory agencies.

The EHS committee - campus level shall ensure that all emergency situations else than the ones identified in section 5.13.3 (Possible Emergency Situations and emergency protocols) are within control, by:

- Establishing and maintaining appropriate prevention and response plans for all foreseeable emergencies.
- Identifying the source and nature of emergencies and propose effective controls to prevent its occurrence.
- Obtaining sufficient resources (e.g. financial, technological or human resources) to put in place effective control measures.
- Taking into account all personnel working at each campus, during emergency situation, by keeping an up-to-date register of personnel's movement.
- Share the foreseeable emergencies with EHS unit to ensure adequacy and consistency in identifying and managing emergency situations.

The following safety items shall be provided in sufficient quantities and maintained periodically to ensure working condition when in demand.

- Public address system and/or other communication network.
- Portable fire extinguishers.
- First aid kits.
- Personnel Protection Equipment
- Other Equipment or machine such as generators, emergency lights etc.

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5.3 Inspection & Maintenance of Emergency Equipment

Health and Safety Specialist/ In-Charge shall ensure that appropriate emergency equipment is provided, deployed and easily accessible in the required areas.

Emergency equipment shall cover all, but not limited to, the following:


- Emergency Lights.
- Smoke/ Heat detection system.
- Fire Alarms.
- Fire Sounders / Paging system
- Fire Extinguishers.
- Fire Hose reels.
- First Aid Kit.
- Backup system (such as generator, batteries, etc)

Health and Safety Specialist/ In-Charge shall ensure that all emergency equipment is in good operational condition and fire extinguishers are easily accessible in the event of emergency.

5.4 Classification of Emergency Situations

Four levels of emergencies have been defined within HCT. The description, features and key stakeholders to attend each level of emergencies, are generally described below;

Level	Code	Description	Features	Examples	Response Team(s) Key stakeholders	Communication - Immediate Notification
0	Green	Minor Incident unlikely to escalate	Not significant affection	<ul style="list-style-type: none"> ▪ Minor chemical leak ▪ First aid level near miss. 	<ul style="list-style-type: none"> ▪ First Aid/Nurse ▪ Dispatchers /Housekeeping 	<ul style="list-style-type: none"> ▪ EHS Specialist/In-charge ▪ Area In-charge
1	Yellow	<ul style="list-style-type: none"> ▪ Minor incident that could escalate ▪ Incident require further support 	Emergency located in one place.	<ul style="list-style-type: none"> ▪ Serious injury ▪ Fire ▪ Gas leak ▪ Hazardous material spill 	<ul style="list-style-type: none"> ▪ ERT ▪ First Aid Team ▪ External Support 	<ul style="list-style-type: none"> ▪ EMT ▪ EHS Specialist/In-charge ▪ Area In-Charge ▪ Supervisor Student Services (if student is affected by the incident)

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						<ul style="list-style-type: none"> ▪ Head of Campus/ Campus Director
2	Orange / Amber	Serious Incident that might escalate and require restricted areas to be evacuated of non-essential personnel – alarm will be activated	Emergency may affect all campus or neighbors	<ul style="list-style-type: none"> ▪ Serious fire ▪ Major explosion ▪ Major oil leak ▪ Major gas leak 	<ul style="list-style-type: none"> ▪ ERT ▪ First Aid Team ▪ External Support 	<ul style="list-style-type: none"> ▪ EMT ▪ EHS Specialist/In-charge ▪ Area In-Charge ▪ Supervisor Student Services ▪ Head of Campus ▪ Campus Director Office.
3	Red	Serious incident likely calling for site evacuation	Force majeure, need to evacuate all the campus External support	<ul style="list-style-type: none"> ▪ Multiple casualties ▪ Bomb threat 	<ul style="list-style-type: none"> ▪ ERT ▪ First Aid Team ▪ External Support 	<ul style="list-style-type: none"> ▪ EMT ▪ EHS Specialist/In-charge ▪ Area In-Charge ▪ Supervisor Student Services ▪ Head of Campus ▪ Campus Director Office. ▪ Central Services

Civil authorities requested to respond to an emergency, shall report to and follow the directions of the Campus Director / Head of Campus Support.


5.5 Emergency Response

Emergency response involves the development of specific plan, which details actions to be taken by trained personnel during an emergency in an effort to efficiently control it and minimize its negative impact on personnel, the environment or property at CS/Campus. This type of planning also extended towards developing emergency control strategies and instituting training and drills for all personnel.

