



迪拜中国学校
CHINESE SCHOOL DUBAI

P.O.Box : 624355, Dubai, UAE Tel: 04-2202275
Address : 58C St. Mirdif, Dubai, United Arab Emirates

Sample School Emergency Operations Plan

Purpose of the plan

The purpose of the Emergency Operations Plan is to identify and respond to incidents by outlining the responsibilities and duties of school staff. 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 our school has established guidelines and procedures to respond to incidents 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. Faculty and staff have been trained to assess the seriousness of incidents and respond per these established procedures and guidelines.

Definitions

Incident: An incident is an occurrence – natural, technological, or human-caused – that requires a response to protect life or property. The principal/building administrator shall have the authority to determine when an incident has occurred and to implement the procedures within this Emergency Operations Plan.

Hazards: Hazards shall include situations involving threats of harm to students, personnel, and/or facilities. Hazards include but are not limited to natural, technological, and human-caused incidents. Hazards may require an interagency response involving law enforcement and/or emergency services agencies depending on the size and scope of the incident.

Hazard Analysis Summary

Chinese School Dubai is exposed to many hazards, all of which have the potential for disrupting the school community, causing casualties, and damaging or destroying public or private property. The table on the following page briefly discusses the high-priority hazards including fire, chemical, intruder, and terrorism.

Table 1. Emergency contact

External Emergency Contact	
Police	999



迪拜中国学校

CHINESE SCHOOL DUBAI

P.O.Box : 624355,Dubai,UAE Tel:04-2202275

Address : 58C St. Mirdif, Dubai, United Arab Emirates

Ambulance	998
Civil defense	997
Electricity failure	911
Water failure	922
Nearby hospitals	
Nearby police stations	
Internal Emergency Contact	
Principal (Emergency Team Lead)	
Vice principal	
Emergency Team member	

Table 2. Emergency plan

Fatality or major injury	Appendix A
Fire	Appendix B
Bomb Threat	Appendix C
Child Abduction	Appendix D
Missing Child	Appendix E
Loss of essential services	Appendix F
Active Shooter/ Intruder	Appendix G
Severe Weather	Appendix H

A. Emergency Response Procedures for Fatality or major injury

If the incident occurs during school hours:

1. Contact emergency services and school clinic. If trained, provide any immediate first aid care. This may include first aid care for other potentially injured persons.
2. If the incident occurs outside of school hours, it is likely that the security personnel will be the initial responder. The same process of communication and action should be adopted.
3. Notify Principal who can then invoke the Emergency Response Plan.
4. Ensure the scene is secured as soon as reasonably possible, removing any students from the direct area.
5. Communicate to the family members of the injured.
6. Identify potential witnesses for further interviews/ discussion later.
7. Do not engage in any formal or informal conversations with anyone outside the school Team and do not make any comment to the public or press.

Following the incident:



8. Work with communication team to establish formal methods of communication to parents, students and other stakeholders.
9. Establish students or staff members that may require counselling support.
10. Review existing processes including any relevant risk assessments.
11. Principal, in coordination with Communication team to generate and communicate a completed report to relevant stakeholders.

B. Emergency Response Procedures for Fire

In the event of finding a fire the following procedure must be followed:

12. Immediately raise the alarm by activating the nearest manual call point (MCP).
13. If safe to do so rescue any persons who are in immediate danger.
14. If safe to do so, attempt to tackle the fire, please note that you must never put yourself or others at risk. Fires larger than a waste paper bin should be left to trained emergency personnel.
15. Notify the Emergency Response Team who will attend the site and assess the situation. The Emergency Response Team will determine the need for emergency response and notify the emergency services.
16. Evacuate the building safely and smoothly supporting any persons on the way. Make your way to the designated fire assembly point and await roll call.
17. As soon as reasonably practical the Principal is to notify the silver team lead; this will subsequently invoke the crisis management plan.
18. In the event of hearing a fire alarm, the following procedure must be followed:
19. Stand down from your immediate duties.
20. Teachers within classrooms are to collect the emergency pack from their room and put on their high visibility jacket.
21. Commence the evacuation of their class or areas in an orderly fashion, making their way to the nearest safest fire exit and head to the fire assembly point.
22. Administration staff must commence the evacuation of the administration areas.
23. Selected fire marshals must ensure that a sweep of their designated areas is carried out.
24. Once at the fire assembly point, teachers must conduct a roll call and report the findings to the Emergency Response Team.

