



EMERGENCY RESPONSE PLAN POLICY & PROCEDURES

Policy Name	Emergency Response Plan
Adopted Date	September 2025
Review Date	September 2026
Approved by	Principal – Olivia Rumah



Vision:

At Oaktree Primary School, our vision is to nurture and challenge everyone in our learning community to be the best they can be.

Mission:

At Oaktree Primary School, our mission is to place children and families at the heart of everything we do, creating a vibrant, multicultural community school. Our aim is to create a safe, meaningful, and stimulating learning environment, where every day there is a magical journey of learning and enquiry for children to grow and be challenged to be the best people they can be. We aim to provide a child-centered, innovative, and inspiring curriculum developing lifelong learning skills. At Oaktree Primary School, we believe that we can achieve more when we share a common direction and a sense of community. Our mission is to embed an ethos of respect for each other and collaboration, valuing student, parent, and staff voices.

Values:

Oaktree Primary is a caring school, and we have defined four key values using the acronym 'CARE'

COLLABORATION: 'Sharing and Learning together'. Collaboration is working together in a team, contributing ideas and listening to each other to achieve our common goals.

ACHIEVEMENT: 'Be the best you can be.' Achievement is striving to attain your personal goals, demonstrating perseverance and resilience.

RESPECT: Respect each other and our environment'. Respect involves taking responsibility for each other. Respect is speaking to and interacting with others in a courteous manner. It is about being honest, reliable and trustworthy.

EMPATHY: 'Treat others with care and compassion'. Empathy means trying to understand other people's views or feelings and being supportive and caring towards them.



PURPOSE:

The purpose of the Oak Tree Primary School Emergency Response Plan (School ERP) is to identify and respond to incidents by outlining the responsibilities and duties of OPS School and its employees. Developing, maintaining, and exercising the plan empowers employees in an incident to act quickly and knowledgeably. In addition, the plan educates staff, faculty, students, and other key stakeholders on their roles and responsibilities before, during, and after an incident. This plan provides parents and other members of the community with assurances that OPS has established guidelines and procedures to respond to incidents/hazards in an effective way. The developed guidelines and procedures for dealing with existing and potential student and school incidents are defined in the plan below. The basic plan and the functional and hazard-specific annexes outline an organized, systematic method to mitigate, prevent, prepare for, respond to, and recover from incidents. Faculty and staff have been trained to assess the seriousness of incidents and respond according to these established procedures and guidelines.

COMMON EMERGENCY, CRISIS AND DISASTER SITUATIONS INCLUDE:

- Deaths.
- Serious injuries.
- Critical and life-threatening health and illness conditions (e.g. heart failure, heart attacks, apnea, food poisoning).
- Fire and explosions.
- Spill / leak / release of hazardous chemicals / gases.
- Meteorological and natural emergency and hazardous conditions (earthquakes, landslides, floods, storms & fog).
- Disruption of supply of public utilities (electricity and water).
- The spread of infectious diseases and epidemics and the announcement of national and global emergencies.
- Collapse of buildings.
- Oral and written threats.

RESPONSIBILITIES AND ROLES:

PRINCIPAL/HSE /OPERATIONS MANAGER

- Allocate sufficient resources to provide minimum training within the emergency, disaster and crisis management program and response plans.
- Provision and maintenance of emergency preparedness equipment.
- Manage the event and distribute roles according to



approved plans.

- Assignment of assistants to assist people of determination, critical and special cases during evacuation operations and procedures.
- Conduct, review and update the risk register for expected emergencies.
- Coordinate with the concerned authorities regarding the emergency, disaster and crisis management program and response plans.
- Reporting emergencies to stakeholders.
- Work as a liaison with emergency services and response providers.
- Establish procedures to ensure that required work is carried out in case of emergencies and that all workers and students are communicated and aware of it.
- Meet civil defense personnel on arrival and provide them with specific information about risks in the building, entry sites and places of people of determination.
- Coordinate with the responsible civil defense officer upon their arrival at the site during the real emergencies and provide a brief report on the condition of the building and the evacuation of the occupants and the number of missing persons and their places, and any potential risks may cause harm to civil defense personnel during their entry and during their presence in the building.
- Ensure that evacuation plans and contact numbers are updated for concerned authorities, stakeholders and floor plans.
- Assist in training and schedule training of all those in the building to implement the plan and conduct safe and orderly evacuation drills/exercises.
- Wear a reflective vest in emergency cases to identify their presence for assistance.
- Participate in the development, communication, implementation and update of comprehensive emergency plans.
- Ensure that floor plans and evacuation routes are posted/ displayed in all appropriate places.
- Conduct a regular monthly inspection of fire safety procedures within the designated area to ensure that all fire equipment and exit signs are in place and functioning well.
- Ensure that there is a qualified and trained replacement present during his absence.



