



Emergency Response Plan

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1. Purpose

This Emergency Preparedness and Response Plan ("School ERP") aims to safeguard the health, safety and well-being of all pupils, staff, contractors and visitors by ensuring a prompt, coordinated and effective response to emergencies. Developing, maintaining and regularly exercising the plan empowers employees to act quickly, safely and knowledgeably during an incident, and educates staff, faculty, pupils and other key stakeholders on their roles and responsibilities before, during and after an incident. The plan gives parents and the wider school community assurance that SSAD has established, tested procedures for responding effectively to incidents and hazards.

This plan, together with its hazard-specific procedures, sets out an organised and systematic method to prevent, mitigate, prepare for, respond to and recover from incidents, in line with the mitigation-preparedness-response-recovery cycle recognised by NEBOSH, and gives practical effect to the school's obligations under the ADEK Health, Safety and Wellbeing Policy Framework and the Abu Dhabi Occupational Safety and Health System Framework (ADOSH-SF).

The School ERP is reviewed at least annually, following any significant incident, or whenever ADEK, ADOSH-SF or Civil Defence guidance changes materially, whichever comes first. It is read alongside the school's Risk Assessment Policy and Occupational Injuries Register.

2. Scope

This plan applies to all pupils, staff, contractors and visitors within the school premises, and during school-organised activities that take place off-site. It covers preparedness, response and recovery for the following emergency scenarios:

- Fire and smoke emergencies, and explosions.
- Medical emergencies, including deaths, serious injuries and life-threatening health conditions.
- Earthquake and landslide.
- Flooding, storms, lightning and fog.
- Power failure and disruption to public utilities (electricity and water).
- Gas leak and hazardous substance spill.
- Structural failure or collapse of buildings.
- Intruder or security threat (lockdown).
- Oral or written threats.
- Missile, drone or other aerial threat alerts requiring shelter-in-place, consistent with guidance issued by the UAE Ministry of Interior.
- Infectious disease outbreak or pandemic.
- Transportation accident involving school transport.
- Elevator entrapment.

The inclusion of missile/aerial threat alerts reflects the continuing national security posture in the UAE and the periodic shelter-in-place alerts issued by NCEMA/MOI. Procedures are set out in Section 6.13.





3. Roles and Responsibilities

Key roles and their emergency responsibilities are summarised below; detailed actions for each hazard are set out in Section 6.

Role	Responsibilities
Principal / Incident Commander	Overall emergency management, final decision-making, external coordination, authorises stand-down and resumption of normal activity.
HSE Officer / Emergency Officer	Plan maintenance, training, drills, incident reporting, risk assessments, liaison with authorities, monitors official alert channels (Civil Defence, Police, ADEK, ADOSH-SF, NCEMA).
Emergency Response Team (ERT)	Evacuation and shelter-in-place assistance, first aid support, crowd control, accounting for students and staff.
Teachers and Staff	Lead students during evacuation or shelter-in-place, conduct headcounts, ensure pupil safety and calm.
Security Personnel	Opening/securing gates, crowd control, assisting emergency responders, first point of contact for intruder or lockdown response.
School Nurse	Provides immediate medical assistance, maintains emergency medical supplies, coordinates with ambulance services during medical emergencies.
Operations Officer	Supports logistical coordination during emergencies, ensures communication tools and resources are available, assists with documentation.
Facilities Officer / Manager	Ensures safety and accessibility of emergency exits, monitors infrastructure hazards, assists with evacuation and utility shut-off procedures.
Assistants for people of determination	Support pupils, staff or visitors with permanent or temporary disabilities, or in critical situations (elderly, pregnant), during evacuation or shelter-in-place.

Where a nominated role-holder is unavailable, the trained deputy identified in the school's staffing plan assumes their responsibilities for the duration of the emergency.

4. Emergency Communication

- An Emergency Contact List (Section 5) is maintained and reviewed regularly, and includes ADEK, Civil Defence, Police, Ambulance and parent contact channels.
- Communication during an emergency follows the chain: Principal → HSE Officer → Staff → Parents & Authorities.
- SMS and email alerts are used to inform parents, issued through the Admissions/Reception focal point.



- The HSE Officer monitors official NCEMA, ADEK and Civil Defence channels for advisories and relays only confirmed, official instructions to staff and parents, to avoid spreading unverified information.

