



Emergency Response Plan And Policy 2026-27



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Authorized Signatories:			
Principal	Vice Principal	Health and Safety Officer	
Manager School Operations	School Nurse	Head of Inclusion (DSL)	
Counselor & Wellbeing coordinator	Head of Kindergarten	Head of Primary	

1. Executive Policy Statement & Purpose

Dhruv Global School Dubai is committed to providing a safe, secure, and resilient learning environment for all students, staff, visitors, and contractors. This Emergency Response Plan (ERP) policy establishes a standardized, comprehensive, and proactive framework to prevent, prepare for, respond to, and recover from potential emergencies and crisis situations on campus.

1.1 Policy Purpose

The primary purpose of this policy is to:

- **Life Safety Protection:** Ensure the primary objective of protecting human life, health, and well-being during any crisis on school grounds.
- **Standardized Response:** Establish clear operational procedures (SOPs) for responding swiftly and effectively to various emergencies including fire, medical crises, hazardous environmental conditions, severe weather, and security threats.
- **Clear Command Structure:** Define unambiguous command structures, operational hierarchies, and role-specific responsibilities during emergency situations.
- **Regulatory Compliance:** Maintain full compliance with United Arab Emirates national and local regulatory frameworks, including guidelines issued by the Knowledge and Human Development Authority (KHDA), Dubai Civil Defense (DCD), Dubai Health Authority (DHA), and Dubai Police.
- **Continuity & Recovery:** Provide structured frameworks for post-incident recovery, psychological support, business continuity, and transparent communication with families and regulatory authorities.

1.2 Scope of Policy

This policy applies to all premises owned, leased, or operated by Dhruv Global School Dubai. It encompasses all school hours, extracurricular programs, weekend activities, school-sponsored transport, field trips, and events hosted on or off school premises. It governs the conduct of all students, academic and administrative staff, facility management teams, third-party contractors, visitors, and school bus operational staff.

POLICY MANDATE

Adherence to this Emergency Response Plan is mandatory for all Dhruv Global School personnel. Failure to follow established SOPs during an emergency drill or live incident may result in disciplinary action and jeopardizes campus safety.

2. Incident Command System (ICS) & Roles & Responsibilities

Dhruv Global School Dubai utilizes an Incident Command System (ICS) to manage emergency situations efficiently. During an active incident, normal administrative hierarchies are suspended, and designated emergency roles take immediate operational precedence.

2.1 Key Incident Command Roles

Role / Designation	Primary Personnel Assigned	Core Emergency Responsibilities
Incident Commander (IC)	Principal & Vice Principal	Overall command of the incident; declares code state; liaises directly with emergency services (DCD, Police, Ambulance); approves official external communications.
Emergency Response Commander (Deputy IC)	Head of Health, Safety & Environment (HSE)	Executes tactical operations; coordinates internal wardens and security; manages the Incident Command Post (ICP); conducts situational risk assessments.
Floor / Block Wardens	Designated Senior Teachers & Admin Leads	Sweeps assigned corridors, toilets, and common areas; ensures complete evacuation of floor/zone; closes doors behind; reports clearance status to IC.
Classroom Teachers / Tutors	All Teaching Staff	Maintains student order and safety; guides students via designated evacuation routes to Assembly Area; takes attendance via register/App; reports missing students.
School Medical Team	DHA-Licensed School Doctors & Nurses	Establishes Triage & First Aid Station at Assembly Area; administers basic life support/first aid; manages medical records; coordinates emergency medical transport.
Security Operations Lead	Chief Security Officer	Controls campus gates; secures access for emergency vehicles (DCD, Dubai Police); prevents unauthorized entry; manages physical perimeter security.

Role / Designation	Primary Personnel Assigned	Core Emergency Responsibilities
Facilities & Utilities Engineer	Facilities / Maintenance Manager	Controls main utility shut-offs (gas, electrical mains, HVAC/chillers); assists emergency responders with building blueprints and riser controls.
Communications Officer	Director of Communications / PR	Drafts official communications for parents and media; manages KHDA emergency portal notifications under direct approval of the Incident Commander.

