




EMERGENCY RESPONSE PLAN

MOHAMED BIN ZAYED UNIVERSITY OF
ARTIFICIAL INTELLIGENCE

REF NO : MBZUAI-GS-EHS-ERP-001

REVISION 2.1

APPROVAL

	Name	Designation	Date	Signature
Prepared by:	Swaroop Vijayan	EHS Officer	15.12.2023	
Reviewed by:	Hasan Albishr	Director of General Services	14.12.2023	
Approved by:	Ian Mathews	Vice President Corporate Services	20.12.2023	

REVISION

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SECTION - A

EMERGENCY PREPAREDNESS

1. INTRODUCTION

1.1 Statement of Intent

The **Mohamed Bin Zayed University of Artificial intelligence (MBZUAI)** must be prepared to respond to any emergency that may affect our people, property, and/or environment. The **University Emergency Response Plan (ERP)** supports the health, safety, and security of the University community, and aims to minimize disruption to those affected by a university emergency.

The **ERP** defines when University management is alerted and mobilized to provide support and direction to manage a university emergency. The **ERP** outlines the emergency arrangements and details the activities required. It covers the roles, responsibilities, strategies, and arrangements as well as the emergency management framework and response levels.

The **ERP** is based on the emergency lifecycle:

- **Prevention** - take actions to reduce or eliminate the likelihood or effects of an incident.
- **Preparedness** - take steps before an emergency to ensure effective response and recovery such as training and simulations.
- **Response** - contain, control, or minimize the impacts of an incident.
- **Recovery** - take steps to minimize disruption and recovery times.

MBZUAI Management takes its emergency management duties seriously. For this reason, this ERP has been formulated to assist in complying with the following regulatory requirements:

- Ministerial Order No 32 of 1982
- UAE Fire and Life Safety Code Sep - 2018
- Commission of Academic Accreditation, MOE Dec - 2019
- OSHAD SF CoP 6.0 Emergency Management Requirements - 2012
- OSHAD SF CoP 7.0 Fire Prevention Planning and Control – 2012

1.1 Purpose and Scope

The University Emergency Response Plan (**ERP**) is a comprehensive document created to assist in the University's preparedness for, and response to, emergencies. The **ERP** is flexible enough to apply to any type of incident, emergency, or crisis that could potentially impact the University, across all its campuses and locations. It clearly outlines the procedures required to ensure effective emergency management and defines the roles and responsibilities of those involved.

The **ERP** is designed to effectively coordinate the use of university and community resources to protect life and property immediately following a major emergency on the MBZUAI campus and to aid by integrating an incident control system structure with off-campus communities or entities.

The **ERP** guides prevention, preparedness, response, and recovery action. It applies to a broad range of all hazardous incidents. This plan and related policies apply to everyone associated with the MBZUAI university and all property owned and operated by the MBZUAI university.

1.2 Framework and Response Level's

The University's overall emergency framework acknowledges the reliance on infrastructure, people, and process. The design and maintenance of university infrastructure are paired with a range of operational procedures that need to work together to enable an effective response to emergencies. The emergency management framework uses a three-tier system to define the level of university response.

Level 1: Incidents that can be managed using local resources.

Level 2: Emergency events that become more serious and require management coordination to address wider implications.

Level 3: Crises are abnormal or unstable situations that threaten the University's strategic objectives, reputation, or viability.

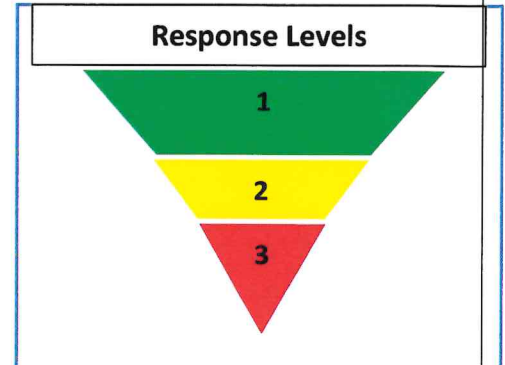


Figure 1: Emergency Response level

1.3 Risk level and Priority of Communication

The security officers are the first responders and they need to contact the management as per the below hierarchy in case of any emergencies. The security supervisor should be at the site in case of emergencies. The EHS officers and senior management team need to be present according to the level of risk.

Risk Level & Communication				
Risk Level	EHS Officer	FM Coordinator	Senior Management	External Authorities(Eg:ADCD, Police)
Level 1	With in 2 Hours	With in 2 Hours	Nottification	NA
Level 2	Immediately	Immediately	Immediately	If Applicable
Level 3	Immediately	Immediately	Immediately	Immediately

Table 1: Emergency Response level

1.4 Location

The MBZUAI campus is located in the Masdar City area, Abu Dhabi. The facilities is divided in to two parts 1A & 1B. Both area consist a total of 12 buildings including residential buildings with 3 to 4 floors and basement. Podium level is considered as the ground level and assembly points are located in this area.



Figure 2: MBZUAI location in Google map

1.5 Plan Distribution

An up to date Emergency Response shall be available with all the relevant parties like MBZUAI management, service providers and security office etc.

The designated emergency coordinator /deputy coordinator shall keep a record of all persons to whom a copy of this plan is distributed.

A Copy of this plan shall be distributed to each members of the emergency response team. Representatives of the tenants with emergency management responsibilities shall communicating the plan to persons within their respective organizations and ensure they are made familiar with its content.

1.6 Emergency Contact Numbers

MBZUAI MANAGEMENT

Name	Designation	Contact Number
Hasan Albishr	Director - General Service	+971 50 443 5552
Mohamed Sadiq	Facility Management Coordinator	+971 52 693 3115
Abdulla Aljaberi	General Service Coordinator	+971 50 720 0007
Swaroop Vijayan	EHS Officer	+971 50 161 1247
Ram Raghu	Security Supervisor / Emergency Coordinator	+971 54 991 5530

SERVICE PROVIDERS

Name	Designation	Contact Number
24/7 Help Desk	Remote Assistance	800 ENGIE(36443)
Jestine Varghese	Facility Manager (Engie Solutions)	+971 56 688 2532
Deepak Nair	TYCO (Fire Protection)	+971 56 403 7904
Daryl Villablanca	Project Manager (ADNH)	+971 52 937 8337
Jijo Augustine	Engineer (ThyssenKrupp)	+971 56 991 4012
Mohamed Asif	Enginner (Al Futtaim)	+971 52 709 6492

TENANTS

Company	Contact Person	Contact Number
G42 Laboratory / Biogenix / IIAI	Anoop Nair	+971 50 947 7485
Khalifa University	Ricardo Janeiro (Clean Room & Microscopy)	+971 56 782 3942
Khalifa University	Abdul Shukoor (Machine Shop)	+971 50 679 8350
TII	Basil Kuniyil	+971 50 509 8472
Masdar City	Noufal Shajahan	+971 55 476 2334

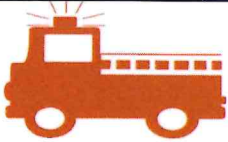
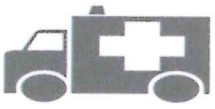

GOVERNMENT AGENCIES - ABU DHABI

Health Authority Abu Dhabi (HAAD)	02 4493333
National Center of Meteorology & Seismology	02 222 7777
Sewerage Service Company	800 23772
Abu Dhabi Occupational Safety and Health Center (OSHAD)	02 40 43 800
Poison and Drug Information Center - HAAD	800 424
Estijaba	800 1717
National Crisis and Emergency Management Authority (NECMA)	02 417 7000
Abu Dhabi Distribution Company	800 2332

NEAREST HOSPITALS

NMC Hospital, Khalifa City	800 1122
Mafraq Hospital	02 501 1111

UAE EMERGENCY SERVICES

		
997 Civil Defence	998 Ambulance	999 Police

2. ROLES AND RESPONSIBILITIES

To effectively and efficiently coordinate and respond to emergencies, all relevant interested parties' residents at the MBZUAI Campus shall be required to nominate persons to participate as part of the MBZUAI Emergency Team.

2.1 Emergency Response Team (ERT)

- **Participation**

To ensure the effective and efficient management of emergencies, it is of utmost importance that all relevant occupants at the MBZUAI campus nominate persons to participate as part of the MBZUAI Emergency Response Team. Occupants being referred to include, MBZUAI employees, students, visitors, Security, contractors, Tenants, and any other person's resident at the MBZUAI Campus.