5.6 Emergency Management Team

The aim of this team is regrouping of competences facing the emergencies and working for the return to the normal situation.

The EHS committee campus level fixes the composition of the Emergency Management Team (EMT). A standard composition could be as follows:

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- Head of Campus Support
- Health and Safety Specialist/ In-Charge
- Facilities and other Department Representatives

5.7 Forming Emergency Response Team (ERT)

Emergency response team is responsible for the initial response to manage emergency, personnel evacuations, internal rescue operations, medical assistance and incident containment. The EHS committee - campus level should appoint the ERT as follow:

5.7.1 Emergency Coordinator

Emergency Coordinator is the primary director of emergency response team with overall responsibility for emergency response phase. The Emergency Coordinator shall coordinate emergency response activities and assesses situation and escalate emergency. The Emergency coordinator is the primary liaison with external authorities and the primary responsible for establishing Emergency Headquarter. He/ She shall notify the event to the Head of Campus Services and/ or Campus Director, assigning responsibilities, appointment of an incident investigation team and endorsement of an action plan and closeout of actions.

5.7.2 Emergency Head Quarter (EHQ)


The EHQ is a designated area near the site of the emergency but located in a safe distance from the emergency site. In case of emergency. The Emergency coordinator will activate an EHQ based upon his assessment of the situation that will have been brought to his attention (mostly it is the security control room). The EMT/ ERT will meet to coordinate response and recovery actions and resources, this group shall coordinate the information and resources necessary to attend the emergency.

As soon as the Emergency Cell is triggered, all the concerned people shall assemble and discuss the emergency action plan, at the office of Campus Services Head (Main location). If the situation is such that the main location cannot be used, the alternate location is Health and Safety Specialist/ In-Charge office.

5.7.3 Facility In-Charge

In the event of emergency the facility In-Charge shall;

- Proceed to the EHQ along with the Security Supervisor.
- Asses the information received about the emergency and order an evacuation if the safety and lives are threatened.
- Updating the emergency coordinator.
- Notify Head of Campus Services and Campus Director that an evacuation has been initiated.

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- Remain at the security control room for reports from the fire wardens and make notes of any discrepancies, location of individuals with determination waiting for assistance or people left behind.
- Provide updated information, status of emergency to the Head of Campus Services and/ or Campus Director as needed.
- Direct full or partial re-entry based upon the situation and approval of civil defense in-charge/ emergency coordinator.
- Ensure the availability of adequate amount of water bottles in the assembly points and immediate areas of first aid kits.

5.7.4 Chief Fire Marshal/ Warden

- Liaise with all fire wardens.
- Ensure that all floors are checked and 'ALL CLEAR' is given.
- Communicate with the EHQ.
- Provide support to all fire wardens.

5.7.5 Fire Marshals/ Wardens


In the event of emergency the fire Marshals/ Wardens shall;

- Swipe the floors
- Ensure everyone have evacuated from the building to the nearest assembly point
- Assist visitors, special needs students and staff to the fire exit ways
- Report to Fire wardens team leader on any injuries or support required
- More attentive to any external fire or hazards would affect the safe evacuation
- Act as a support to other fire wardens (as needed).

5.7.6 Assembly Point Coordinator

During a fire evacuation, whether real or a practice, Assembly Point Coordinators shall;

- Take charge of a designated Assembly Point and receive personnel and situation reports from the security room.
- Make sure that the evacuated people stand in line.
- Conduct a head count when everyone has assembled in an orderly manner.
- Inform EHQ if a missing person is assumed to be in the building.
- Ensure that the civil defense In-Charge/ Emergency Coordinator, gives all buildings/ Zones the

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“ALL CLEAR” instruction before people re-enter the building.

5.7.7 First Aider

EHS committee campus level shall ensure the availability of first aid resources appropriate for first aid support to manage injuries and/or illnesses that are reasonably practicable to occur in the campus.

The First Aider roles and responsibilities, competences and other requirements are explained and managed in the CoP first aid and medical emergency treatment, according to the HCT’s EHS operational procedure – First Aid and Medical Emergency Treatment. However, at the time of drill/emergency it shall include the following;

- Ensure a fully stocked first aid kit is taken to the designated assembly point.
- Once reached the assembly point, ensure that the physical and mental wellbeing of the assembled personnel. If anyone has been injured or feels unwell, carry out the first aid and seek medical assistance.

5.8 Communication

The following means of communication are available within each campus to facilitate the communication in case of emergency:

- Mobile phones.
- Internal and external telephones.
- Intercom Systems.
- Portable multi-channel radios.
- Paging system if available

All personnel should be trained in the appropriate use of each communications system available at their location. The notification of any emergency situation that required stay in alter or evacuate.