Following the incident

25. Work with communication team to establish methods of communication to parents, students and other stakeholders.
26. Establish students or staff members that may require counselling support.
27. Review existing processes including any relevant risk assessments.



迪拜中国学校 CHINESE SCHOOL DUBAI

P.O.Box : 624355, Dubai, UAE Tel: 04-2202275
Address : 58C St. Mirdif, Dubai, United Arab Emirates

28. Principal, and Communication Team to generate and communicate a completed report to relevant stakeholders.

C. Emergency Response Procedures for Bomb Threat

Bomb threats containing accurate and precise information, and received well in advance of an actual attack, are rare occurrences. The vast majority of cases are hoaxes and the intent is social engineering, to cause disruption, fear and/or inconvenience the victim.

A bomb threat can be communicated in a number of different ways. The threat is likely to be made in person over the telephone; however, it may also be a recorded message, communicated in written form, delivered face-to-face or, increasingly, sent by email or social media.

If you receive a threat, you should:

29. If the message is via telephone, stay calm and listen to the caller/message.
30. As soon as possible note any information on the bomb threat checklist or any paper/note pad (see in the following paragraph the bomb threat checklist).
31. Immediately notify your Principal.
32. If the notification is via SMS or social media do not delete or respond to the message and inform the Principal immediately.
33. Principal to notify the emergency services of the threat and decide on the immediate course of action.
34. It is important that you don't delay on your actions, the Principal has the responsibility for the immediate action to take.

Remain indoors

In some instances, it may be safer to remain within the school. For example, if the location of the device is noted as being outside of the school. People should be advised to move away from windows and doors. If the location of the suspected device is not known, external evacuation would be a justifiable course of action.

Media / parent communications

Any communications relating to the incident are to be approved by our media and communications department. A number of holding statements have been generated in advance, with the appropriate message being released as and when required. All media interviews should only be delivered by trained members of the Communications team.

Bomb Threat Checklist



迪拜中国学校

CHINESE SCHOOL DUBAI

P.O.Box : 624355,Dubai,UAE Tel:04-2202275
Address : 58C St. Mirdif, Dubai, United Arab Emirates

The following actions should be taken:

1. Remain calm and talk to the caller
2. Note the callers number if displayed on your phone
3. If you are able to record the call
4. Write down as much information as possible below

When, where, what, how & why:

About the caller male/Female

Language:well-spoken/Irrational/Taped/Incoherent

Callers voice: Calm/Crying/Angry/Slow/Stutter /Disguise/Familiar/Laughing

Any specific accent:

Background sounds: Street noises/ House noises/Cars/Clear/Other /voices

Date of call/Time of call:

If possible, try to ask the following questions and note the answers given:

1. Where exactly is the bomb right now
2. When is it going to explode
3. What does it look like
4. How will it be detonated
5. Did you place the bomb
6. What is your name
7. Why did you place the bomb
8. What does the bomb contain

Once coming off the phone, immediately notify the Principal or deputy

Time notified and who:

D. Emergency Response Procedures for child abduction

If a child makes a report of a suspected abduction within or outside of the school, the following should be considered:

1. The person who the report is made to must immediately notify their line manager.



迪拜中国学校

CHINESE SCHOOL DUBAI

P.O.Box : 624355, Dubai, UAE Tel: 04-2202275

Address : 58C St. Mirdif, Dubai, United Arab Emirates

2. The line manager will then notify the Principal and Vice Principal.
3. The Principal will notify the security supervisor and decide upon the course of action. If the attempted abduction has occurred within the school, an immediate lock down of the school may be required. This will be initiated by the Principal.
4. The Principal will notify the police as soon as reasonably possible. A review of the CCTV should be conducted immediately; this will help to identify any potential perpetrators.
5. The Principal will notify the silver team lead as soon as possible; this will allow the crisis management plan to be invoked.