- **ERT Structure**

- a. All interested parties' resident at the MBZUAI campus is required to nominate persons to be part of the ERT. Each member of the ERT shall have a designated backup/alternate, who can continue in the event of illness or unavailability.
- b. The team shall comprise all relevant interested parties' residents at the MBZUAI campus is as follows:

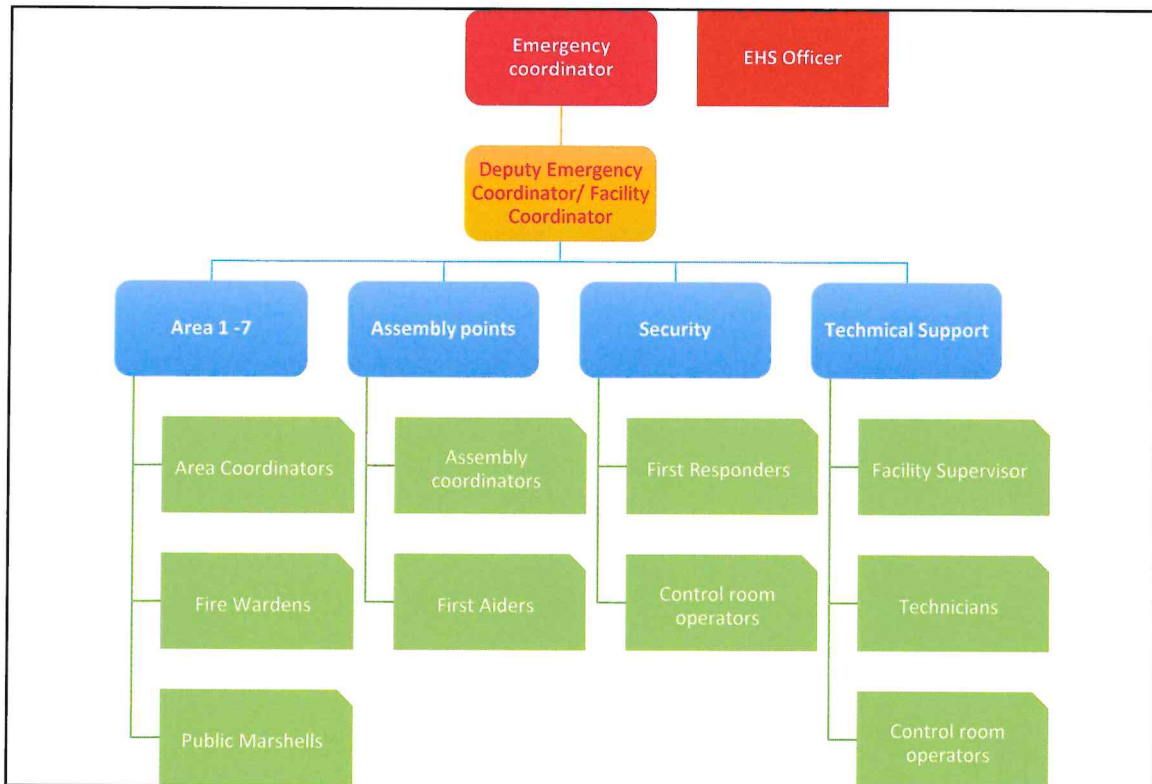


Figure 2: Emergency Response Team Structure

- c. The Emergency Coordinator keeps an up-to-date record of all members of the ERT.
- d. Contact details shall be documented and maintained in the Emergency Control Room for each member and alternate member of the ERT.
- e. To facilitate the effective management of emergencies, the Emergency Team shall consist of Area Coordinators who will primarily ensure each area in the MBZUAI campus has been evacuated and communicate with the Emergency Coordinator. For this purpose, the Security Personnel assigned to each building of the MBZUAI campus shall also fulfill the role of Area coordinators.

Role	Numbers	Company
Emergency Coordinator	1	Security Supervisor
Deputy Emergency Coordinator	1	Facility Coordinator (MBZUAI)
Area Coordinators	1 per Building	Security
First Responders	1 per Building	Security
Public Marshall	14	Cleaning Staff
Fire Wardens	18+	MBZUAI
First Aiders	10+	MBZUAI Staff
Assembly Point Coordinators	7	Facility Management / Cleaning
Technical Support	8	FM contractor
Control Room Attendance	2	Security / FM contractor

Table 1: Emergency Team

○ **Fire Wardens**

- a. Tenants and Service Providers are required to nominate Fire Wardens as indicated below:

Number of Employees	Fire Warden
5-20	1
21-50	2
51-100	3
101-150	4

Table 2: Fire warden Nominations

- b. Nominations should be provided to the Emergency Coordinator and reviewed at least once every six months by each tenant to ensure they are up to date.
 - c. Ensure a substitute Fire Warden is available if one of the nominated Fire Wardens is unavailable.
- **Responsibility**
- a. The key role of the ERT is to mobilize, as directed by the Emergency Coordinator, in response to emergencies affecting on MBZUAI campus.

- b. The team when called upon, acts following this plan or any response that may be necessary to protect the lives of persons by ensuring the effective evacuation of all persons present at the MBZUAI campus attend training and emergency exercises, as required.
- c. It is the responsibility of each member of the team to ensure they are familiar with and fulfill their roles and responsibilities in the event of an emergency.

2.2 Emergency Response Team Committee (ERT)

- o **ERT Committee Composition**

- a. An ERT Committee shall be established and comprise of selected members of the ERT.
- b. The committee shall be structured as follows:

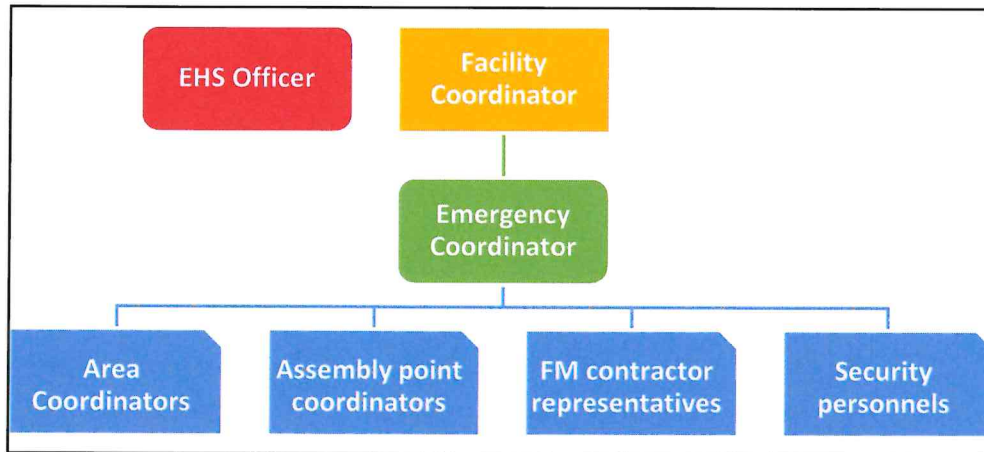


Figure 3:Emergency response team Committee

- o **Role and Responsibility**

The ERT Committee shall:

- a. Meet at least once every three months to plan and prepare for emergency events and exercise drills.
- b. Confirm that Emergency Response Team personnel are nominated, suitably trained, and attend planned emergency exercises.
- c. Assess the availability and suitability of specialized/personal protective equipment and that they are readily available and maintained.
- d. Review lessons learned from emergency evacuation drills and agree upon suitable corrective/preventive actions.
- e. The committee shall record and maintain a record of its proceedings.

2.3 Emergency Coordinator

- o Ensure the Emergency Response Plan is implemented, reviewed, and communicated to all interested parties.
- o Ensure ERT roles and responsibilities are assigned and properly communicated to all interested parties.
- o Confirm ERT personnel are suitably training and capable of executing their respective roles and responsibilities.

- Coordinate the activities and actions taken by Emergency Response personnel during actual emergencies and exercise drills.
- Review life safety and critical building systems to determine which may require continuous operation or shutdown during an emergency.
- Gather information regarding actual emergency events and emergency exercises and prepare a report on actions taken and opportunities for improvement.
- Maintain a register of contact details for interested parties including emergency services and mutual aid partners.

2.4 Deputy Emergency Coordinator

- Assume the responsibilities of the MBZUAI carried out by the Emergency Coordinator if the Emergency Coordinator is unavailable, and otherwise assist as required.

2.5 Area Coordinators

- Investigate and report on deficiencies of emergency measures in their area of responsibility.
- Attend training and emergency exercises, as required.
- Initiate and direct activities of Fire Wardens in the event of an emergency within the area of responsibility.
- Communicate with the Emergency Coordinator on the status and progress of response activities during an emergency and act on instructions.
- At the Assembly Point, gather roll-call information from Fire Wardens and report to Assembly Point Coordinator.