Health and Safety Specialist/ In-Charge should maintain an up-to-date list of contacts with key telephone numbers.

5.8.1 Notification

Every second of an incident is crucial and an early notification of any emergency is helpful, as it would assist in early control of the incident and management of the affected area.

All HCT employees are encouraged to immediately report any incident to the following teams:

1. Security
2. Emergency Number
3. Health and Safety

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It is the HCT policy that the senior management shall be informed of any Crisis situation that may arise.

The Health and Safety Unit should prepare accident/incident investigation report as per the system procedure “Incident reporting and investigation” and share it with EHS committee - campus level. The root causes of the incident and the lessons learnt should be shared with other campuses and discussed in the Management Review Meeting.

Procedure for notification and raising of alarms (including the list of names and contact numbers of college personnel, relevant authorities and emergency services) shall be available in each campus according to the emergency contact directory and authorities and emergency services directory.

Communication lines through telephones and mobile phones shall be accessible, readily usable and maintained in the campus to facilitate proper communication with relevant authorities.

5.9 Evacuation

The purpose of an evacuation is to save lives in the event of a serious emergency.

Evacuation plans should be prepared for each Campus. The plan should designate personnel roles and responsibilities, and designate emergency routes and assembly areas. Evacuation routes should be posted with signboards throughout the campus. Emergency lighting must be provided to illuminate the evacuation routes.


Personnel with evacuation responsibilities (area fire wardens) must assign an alternate area warden and provide assistance as needed to ensure safe and speedy evacuation of their area. Each employee should be assigned a specific assembly area to which he or she must proceed. The assembly points are located strategically close to work areas, but at safe distances from potential disaster areas to provide adequate protection. The evacuation drill shall be practiced at least annually.

5.9.1 Assembly Point

Assembly points, are determined or adjusted in CS and each campus based on the following criteria;

- Located in open areas and away from buildings
- Easily and safely accessible.
- Large enough to accommodate all.
- Located away from power lines, poles, trees, gas lines, and vehicles
- Accessible to emergency medical personnel, taking care of don't obstruct firefighters' access routes or block fire protection equipment such as hydrants or pumper connections

Adjustments may be warranted due to differences in height, size and occupancy of each campus. The final determinations on the assembly points are made by the Head of Campus service in consultation with Health and Safety Specialist/ In-Charge.

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5.10 Media Relation

In case of an emergency, employees do not speak to the media. HCT senior management will direct all information requests by the media.

5.11 Periodic Review and Revision to Response Plan

After each Level 2 or 3 Emergency, and at least annually, the Health and Safety Specialist/ In-Charge, will review the plan adequacy and recommend revisions if appropriate.

It is also highly recommended that a test alert drill to be practiced at the campus level to ensure alertness of ERT teams at campus and this to be done in conjunction with the EMT prior approvals.

5.12 Emergency Reporting Procedures for all Incidents

All emergency response actions are to be completed using the ERT of HCT with support from outside (Civil Defense) services if necessary. The Health and Safety Specialist/ In-Charge will maintain responsibility for directing the emergency response actions.

Health and Safety Specialist/ In-Charge, must ensure that all people working within the campus, understand fully the requirements of the emergency response plan.

During any Emergencies, telephones must NOT be used for any purpose other than in conjunction with the Emergency.

Personnel with specific roles and responsibilities in the emergency response plan, must nominate an alternate to assume duties during their absence or leave.

In the event of a General Alarm being declared, it is essential that all personnel report to their assigned assembly points.

All personnel have to listen to Public Address announcements in order to know the type of emergency, area affected and the messages for their own safety.


All people performing activities within the campus, must stop all work, secure the job site, and move to the assembly point or safe place.

All Radio, Telephone, and Fax operations must be reserved for priority communications.

5.12.1 Emergencies within the Campus:

The person discovering the emergency within the campus must:

- Activate the alarm, if available.
- Immediately notify the EMT to assign the emergency level and direct emergency operations.
- Provide a concise incident report consisting of the following information:
 - ❖ Incident type (fire, explosion, medical emergency, chemical spill, etc.)

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- ❖ Incident location.
- ❖ Persons injured or affected (number, location, type of injury/impact).
- ❖ His name, location, means of communication (phone number he is calling from, radio channel, pager number, etc.).

For all incidents involving potential release of hazardous materials, follow the Safety Data Sheet (SDS) information during the emergency response actions.

