Health, Safety and Environment
Policies and Procedures 2018

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Responsible Office(s): Office of Safety and Crisis Management

Contact Person: Engr. Feras Al Salem, Safety and Crisis Manager (ext. 2068)

Policy Scope: All AUS faculty, staff, students and visitors

Future Review Date: March 2019

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1. Purpose

AUS is committed to providing a safe and healthy environment for the AUS community through active participation of staff, faculty, students and visitors to improve HSE (Health, Safety and Environment) performance. This policy establishes an HSE management system framework to:

- comply with HSE related laws and regulations
- ensure all hazards are adequately managed and mitigation measures are in place to control the identified hazards

2. Scope

The document includes all activities that are within the HSE scope, including, but not limited to:
- Health, safety and hygiene
- HSE risk management
- Third-party/Contractor management (for compliance with HSE regulations)
- Bio safety and waste management (Health Clinic, Labs)
- Warehousing, transport and traffic safety
- Incident reporting (definitions, when, how and who to report)
- Disaster/emergency preparedness (incidents having impact on people, property and reputation)
- Business continuity management

3. HSE performance monitoring and reporting

- Incident reporting and investigation
- Adequate documentation of safety inspections both by external agencies and internal teams
- Safety and quality audits, management review and corrective action
- Employee surveys

4. Documents and forms

The critical documents for the HSE management system will be those relating to HSE cases and performance data:

- Incident Reports
- Inspections and Audit Reports
- Emergency Drills
- Proactive safety measures and safety and security complaints forms
- HSE risk management
- Emergency preparedness/Evacuation and Business Continuity worksheets

5. Responsibilities

The Office of Safety and Crisis Management is responsible for the dissemination of this policy:

- as part of the orientation process/checklist for new employees
- by posting it on the AUS website

6. Emergency numbers

Emergencies (Police, Fire Rescue): 999/997
AUS University Health Center Emergency Line: 050 635 7651
Facilities Emergency Line: 06 515 2100, Extension (2100)
AUS Security Emergency Line: 050 626 7818
AUS Safety and Crisis Management Emergency Line: 056 417 7060, Extension 2068

7. Applicable laws

The following laws, regulations and statutory requirements are applicable to the scope of safety and crisis management:

- Federal Law No. 8 (1980) Chapter 5-Occupational Safety, Preventive, Health and Social Care
- The Labor Law (as amended in 1986)
- Ministerial Order No.32 (1982) on the determination of preventative methods and measures for the protection of labor from risks at work
- Council of Ministers Decision No. 19 of 2006 on the nurseries in the ministries corporations, public institutions, government departments and government offices
- Ministerial resolution No. (291) for the year 2008 on the consolidated financial system of nurseries in ministries, corporations, public institutions, government departments and government offices on 10/06/2008
- Ministerial resolution No. (482) for the year 2008 on the consolidated list of nursery personnel workers in the Ministries, corporations, public institutions, government departments and government offices dated 10/07/2008

- Ministerial resolution No. (485) for the year 2008 Internal on consolidated regulations for the nurseries in the Ministries, organizations, public Institutions, government departments and offices
- UAE Fire and Life safety code of practice 2011, and applicable civil defense laws
- Applicable laws and legislations from UAE's National Emergency Crisis and Disasters Management Authority

8. Handling accidents

1. Remain calm and assess the situation.
2. Reassure the injured person.
3. Call ambulance if injury is severe.
4. Contact University Health Center for first aid +971 50 635 7651.
5. Contact AUS security personnel via mobile +971 50 626 7818.
6. In case of possibility of death or serious injury, contact the police.
7. Prepare a written report, by collecting all the facts and names of witnesses.

9. Campus safety evaluation

1. The AUS Safety and crisis Manager will maintain records of accidents and emergencies, safety violations and any complaints or suggestions regarding campus safety. The Security Division will cc the Office of Safety and Crisis Management with such reports.
2. The AUS Safety and Crisis Management Manager will compile data on distribution of safety materials, implementation of safety procedures and display of appropriate safety signage in classrooms and laboratories. The Security Division will cc the Office of Safety and Crisis Management with reports.
3. An annual survey will be conducted from students, faculty, and staff to assess their exposure to campus safety information and their perception of safety on campus.
4. Unscheduled safety inspections will be conducted by the Safety and Crisis Management Manager.
5. Documentation on the results of these inspections will be kept by the campus safety manager.
6. Periodic drills (e.g., fire drills) will be held to assess emergency response procedures. The campus Safety and Crisis Management Manager will compile data on the response to these drills.
7. The Safety and Crisis Management Manager will prepare a report of all data collected relative to assessment of campus safety annually.
8. The Safety committee will review the data and propose changes in the campus safety plan and procedures accordingly.
9. The committee will produce a report on how the assessment data were used to correct problems with campus safety.

10. HSE risk management

The HSE risk management guidelines (**as addressed in SP-005, Risk Assessment Procedure**) should be used to identify, minimize and manage HSE hazards.

- Systematically identify hazards, threats and their effects.
    - Carry out inspections to consider what could reasonably be expected to cause accidents, injuries or hazards including fire hazards, traffic accidents, construction safety and precautions.
    - Encourage employees to report any unsafe conditions or practices on premises via https://www2.aus.edu/publicaffairs/publicrelations/safety/inguire_form1.php
    - Review accident or ill-health records.