2.6 Fire Wardens

- Fire Wardens should be familiar with the general operations and hazards in the area they are nominated for.
- Ensure that occupants vacate the floor/area orderly in the event of an evacuation and check assigned areas before leaving the building.
- Ensure that all persons in the area of responsibility are aware of the emergency response procedures.
- Be familiar with the location of emergency equipment such as first aid kits, fire extinguishers, etc.
- Attend training and emergency exercises, as required.
- Report on the status of evacuation efforts during an emergency to the Area Coordinator.
- Carry out a rollcall of persons evacuated in the area of responsibility.

2.7 First Aiders

- First Aiders should be assigned to assembly points.
- Evacuate immediately when the evacuation alarm has sounded unless required to attend to a casualty in the area.
- Carry first aid equipment with them when responding to an emergency.
- Attend to persons injured or who feel unwell.

- Provide evacuees with water to prevent dehydration while standing outside, possibly in the sun.
- Ensure first aid equipment is replenished and readily available during an emergency.

2.8 Technical Support

- The FM contractor facility manager shall designate a dedicated Supervisor to coordinate and provide technical support during an emergency.
- The designated Facility Supervisor ensures designated technical support staff is informed of what steps to take during an emergency.
- Be familiar with general building and asset functions, including life safety features, emergency communications systems, emergency backup power, and utility supplies.
- Provide Technical Support during an emergency for the operation of critical systems that may require continuous attention or shut down during an emergency.
- Maintain a list of contact information for all sub-contractors and vendors which a sub-contracted to maintain specialist services and systems.
- Ensure all sub-contractors are made aware of actions to take during an emergency evacuation.

2.9 Assembly Point Coordinator

- Designated Assembly Point Coordinators take charge and maintain the order of proceedings at the assembly point.
- Liaise with Area Coordinators to determine if any person has been reported missing or is still inside the building.
- Report to the Emergency Coordinator on the status of evacuations and inform of missing person or persons assumed to be still in the building
- Make announcements to evacuees on the status of the evacuations and make an “all clear” announcement once declared by the Civil Defence.

2.10 Control Room Attendants

- Security personnel assigned to the control room shall monitor CCTV cameras and report to the Emergency Coordinator on an emergency in progress, suspicious activity, unsafe condition, or anything that may lead to an emergency.
- Respond to alarm conditions activated on the Fire Alarm Control Panel following the alarm response procedure.
- Monitor proceedings during actual emergency and emergency exercises and report on these to the Emergency Coordinator.

2.11 First Responders

- The role of First Responders should be carried out by designated Security personnel.

- First Responders shall know the locations and function of all fire protection equipment.
- They should be trained in the operation and function of the Fire Alarm Control Panel as well as firefighting techniques.
- First Responders physically investigate all fire alarms and reports of emergencies to confirm if an emergency is in progress or can be expected.
- In the event of an emergency, First Responders shall attempt to bring the situation under control as far as possible without putting themselves at risk of injury.

2.12 Public Marshalls

- The Emergency Controller shall assign specific persons to assist in evacuating members of the public(Generally Cleaning staff).
- Public Marshalls shall be posted at the strategic location during an emergency to assist in evacuating members of the public.

2.13 EHS Officer

- Carry out routine inspections to identify potential fire hazards and report on these to the MBZUAI senior management.
- Ensure emergency rescue equipment is inspected periodically to identify they are in a state of readiness and were defective, report these immediately.
- Assist in conduct fire safety awareness sessions for employees.
- Ensure all employees are made aware of fire hazards and their responsibilities during inductions, including contractor employees.
- Assist the Emergency Coordinator during emergency evacuations as required.

2.14 Occupants

- Occupants should be aware of possible fire/safety hazards that may be visible or encountered. If such hazards are observed, please notify the General service department immediately so corrective measures can be implemented.
- Occupants are responsible for their safety! Stay calm - avoid panic and confusion in the event of an emergency.
- All occupants shall be familiar with Floor plans and escape routes, alternate escape routes, exit locations, and Assembly Points.
- Occupants shall inform visitors of relevant information about evacuation procedures.
- Follow instructions given by Emergency Team members to ensure the efficient and effective evacuation of persons during an emergency.

- Occupants shall EVACUATE! Select the nearest, safest route to exit the premises and proceed in an orderly manner to the DESIGNATED ASSEMBLY AREA, await further instructions from the Emergency Coordinator or Civil Defence.
- When the fire alarm sounds, all personnel should ensure that nearby persons are aware of the emergency, quickly shut down critical operating equipment, close doors behind, and exit the building.
- Participate during headcounts which will be carried out at the Assembly Point to ensure everyone has safely evacuated.
- Occupants shall not re-enter the building until notified to do so. Emergency personnel often silence the alarm to communicate with each other. Silencing the alarm is NOT a signal for occupants to re-enter.

3. LIFE SAFETY AWARENESS

3.1 Emergency Escape Plans

- Emergency Escape plans are plans displayed for the occupants of the on which are illustrated with the necessary information for emergency evacuation and escape.
- Emergency Team members must ensure they are familiar with their location and know the escape routes that apply to their location.

These are displayed at strategic locations throughout the MBZUAI campus as shown below for each floor

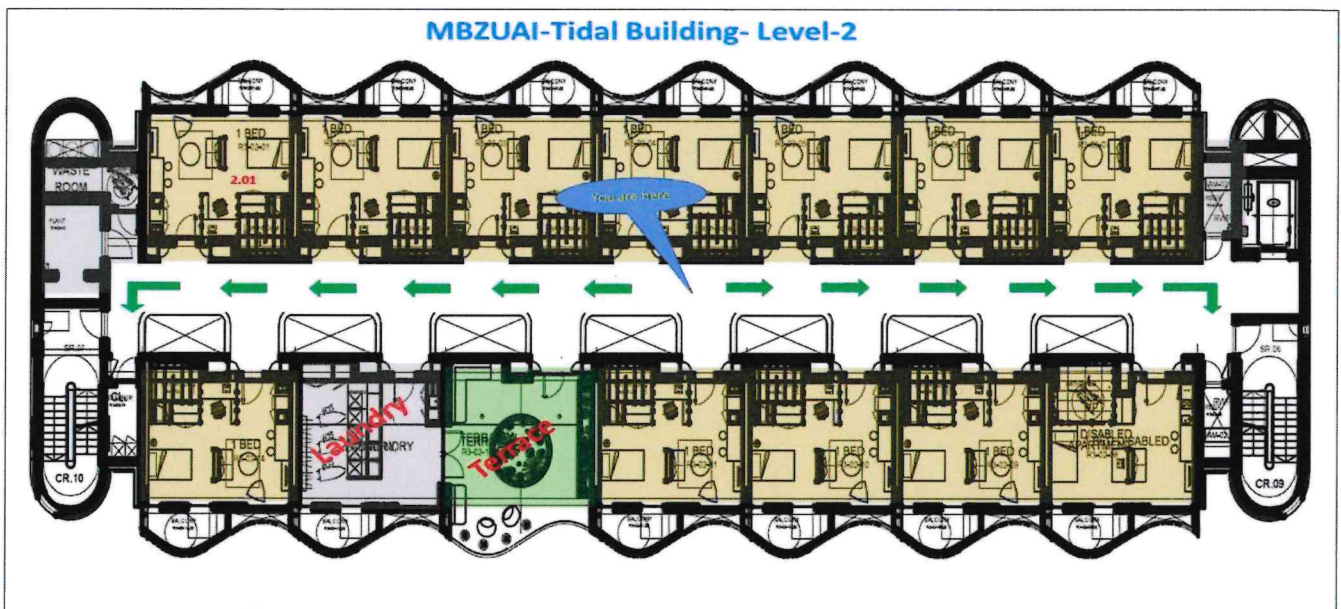


Figure 4: Emergency Escape Plan ()

3.2 Means of Escape

- Emergency exits are marked with a symbolic sign above or close to the door.
- These doors should always be kept clear from obstruction.

- Corridors and stairways leading to emergency exits should always be kept clear of storage and waste material.
- Ensure that exit doors can be readily opened from the inside without the use of a key.

3.3 Portable Fire Extinguisher

- These are intended for fires in the early stages. ERT members must familiarise themselves with its location and how to operate them safely.
- Tenants must ensure their employees are familiar with the type and use of fire extinguishers located within their respective areas.
- Fire Extinguishers are generally located along with Fire Hose Reels inside a “Fire Hose Reel” Cabinet.
- All Fire Extinguishers must be inspected and maintained regularly as per Civil Defence requirements.
- It is recommended that monthly inspections of portable fire extinguishers be carried out to ensure that they are in their proper position, not obstructed, have not been discharged or have lost pressure, or have damage.