EMERGENCY RESPONSE TEAM:

- Qualified and familiar with existing operations, site risks and emergency procedures on their respective floors.
- Ensure that all those on the floors are evacuated if required.
- Ensure that the students, employees and new contractors are informed of the evacuation procedures in the building.
- Familiar with people of determination in the building or critical and special cases who may need assistance during emergencies and evacuation.
- Contact the security room and activate the fire alarm if the situation may pose a serious and direct danger to people, property or operations within the building.
- Assisting in the evacuation process and directing those in the building to exit to safe assembly areas and not allowing any of them to re-enter the building.
- Familiar with the location of emergency equipment such as first aid kits, fire extinguishers and other equipment.

STAFF:

- Know the probability of fire or other emergencies and inform the Principal / HSE/Operations Manager/SLT immediately to take corrective action.
- Be calm and avoid panic and confusion.
- Knowledge of fire extinguishers and how to extinguish small-scale fires only if they are trained to do so.
- Do not enter any room filled with smoke or if the door cannot be touched due to high temperature.
- Guide visitors by providing them with relevant information about emergency evacuation procedures.
- Choose the nearest route to exit the site or building and move in an orderly manner to the area designated for safe assembly.
- Know the locations of the main and alternative exits and are familiar with the various evacuation routes available and areas for safe assembly.
- Do not return to the building unless allowed to do so.

Assistants for people of determination, the elders and the pregnant

- Assistance to persons with permanent or temporary disabilities or critical situations (elders and pregnant women).
- Know the place of determination within the school to aid them and know the nature of dealing with them and transfer them from their location to secure



sites.

- Know required equipment's (evacuation chair in case of emergency) and locations.
- Make sure that wheelchairs are not allowed on staircases.

1. DEATHS, SEVERE INJURIES, CRITICAL AND LIFE-THREATENING HEALTH AND MEDICAL CONDITIONS

- Summon Doctor/Nurse/HSE and contact emergency services (999) immediately, the injured person's family and KHDA concerned team according to the approved contact and communication procedures.
- Ensure safety first and carry out risk assessment of the incident area (ex. electricity and hazardous toxic chemicals).
- Secure and isolate the area, prevent crowds and initiate first aid according to conditions only by trained and qualified personnel.
- Make sure that the injured person is in a convenient position and not being moved to maintain his safety.
- Avoid giving any fluids to unconscious people.
- Avoid removing any objects that can be stuck in the patient's body or skin.
- Register the incident in the school's incident register including all relevant details, data and information; and any external reports (police and medical reports).

2. FIRES AND EXPLOSIONS:

Response

- In the event of detection or outbreak of fire or explosion or the emergence of smoke in the school without the activation of the alarm system automatically, the alarm system shall be manually operated from the nearest point.
- Communicate with the emergency official who immediately contacts emergency services (999/997) and report on the state of emergency, nature and access details of the site, and then inform the relevant team in KHDA and other concerned authorities in accordance with the approved contact and communication procedures for these cases.
- Attempt to extinguish the fire in the event that the fire was simple by security/Facility officers only, considering that they do not endanger their lives.
- In the event of a fire in a part of the building, the evacuation team in the school shall conduct a partial evacuation to a safe assembly area within the school until the arrival of emergency services teams and make the appropriate decision





depending on the nature of the situation.

- If the fire is not contained and spread in the entire building, the evacuation team in the school must carry out the full evacuation to the external safe assembly points according to approved procedures in emergency and evacuation plan of the school until the arrival of emergency services teams.

Evacuation when hearing the alarm sound.