- Evaluate the hazards to see who or what might be at threat as well as and decide on precautions.
    - Possible hazards that may occur are fire, explosion, trips, falls, extreme weather conditions, swimming pool injuries, traffic or transportation hazards and construction hazards, etc.
    - Consider activities to control identified hazards, such as protective clothing, goggles, safety boots, first aid, alerts, advisories, signage and barriers.
    - Compile a risk register and determine the controls needed.
    - Develop emergency response plans and recovery procedures.

- Guidelines to manage emergencies effectively:
    - Create awareness of emergency situations.
    - Identify hazards that exist and expected consequences.
    - Develop written procedures/checklists to determine response required.
    - Develop written procedures/checklists for returning operations to normal.

11. HSE audits

HSE audits will be carried out periodically to check compliance with existing policy and procedures as well as identifying need for additional procedures and providing corrective actions. Audit reports will be made available for management review.

12. Management review

Management will periodically review documents such as HSE audit reports, HSE surveys, history of corrective actions to ensure the effectiveness of HSE function and compliance with legal requirements.
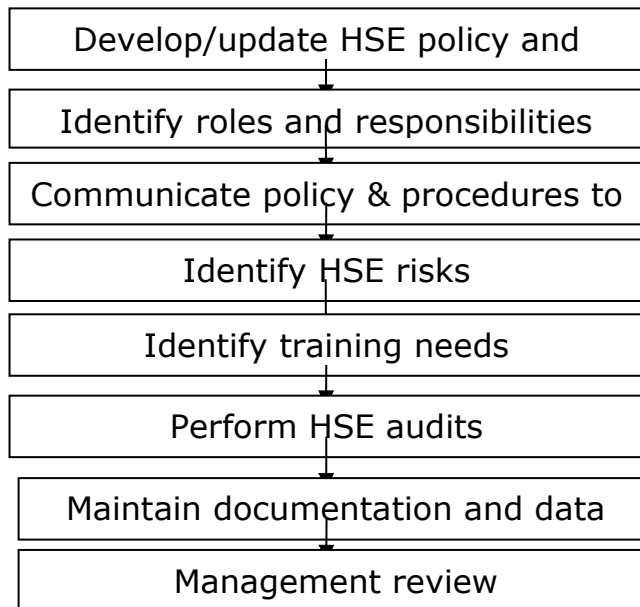
13. HSE training

The Office of Safety and Crisis Management is responsible for implementing the training session two times per academic year.

Adequate training will be provided to staff so that they are aware of risks and precautions relating to Health, Safety and Environment. Specialized trainings including those listed below should be provided to staff that have such work responsibilities that they may be exposed to HSE risks.

- Fire
- Emergency response
- First aid
- Building safety and housekeeping
- Fall protection
- Back/Spinal safety
- Lifting safety
- Spills, transportation, storage and waste management of hazardous materials
- Ergonomics

14. HSE activities flowchart

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│   Develop/update HSE policy and      │
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│   Identify roles and responsibilities │
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│   Communicate policy & procedures to  │
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┌─────────────────────────────────────┐
│   Identify HSE risks                  │
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┌─────────────────────────────────────┐
│   Identify training needs             │
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┌─────────────────────────────────────┐
│   Perform HSE audits                  │
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┌─────────────────────────────────────┐
│   Maintain documentation and data     │
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┌─────────────────────────────────────┐
│   Management review                   │
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15. HSE guidelines

HSE guidelines must be followed to safeguard the health and safety of staff, faculty, students and visitors on AUS premises as well as the general environment. As violation of HSE policy and procedures will result in strict disciplinary action. Chancellor's instructions will be circulated to all AUS members, to ensure strength in the follow up and implementation of this policy

16. Respectful and safe workplace

All employees are required to observe respectful behavior in their interaction with others. Violation of respectful behavior values by acts such as harassment, bullying, discrimination of any kind or violence should be reported to human resources. Reports of such incidents may also be submitted to Human Resources and the Office of Safety and Crisis Management via email or directly through the security reports, which are cc-d to the Office of Safety and Crisis Management.

Articles such as alcohol, drugs, explosives and weapons are strictly prohibited on campus (Security should cc the Office Safety and Crisis Management in reports).

17. First aid

The Office of Safety and Crisis Management is responsible for implementing the training session two times per academic year. First-aid training will be provided to two employees from every department.

18. Food hygiene

All food concessionaires/ contractors must comply with municipality health and hygiene standards particularly those that apply to restaurants and kitchens. Quarterly inspections including monitoring adherence to the guidelines given below should be carried out in areas used for food preparation and food display.

- All food areas must be cleaned on a regular basis.
- Only chemicals that are considered food safe may be used on surfaces in contact with food.

- All staff involved in food handling must observe good personal hygiene practices. They must wear appropriate clothing for the area in which they are working, including where necessary appropriate headgear.
- Food handlers who are unwell should not be allowed to prepare and serve food.
- All foods must be stored appropriately and comply with temperature control requirements.
- All equipment within food premises must be kept well maintained and faults reported immediately
- Suitable arrangements should be in place to dispose of food waste.

19. Pollution

AUS has introduced a smoke free policy that permits smoking only in the designated areas of the campus. The smoke free policy is aimed at protecting individuals from the ill effects of secondary smoke inhalation. In addition to that, AUS has achieved the certification requirements for ISO14001:2015 environmental management system which is currently managed by the Office of Sustainability.