5. Emergency Contact List

Emergency Type	Contact Name / Agency	Number	Remarks
Fire	Abu Dhabi Civil Defence	997	Fire and rescue services
Medical Emergency / Ambulance	National Ambulance	998	Serious injuries or health emergencies
Police / Security Threat / Intruder	Abu Dhabi Police	999	Intruders, violence, or public safety issues
Gas leak / Hazardous Spill	Abu Dhabi Civil Defence (Hazmat Unit)	997	Specialised hazardous-materials response
Electricity Failure / Hazard	ADDC (Abu Dhabi Distribution Company)	800 2332	Report outages, sparks or electrical faults
Water supply	ADDC Water Department	800 2332	Water system emergencies
Building Maintenance / Civil Works	Mr. Ganesan Palanivelu, Facilities Manager	(971) 54 532 7832	Immediate response on infrastructure or damage
Transportation Incident	Emirates Transport — Mr. Mahmoud Wahid, Supervisor	(971) 56 177 6133	Incidents involving school buses
Poisoning / chemical exposure	Poison Control Centre (SEHA)	800 424	Ingestion or exposure emergencies
School nurse (on-site)	Loraine Evanenne Eiffert	(971) 52 227 1716	First response to injuries/illness in school
HSE Officer	Clarissa Punzalan	(971) 54 335 5773	Emergency planning and incident coordination
School Operations Officer	Phoebe Sann Caeg	(971) 58 205 0539	Logistics and emergency supplies support
Facilities Manager	Ganesan Palanivelu	(971) 54 532 7832	Support for evacuation routes and building access
Principal / Incident Commander	Ms. Eva Sanchez	(971) 56 538 2738	Makes final decisions during emergency



Parent Communication Focal Point	Admission / Reception	(971) 50 199 7403	Notify parents and manage pick-up
ADEK Emergency Number	ADEK Operations / HSE Department	800 555	Report serious incidents or school closure
Local Hospital (nearest)	Al Bateen Healthcare Centre	800 50	Urgent medical transport or referrals
Backup Emergency Coordinator	Angela Devore	(971) 50 888 2273	Covers when HSE Officer/Principal unavailable

This list is reviewed at least termly and updated immediately following any change of personnel or contact details.

6. Emergency Response Procedures

6.1 Medical Emergency

- Immediate first aid is provided by the school nurse or another trained first aider.
- The school nurse/HSE Officer calls the ambulance (998) if required, and informs the Principal.
- Ensure safety first and carry out a dynamic risk assessment of the incident area (e.g. electricity, hazardous or toxic chemicals).
- Secure and isolate the area, prevent crowding, and initiate first aid only where the responder is trained and qualified to do so.
- Keep the injured person in a safe, comfortable position and avoid unnecessary movement; do not give fluids to an unconscious person or remove any object embedded in the body.
- The parent is contacted immediately by the designated communication focal point.
- The incident is recorded in the school's Occupational Injuries Register, including all relevant details and any external (police/medical) reports.

6.2 Fire and Explosion

- On detection of fire, explosion or smoke without automatic alarm activation, operate the alarm manually from the nearest call point.
- The HSE/Emergency Officer contacts Abu Dhabi Civil Defence (997) immediately, reports the nature and access details of the site, and informs the ADEK-concerned team per approved communication procedures.
- Only trained security officers may attempt to extinguish a small, contained fire, and only where it does not endanger their safety. For a fire confined to part of the building, the ERT conducts a partial evacuation to a safe assembly area within the school pending arrival of emergency services.
- If the fire is not contained and spreads through the building, the ERT carries out a full evacuation to the external safe assembly points per the approved evacuation plan.



- The HSE Officer briefs Civil Defence on arrival and coordinates transfer of pupils home if necessary.

6.3 Evacuation on Hearing the Alarm

- The alarm is triggered immediately; staff lead pupils to the designated assembly point using posted evacuation routes.
- Roll call is taken by teachers; missing persons are reported immediately to the Principal and emergency services.
- Close doors after departure and confirm the area is empty; switch off main power sources manually if not done automatically. Do not use lifts/elevators.
- No re-entry until the area is cleared by Civil Defence.
- Provide assistance and escorts for people of determination throughout evacuation, and communicate with parents of pupils using private transport for collection from the designated safe area.

6.4 Safe Use of Fire Extinguishers

- Fire extinguishers of appropriate types are available throughout the school, wall-mounted or positioned along corridors, and checked monthly.
- The ERT is familiar with the location, type, purpose and safe use of each extinguisher; a discharged extinguisher must not be reused until serviced.
- Extinguishers are used only by trained, qualified persons; loss or damage is reported immediately.

6.5 Clothing Fire

- Shout loudly and call for help.
- Stop, drop and roll to smother the flames, covering the face with the hands for protection; seek medical help as required.
- If available, use a water source or shower until the fire is extinguished, then seek medical attention.
- Register the incident in the Occupational Injuries Register, including any Civil Defence or medical reports.