3. Emergency Codes & Classification System

Dhruv Global School Dubai utilizes standardized color-coded emergency declarations to communicate the nature and severity of an incident instantly across campus systems.

Emergency Code	Incident Type	Primary Immediate Action
CODE RED	Fire / Smoke / Explosion	Immediate Building Evacuation to Primary Assembly Area.
CODE BLUE	Medical Emergency / Cardiac Arrest	Deploy First Aid / AED Response Team to specific location.
CODE BLACK	Intruder / Active Threat / Hostile Security	Immediate Lockdown. Lock doors, lights off, out of sight.
CODE GREY	Severe Weather / Sandstorm / Structural Hazard	Shelter-in-Place. Move away from glass panels/windows.
CODE ORANGE	Hazardous Material / Chemical Spill	Isolate Area. Evacuate locally upwind, notify HSE lead.
CODE YELLOW	Missing Child / Unaccounted Student	Campus Lockdown of Exits, sweep perimeter and surveillance.

4. Standard Operating Procedures (SOPs)

4.1 SOP 01: Fire Emergency & Evacuation (Code Red)

This procedure applies immediately upon the activation of the fire alarm sounder or manual call point activation.

Phase 1: Alarm Activation & Notification

- **Discovery:** Anyone discovering smoke or fire must break the nearest Manual Call Point (MCP) immediately.

- **Automated Signal:** The fire alarm control panel alerts the Security Command Center and automatically notifies Dubai Civil Defense via direct telemetry.
- **Public Announcement:** The PA system automatically broadcasts: 'Attention, Attention. Code Red. Vacate the building immediately using the nearest exit.'

Phase 2: Evacuation Execution

- **Classroom Protocol:** Teachers immediately instruct students to stop all work, leave belongings behind, and line up quietly at the classroom exit.
- **Roster Retrieval:** Teachers collect the physical Emergency Register or designated digital tablet.
- **Movement:** Class moves orderly along primary designated evacuation routes (marked with green illuminated exit signs) toward designated Emergency Assembly Areas (Main Sports Field / Secondary Courtyard).
- **Containment:** Teachers close classroom doors behind them (do NOT lock) to contain smoke and fire spread.
- **Vertical Transport:** STRICT RULE: Elevators must NEVER be used during a Code Red evacuation.

Phase 3: Roll Call & Accountancy

- **Assembly:** Upon arrival at the Assembly Point, classes assemble in designated section lines.
- **Verification:** Teachers conduct immediate roll call and raise RED CARD (student missing/injured) or GREEN CARD (all accounted for).
- **Reporting:** Floor Wardens consolidate headcount reports and deliver missing person details directly to the Incident Commander within 4 minutes of evacuation.

4.2 SOP 02: Hostile Intruder & Campus Lockdown (Code Black)

This procedure is activated in the event of an armed intruder, hostile individual, or active threat on or near school premises.

- **1. Announcement:** An announcement is made via PA system: 'Attention staff, Code Black, execute Lockdown immediately.' System sends SMS alert to staff handsets.
- **2. Secure Perimeter:** Teachers bring any nearby students in hallways into classrooms immediately. Classroom doors are locked, deadbolted, and barricaded if required.
- **3. Visibility Reduction:** Window blinds are pulled down immediately; interior door window glass covered.
- **4. Silence & Concealment:** All lights, projectors, and audio systems are switched off. Students sit on the floor away from doors and windows, remaining completely silent.
- **5. Standfast:** No person is permitted to leave classroom under any circumstances until 'ALL CLEAR' is personally delivered by the Incident Commander or Dubai Police in person.

4.3 SOP 03: Severe Weather & Environmental Hazards (Code Grey)

Governs responses to extreme sandstorms, heavy rain/flooding, heatwaves, or severe atmospheric conditions in line with UAE National Center of Meteorology (NCM) advisories.