20. Safety and hygiene of premises

Training in fire, security threat scenarios and emergency evacuations with regular emergency simulated evacuations and drills will be conducted at buildings and residential accommodations at the university campus at least once a year. Facilities and the Operations Department should keep all areas clean, free of insects and pests, cleaning products and pesticides should be generally safe. Periodic inspections should be carried out to identify inadequate ventilation, mold, and lack of fresh air exchange, dampness or excess chemical contaminants.
Walking surfaces should be inspected periodically to identify obvious hazards such as raised surfaces or flooring levels that suddenly drop or sink which may cause tripping or losing balance.

a. Administration, academic and residential buildings

Every building on campus must be equipped as a minimum with a fire alarm system that contains audible fire alarm, smoke detectors and sprinklers.

All work areas will be kept clean, tidy and safe by:

- Removing tripping hazards such as loose cords, loose floor coverings and objects in walkways and working areas.
- Cleaning up spills.
- Removing paper and obstacles from the floor

The maintenance department (Facilities and the Operations Department) should develop a plan to carry out inspections of the buildings to monitor or identify safety risks including fire prevention in warehouses and general stability of the buildings.

b. Ergonomics

Facilities and the Operations Department should keep premises and work areas sufficiently lit, so that people are able to move about and perform work duties safely. Chairs should provide adequate support for lower back. Sufficient sanitary conveniences and washing facilities should be located on all floors.

c. Swimming pool and gym

A trained lifeguard will be on duty during weekdays and any time that is considered necessary in case of special events. The lifeguard must be trained in first aid and CPR. Any hazardous situations, incidents or accidents should be reported to the lifeguard to prevent injuries or any other harm.

General rules for use of swimming pool such as those given below should be posted near the pool area
- Showers are required prior to entering the pool.
- Diving, flips, sitting on shoulders are not allowed in the swimming pool.
- Running is not allowed on the deck area.
- Pushing, throwing, dunking or similar acts are not allowed in the pool.
- Glass containers are not allowed near the pool.
- Appropriate swimming attire must be worn in the pool.
- Swimming pools should be lit up at night.
- Children and inexperienced swimmers should not cross the shallow end.
- Children under five must be supervised by parent/guardian at all times.
- Smoking is not allowed in the pool area.

d. Pool emergency procedures

1. If lifeguard is present, he/she should blow whistle and proceed with lifeguard rescue procedures.
2. Give appropriate first aid.
3. If the injury is serious or life threatening, **call ambulance 997.**
4. If only one person is present, they should stay with the injured person and direct another person to call 997.
5. Never leave an injured person unattended.
6. Never move the victim unless absolutely necessary.
7. Notify University Health Center to get medical records and public affairs to notify relatives of injured person.

e. Pool contamination procedures

Water quality in the pool must meet health and sanitary standards. In the event of contamination by foreign substances, pool must be immediately cleared of swimmers and cleaned up.

f. Gym facility

Gym must have emergency equipment such as first aid kit, fire extinguisher and telephone.
Precautionary steps should be taken to ensure that gym users are safe from potential hazards such as accidental injuries, infectious diseases and contamination. Precautionary measures should include the following:
1. Routine inspection and maintenance of gym equipment in line with manufacturer's instructions.
2. Regularly sanitizing and disinfecting gym equipment, including exercise mats, upholstery, bars and rails.

g. Reporting incidents at gym and pool

Minor accidents may include injuries like bloody noses or scraped knees and need not be reported formally. Major accidents injuries such as broken bones, concussions or drowning must be reported as per guidelines given below after attending to the injured person.

1. Prepare an incident report based on the observation, witness name and contact numbers.
2. If the accident or incident was due to unsafe or faulty equipment or facilities, the safety manger must be notified immediately and equipment should be removed to prevent further incidents.

h. Day Care Center

The Day Care Center should maintain detailed procedures to ensure it complies with HSE requirements and regulations that are applicable to it. Regular inspections of the premises should be carried out by the HSE Manager.

Such inspections should include monitoring compliance with the following health, safety and hygiene aspects:

*   The Day Care Center should be equipped with fire extinguishers and smoke detectors that are tested regularly.
*   Emergency exits are clearly identified or clearly marked.
*   Doorways and exits are free of debris and equipment to allow unobstructed passages.
*   Bathrooms are clean, in good repair and easily reached by children.
*   A well-supplied first aid kit is available to staff and out of reach of children
*   Medications are kept in original container, properly labeled, stored away from food and out of reach of children.
*   Strings and cords long enough to encircle a child's neck are not accessible to children.
*   The playground equipment is in good repair and safe condition (no sharp edges, splinters, cracks protruding parts etc.)
*   Outdoor areas are kept free of excessive dust, weeds, brush, high grass and standing water.
*   Surfaces underneath indoor and outdoor play equipment that children can climb on are covered with impact-absorbing materials.
*   A play structure should not have openings so small that may cause entrapment.
*   All play equipment should have a safe clearance from other structures.
*   The swing area should be safe, the front and rear of swing should not have equipment in case of a fall.
*   Adequate child-to-staff ratio so that children are supervised at all times.
*   Caregivers are appropriately trained and in good health.
*   Written procedures are maintained for care of ill children.
*   Limited or no TV viewing.
*   Perishable food must be stored appropriately or refrigerated.
*   Cleaning supplies and other toxic materials should be locked in the cabinets in their original labeled containers inaccessible to children.
*   Stoves, microwaves, pipes and other hot surfaces should not be within reach of children.
*   Electrical outlets should be covered with protective caps.
*   Electrical cords should be in good condition and placed beyond children's reach.
*   Window guards on all windows except designated fire exits.
*   An emergency evacuation plan should be prepared and staff should be familiar with the plan.
*   Waste should be disposed of adequately.