5.13 Procedures for Identified Emergencies

5.13.1 Evacuation Plan

Evacuation route maps shall be available and posted in each campus. The following information is marked on each evacuation maps:


- Emergency exits.
- Primary and secondary evacuation routes.
- Locations of fire extinguishers.
- Assembly points.

Each person that is inside of the campus, should be familiarized with the evacuation routes posted in all the campus. If an evacuation order is issued or if it were necessary to evacuate due to an emergency, fully cooperate with Emergency Response Team and:

- Take only keys, wallets and essential belongings with you.
- Leave the building immediately.
- Do not investigate the source of the emergency.
- Walk, don't run, to the nearest exit.
- Use stairs, not elevators.
- Assist people with special needs.
- As you make your way out, encourage those you encounter to exit as well.
- Follow instructions from the Emergency Response Team or other identified emergency personnel.
- Wait for instructions before returning to your building after an evacuation

5.13.2 Testing the Evacuation Plan

Evacuation plan shall be tested minimum once in a year by conducting evacuation drills. Records of this activity shall be retained as a documented information. When the planned results are not achieved, suitable corrective actions shall be identified and implemented.

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5.13.3 Possible Emergency Situations and emergency protocols

During the identification of possible emergency situations in HCT the following factors were taken into consideration:

- 1- Legal and other Requirements
- 2- The results of risk management activities
- 3- HCT previous incidents
- 4- Emergency situations that have occurred in other educational institutes

Taking into account the normal operations and the abnormal conditions, the risk based identification of possible emergency situations was categorized as follows:

5.13.3.1 General Fire and Explosion Plan

A specific fire evacuation plan shall be prepared and communicated to all employees.

Initial Actions:


- Upon discovery of fire, assess if the fire can be extinguished without assistance. If deemed controllable and safe to do so, use available fire extinguishers or other equipment in accordance with training.
- If assistance is required, the person discovering the fire should immediately sound an alarm or report the emergency to the Emergency Management Team using the nearest means of reporting.
- Give a concise report stating: nature of emergency and type of fire/explosion, the exact location, and your name.

Fire prevention:

To prevent the presence of incipient fires, all people who have access to workplaces shall:

- Unplug all non-essential machines, including coffee machines, when the campus will be closed i.e. nights, weekends, and turn off fans, heaters, etc.
- Store flammable substances in safe areas.
- Inspect buildings and storage areas for potential fire hazards.
- Inspect fire extinguishers and other fire equipment.
- Train staff, so everyone would be familiar with procedures for fire and other emergencies.
- Conduct at least one time per year, fire emergency drills.
- Don't smoke within the campus.

In case of fire:

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Upon occurrence of fire, employees and students are required to follow the following steps:

- On hearing the Alarm, leave all work; be ready to move.
- Do not take time to collect your personal belongings. Leave them behind and move towards the nearest exit in the orderly manner.
- While moving, stay calm. DO NOT RUN!
- DO NOT USE ELEVATOR! Use only staircase.
- Hold on to the handrail if possible while getting down. DO NOT Hurry or push the people!
- Keep the conversation to the minimum to detour rumors and panic while getting down the stairs.
- Do not use the mobile phone!
- Proceed to the Assembly Point situated outside the building and stay there until you receive the further orders.
- DO NOT SMOKE in the assembly area.
- Maintain silence.
- DO NOT return to your work for any reason once the evacuation has begun.
- DO NOT Return to office or leave the assembly area until you receive the final instructions from the Fire Wardens to do so.

All Clear:


- The Emergency Management Team and campus Director or the Head of Campus Support are the only authorized people to declare an “all clear.” After ensuring that all emergency response teams are cleared and the building is safe to be occupied.

Remedial Actions:

- Immediately after a fire incident that included partial or major damage to property Facilities and authorized shall enter the building to assess the level of damage and area will be controlled by an assigned security personal.
- Remedial Actions, such as removal of debris, clearing of water, repair of any damages, and other internal actions, shall be the responsibility of Facilities Department under the directive of Head of Campus.

5.13.3.2 Chemical spillage

Chemical spills can result in a variety of hazards including fire, inhalation of hazardous fumes, and contact with hazardous liquids. The Health and Safety Specialist/ In-Charge, shall ensure an up-to-date list of all hazardous chemicals on the campus, complete with precautions, personal protective

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equipment requirements, and spill handling instructions.