- **1. Outdoor Activity Suspension:** All outdoor PE, sports, and playtime activities are suspended immediately upon NCM advisory or threshold breach.

- **2. Facility Sealing:** Facilities team ensures all perimeter doors, windows, and roof hatches are sealed to prevent dust/water ingress.
- **3. Air Quality Control:** HVAC systems are switched to recirculation mode to maintain clean indoor air quality during severe sandstorms.
- **4. Controlled Dismissal:** In the event of severe flooding/rain making road conditions unsafe, students remain in designated indoor assembly hubs (Auditorium/Gymnasium) under supervision until safe transport is cleared.

4.4 SOP 04: Major Medical Emergency & Cardiac Arrest (Code Blue)

- **1. Alerting:** First witness contacts School Clinic immediately via emergency internal hotline (Ext. 999) giving precise location.
- **2. Medical Dispatch:** DHA-licensed nurse/doctor deploys instantly to scene with Emergency Medical Kit and Automated External Defibrillator (AED).
- **3. External Call:** If life-threatening or unresponsive, Clinic Lead immediately calls Dubai Ambulance (998) and notifies Security to clear Gate 1 for ambulance access.
- **4. Area Management:** Staff clear immediate area of non-essential personnel and provide privacy screens.

5. Emergency Drill Schedules & Regulatory Mandates

To ensure operational readiness and compliance with KHDA and Dubai Civil Defence regulations, Dhruv Global School Dubai executes mandatory emergency drills according to the following schedule:

Drill Type	Frequency	Regulatory Requirement	Target Benchmark Execution Time
Full Evacuation (Fire Drill)	Termly (3x / year)	Dubai Civil Defense / KHDA Mandate	Under 3 Minutes 30 Seconds
Lockdown Drill (Code Black)	Biannually (2x / year)	Dubai Police / KHDA Safety Policy	Under 2 Minutes to Total Lock
Shelter-in-Place Drill	Annually (1x / year)	UAE NCM / Ministry Guidelines	Under 5 Minutes
Medical Response Simulation	Termly (3x / year)	DHA School Health Standards	AED Deployment < 2 Minutes
Bus Evacuation Drill	Termly (3x / year)	RTA / Dubai Transport Regulations	Under 90 Seconds per Vehicle

6. Emergency Contact & External Services Directory

The following contacts must be accessible at all administrative desks, security hubs, and school clinic stations:

Entity / Agency	Emergency Contact Number	Role in Incident
Dubai Civil Defence (Fire)	997	Fire Suppression & Search/Rescue
Dubai Police (Emergency)	999	Security, Active Threat & Perimeter Control
Dubai Ambulance	998	Emergency Medical Transport & Advanced Life Support
DEWA (Electricity & Water)	991	Utility Main Isolation
KHDA Emergency Incident Line	800-KHDA (5432)	Regulatory Notification & Crisis Support
Dhruv School Command Post		Internal Emergency Dispatch

7. Crisis Communication & External Relations

Maintaining clear, accurate, and timely communication during an emergency is vital to preventing panic, ensuring student safety, and maintaining regulatory compliance.

7.1 Parent & Community Communications

- **Authorized Channels:** All official communications to parents during an incident will be delivered exclusively via the official Dhruv Global School Mobile Parent Portal and SMS gateway.
- **Access Control:** Parents are instructed NOT to rush to campus during a Code Red or Code Black event, as this impedes emergency access roads for Dubai Civil Defense and Police vehicles.
- **Dismissal Alerts:** Reunification points and dismissal protocols will be communicated once the Incident Commander declares the campus secure.

7.2 Media & Public Statements

- **Strict Media Ban:** No staff member, teacher, or contractor is permitted to speak to members of the press, make social media posts, or issue statements regarding an emergency on campus.
- **Spokesperson:** All press inquiries must be directed to the designated Communications Officer and Executive Principal.