21. Bio safety and waste management guidelines

Biohazard refers to biological substances that may pose a threat to the health and safety of humans, animals or environment. Anything that comes in contact with a biohazard is normally deemed contaminated. Biohazard waste includes:
*   medical waste
*   animal carcasses
*   laboratory waste
*   sharps
*   blood-soaked towels or gauze
*   contaminated laboratory ware

a. Labs

Faculty members who supervise laboratory projects are responsible for safety management of those laboratory projects. Such procedures should include taking reasonable precautions to protect safety and health of students, workers and environment as well as safe use and disposal of chemicals.

The disposal of unused chemicals, chemical mixtures, mercury waste, and inflammable materials require specific procedures for safety and environment protection. Precautionary measures such as temperature, and labeling requirements must also be adhered to for storage and handling of chemicals.
Detailed instructions for handling and disposing chemical mixtures and waste must be written and posted in the labs including the following guidelines:

- Chemical containers with screw type lids must be sealed tightly.
- Sharp or glass waste must be collected in heavy-duty cardboard boxes, sealing all seams with tape.
- Legible labels should be affixed on storage and waste containers, bags or boxes and wastage should only be placed in designated areas.
- Plastics that are contaminated with chemical residue must be disposed of as per the hazard of the chemical.
- Containers must never be overfilled.
- Protective clothing and gloves should be worn and direct contact with contents should be avoided.

b. University Health Center

The University Health Center must maintain written procedures for managing biohazards, medical waste, disease prevention and infection control and scenarios like flu epidemics. Microbiological laboratory waste includes laboratory cultures, gloves, paper towels, plastic products, non-penetrable waste (metal pans, blunt objects). Liquid waste includes human blood and body fluids. Specific procedures must be followed for handling and disposing microbiological and liquid waste.
The health care workers must exercise precautions and their work practices should be in line with the government regulations. Safety measures comprise of wearing protective clothing, regular cleaning, disinfecting premises and use of biohazard labeled containers.
Handling, storage and transportation of waste must comply with medical waste regulations.

22. Employee wellness programs

Employee wellness programs are run by certified personnel.

23. Third-party/Contractor management guidelines

Contractors who work on AUS campus and or support the AUS operations must ensure that their safety measures are in line with those at AUS. Selection and evaluation criteria for contractors should include a requirement for the bidders to provide their HSE plan statement and whether they comply with internationally recognized HSE standards. If any part of the contract is subcontracted to another party then the subcontractor should comply with the safety standards. Workplace injuries or illnesses sustained by employees of a general contractor or its subcontractor shall be immediately reported to the AUS Safety Manager along with any accident/incident reports. Only qualified contracted personnel shall operate equipment such as forklifts and cranes.

24. Events on campus

Events on university premises may carry HSE risks, therefore safety and facilities personnel should be consulted at the time of planning an event.

25. Warehouse, transport and traffic safety guidelines:

Safety of people is the most important aspect of road traffic, transport and warehouse operations management. Only authorized commercial and private vehicles will be allowed in the campus and documented safety guidelines should be kept for commercial vehicles offloading heavy equipment or materials. Vehicles owned and operated by AUS such as buses must be maintained and inspected frequently. Drivers of vehicles violating speed limits or traffic rules will be fined.

a. Traffic safety

Traffic safety rules apply to vehicles, pedestrians and bicyclists. Suggestions/comments for campus traffic safety will be invited by creating an email ID or drop box. Traffic/vehicle accidents on the university campus must be reported and investigated in a timely manner. Some traffic safety guidelines are given below. The Security Division should be contacted for further details.

- Parking permits issued by the security office must be affixed on the windscreen of the car.
- Parking permits are renewed on a yearly basis and drivers must ensure that they have a valid parking permit.
- Visitor parking must only be used by visitors.
- Speed limits should be adhered to by vehicle drivers.
- Vehicles should not stop on the middle of the road to drop off passengers.
- Talking on the phone, texting and listening to music on earphones are distractions for vehicle drivers, bicyclists and pedestrians that either cause accidents or are unable to prevent incidents.
- Bicyclists should follow the same traffic rules as vehicle drivers, stopping at intersections.
- Extra caution should be exercised during rainy conditions.

b. Warehouse safety

Warehouse safety procedures should be documented and warehouse personnel trained to protect against transportation, housekeeping and materials handling hazards. Some safety guidelines are given below.

- Food, beverage, products should not be kept in chemical storage areas.
- Chemicals must be stored and handled as per manufacturer's instructions.
- Chemical spills must be properly cleaned up, inhalation of chemicals must be avoided, and care should be taken to avoid accidental splashing or squirting of substances in to the eyes.
- Warehouse personnel should use proper personal protective equipment when handling chemicals.
- Storage areas are kept free from accumulation of materials that could lead to tripping, fire, and explosion or pest infestations.
- All hazardous materials containers are properly labeled, indicating the chemical's identity, the manufacturer's name and address, and appropriate hazard warnings.
- Fire equipment in the warehouse should be inspected regularly.
- Personnel using forklift equipment must be adequately trained.
- Ladder safety rules such as not placing metal ladder near live electricity etc. must be followed.