If a person observes what he/she believes to be suspicious activity, the following should be considered:

6. Immediately notify a member of the security team.
7. Be cautious and only approach the person if safe to do so.
8. If possible mentally note the person and any vehicle they are in, colour, type, registration number etc.
9. Principal should immediately notify the Police and parents. Also immediate notification to the silver team lead. This will invoke the crisis management plan.

Following the incident

10. Work with communication team to establish methods of communication to parents, students and other stakeholders.
11. Conduct investigation with the support of Child Safeguarding and security team. This will include, identifying potential witnesses and obtaining statements, reviewing CCTV, analysis sign in logs etc.
12. Establish students or staff members that may require counselling support.
13. Review existing processes including any relevant risk assessments.
14. Principal and Child Safeguarding Head in coordination with GEMS Communications Team to generate and communicate a completed report to relevant stakeholders.

E. Emergency Response Procedures for missing child

If a child is suspected of being missing from within the school, the following procedures are to be followed:

1. The staff member who is notified must immediately inform the Principal and the security team.
2. An immediate sweep of the premises must be conducted by the security team and school employees. Ensure areas such as toilets, clinic, pool, storage areas, sports halls etc. are checked.



迪拜中国学校 CHINESE SCHOOL DUBAI

P.O.Box : 624355, Dubai, UAE Tel: 04-2202275

Address : 58C St. Mirdif, Dubai, United Arab Emirates

In parallel, a review of the CCTV will be conducted by the security personnel, in order to establish the movements of the missing child within the school.

3. If the missing student is not found following an immediate sweep of the premises, the parent/guardian will be notified. It is recommended that no longer than thirty minutes is taken to notify the parent. At this point, the police may also be notified. This will be done in consultation with the parent.

4. At this stage the Principal will notify the silver team lead, in order to invoke the crisis management plan. The school will support the police during their investigations and provide any necessary information they may have.

If a child is suspected of being missing whilst on a school excursion, the following procedures are to be followed:

1. The staff member supervising the excursion must be notified immediately.
2. An immediate sweep of the premises/location must be conducted. If the premises/location have a security team, they must be notified immediately. A review of the CCTV will be conducted by the security personnel, in order to establish the movements of the missing child.
3. The supervisor will notify the Principal to inform him/her of the situation.
4. If the missing student is not found following an immediate sweep of the premises/location, the parent/guardian will be notified. It is recommended that no longer than thirty minutes is taken to notify the parent. At this point, the police may also be notified. This will be done in consultation with the parent.
5. At this stage the Principal will notify the team lead who will be liaising with the Crisis Coordination team, in order to invoke the crisis management plan.
6. The school will support the police during their investigations and provide any necessary information they may have.

Following the incident

7. Work with communication team to establish methods of communication to parents, students and other stakeholders.
8. Conduct investigation with the support of Child Safeguarding and security team. This will include, identifying potential witnesses and obtaining statements, reviewing CCTV, analysing sign in logs etc.
9. Establish students or staff members that may require counselling support.
10. Review existing processes including any relevant risk assessments.
11. Principal and Child Safeguarding Head in coordination with Communication Team to generate and communicate a completed report to relevant stakeholders.