- The school evacuation team counts all persons in the school, including people of determination in their working areas and carries out the evacuation process quietly and quickly without panic through the nearest emergency exit into safe assembly areas.
- Close all doors after departure and ensure that the place is empty.
- Switch off all main power sources manually if this is not automatically done at the time of the alarm.
- Elevators, if any, shall not be used in case of fire.
- Nobody shall enter the school unless permitted to do so by the emergency services officials.
- Await and strictly follow emergency services officials' instructions on whether to wait or to leave.
- Provide all necessary aids for people of determination and provide escorts to help them during evacuations.
- Count all those present at assembly areas and search for missing ones.
- Communicate with parents for students who use private transportation to pick their kids from safe designated areas.

Safe Use of Fire Extinguishers

- All types of fire extinguishers shall be available in the school facilities, mounted on walls or kept inside the fire cabinets.
- Emergency teams should be aware of fire extinguishers' places, types, purpose and safe way of use.
- Report on the loss or damage of any fire extinguisher.
- Fire extinguishers if used once shall not be used again unless they are maintained.
- Fire extinguishers should be used by trained and qualified people.



In Case of Clothes' Burning

- Shout and call for help.
- Apply repeated rolling to try to extinguish fire and cover face with hands to protect it from fire. Seek medical help as required.
- Stand under a water source or shower, if any till fire is suppressed and seek medical help as required.
- Register the incident in the school's incident register including all relevant details, data and information; and any external reports (police, civil defense and medical reports).

3. LEAKAGE/SPILL/EMISSION OF TOXIC CHEMICALS/HAZARDOUS GASES

- If any spill/leakage/emission of any chemicals/ hazardous gases occurs, work shall stop immediately and the school emergency officer shall be informed to call (997/999) and the gas company emergency services to report the emergency, its nature and the details of how to access the incident location. Then, the KHDA concerned team shall be notified according to the approved communication procedures for these cases.
- Isolate the danger zone and do what is needed to stop, control and handle the spill/leakage/emission and safe disposal of its waste.
- In case of suspected gas leak, the main gas valve shall be closed immediately, and all windows shall be opened to ventilate the place and reduce the concentration of air saturated with gas. Electrical sockets, switches or mobile phones should never be used.
- Move all people from the danger zone to a safer place or evacuate the school if it's too serious and may endanger people's lives.
- Abide by the procedures and instructions of evacuation to safe assembly areas according to the evacuation plan and wait for the emergency services teams.
- The HSE/Facility/Security in the school shall provide the emergency services teams with the required information once they reach the site.
- Nobody shall enter the school unless permitted to do so by the emergency services officials. Await and strictly follow emergency services officials' instructions on whether to wait or to leave.
- Provide all necessary aids for people of determination and provide escorts to help them during evacuations.
- Register the incident in the school's incident register including all relevant details,



data and information; and any external reports (police, civil defense and medical reports).

4. EARTHQUAKES

When inside the school buildings:

- Hide under desks or tables and hold their legs until the shaking stops.
 - Stay away from shelves and cabinets that contain heavy or large-sized materials and away from furniture to avoid injury.
 - Stay away from windows.
 - Stay inside till it is confirmed that the earthquake has stopped
- When outside the school buildings:**

- Stay in a safe and open place until a decision is made in accordance with the approved procedures.
- Stay away from buildings and electricity sources.
- Stay away from bridges or undergrounds.
- Stay away from trees.

When the earthquake stops:

- Ensure that everyone is safe and provide the necessary help.
- If medical care is needed, it shall be provided by the school emergency officer/nurse who shall call (999), the injured person's family and KHDA concerned team according to the approved contact and communication procedures.
- In case the school is located near the coast or any moving water area, the occurrence of floods or storms should be considered.
- Listen to and follow the local radio/media and abide by the instructions of emergency services and local response teams.
- Close all doors after departure and after ensuring that the place is empty.
- Close gas valves to avoid leakage.
- Switch off all main power sources.
- Elevators, if any, shall not be used in case of fire.





- Nobody shall enter the school unless permitted to do so by the emergency services officials.
- Await and strictly follow emergency services officials' instructions on whether to wait or to leave.
- Provide all necessary aids for people of determination and provide escorts to help them during evacuations.
- Register the incident in the school's incident register including all relevant details, data and information.

5. LANDSLIDE

During the slide, the following should be:

- Evacuation must be made immediately.
- Keep calm and listen to the radio to follow up on the emergency.
- Close sources of gas, electricity and water that may cause additional damage.
- For help call (999) and wait for the rescue.
- After ground slide occurs:
 - Stay away from the area, buildings and damaged electrical lines.
 - Inform the concerned authority of structural defects in private or public buildings.
 - Direct rescuers to the locations of injured and trapped persons near the affected areas.