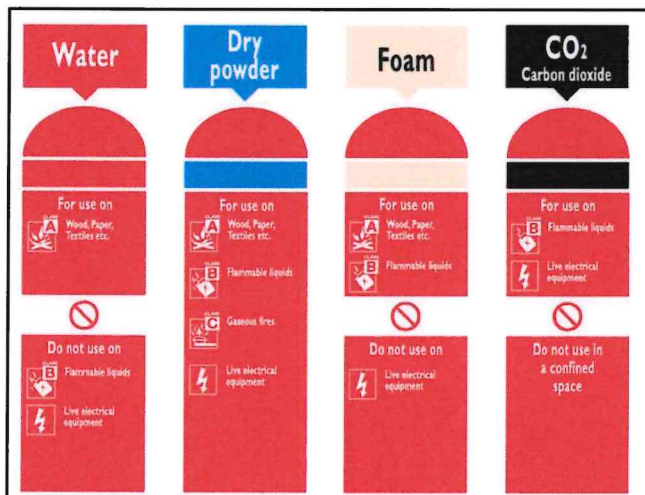


Figure 5: Types of Fire Extinguishers



Figure 6: Fire Hose Reels

3.4 Smoke Detectors

- Smoke detectors are located throughout the MBZUAI campus. These devices provide the initial warning of a fire.
- They should not be obstructed by close stacking items or covered in any way.
- Regularly inspect smoke detectors for damage, unusual accumulations of dirt, heavy coats of paint, and other conditions likely to interfere with the correct operation of the detector.
- All smoke detectors should be checked and tested at regular intervals for correct operation and sensitivity following the manufacturer's instructions.



Figure 7: Smoke Detectors

3.5 Fire Suppression System

- The University provided with fire suppression system or FM-200 in the critical electrical, telecommunication and computing equipments rooms.
- The Smoke detectors are located throughout the campus and these devices will activate the system in the event of fire.
- The suppression system shall be inspected regularly by the FM contractor and annually by the approved 3rd party contractor.
- When an FM-200 fire suppression system activates to put out a fire, no residue is left behind, and it is safe for equipment, electronics and machinery.



Figure 8: Fire Suppression System

3.6 Sprinkler System

- The University buildings are provided with an automatic sprinklers system which is activated by high temperature, which causes the sprinkler to discharge water in a limited area.
- Sprinkler heads should not be tampered with, painted, or covered in any way.
- Goods and materials should not be stacked such that it obstructs the spray pattern of sprinklers.



Figure 9: Sprinkler System

3.7 Fire Alarm System

- **Fire Alarm Control Panel**
 - a. The Fire Alarm Control Panel is located on the ground floor in the Operations Control Centre.
 - b. All alarms from smoke, heat, and water flow detectors are connected to the Fire Alarm Control Panel.
 - c. When any of these alarms are activated an audible siren is sounded and a red light appears at the alarm point on the panel.
 - d. Security personnel and maintenance personnel are trained to understand and operate the functional controls of the alarm panels.
- **Fire Alarm Call Point**
 - a. Fire alarm call points (pull stations) are located throughout the facility.
 - b. When activated, either by pulling or pushing, the fire alarm will be sounded.

- c. Tenants must ensure their employees are familiar with their locations and how to operate them.
 - d. Alarm call points shall not be tampered with in any way, damaged, obstructed, or activated unless for emergency purposes.
- **Public Address and Voice Alarm (PAVA) System**
 - a. A fire alarm system is present in the facility to alert occupants through visual and audio means when an emergency such as smoke/fire is present.
 - b. These alarms may be activated by various means such as smoke detectors, heat detectors, manual call points (pull stations), etc.
 - c. Occupants are required to respond immediately as per the evacuation procedure described in this plan.



Figure 10: Fire control Panel



Figure 11: Call point



Figure 12: Fire Alarm flicker

3.8 Elevator Communications

- Elevators relate to the fire alarm system and will automatically return to the nearest floor in the event of an emergency.
- Lifts should not be used in the event of an emergency.
- In the event of an elevator emergency, push the “emergency call” button to connect to the security console. This will establish voice communication between elevator occupants and the Security Officer.

3.9 Closed Circuit Television (CCTV) and Emergency Power Generator

- The building is equipped with numerous closed-circuit cameras located at strategic points throughout the building and security is monitoring the activities 24/7.
- The MBZUAI campus is provided with an emergency generator that automatically supplies backup power to the life safety systems only.

4 GENERAL ARRANGEMENTS

4.1 Emergency Response Plan

- The Emergency Plan will be reviewed on an annual basis.
- Where weaknesses are discovered during an emergency drill or actual emergency, the Plan will be amended accordingly.
- The Plan will also be reviewed when substantial changes occur which may affect the effectiveness of the emergency preparedness and response.
- Should changes be made to the Plan, such changes shall be communicated to occupants and interested parties.

4.2 Emergency Announcement

For purposes of an emergency and to inform occupants, the following announcements will be broadcast across the public address system in Arabic and English:

Type of Alarm	Announcement
Alert Alarm	YOUR ATTENTION PLEASE This is an emergency announcement. No action is required at this stage. Please standby for further instructions. [Repeat twice]
Evacuation Procedure	YOUR ATTENTION PLEASE This is an emergency announcement. Please Evacuate the Building. Go to the assembly areas as directed. Do not use the lifts [Repeat twice]
All Clear	YOUR ATTENTION PLEASE The emergency has now been resolved. You may return to the workplace. [Repeat twice]
System Test	YOUR ATTENTION PLEASE This is a test of the building emergency system. No action is required

4.3 Calling Civil Defence “997”

The process for calling the Civil Defence or Security, shall be as follow:

- Anyone calling “997” should provide the below-listed information to the “997” operator. Do not hang up the phone until instructed by the operator.
 - a. Your Name
 - b. Building Address (Location)
 - c. Floor Number
 - d. The exact location of fire or smoke
 - e. Approximate size of the affected area
 - f. Any fire source information (i.e. electrical, solvent, LPG, etc.)
 - g. Immediately after calling the Civil Defense, notify Security and report the incident.
- When tenants or occupants contact the MBZUAI Security to inform them of an emergency, or that a call to “997” has been made, they should contact **054 991 5540** and give the security supervisor the following information:
 - a. Caller’s Name
 - b. Floor Number
 - c. The exact location of fire or smoke.
 - d. Approximate size of the affected area.
 - e. Any fire source information (i.e. electrical, solvent, LPG, etc.)
 - f. Time the fire or smoke was first observed.
 - g. Any other information requested by security personnel.

4.4 Emergency Assembly Points

- There are seven Assembly Points are designated with appropriately symbolic safety signs.
- Fire wardens must ensure they know the location of these assembly points and the safest route to reach them in the event of an emergency.
- Whilst it is expected assembly points are at a safe distance away from the main building, should the need arise to protect persons from intense fire, falling debris, building collapse, etc., the Emergency Coordinator, in consultation with Civil Defence should consider relocating persons further away from the building from a particular assembly point.
- An Assembly Point Coordinator is designated to take charge at each assembly point to ensure the order is maintained and first aid is administered to those in need of first aid attention.



Figure 13: Emergency Assembly Points

4.5 Training and Awareness

- The Emergency Coordinator/EHS officer should ensure that all persons involved in the Emergency Response Team are aware of their responsibilities and functions to carry out in the event of an emergency.
- All members of the Emergency Response Team should receive formal training about their respective functions in the team.
- Occupants should be provided training and information to familiarize them with the general principles of fire extinguisher use and the hazards involved with incipient stage fire.
- Training and information that should be provided at regular intervals to occupants should include at least:
 - a. Know how to raise the alarm.
 - b. Know how to call the fire brigade.
 - c. Know when not to tackle a fire.
 - d. Know how to use a fire extinguisher correctly and safely.
 - e. Know the correct evacuation procedures for the premises.
 - f. Know where the assembly points are located.
 - g. Ensure that all guests/visitors to the premises are aware of the actions to take in the event of an emergency.
- Suitable awareness materials will from time to time be posted on notice boards to inform occupants of potential hazards.