迪拜中国学校
CHINESE SCHOOL DUBAI

P.O.Box : 624355, Dubai, UAE Tel: 04-2202275
Address : 58C St. Mirdif, Dubai, United Arab Emirates

F. Emergency Response Procedures for loss of essential services

Loss of essential services could include, HVAC, water, electricity etc. In the event of such an incident, the following procedures should be followed:

1. Principal determine the school impact and decide on the appropriate action. For example, a complete loss of HVAC services during the summer months may necessitate a complete temporary closure of the school.
2. At this stage, the Principal will notify the team lead who will be liaising with the Crisis Coordination Team in order to invoke the crisis management plan.
3. In the event of such a closure, clear communications must be issued to parents of the procedures to collect their children. Again, this must be communicated to parents so that they are available for a potentially early home drop off.
4. The Principal will liaise with the Infracare manager to establish the course of action to return the services to normal. Based on the assessment, clear communication should be sent to the parents. Corporate communications team can assist on the communication.

Following the incident

1. Work with GEMS communication team to establish methods of communication to parents, students and other stakeholders.
2. Review existing processes including any relevant risk assessments.
3. Principal in coordination with Communication Team to generate and communicate a completed report to relevant stakeholders.

G. Emergency Response Procedures for Active shooter

A lock down may be initiated in the event of a suspected intruder being within the school premises. An intruder could include an employee, parent, student or other person.

1. An intruder may be identified initially by a student, member of staff or security. Any suspicious activity must be immediately notified to either the nearest member of staff, the head guard or directly to the Principal.
2. The Principal must make an immediate assessment of the situation and determine if a lock down is to be initiated. Principal to notify the team lead as soon as reasonably possible.
3. To initiate a lock down the Principal or nominated employee must make a pre-determined announcement over the public address system. It is suggested that schools follow the simple announcement of 'lock down, locks, lights, out of sight'.



迪拜中国学校 CHINESE SCHOOL DUBAI

P.O.Box : 624355, Dubai, UAE Tel: 04-2202275

Address : 58C St. Mirdif, Dubai, United Arab Emirates

4. Dependent upon the nature of the incident, the relevant emergency services must be notified immediately. This should be done via the head guard or Principal.
5. Upon hearing the announcement, all employees must follow their pre-determined lock down training procedures. This will include, securing access into rooms, closing window blinds, barricading doors and positioning all students out of sight.
6. All persons must remain in their 'lock down' location, until the public address announcement is made. Each school must ensure that they have a determined code phrase, which will indicate the end of the lockdown. It is recommended that the code phrase is changed annually and clearly informed to students and staff.

Following the incident

1. Work with communication team to establish methods of communication to parents, students and other stakeholders.
2. The Principal will support with any external authority investigations and provide information regarding internal investigations.
3. Review existing processes including any relevant risk assessments.
4. Principal in coordination with Communication Team to generate and communicate a completed report to relevant stakeholders.

H. Emergency Response Procedures for severe weather

Severe weather can include examples such as, excessive rain leading to local flooding, high winds, sand storms, excessive temperatures. In the event of such incidents, the following procedure should be followed as a general rule.

1. Principal determine the school impact and decide on the appropriate action. This may be dictated by a regulatory body who instruct schools to close due to the severe weather.
2. If a decision to close the school is made then the appropriate communications must be issued to parents, students, transport services and employees. Students are to be kept in a safe assembly location within the school until pickups can commence.
3. Principal to report the incident to the team lead.
4. Students must be immediately removed from any areas which are exposed to particular risk. This could include areas of flooding or areas which could be impacted by high winds. Students must be brought inside to a safe point and remain until safe collection can be arranged.
5. Refer to the hot weather policy for guidance.

Following the incident



迪拜中国学校

CHINESE SCHOOL DUBAI

P.O.Box : 624355,Dubai,UAE Tel:04-2202275

Address : 58C St. Mirdif, Dubai, United Arab Emirates

6. Work with communication team to establish methods of communication to parents, students and other stakeholders.
7. The principal and leadership team will need to assess the school and determine when it can be safely re opened. Where any structural or facility damage has occurred, confirmation must first be sought from the properties department.
8. Generate a report for key stakeholders if required.