26. Incident reporting

Incidents involving injury, damage, loss to university personnel, asset/property should be reported and investigated by the Office of Safety and Crisis Management Manager who will assess the risk and control. Remedial actions must be taken to prevent occurrence of similar incidents in the future. For serious incidents, an investigation must be initiated within 24 hours. The incident report should describe the situation in detail and the factors that led to the occurrence of the incident. Incidents relating to crime and other serious individuals should be reported to HSE, and if required the University Health Center as well as other concerned offices.

(Incident investigation is performed with respect to SP-009, Incident Reporting and Investigation Procedure)

a. Initial actions after the incident

- The area/activity supervisor should take control and direct personnel to stay calm.
- Call for emergency services and/or personnel trained in first aid if required.
- Take appropriate steps to reduce extent of loss.
- Notify the Safety Manager.
- Identify and prevent evidence from removal (if possible photographs should be taken).
- Identify witnesses.

b. Incident investigation

The objective of the investigation is to collect facts, identify the causes of the incident and take corrective actions. Certain facts and description that must be included in the investigation report is:
a. Identification/name of persons involved.
b. Location of the incident.
c. Time of the incident.
d. Resulting damage/loss.
e. Explanation of how / why the incident occurred.
f. Actions to be taken to avoid recurrence of similar incidents.

c.

Incident Flowchart

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                    ┌─────────────────────┐
                    │   Incident occurs   │
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        ┌────────────────────────────────────────────┐
        │             Initial actions                │
        │  • Area supervisor takes control and       │
        │    directs personnel                       │
        │  • Call for emergency services/first aid   │
        │  • Reduce or contain extent of             │
        │    damage/loss                             │
        │  • Identify evidence and prevent           │
        └────────────────────────────────────────────┘
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                    ┌─────────────────────┐          ╭────────────────────╮
                    │   Inform Safety     │          │ Note: Administration│
                    │     Manager         │          │ may form an         │
                    └─────────────────────┘          │ independent         │
                              │                       │ investigation team  │
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                    │   Safety Manager    │
                    │  initiates incident │
                    │       report        │
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        │           Gathers information              │
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        │  • Interviews witness                      │
        │  • Examines evidence                       │
        │  • Takes photographs                       │
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                    │ Completes incident  │
                    │       report        │
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27. Emergency preparedness

Emergency preparedness procedures will allow the Crisis Management team to deal with various emergency scenarios that may impact student life, instruction, administration, campus and public safety.

Emergency preparedness guidelines given below have been developed to create awareness of and manage the following emergency situations:

- Medical emergencies, mental health emergency or suicide attempt
- Fire
- Threat of weapons/Possession of weapons
- Criminal activity
- Chemical spills
- Severe weather
- Utility failure
- Emergency evacuation

Procedures for situations such as death/injury, attempted suicide, riot, overdose, missing student, study abroad incident, hostage situation and explosion should be developed by the Crisis Management Team. (adequate information are included in **SP-011, Crisis Management Plan**)

a. Crisis Management team

The Crisis Management team will be responsible for coordinating responses to emergency situations. The Crisis Management team should include members from the Operations Department as well as the Office of Safety and Crisis Management, and should immediately communicate the information regarding a major emergency or disaster to the Chancellor if there is an indication that a major emergency is probable or developing. The Crisis Management team will ensure that emergency coordinators are trained to handle emergency situations including the following:

- Training in use of fire extinguisher.
- Knowledge of emergency exits and assembly points.
- Building evacuation procedures.
- Offer guidance and support to University community in emergency situations.
- Maintain emergency supplies such as first aid kits, flashlights, cell phones.
- Coordinates security of priority documents and passports of employees in the custody of AUS.
- Take roll in case of building evacuation to determine that all employees have exited building.
- Keep an updated list of all emergency numbers, including University Health Center employees and those trained in first aid.
- Assist personnel/students with disabilities in evacuation situations

b. Medical and mental health emergencies

Medical emergencies should be reported immediately to the University Health Center at extension 2699 or 050 635 7651. University ambulance services can be contacted by calling extension 5676 or 050 666 6844. In case of serious injuries the injured person should not be moved unless absolutely necessary. Following details must be provided to medical emergency providers:

1. Nature of medical emergency
2. Location of the emergency (address, building, room number)
3. Caller's name and phone number from which the call is made

In case of suicide attempt or mental health emergency, the University Health Center should be contacted. Individuals who are aware of a person showing signs of mental health conditions such as severe depression, violent behavior etc. should encourage such persons to seek professional medical help immediately.

c. Fire

Every building on campus must be equipped with a fire alarm system that contains as a minimum, audible fire alarm that sounds throughout the building, smoke detectors, fire extinguishers and fire sprinklers. Once the fire alarm is activated the audible alarm will sound, and the elevators will automatically go to the ground level. Water sprinkler will be activated only if the temperature in the immediate area is high enough or the fire is directly below. HSE manager or Crisis management team member should call the Fire department at 06 997 once it is verified that a fire exists.
Information regarding the location of fire alarm devices, emergency exits and assembly points must be provided to faculty, staff and students. Fire emergency drills should be carried out annually and HSE may seek volunteers to act as fire marshals for every floor who should be trained in handling fire emergencies.