4.6 Emergency Drills

- Evacuation drills shall be conducted at least once every three to six months.
- Partial evacuations will be conducted, considering the facility structure and operations. However, a full evacuation should take place at least once a year after obtaining the Building Conformity certificate from the authorities, in coordination with Abu Dhabi Civil Defence.
- The Emergency Coordinator, in consultation with the EHS Committee, will schedule evacuation drills to simulate a suitable scenario based on the ERP plan.
- Findings from emergency drills shall be recorded, and opportunities for improvement will be agreed upon by the EHS Committee.

4.7 Persons with Special Needs

- The Emergency Coordinator will assign Public Marshalls from security, to assist occupants with special needs.
- Occupants, who are physically challenged, will be escorted to the Emergency Assembly Points by the designated Public Marshalls.
- A wheelchair should at all times be made available at the Information Desk for persons with special needs.
- An Emergency Escape Chair should be placed at the landing of each emergency staircase on the same level where special needs required.

4.8 Media and Public Relations

- In the event of an emergency, ONLY the nominated MBZUAI Management Representative shall issue press releases or talk to members of the media.
- All other persons are prohibited from making any public statement either to the media or other interested parties concerning an emergency event that has taken place at the MBZUAI Campus.

4.9 Emergency Team Identification

- Emergency Team Members wear a high-visibility vest with their respective designations inscribed on the back of the vest as follow:



4.10 First Aid Clinic

- First aid clinic is available on the campus(Solar building) with a registered nurse and 24/7 service.
- During the time of emergency, the nurse will assist with the necessary support.
- The first aid clinic is equipped with all the first aid necessary arrangements including AED(Automated electric defibrillator).
- The nurse is trained and ready to provide any type of first aiders during the time of emergency.
- Apart from the first aid clinic the some MBZUAI community is trained and certified with the approved 3rd party courses. The students and employees as well trained for that.
- Equipment shall be inspected regularly at least once a month and the result of inspections recorded.
- A First Aider will be assigned to each assembly point to attend to casualties in need of first aid.

4.11 Review of Emergency plan or Procedure

The emergency response plan or procedure shall be reviewed periodically to adapt to the changes for ensuring effectiveness and suitability especially after the following:

- Change of legal requirements
- Occurrence of incidents / accidents
- Change of process / activity facility layout or structure.
- Review of outcomes of emergency drills.
- Identification of a new hazard that may constitute an emergency.
- Management review meetings.
- Results of internal /external Audits.

SECTION - B

EMERGENCY RESPONSE

1. FIRE EMERGENCIES



1.1 Upon discovering a fire

- If you come across fire or smoke, activate the nearest fire alarm call point.
- Immediately notify the Security giving them as much information of the situation as required. If you contact the Civil Defense, please inform the MBZUAI security.
- If you are an employee in the MBZUAI, inform your EHS Officer.
- If safe to do so, extinguish the fire using the nearest fire extinguisher or hose reel, without exposing yourself to unnecessary risk, and **ONLY** if you are trained to do so.
- If the fire cannot be extinguished, evacuate immediately through the nearest emergency exit.

1.2 Action on hearing the Alarm

- When you hear the evacuation alarm, leave what you are busy with and evacuate the building immediately through the nearest emergency exit and go to the nearest Emergency Assembly Point.
- If possible, close doors and windows on your way out to confine the fire.
- If there is smoke in the area, keep as low as possible.
- On your way out, assist any mobility-impaired persons to the assembly point or a place of safety, if possible. A place of safe point can be considered as the landing area inside the

emergency stairs where you should inform the MBZUAI Emergency Coordinator or a Fire Warden.

DO NOT PANIC - REMAIN CALM – DO NOT RUN - DO NOT USE THE LIFTS

- **DO NOT** turn around to collect your personal belongings.
- At the assembly point, stay and wait for further instructions.
- **DO NOT RE-ENTER** the building until instructed to do so.
- If you have useful information concerning the fire, report it to a Fire Warden or EHS Officer.

1.3 If Caught in Smoke

- Drop to hands and knees and crawl towards the nearest exit.
- Stay low, smoke will rise to ceiling level first.
- Hold your breath as much as possible; breathe through your nose and use a filter such as a shirt, towel, or handkerchief.
- Always remain CALM.



Figure 1: Crawling below smoke

1.4 Emergency Response Team

- Upon becoming aware of a fire emergency, First Responders will immediately go to the area of the suspected fire to investigate the situation. They will attempt to bring the situation under control if possible. If it is not possible, they will activate the fire alarm and notify the Emergency Control Center/Emergency Coordinator of the status of the emergency.
- The Emergency Coordinator mobilizes the Emergency Response Team and responds to the emergency as follow:
 - a. Put on their Reflective Vests to make themselves visible as part of the response team.
 - b. Area Coordinators will liaise with their nominated Fire Wardens to ensure the evacuation is carried out orderly and without incident.
 - c. Fire Wardens will evacuate persons from their respective areas and search the area for unsuspecting persons or persons unaware of the emergency evacuation.
 - d. Public Wardens will evacuate persons along exits routes in the common areas. They will also search their designated areas to ensure all persons have evacuated the area safely such as bathrooms.
 - e. First Aiders/Nurse will respond to any first aid emergency with first aid equipment and proceed to the emergency assembly point.

- f. Fire Wardens and Public Marshalls MUST contact the Area Coordinator responsible for their area, before leaving the building and inform them of the status of evacuations.
- g. Area Coordinators should be the last to leave the area to ensure all persons have evacuated safely and persons in need of assistance are attended to.
- The Technical Support will respond to any immediate operational urgency, as instructed by the Emergency Coordinator.
- The Emergency Coordinator will ensure all persons with special needs e.g., physically disabled persons, pregnant females, persons who are sick or suffer from vertigo, receive individual support and assistance to evacuate the building.

1.5 Control Room

- Control room operators shall remain in the control room and monitor the evacuation continuously.
- The Security personnel should remain in the control room and take charge of the control room activities.
- Control room operators MUST remain in constant contact with the Emergency Coordinator to provide him with feedback on any situation that may need his attention.

1.6 Emergency Assembly Point

The Assembly Point Coordinators will take charge at the emergency assembly point and:

- Notify evacuees of the emergency
- Maintain order and keep evacuee's calm
- Ensure all persons in need of first aid receive appropriate attention.
- Conduct a roll call.
- Report to the Emergency Coordinator on the status of the evacuation and proceedings at the assembly point.

1.7 Emergency Services Agencies (Civil Defense, Ambulance, Police, etc.)

- The Emergency Coordinator will ensure the entrance to the facility or emergency location is clear and that no vehicles are allowed to enter the facility during the emergency.
- Upon the arrival of emergency services personnel, the Emergency Coordinator meets with them and inform them of:
 - a. The exact location of the fire and the presence of any high-risk conditions that may prevail at the time
 - b. Any persons unaccounted for
 - c. Persons who may require medical assistance
 - d. The Emergency Coordinator will maintain contact with the Civil Defense to ascertain the need for any further action to be taken.

1.8 Recovery Response

- It is of utmost importance that no one is allowed to re-enter an area that was subject to an explosion before the area has been assessed and evaluated for damage and structural stability.

- The Emergency Coordinator and EHS officer will carry out an assessment and act upon advice from the Civil Defense to determine if it is safe to re-enter the facility or area affected.
- The Emergency Coordinator will announce the emergency over as advised by the Civil Defense when the situation has been brought under control and it is safe to re-enter the facility.
- An assessment will be made by the Emergency Coordinator to ascertain the extent of damage and repairs that may be required following a fire.
- The EHS officer will carry out an investigation and prepare a report to be submitted to the MBZUAI Senior management.

2. EXPLOSIONS



2.1 Initial Response

Explosions usually happen without pre-warning and release huge amounts of energy which may cause severe damage and injury to persons.

- Invariably a loud sound will be heard which can create panic. Immediately take cover under tables, desks, or under objects which will give protection against falling glass and debris.
- After the initial effects of the explosion have subsided, and it is reasonably safe, evacuate the facility/location and go to the nearest Emergency Assembly Point as previously described for fire emergencies.

BEWARE OF SECONDARY EXPLOSIONS.

- From a safe location, and only if it is safe to do so, pull the nearest fire alarm call point if it is safe to do so and the alarm has not sounded yet.
- Immediately contact Security once you are at a safe distance.

2.2 Emergency Response Team

- The Emergency Coordinator mobilizes the Emergency Response Team and initiates an evacuation, same as for a fire emergency.
- The Emergency Coordinator in conjunction with the Emergency Response Team will:
 - a. Contact the Civil Defense, Ambulance, and Police.