- For minor spills, clean the spills/leaks with absorbent materials and put the contaminated materials in hazardous waste bin.
- For major spills, call ERT and report immediately the matter to Emergency Management team.
- Identify the type of chemical/oil spilled in the area and determine the source of spills/leaks.
- Use appropriate personnel protective equipment while handling spilled chemicals/oils.
- Stop the source of leaks/spills.
- Cover or dike drains to keep spilled chemicals out of the water supply/ sewer lines etc.
- Remove or block-off reactive materials in the area/floor.
- Contain the spill/leaks with the techniques that best fit to the situation.
- Place empty container under leak.
- Tie-up the pipe/hose where a chemical comes out (if any) and replace it.
- Put the leaking container in a recovery or the other container.
- Rotate or shift the container to position that stops the leak.
- Use appropriate absorbent materials to remove the spills/leaks.
- Limit the spill/leak to a small area as possible.
- Contain the spill chemicals in salvage drum.
- Remove the contaminated clothing & dispose them accordingly and take shower.
- Decontaminate any tools used in hazardous materials.
- ERT shall ensure that appropriate PPE (Personal Protective Equipment) are used when handling chemical/ oil spills.

5.13.3.3 Severe personal injury

A Medical Emergency is an injury or illness of one or more employees, student or contractor that poses an immediate threat to the person's health or life and requires first aid or help from a doctor or hospital.

- Stay Calm
- Call immediately to Campus Nurse/ Security and explain the type of emergency, the location, condition, and number of victims, if any.
- Let to know of any safety hazards - chemical spill, fire, fumes, etc.

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- Do not move the victims unless there is danger of further injury if he/she is not moved.
- Provide immediate relief through first aid only if you have been trained.
- Do not leave the injured persons except to summon help.
- Comfort the victims until emergency medical services arrive.
- Stop the work in the affected area if required.
- If the Medical Staff arrives and the casualty is not showing vital signs, the body may not be moved until the doctor and police arrive.
- If the casualty is in a position that is in imminent danger, the body may be moved to a safe area.
- The person who discovered the casualty must remain on site to provide a statement to the police. This also applies to cases where a casualty dies during transit to the clinic or in route to the hospital.
- If an injured employee is being transported to the hospital, the hospital should be notified of the incident and the extent of the injuries to properly prepare for their arrival.

Note:

- All fatalities require notification of police. The scene of the incident should not be disturbed until the investigation by police is completed.

5.13.3.4 Stuck in Elevators


If a someone got stuck in the elevator,

- Call Security Supervisor and/or emergency number and give, at least, the following information:
 - ❖ Your name.
 - ❖ Location of the incident (be as specific as possible).
 - ❖ Elevator number (if possible)
 - ❖ Number of persons who may be inside.
- Based on that information ERT facilities and maintenance team shall be informed to dispatch at the location with the nurse.

5.13.3.5 Hostile Intruder/Active Shooter

If a hostile intruder/active shooter is INSIDE the campus

- Call Security Supervisor and/or emergency number and give, at least, the following information:
 - ❖ Your name.
 - ❖ Location of the incident (be as specific as possible).

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- ❖ Number of shooters (if known).
 - ❖ Identification or description of shooter.
 - ❖ Number of persons who may be involved.
 - ❖ Your location.
- Go to the nearest room, office or the nearest closed area.
 - Close and lock the door and block it (try barricading the door with desks and chairs).
 - Cover the door windows.
 - Keep quiet and act as if no one is in the room (silence cell phones)
 - DO NOT answer the door.
 - Stay in place (calls from unfamiliar voices to come out may be the attacker attempting to lure you).
 - Do not respond to any voice commands until you are sure that they come from a Police Officer or any familiar voice.

5.13.3.6 Utility Failure and Natural Disaster

5.13.3.5.1 Utility Failures


These may include electrical outages, plumbing failure/flooding, gas leaks, steam line breaks, ventilation problems, elevator failures, etc. In the event of a utility failure:

- Remain calm.
- Immediately notify to Emergency Number or Security Personal,
- Unplug all electrical equipment (including computers) and turn off light switches.
- Use a flashlight: Do not light candles or use other kinds of flames for lighting.

5.13.3.5.2 Floods

Minor or area flooding could occur as a result of a water main break, loss of power to sump pumps, or major rainstorms. For imminent or actual flooding, and only if you can safely do so:

- Secure vital equipment, records, and other important papers.
- If present in your area, report all hazardous materials.
- Shut off all electrical equipment.
- Do not attempt to drive or walk through flooded areas.
- Wait for further instructions on immediate action.
- If the place shall be evacuated, follow the instructions of Evacuation Leader.