i. Fire emergency procedures

1. In case of smoke or smell of smoke investigate and determine the extent, type and location of fire.
2. Alert the people in the vicinity of the fire and pull the nearest fire alarm station.
3. Call HSE department at extension 2068 or 050 865 7618.
4. If there is smoke try not to breathe, crouch low or stay close to the floor as heat always rises up.
5. Do not use the elevators, use emergency exits or stairways and do not jump out of windows.
6. Leave the building and enter only when fire department gives an all clear notice.

d. Weapon threats/possession of weapons

Weapon/bomb threats, though rare, can occur and should be taken seriously. In case of a threat received over the phone or a suspicious package the Director of Public Relations should be contacted immediately and given the details about the call/package. Director of Public Relations will alert the necessary authorities and the University Police at 06 558 9393 or Anjad/Rescue Police at 06 999.

Given below are some guidelines to observe if a person threatens to use a weapon:

1. It is important to try to stay calm for survival in a situation where either a weapon has been used or someone threatens to fire a weapon.
2. In case you are an observer proceed to a room that can be locked, get down on the floor and call Anjad/Rescue Police at 06 999, University Police at 06 558 9393.
3. If an active shooter enters your office or classroom, dial 06-999, and you cannot speak leave the line open so that the police dispatcher/officer on the line can listen.

e. Criminal activity

It is important to report any criminal activity so that the university remains a crime free environment.
If any person notices a crime in progress it must be immediately reported to the Chief of Protocol in order to protect any victim and apprehend the violators. Depending on the nature of crime, other concerned university departments may be notified such as the University Health Center and other concerned offices.
Persons reporting the crime should note as much information as they can about the nature of the crime and the persons involved.

f. Chemical spills

Chemical or hazardous spills may pose a threat to the individuals and environment. Depending on the toxicity/inflammability and volume of spill, specific procedures will need to be carried out.

In case of a chemical spill, the following guidelines should be considered:

1. If a flammable substance spill occurs, all persons in the area should be alerted, ventilation and evacuation of the area should be considered.
2. In case there are any persons who are contaminated with a chemical spill, contaminated clothing should be removed immediately and skin must be flushed with water for 15 minutes or longer. University Health Center should be contacted immediately for medical assistance.
3. Report the incident to the HSE Manager; provide details of the location (building, floor, and room), nature of chemicals involved and damage such as fire or injuries.
4. HSE should arrange for spill control materials and proper disposal of hazardous waste including contaminated clothing and decontamination of the area.
5. Manufacturer's instructions in case of spill and material safety data sheets should be kept available for reference.
6. Appropriate quantities of spill control materials and protective clothing should be maintained in inventory.

g. Severe weather

Adequate precautions including the guidelines given below must be taken in severe weather conditions.

Heat stroke

Exposure to high temperatures during summer can result in sun/heat stroke. Heat stroke symptoms include high body temperature, dehydration, dizziness, nausea, rapid breathing and in severe cases can cause death. In instances of severe weather HSE manager should consider sending heat advisory emails and notices to the campus community.

Some precautions must be taken when going outdoors by wearing lighter clothing, drinking water and taking shade frequently. Beverages that dehydrate the body such as caffeine should be avoided as well as vigorous outdoor activity.

- A person showing signs of heat stroke should be moved immediately to a shady area or air-conditioned room.
- Apply cool, wet towels or ice packs to the body and small amounts of water should be given to the patient to drink.
- The University Health Center should be contacted for further medical assistance.
- If an individual has difficulty in breathing, vomits or becomes unconscious the University Health Center and University Ambulance services should be contacted immediately.

Heavy rains/flooding

Premises

Water is a slipping hazard and wet walking surfaces should be dried quickly. For outdoor areas where the water cannot be dried at regular intervals during rain, non-slip mats should be placed to minimize the risk of slipping.
Problems may arise with rainwater drainage systems during heavy rains, therefore, preventative inspections should be carried out for drains to ensure they are clear so that the water runs freely, especially in basement areas.
If flooding is a possibility then preventive measures such as using sand bags, blocking openings to the buildings may be considered.

Driving

Rainy conditions can also create driving hazards, since it is more difficult to see other vehicles, road signs and sometimes the road itself. It is critical to make sure that drivers can see and be seen. Some safety tips to consider while driving in rainy conditions are:
- Never drive through moving water if the ground cannot be seen through it;
- Watch out for oil spots, the rain blends with oil and rubber-dust deposits on the road surface to form a highly dangerous skid mixture.
- Use wipers and headlights when driving in rainy weather.

h. University closure
In situations where the University requires closure, community should be alerted by email after obtaining Chancellor's approval.

i. Utility failure

The university may face electrical outages in either some areas of the campus or an electrical outage could occur throughout the campus. The Operations Department should be notified immediately about any electricity outages that have occurred. Elevators in the area should be checked to ensure that there are no occupants inside the elevators. The Operations Department would then determine the cause and notify the power company. If the power outage is expected to be for a longer period, it may require notifying the personnel to vacate the premises.