- b. Give priority to the person who may be injured.
- c. Ensure that persons are at a safe distance from the site of the explosion. If need be, move persons away from the Emergency Assembly Point if the area is unsafe.
- d. Ensure all persons are safely evacuated taking great care for falling debris and unstable structures.
- e. Assess the situation and determine the extent of the explosion.
- f. Provide the necessary first aid where needed.

2.3 Occupant Response

- When an explosion occurs, invariably a loud sound may be heard which can create panic.
DO NOT PANIC - REMAIN CALM – DO NOT RUN
- Occupants will be alerted to evacuate the facility, if necessary when they hear the fire alarm. Immediately stop doing what you are busy with and make your way through the nearest emergency exit and as instructed by Fire Wardens.

2.4 Emergency Assembly Point

- The Assembly Point Coordinator shall take charge of the emergency assembly point as previously described for fire emergencies.

2.5 On Arrival of Emergency Services Agencies (Civil Defense, Ambulance, Police, etc.)

- The Emergency Coordinator will liaise with emergency personnel as previously described for fire emergencies.

2.6 Recovery Response

- It is of utmost importance that no one is allowed to re-enter an area that was subject to an explosion before the area has been assessed and evaluated for damage and structural stability.
- The Emergency Coordinator and EHS officer will carry out an assessment and act upon advice from the Civil Defense to determine if it is safe to re-enter the facility or area affected.
- The Emergency Coordinator will announce the emergency over as advised by the Civil Defense when the situation has been brought under control and it is safe to re-enter the facility.
- An assessment will be made by the Emergency Coordinator to ascertain the extent of damage and repairs that may be required following a fire.
- The EHS officer will carry out an investigation and prepare a report to be submitted to the MBZUAI Senior management.

3. MEDICAL EMERGENCIES



3.1 Initial Response

- When you discover an injured or ill person, notify the Security and they will call the First aid clinic.
- Remain with the injured person until help arrives.
- Security will dispatch First Responders and a First Aider/Nurse to assist in providing first aid.

3.2 Emergency Response

- The First Responder shall immediately dispatch to the location where the affected person is reported to be.
- On arrival, consult with the injured and or witnesses to determine the extent of injury or the suspected illness.
- In the event where there is more than one person affected, immediately contact the Emergency Coordinator, and inform him of the incident and the need for the Emergency Response Team to be activated.
- If the injury or ill person requires only First Aid treatment, the First Aider/Nurse will apply the required first aid to stabilize the affected person.
- If the person requires treatment other than first aid, due to injury or an acute health problem, immediately call “998” to request an Ambulance.
- When calling “998” provide the following information:
 - a) Your Name
 - b) Building name and address
 - c) Name of the person who requires medical assistance
 - d) The reason the medical assistance is needed
 - e) Any information requested by the “998” operator

○ General Considerations

a. DO NOT

- Escort or move the affected person from where they are located. Instead, make the person comfortable and wait for medical assistance.
- Transport the affected person to the hospital by car; wait for the arrival of the Ambulance.

b. DO

- Remain at the scene and ensure the access way to the location is unobstructed for emergency services vehicles and personnel.
- Escort the paramedics to where the affected person is that needs assistance.
- Remain at the scene and aid as needed.
- If the situation involves a hazardous condition related to the building systems, equipment, or other types of emergencies, notify the Facility coordinator or Engineer to further investigate the situation.
- The emergency coordinator will obtain details of the hospital where the patient is being transported to.

4. CONFINED SPACE RESUE



An emergency in a confined space is mainly expected to happen during maintenance operations carried out by facility management personnel or contractors. However, the following can be applied in any confined space emergency at the MBZUAI Campus.

4.1 Confined Space Hazards

Dangers can arise in confined spaces because of the following issues:

- A lack of oxygen.
- Poisonous gas, fume, or vapor.
- Water run-off (from rain) and other liquids can suddenly fill the space.

- Fire and explosions (e.g., from flammable vapors, excess oxygen, etc.).
- Residues remaining on internal surfaces, which can give off gas, fume, or vapor.
- Hot conditions leading to a dangerous increase in body temperature.
- Some of the above conditions may already be present in the confined space. However, some may arise from the work being carried out, or because of ineffective isolation of plant nearby, e.g., leakage from a pipe connected to the confined space.

4.2 Training

- All persons who may be required to work in a confined space shall receive appropriate training.
- Records must be kept on-site and made readily available for inspection or auditing.
- Members of the ERT (contractors) who may be assigned the responsibility to assist during rescue efforts, must be competent in vertical/horizontal rescue techniques.

4.3 Communication

- Suitable arrangements shall be made for communication between persons inside and outside before entry into a confined space.

4.4 Rescue Equipment

- At all times during confined space entry, a self-contained breathing apparatus shall be available outside with the standby person.
- Safety harness/fall arresting equipment shall be used by persons entering a confined space.
- Rescue personnel shall make use of Safety harness/fall arresting equipment when attempting to carry out an emergency rescue.
- The standby person must have immediate access to emergency rescue equipment that shall include as mentioned, self-contained breathing apparatus, tripod and lifting gear, air monitoring equipment, safety harness, and fall arrestor, and a fully working torch.
- All emergency rescue equipment shall be inspected at least once a month and before use, to ensure that it is operable.

4.5 Standby person

- A standby person shall always be situated outside the confined space whilst work is being carried out inside the confined space.
- When selecting a standby person, make sure the person is aware of potential hazards that may arise during the work and is informed of what to do in the event of an emergency.
- The person on standby shall be provided with means to communicate with persons inside the confined space and to summon for help in the event of an emergency.

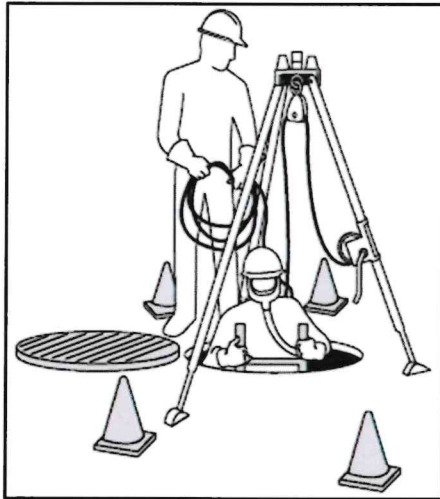


Figure 2: Emergency Standby Person

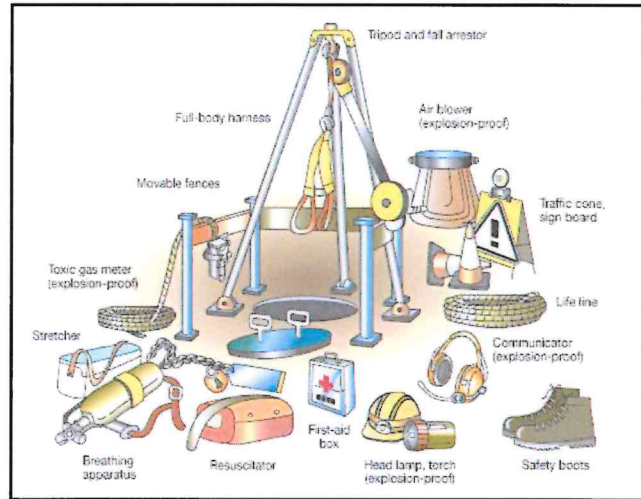


Figure 3: Emergency Rescue Equipment

4.6 Initial Response

- In the event of a person becoming non-responsive whilst working in a confined space, the person outside on stand-by shall raise the alarm.
- When raising the alarm, the standby persons shall immediately contact the Emergency Coordinator and responsible Supervisor informing them of the incident.
- The Emergency Coordinator shall immediately summon the ERT and go to the scene of the incident.
- The first member of the ERT to arrive on the scene shall assess the situation and determines the need for assistance by external emergency services.
- Clear the area of all non-required personnel and barricade the area off.
- If the situation is such that external assistance is required, the Emergency Coordinator contacts the Civil Defense and Ambulance services for assistance (as necessary).

4.7 Emergency Rescue

The immediate priority shall be to rescue the person inside the confined space.

- Before accessing the confined space, measure and verify the air quality inside the confined space.
- The person assigned to descend into the confined space SHALL wear a safety harness attached to a suitable fall arrestor.
- At all times, when performing a rescue, there SHALL be a person available on the outside to operate the rescue lifting equipment to lower and lift the rescuer and affected person.
- The ERT personnel carrying out the rescue must be familiar with horizontal and vertical rescue techniques.
- The Emergency Coordinator liaises with and briefs emergency services personnel on their arrival and standby to lend support if needed.