6. LIGHTNING, FLOODS, STORMS, HURRICANES AND FOG:

- Keep calm and listen to the radio to follow up on the emergency and abide by the instructions of the emergency services and local response teams.
- Check the source of the emergency conditions (lightning, floods, storms, hurricanes and fog) and ensure that everyone in the school is away from the danger areas and sources.
- Conduct precautionary evacuation of all people in the school to their homes if possible.
- In case of lightning try to reach and stay in a building or a vehicle and in case of presence in an open area stay safe on lower grounds.

During lightning avoid the following:

- Use of phone, electrical equipment and tools
- Staying under high trees or Staying outside or in high grounds
- Touching metal structures or Approaching metal fences, pipes and railways.
- In case of floods and impossibility of getting out of the school, everyone shall head to safer rooms on higher floors till the situation is stable again.





- Move registers and important equipment to high places, if possible, without being exposed to any danger.
- Close water supply sources in case of floods.
- Register the incident in the school's incident register including all relevant details, data and information; and any external reports (police, civil defense and medical reports).

7. ELEVATORS MALFUNCTION

- If an elevator breaks down with someone inside, he/she must remain calm and contact the security officer through the emergency call button who will, in collaboration with the maintenance officer, work on getting them out as soon as possible and take actions followed in such cases as set forth in the elevator operation manual.
- In case of noticing any malfunction in the elevator, the security and maintenance officers should be informed to put that elevator out of service until it is examined and repaired.
- Register the incident in the school's incident register including all relevant details, data and information; and any external reports (police, civil defense, elevators maintenance and medical reports).

8. BUILDING COLLAPSE PRE-EVACUATION AND COMMUNICATION PROCEDURES

- Communicate with the emergency officer who immediately contacts the emergency services (999/997) and reports on the state of emergency, nature and access details of the site, and then inform the relevant team in KHDA and the concerned parties according to the communication procedures approved in these cases.
- Coordinate with the parties concerned regarding the transfer of those in the building in case the building collapses completely.
- Confirm with civil defense on the building readiness for operation for the next day.

Evacuation procedures:

- In the event of a complete collapse of the building, the evacuation must be carried out in cooperation with the civil defense and the evacuation team at the school to the safe assembly area approved outside the building.
- In the case of a partial collapse of the building, the partial evacuation must be carried out in cooperation with the lowercase and the evacuation team at the school to the safe assembly area approved inside the building.





- Evacuation teams in the school shall count all those present, including people of determination in their areas of responsibilities and carry out the evacuation process quietly and quickly and without panic through the nearest emergency exit to the safe assembly areas.
- Count all those present at assembly areas and search for missing ones.
- Communicate with parents for students who use private transportation to pick their kids from safe designated areas.
- Register the incident in the school's incident register including all relevant details, data and information; and any external reports (police, civil defense, concerned competent authority and medical reports).

9. VERBAL AND WRITTEN THREATS

- In case of receiving any verbal or written threat, it must be taken seriously and then informed to the head of the school and the emergency officer who will report such threat to the Police (999). Police and other competent and concerned authorities shall then take the necessary procedures to deal with such cases. In case of phone threats, people shall remain calm, record the time of the call, write down the threat and try to get as much information as possible by asking about the nature of the threat (e.g. Bomb, Kidnapping, etc.) where it is? How does it look? Why? The objective or purpose of the threat?
- Provide police or any other competent or concerned authorities with all information recorded as soon as they arrive at the school and take instructions to evacuate the building or stay.
- Notify the team concerned in KHDA in accordance with the procedures approved for such cases.



أرقام الطوارئ EMERGENCY NUMBER



998 الإسعاف
AMBULANCE



997 الدفاع المدني
FIRE



999 الشرطة
POLICE



991 الكهرباء
ELECTRICITY



992 الماء
WATER

NO
SMOKING



ممنوع
التدخين

The OPS Emergency Response Team Organisational flowchart:



Policy Review Log

Date	Changes	Reviewed By
210825	Annual Review	Principal
210826	Policy Review	HoOperations
290925	Policy Updated	DOS