If a water outage occurs in any area of campus, the Operations Department should be notified immediately. The Operations Department will look into the complaint and may need work with the water supply company to determine the extent of the problem and determine the expected time to correct the problem. Affected personnel should be notified about the water outage and alternative arrangements in place.

j. Emergency evacuation

Emergency situations may arise that would require evacuation of buildings, campus and staff redeployment. Detailed emergency procedures to manage each type of evacuation, the approvals required and communication of evacuation procedures to the community should be documented and updated periodically. Guidelines for building and campus evacuation and redeployment of personnel are given below.

k. Building evacuation

Emergency situations such as fire, or bomb threats would result in building evacuation and all personnel would be required to proceed to assembly areas for establishing head count.
The Crisis Management team should affix maps with exit and assembly areas clearly marked in hallways of all buildings and appoint emergency coordinators to facilitate evacuation of building occupants.

The Crisis Management team should, at minimum, ensure the following for an evacuation scenario:

1. Display a map of evacuation routes in hallways and departments.
2. Establish emergency meeting places
3. Procedures to account for employees (buildings, departments, floors)
4. Procedure to identify and report missing, trapped or injured personnel.
5. Procedures to evacuate occupants with disabilities including instructions on how to alert students with vision and hearing disability in an evacuation scenario.

l. Campus evacuation

Weather emergencies or a community-wide disaster may necessitate a campus evacuation for either a short or long term. The announcement to evacuate the campus will be made by the Office of Public Affairs after approval from the Chancellor.

The Director of Housing will provide a listing of students in residence halls, AUS faculty and staff residing on campus to the Crisis Management Team. The Crisis Management team should have plans for alternative residential arrangements in case of campus-wide evacuation. Such plans should consider arrangements for a short-term evacuation (24 to 48 hours) which may require eating and sleeping facilities and long-term arrangements (more than 48 hours).

m. Redeployment of employees and dependents

The Crisis Management team should develop detailed plans for situations where employees and their dependents have to be redeployed to their point of origin due to safety and security concerns. The following guidelines should be considered leading up to evacuation of personnel.

1. The Crisis Management Team should monitor and keep current on security situation.
2. Expat employees should register with their respective embassies and keep their information updated with the embassy.
3. The Crisis Management team should hold meetings with personnel and dependents to update them with the current situation.
4. Human Resources to keep updated contact information of personnel and dependents and travel details of personnel who may be travelling out.
5. Inform personnel to keep original and copies of important documents including travel documents and list of personal assets such as local bank accounts, keys of safety deposit boxes.
6. Advise personnel to keep emergency supplies and emergency services contact numbers with them at all times.
7. Advise personnel to keep their passport/ travel documents renewed and ensuring enough extra pages.
8. The Crisis Management team to ensure enough first aid supplies, water and dry food supplies are secured for a week.
9. Advise personnel to keep sufficient amount of cash as ATMs (automated teller machines) may not be accessible or are shut down.
10. Keep documentation/records for any pets ready.

If evacuation is ordered AUS should ensure that the current contact information of all personnel is kept updated in the Human Resources IT system and plans should be in place to transport personnel to the airport. The following guidelines or checklist should be provided to all personnel:

1. Familiarity with more than one route to reach the airport.
2. All emergency numbers should be kept on cell phone and in hard copy.
3. Pack important documents such as passports, birth certificates, health records, bank information and copies of important documentation.
4. Pack medications and any important medical records.

5. Keep sufficient amount of local currency on hand.
6. Pack suitable clothing.

n. Disaster supply kit contents/ checklist

1. Well-stocked first aid kit.
2. Enough dry goods to sustain each family member for 3–5 days.
3. Enough bottled water (3 liters/person/day) for each family member for 3–5 days.
4. Blankets for each member of the family.
5. Toilet accessories.
6. Adequate supply of essential medication.
7. Portable radio and plenty of extra batteries.
8. Candles, matches, flashlights and plenty of extra batteries.
9. Maps.
10. Current copy of AUS contacts list (available on the HRIS database).
11. Copies of travel, health and personal documents.
12. A week's worth of extra clothing that is comfortable, easily washed and suitable for the climate of the arrival destination.
13. Tool kit (pliers, screwdriver, scissor, duct tape, etc.)
14. Travelers' checks cash in small bills.

28. Business Continuity Management (BCM)

It is essential to have a Business Continuity program and processes in place for restoration and recovery of operations in the event of a natural disaster or minor to major disruptions.

Business Continuity Management ensures an organization's ability to keep things running after a catastrophic event like an earthquake or disruptive events such as fire, floods, IT /Power failure, civil unrest, criminal activity and criminal use of technology occur, leading to loss of vital records, workspace facility, equipment, personnel and utilities. Some questions to consider while planning for BCM are:

1. Are there plans in place for the loss of a building?
2. Are there plans for a campus wide outage?
3. How much time is needed for recovery for different events?
4. Does the BCM plan address key assets other than IT such as people, facilities, equipment?
5. Considerations for increasing organization resilience when resources (students, faculty, buildings, technology, auxiliary services and staff) are concentrated in a small area.

a. BCM team

The BCM team's role would be to engage personnel from all functions and departments related to Academic, Finance and Administration, Enrolment, Student Affairs, Development and Alumni, and Public Affairs to identify critical processes, tolerance for downtime and key technology and application requirements.

b. Business Continuity planning

The first step in Business Continuity planning is to identify key assets of the university.