6.6 Gas Leak / Hazardous Substance Spill

- Stop work immediately and inform the HSE Officer, who contacts Civil Defence Hazmat Unit (997) and the relevant utility emergency service, and notifies ADEK per approved procedures.
- Isolate the danger zone and take necessary action to stop, control and safely dispose of the spill/leak.
- For a suspected gas leak, close the main gas valve immediately, open windows to ventilate the area, and never use electrical switches, sockets or mobile phones nearby.



- Move persons from the danger zone to a safer location, or evacuate the school if the situation is serious enough to endanger life, following Section 6.3.
- In case of poisoning or chemical exposure, contact the Poison Control Centre (SEHA, 800 424) in addition to emergency services.
- Register the incident with all relevant details and external reports.

6.7 Earthquake

Inside the school buildings

- Drop, cover under desks or tables, and hold on until the shaking stops; stay away from shelving, cabinets, heavy furniture and windows.

Outside the school buildings

- Move to a safe, open area, away from buildings, electricity sources, bridges, underpasses and trees, and await further instructions.

When the earthquake stops

- Confirm everyone is safe; the school nurse/HSE Officer arranges medical care and informs the injured person's family per Section 6.1.
- Close doors, gas valves and main power sources after confirming areas are empty; do not use lifts. No re-entry until authorised, and register the incident.

6.8 Landslide

- Evacuate immediately, remain calm, and monitor official channels for updates.
- Close gas, electricity and water sources where this may reduce further damage, and call 999 for help.
- After the event, stay away from the affected area and damaged electrical lines, report structural defects, and direct rescuers to any trapped persons.

6.9 Flooding, Severe Weather and Power Failure

- Identify the source of the hazard (flood, storm, lightning, fog or utility failure) and move everyone away from danger areas.
- During lightning, move indoors or into a vehicle; avoid phones, electrical equipment, high trees, high ground and metal structures.
- If flooding prevents evacuation, move everyone to a safe room on a higher floor, move registers and critical equipment to higher ground, and close water supply sources.
- For power failure, the Facilities Officer activates backup generators/emergency lighting and coordinates with ADDC (800 2332) and the municipality; the HSE Officer decides whether affected areas need to be evacuated.
- Where early dismissal is required, the Operations Officer and communication focal point notify parents via SMS/email and coordinate safe pick-up.





- Register the incident with all relevant details and any external reports.

6.10 Elevator Entrapment

- A person trapped in a malfunctioning lift should remain calm and use the emergency call button to contact the security officer, who coordinates with maintenance for release.
- On any lift malfunction, the Facilities Officer takes the lift out of service until it has been inspected and repaired, and registers the incident.

6.11 Structural / Building Collapse

- The HSE Officer contacts Civil Defence (997/999) immediately, reports the nature and access details of the site, and informs ADEK per approved procedures.
- For a complete collapse, evacuation is carried out in cooperation with Civil Defence to the approved external safe assembly area; for a partial collapse, to the approved internal safe assembly area.
- The evacuation team accounts for all persons, including people of determination, and confirms building readiness with Civil Defence before resuming normal use.
- Register the incident with all relevant details and external reports.

6.12 Intruder or Security Threat — Lockdown

- On identifying an intruder or credible security threat, Security Personnel or any staff member alerts the Principal/HSE Officer immediately, who authorises and announces the lockdown code over the school's communication system.
- On hearing the lockdown announcement, all classroom doors are locked, lights switched off, blinds closed, and students and staff move away from doors and windows and remain silent and out of sight.
- No one leaves or enters a locked room until the official "All Clear" is given — teachers do not open the door for anyone during lockdown, including someone claiming authority, unless visually verified as a known staff member or responding officer.
- Security Personnel and the HSE Officer contact Abu Dhabi Police (999) immediately, providing location, nature of the threat and any description available, and meet responding officers to brief them and guide them to the affected area.
- Teachers conduct a silent headcount where safe to do so and note any pupil who is unaccounted for, reporting this the moment it is safe to communicate.
- The Principal authorises the "All Clear" only once confirmed by Police, and the communication focal point informs parents once it is safe to do so.
- The incident is logged in full, with police reports attached, and a debrief is held per Section 9.





6.13 Missile / Aerial Threat Alert — Shelter-in-Place

On receipt of an official alert

- The HSE Officer verifies the alert against official channels (NCEMA/MOI notifications, ADEK communications) and immediately activates the shelter-in-place protocol — this takes priority over any other non-life-threatening activity in progress.
- Teachers and the ERT direct all pupils, staff and visitors to move promptly and calmly to designated internal shelter-in-place areas — away from windows, glass doors, skylights and external walls, and, where possible, to a lower floor or internal corridor/room.
- Do not evacuate pupils outdoors and do not move toward assembly points used for fire evacuation — remaining inside, away from openings, is the correct response to this hazard, unlike fire or earthquake.
- Teachers account for all pupils in their care at the shelter-in-place location and remain with them throughout; assistants support pupils, staff or visitors requiring assistance to the nearest suitable shelter point.
- Close blinds/curtains where present and keep occupants seated on the floor, away from windows, until further notice.