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- Do not return back, if you have been evacuated by flooding until you have been instructed to do so.
- If you are assisting with flood clean-up, report immediately if any chemicals suspected of mixing with flood waters.

5.13.3.5.3 Water Storage Tank Failure

A rupture of a water tank may cause severe flooding and electrical shorting. If a water tank ruptures, the personnel discovering the rupture must notify to Emergency Management Team or Head of campus services immediately.

The campus may request an immediate site shutdown. Once water is pumped out, the campus may resume activities after. The effective tank shall be isolated immediately including inlet and outlet of the tank.

5.13.3.5.4 Building Failure

Head of campus services must notify to Campus Director of the emergency and direct the response as a full-scale alert. If the Head of Campus Services is unavailable, Campus Director may assume control.

If a structure discovered to be unsafe must be immediately evacuated. Facility in consultation Health and Safety Specialist/ In-Charge shall cordon off the area until the structure is made safe or demolished.


5.13.3.5.5 Injury from Fighting

If an employee receives life-threatening wounds from a violent dispute, the Emergency Response Team shall notify the campus nurse. The nurse will arrange for transportation to a hospital (if required). A member of HCT Security will travel to the hospital with the injured party. All witnesses must remain on site to provide statements to the police.

5.13.3.5.6 Earthquake

- Keep calm.
- If you are near glass door, window etc. immediately rush away.
- Get under your workstation.
- Do not shout! or create Panic!
- Once the earthquake is over, get out from the work station.
- If evacuation is ordered, evacuate through staircase.

If an earthquake occurs, the Health and Safety Specialist/ In-Charge will determine if an evacuation is appropriate, if the evacuation is necessary, he/ she will initiate the evacuation procedure.

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5.13.3.5.7 Bomb Threat

All threats received shall be considered authentic, regardless of the method of delivering the threat. ALL threats require immediate evacuation of the plant and notification of Civil Defense.

Remain Calm. Notify civil authorities or of the threat and call for an evacuation of the facility and neighboring.

Remain at the security post until the police have completed the interview.

If the threats are received by telephone, try to pretend you are having difficulty hearing the caller to keep them on the line as long as possible. Gather as much information as you can and document this information on the checklist.

5.13.5.8 Pandemic Outbreak/Spillover

Pandemics outbreaks or spillovers are significant emergencies due to its severity, international impacts and outbreak conditions, which can affect all aspects of daily activities and operations.

Upon the activation of a Pandemic situation, the HCT Pandemic Prevention and Mitigation Procedure shall be activated for immediate implementation and compliance.

5.14 Handling Post Emergency Situations

Once the emergency situation is over, an investigation may be ordered except for earthquake. The Investigation shall be carried out as per the incident investigation and reporting procedure and when required risk assessments and emergency evacuation plan etc. shall be revisited.


Necessary notifications/reports etc. shall be reported to the concerned SRA/ regulator (if applicable) and other authorities as per "Performance monitoring and reporting procedure".

5.15 Disaster Recovery

There three phases of Disaster Recovery are Response, Recovery and Rehabilitation.

5.15.1 Response Phase

- Assess the situation.
- Notify and assemble the necessary personnel.
- Establish a "command post".
- Procure and assemble the necessary supplies and personnel.
- Establish security measures.
- Get clearance to enter the building.
- Eliminate the hazards.

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- Stabilize the environment.
- Make a detailed assessment of the damage.
- Develop a detailed plan of action.
- Brief all assembled personnel.

5.15.2 The Salvage Phase

- Pack and remove affected materials, people or animals.
- Stabilize the materials, buildings, people, animals or any other element harmed.
- Dry materials:


5.15.3 The Rehabilitation Phase

Perform rehabilitation as needed, through activities such as:

- Smoke removal and deodorization.
- Fumigation.
- Reprocessing and copying photographic media.
- Cleaning, and copying magnetic media.
- Rehousing.
- Cleaning.
- Repair and/or rebinding.
- Relabeling, plating, marking.
- Adequate final disposition for the waste produced during the emergency.

6. FORMS

- Annual Drill Plan.
- Emergency Drill Report.
- Classrooms Evacuation Card
- Assembly point Card
- Fire Warden Card

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7. REFERENCES

- OSHAD SF - Element 6 – Emergency Management, Version 3.1.
- OHSAS 18001:2007 – Occupational Health & Safety Management Systems – Requirements.
- ISO 14001:2015- Environmental Management Systems – Requirements.