4.8 Emergency First Aid

- As soon as the affected person has been removed from the confined space, apply emergency first aid to stabilize the person whilst waiting for the arrival of emergency services to arrive.
- If breathing has stopped – commence 'Expired Air Resuscitation (E.A.R.) and continue until emergency services have arrived and have taken over.
- If breathing has stopped and no pulse is present, commence E.A.R. and C.P.R. and continue until emergency services have arrived and have taken over.

4.9 Recovery Response

- No one should be allowed to re-enter the affected confine space area before the area has been assessed and declared safe to re-enter.
- The Emergency Coordinator will notify respective interested parties of the incident including the Senior management immediately.
- The Emergency Coordinator and EHS Officer will assess to determine if it is safe to re-enter the confined space.
- Before allowing persons to re-enter the following SHALL be done:
 - A risk assessment
 - Air quality testing
 - Review of the method statement
- The EHS Officer will carry out an investigation and prepare a report to be submitted to the MBZUAI Senior management.
- The Emergency Coordinator declares the area safe once all necessary precautions have been taken to prevent a recurrence.

5. EXCAVATION COLLAPSE



Similarly, as for confined space emergencies, an emergency in an excavation is mainly expected to happen during maintenance operations carried out by facility management personnel or contractors. However, the following can be applied in any excavation emergencies at the MBZUAI Campus.

5.1 Precautionary Measures

- All work carried out in an excavation shall always be carried out under the supervision of a person competent to coordinate and oversee the work.
- It is the responsibility of the competent person assigned to the work to inspect all aspects of the worksite at the start and end of each work shift, and several times during the shift to ensure that:
- All safety systems of work are in place (permit to work, risk assessment, method statement, shoring, safe egress, etc.), and being used correctly.
- Any potential or new hazard is identified, recorded and the appropriate controls put in place.
- A standby person shall always be at ground level during excavation work to monitor activities inside the excavation.
- When selecting a standby person, make sure the person is aware of potential hazards that may arise during the work and is informed of what to do in the event of an emergency.
- The person on standby shall be provided with means to communicate with persons inside the excavation and to summon for help in the event of an emergency.

5.2 Initial Response

- In the event of a collapse at an excavation, the standby persons shall immediately contact the Emergency Coordinator informing him of the incident.
- The Emergency Coordinator shall immediately inform the ERT and go to the scene of the incident.
- On arrival at the scene of the incident, the Emergency Coordinator assesses the situation and determines the need for assistance by external emergency services.
- Clear the area of all non-required personnel and barricade the area off.
- If the situation is such that external assistance is required, the Emergency Coordinator contacts the Civil Defense and Ambulance services for assistance.

5.3 Emergency Rescue

In the event of a collapsed excavation, time is of the essence and the highest priority is to rescue persons from the collapse.

- On arrival of the Emergency Response Team at the scene the Emergency Coordinator shall take immediate action as follow:
- Consult with the standby person and look for signs of where the trapped person may be located e.g., tools, safety helmet, etc.
- Once the section of the collapsed excavation has where persons are trapped, establish a safe zone for entry by rescuers.
- Arrange for a person to monitor the safe zone Identify if any further collapse is likely.
- If possible, batter the sides of the excavation/trench in the collapsed area.
- Install shoring where possible to protect the trapped person and the rescuers.
- Carefully remove the collapsed soil with shovels.

- **NEVER** have anyone on top of the collapsed soil. They may be on top of the person trapped beneath the soil.
- If the excavation/trench is over 1.5 meters deep, rescuers SHALL wear safety harnesses with lifelines attached securing them to the surface.
- When the digging is close to the trapped person, continue excavation using hands.
- If shovels must be used, extreme care must be taken not to cause any further injury to the person who is trapped.
- If trapped persons have been freed, provide first aid, and stabilized whilst waiting for the arrival of emergency services to remove persons from the excavation/trench in a safe manner.
- The Emergency Coordinator liaises with and briefs emergency services personnel on their arrival and standby to lend support if needed.

5.4 Emergency First Aid

- When the trapped person has been located, clear soil from around the head and chest areas. Check for breathing and a pulse.
- If breathing has stopped – commence ‘Expired Air Resuscitation (E.A.R.) and continue until emergency services have arrived and have taken over.
- If breathing has stopped and no pulse is present, commence E.A.R. and C.P.R. and continue until emergency services have arrived and have taken over.

5.5 Recovery Response

- It is of utmost importance that no one is allowed to re-enter the affected area where the collapse took place before the area has been assessed and evaluated for stability.
- The Emergency Coordinator will notify respective interested parties of the incident including the Client Representative immediately.
- The Emergency Coordinator and EHS officer will carry out an assessment and act upon advice from the Civil Defense to determine if it is safe to re-enter the area.
- The EHS officer will carry out an investigation and prepare a report to be submitted to the MBZUAI Senior management.
- The area should be re-excavated and shoring re-applied for a new excavation before work can continue.

6. EARTHQUAKE



6.1 Precautionary Measures

An earthquake is a natural event that happens without warning. All occupants should take suitable precautionary measures during their respective duties such as:

- Avoid storing heavy objects on high shelves
- Secure file cabinets and equipment
- Install restraints on chemical shelves and store gas cylinders in properly designed racks
- Be familiar with emergency plans and procedures

6.2 Initial Response

- If you are indoors when shaking starts:
 - a. **“DROP, COVER, AND HOLD ON.”** If you are not near a strong table or desk, drop to the floor against an interior wall and cover your head and neck with your arms.

ADOPT THE ‘TURTLE POSITION’



Figure 4: Earthquake Action

- b. Keep away from windows, hanging objects, mirrors, tall furniture, large appliances, and cabinets filled with heavy objects.
- c. Do not try to run out of the structure during strong shaking.
- d. Stay away from buildings. Glass from tall buildings does not always fall straight down; it can catch a wind current and travel great distances.

- e. If the earthquake

REMAIN CALM

- If you are outdoors when shaking starts:
 - a. Stay outside and take shelter if you can safely walk. Stay clear of buildings, trees, power lines, or anything that could fall on you.
 - b. If you are driving, pull to the side of the road and stop. Avoid stopping under overhead hazards.

6.3 Once the earthquake shaking stops

- Check the people around you for injuries. Do not move seriously injured persons unless they are in immediate danger.
- Check around you for dangerous conditions, such as fires and structural damage.
- If you have fire extinguishers and are trained to use them, extinguish the fires immediately if necessary.
- Evacuate the building for an emergency evacuation, proceed to the nearest emergency exit and wait for further instructions before re-entering the building.

6.4 If you are trapped in debris:

- Move as little as possible so that you do not kick up dust. Cover your nose and mouth with a handkerchief or clothing.
- Tap on a pipe or wall so that rescuers can hear where you are. Shout only as a last resort.

6.5 Emergency First Aid

- When the earthquake stops and you are injured in any way or are aware of a person injured, immediately contact your security or First Aider/Nurse.
- The security should immediately contact a First Aider/Nurse to assist any injured persons amongst their staff.
- If in the opinion of the First Aider/Nurse a person injured requires urgent medical treatment, contact the Emergency Coordinator and ambulance services.
- The Emergency Coordinator shall contact the Ambulance services and request medical assistance if required to do so.

6.6 Recovery Response

- Persons should not be allowed to re-enter the affected area where the collapse took place before the area has been assessed and evaluated for stability.
- The Emergency Coordinator and EHS Officer will assess to determine if it is safe to re-enter the area.
- The EHS Officer will carry out an investigation and prepare a report to be submitted to the Project Manager and Client Representative.

7. BOMB THREATS



7.1 When receiving a Telephonic Bomb Threat:

- Remain calm.
- Keep the caller talking for as long as possible whilst completing the details”.
- Notify the Emergency Coordinator and General service Head immediately once the call is terminated. Do not inform anyone else.

7.2 When discovering a Bomb Suspicious Looking Object:

- Remain calm
- Do not tamper with or touch the object
- Notify the Emergency Coordinator immediately

7.3 Initial Response

- Any bomb threat MUST be taken seriously and immediately acted upon
- The Emergency Coordinator will immediately notify:
 - a. Security,
 - b. Police.
 - c. Senior management.
 - d. Where appropriate Security at the main office.
 - e. Evacuate all persons from the suspected area where a suspicious object has been noticed.
 - f. In the event of a bomb threat, evacuate persons from an area that is suspected to be the subject of the bomb threat.
 - g. Await the arrival of the Police or Security whichever arrives first and inform them of the bomb threat or suspicious object found.