1. **People**: Students, faculty, visitors, administrators, employees, consultants, families, specialized operations experts.

2. **Facilities**: Classrooms, labs, administrative offices, library, student residence halls and housing, university clinic, transportation, bookstore, gym, student center.

3. **Processes:** Automated processes such as procurement, payroll, time attendance, financial reporting, point of sale billing, out sourced functions such as cleaning, maintenance.

4. **Technology:** Computers, computer programs and data, networks, point of sale devices, electronic ID cards.

5. **Vital records:** Insurances policies, financial records, student &faculty personal data, key vendors contact information.

c. Impact Analysis

The next step "Impact Analysis" considers a key asset/resource that becomes unavailable for a period of time as in the example given below.

Scenario 1	Key Asset/Resources			
	People	**Facilities**	**Technology**	**Process/vital records**
Resources become unavailable or in accessible 14–30 days due to the occurrence of an event	40–50% of internal and 40%–50% of external work force is unable to work due to a flu pandemic	Buildings are damaged or inaccessible.	Technology equipment becomes inaccessible due to power outage/computer virus or location becomes inaccessible	Suppliers, service providers are unable to supply due to unrest/fuel shortage/ floods. Vital records cannot be accessed or processed due to

				unavailability of facilities/technology infrastructure.

Scenario 2	Resources			
	People	**Facilities**	**Technology**	**Process/vital records**
Resources are destroyed due to the occurrence of an event	5-10% of internal and of external work perishes in catastrophic event	Buildings/other facilities are destroyed.	Technology equipment/infrastructure is destroyed.	Key data or vital records are destroyed.

d. Risk assessment

A risk assessment is carried out to determine the severity and likelihood of occurrence of potential events across locations and facilities.

e. Business continuity plan development/Risk management

After conducting risk assessment, the university's essential functions as well as key personnel and processes associated with the essential functions will be identified. The essential functions will comprise of the critical areas that must continue even in emergency situations.

A response plan or recovery strategy for various scenarios including those given below will be developed for resuming the priority essential functions:

• Critical personnel are not available.
• Critical buildings, facilities, or geographic regions are not accessible.
• Equipment malfunctions (hardware, telecommunications, and operational equipment).
• Software and data are not accessible or are corrupted.
• Vendor assistance or service provider is not available.
• Utilities are not available (power, telecommunications).
• Vital or critical documentation and/or records are not available.

f. Recovery strategies and business continuity worksheets

Recovery strategies would include manual workaround procedures, identifying alternative work sites, data restoration procedures, maintaining vital records and key contacts lists and offsite storage, staff and faculty hiring and separation procedures. Examples of business continuity worksheets are given below.

i. Alternative work locations and office supplies

Alternative work locations	
First location	
Physical Address (Include building name, map & written directions of general area as attachment to back of this page)	
Contact name and phone to access location	
Phone Number (Location phone number or assigned number if forward phone routing arrangements made)	
Available office equipment and supplies at location	
Second location	
Physical Address (Include building name, map & written directions of general area as attachment to back of this page)	
Contact name and phone to access location	

Phone Number (Location phone number or assigned number if forward phone routing arrangements made)	

ii. University office contacts

University Campus/Office Contacts

Note: This should include necessary contact individuals for critical business functions identified and others as deemed important.

Office/Function	Name/Department/Address	Email, Phone, Fax

iii. University bank accounts

Bank account information

Bank name, local address, and phone	Type of account, number	Location of checks	Individual(s) with primary and secondary signature authority limits	Limits of authority

Bank account information				
Bank name, local address, and phone	Type of account, number	Location of checks	Individual(s) with primary and secondary signature authority limits	Limits of authority

iv. Insurance information

Insurance Policies
Attach a copy of all insurance policies to the back of this page.

Insurance company and mailing address, website.	Type and details of coverage	Deductible	Policy number	Contact name/phone/mail address to begin claim process

v. List of assets

Documentation of Computers, Hardware, and Software

Information should be sufficient to allow submission of insurance loss claim and system restoration and recovery.
1. Inventory desktop /laptop computers.
2. Hardware such as printers, scanners, fax, network and associated routers.
3. Software.

For each piece of hardware: Identify hardware user/location, type of hardware, make, model, serial number, year of purchase	For each piece of hardware: Identify minimal associated software/drivers to main business operations, version, purpose, and availability from world wide web: Please document all software on additional sheets**.**	
Computer User/Previous Location: Location: Type of Hardware: Make: Model: Serial Number Year of Purchase:	Software Name: Version Purpose: Availability from Web: Software Name: Version Purpose: Availability from Web: Software Name: Version Purpose: Availability from Web: Software Name:	Software Name: Version Purpose: Availability from Web: Software Name: Version Purpose: Availability from Web: Software Name: Version Purpose: Availability from Web: Software Name:

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	Version Purpose: Availability from Web:	Version Purpose: Availability from Web:

vi. Vendor information

Key Vendors

(alternative vendors out of immediate area should also be identified)

Business name and physical address Name of contact person, if available	Phone/fax/email	Web site	Type of purchase (blanket POS, POS/agreement)	Supplies/services

Related Policies, Procedures

Note: The American University of Sharjah is, currently, restructuring its health and safety management system to comply with the requirements of ISO45001:2015, previously titled as OHSAS 18001:2007.