7.4 Occupant Emergency Response

When the alarm is sounded:

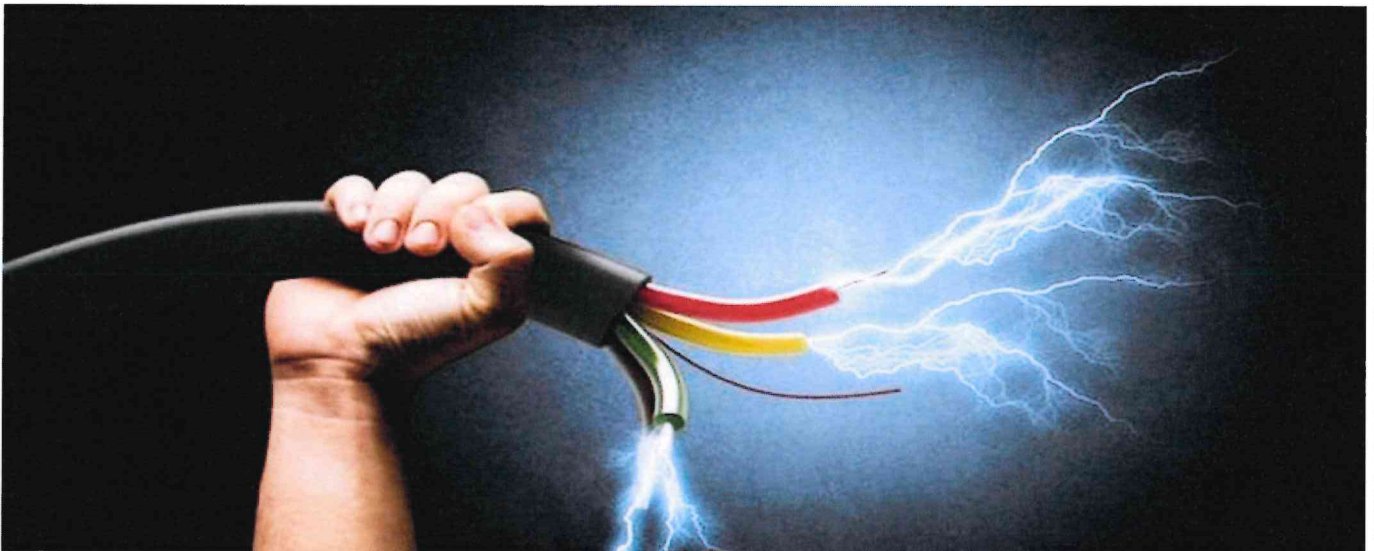
- Evacuate the area if instructed to do so.

- Immediately stop doing what you are busy with and make your way to the evacuate through the nearest emergency exit

DO NOT PANIC - REMAIN CALM – DO NOT RUN

- Upon leaving the facility, DO THE FOLLOWING:
 - a. Switch off unnecessary office lights
 - b. Switch off electrical appliances/equipment
 - c. Ensure that all windows and doors are closed (do not lock)
 - d. Terminate all activities, telephone calls
 - e. Follow the instruction given by Fire Wardens
 - f. Proceed to the designated emergency assembly point
 - g. Do not return to your workstation to collect personal belongings

8. ELECTROCUTION



An electrical shock may cause burns, or it may leave no visible mark on the skin. In either case, an electrical current passing through the body can cause internal damage, cardiac arrest, or other injuries.

Under certain circumstances, even a small amount of electricity can be fatal, and it depends on the type of current, how high the voltage is, how the current traveled through the body, the person's overall health, and how quickly the person is treated.

8.1 Initial Response

- If any person coming across a person who has suffered an electric shock, or suspect that a person may have suffered an electric shock:
 - a. DO NOT touch the injured person if he or she is still in contact with the electrical current.
 - b. Call the Facility coordinator and the Emergency Coordinator at informing them of the situation.
 - c. If possible, switch off the electric power supply immediately.

- d. DO NOT go near electrical wires or equipment suspected to be involved, until the power is turned off. Stay at least 6 meters (20 feet) away — farther if wires are jumping and sparking.
- e. Do not move a person with an electrical injury unless he or she is in immediate danger.

8.2 Emergency Response

- The Emergency Coordinator upon receiving the call shall immediately:
 - a. Dispatch a First Responder and First Aider
 - b. Contact the EHS Officer.
 - c. Contact facility management for Technical Support to de-energize and make safe any equipment involved. The Technical Support staff must ensure they are equipped with suitable personal protective equipment and equipment that is suitable to safely move energized electrical conductors away from the injured person.
- The First Responder and First Aider on arrival at the scene of the incident assess the seriousness of the situation and inform the Emergency Coordinator of the situation.
- The Emergency Coordinator calls an ambulance immediately - all victims of an electric shock or electrocution, whether conscious or unconscious require medical assistance.
- The Technical Support de-energizes any electrical equipment that needs to be made safe. If it is not possible to turn off the electricity, move the electrical source away, using a dry, non-conducting object made of cardboard, plastic, or wood.
- The security First Responder must ensure that on-lookers and bystanders are kept away from the area. Only those needed to deal with the emergency should remain in the area.
- The First Responders should barricade the area with hazard tape.
- The Emergency Response Team members present on the scene should remove the victim to a safe place, away from danger, and wait for the ambulance to arrive, only if it is safe to do so.

8.3 Emergency First Aid

- Once the victim has been safely disconnected from the source of electric power, the immediate medical concerns for the victim should be respiration and circulation (breathing and pulse).
- The First Aider (Clinic nurse) should follow the appropriate steps of checking for breathing and pulse, then applying CPR as necessary to keep the victim's body from deoxygenating. The cardinal rule of CPR is to keep going until you have been relieved by qualified personnel.
- If the victim is conscious, it is best to have them lie still until the ambulance arrives on the scene.
- There is the possibility of the victim going into a state of physiological shock—a condition of insufficient blood circulation, hence they should be kept as warm and comfortable as possible.

8.4 Recovery Response

- The Emergency Coordinator and Facility Coordinator will assess to determine if it is safe to re-enter the area.
- The EHS Officer will carry out an investigation and prepare a report to be submitted to the Project Manager and Client Representative.

9. ELEVATOR ENTRAPMENT

This procedure is to ensure safe, effective rescue in the event that the passengers become trapped in elevator throughout the university campus.

Procedure for Elevator Entrapment:

a. University Personnel-

In the event that an elevator malfunctions resulting in passengers being trapped inside an elevator car, the following procedure is to be followed:

- Only qualified personnel from the elevator Service Provider are authorized to open the elevator doors and to assist the trapped passenger(s) in exiting the cab. MBZUAI employees are not authorized to assist trapped passenger(s).
- Upon being contacted by the entrapped passenger(s) via the elevator phone, security team will notify the FM contractor & General service department. FM contractor will dispatch the corresponding elevator Service Provider to the campus.
- If immediate medical attention is required, security will contact the campus first aid clinic nurse.
- The FM contractor engineer will obtain an estimated time of arrival (ETA) from the elevator Service Provider, which will be then be communicated to security team.
- The following teams will be dispatched to the scene:
 - Security Personnel , certified elevator technician and FM contractor representative.
- Security guards will maintain communication with the entrapped passenger to follow the procedures and try to reduce his/her panic situation.
- The elevator may again moving without notice, so attempt to open the doors without professional assistance pose serious risk. There fore passerngers will be advised not to open the elevator doors or to use overhead hatch, and to stand away from doors.
- The security officer on the scene will assess the situation and determine the passengers' level of physical and/or emotional stress. The officer will also reassure the passenger(s) that they are not in any danger and keep them informed of the progress.
- When possible, the security officer will remain at the scene until all passengers are able to exit the elevator cab safely.
- The facilities Engineer will remain at the scene unless another priority/emergency situation arises that requires an immediate response. If the Building Engineer is unable to remain at the scene, he/she will remain available to the security officer.

b. Person Trapped-

Being mechanical equipment, elevators are subject to occasional mechanical issues, including failure. Though entrapment in an elevator is an uncommon occurrence, it is necessary to develop and communicate rescue procedures should entrapment occur.

In the event that an elevator malfunctions and you become trapped inside an elevator car, the following procedure is to be followed:

- Remain Calm
- Call for assistance using either the elevator phone and/or the alarm button. If medical attention is required, notify the responding Security control room officer immediately.
- For safety reasons, do not attempt to try to pry open the doors or to use the overhead hatch.
- FM Service providers will notify the elevator service provider immediately. In the case of passenger entrapment, the service provider will dispatch an elevator technician without delay.
- Continue to stay in communication with the Campus Security officer during entrapment.

←----- 000 -----→