While sheltering

- Remain calm, keep noise to a minimum, and follow instructions from the Principal/HSE Officer only.
- Do not go outside, to windows, or onto roofs or balconies to look or film — consistent with official NCEMA guidance to prioritise safety over recording incidents.
- The HSE Officer monitors official channels for updates and relays confirmed instructions only, to avoid spreading unverified information.
- School transport already en route is instructed to continue safely to the nearest secure location rather than stopping on open roads, consistent with official guidance to motorists.

On the 'all-clear'

- Movement out of shelter-in-place locations only resumes once an official all-clear has been confirmed by NCEMA/MOI or relayed via ADEK, and authorised by the Principal.
- If any debris, unusual objects or interception fragments are found on or near the premises, the area is cordoned off; occupants are instructed not to approach, touch or photograph the object, and the HSE Officer reports it immediately to Police (999) and Civil Defence.
- The communication focal point informs parents once it is safe to do so, and normal school activities resume only on the Principal's authorisation. The incident is registered with all relevant details, timings and any official reports.

Preparedness measures maintained at all times

- Designated shelter-in-place points are identified on every floor, clearly marked, and kept clear of storage or obstructions.
- Staff receive periodic briefings and at least one shelter-in-place drill per academic year, in addition to fire, lockdown and evacuation drills.





- The school subscribes to official NCEMA and ADEK alert channels to ensure timely notification.

6.14 Oral or Written Threats

- Any verbal or written threat is taken seriously and reported immediately to the Principal and HSE Officer, who report it to Police (999).
- For a phone threat, remain calm, note the time of the call, write down the exact wording, and gather as much information as possible (nature, location, timing, reason).
- Provide police with all recorded information on arrival and follow their instructions on whether to evacuate or remain in place, and notify ADEK of the procedures followed.

6.15 Infectious Disease Outbreak / Pandemic

- Suspected or confirmed cases of infectious illness are reported immediately to the school nurse/HSE Officer, who assesses the situation against SEHA/ADEK public health guidance in force at the time.
- Affected individuals are isolated in a designated area pending collection by parents or transfer for medical care, and the incident is logged.
- The HSE Officer notifies ADEK and SEHA/DoH as required, and implements any enhanced hygiene, cleaning, ventilation or attendance measures directed by the competent health authority.
- Where a wider outbreak or national public health emergency is declared, the Principal activates the school's business continuity arrangements (including remote learning provisions where applicable) and the communication focal point briefs parents via SMS/email.

6.16 Transportation Accident

- The bus driver/supervisor secures the scene, checks for injuries, and contacts Emirates Transport and 999/998 as appropriate, then immediately informs the HSE Officer/Operations Officer.
- The HSE Officer confirms the number and identity of pupils on board, coordinates first aid or ambulance response, and informs the Principal.
- The communication focal point contacts affected parents directly with accurate, confirmed information only.
- The HSE Officer notifies ADEK per approved procedures and records the incident, including the transport provider's report.

7. Training and Drills

- Fire drills are conducted every term.
- Lockdown and evacuation drills are conducted twice a year.



- A shelter-in-place drill for missile/aerial threat alerts is conducted at least once per academic year.
- Staff are trained in basic first aid and emergency response annually.
- Induction for new staff includes all emergency procedures in this plan.

8. Equipment and Resources

- Fire extinguishers, alarms and emergency lights are checked monthly.
- First aid kits are available in classrooms, the clinic and on school buses.
- Emergency exit maps, evacuation routes and designated shelter-in-place points are posted in all classrooms and hallways.
- Backup generators and emergency lighting are maintained and tested for use during power failure.

9. Recovery and Review

- After every incident or drill, a debriefing and review is conducted with relevant staff.
- Improvements identified are incorporated into procedures, training or resources as needed.
- The plan is reviewed and updated annually, after any major incident, or on material change to ADEK, ADOSH-SF or Civil Defence requirements.

10. Documentation and Records

- All drills, incidents, injuries and plan updates are logged and filed.
- The School ERP and Occupational Injuries Register are available for ADEK review upon request.
- The Emergency Contact List (Section 5) is reviewed termly and kept current.

11. References

- Abu Dhabi Department of Education and Knowledge (ADEK) — Health, Safety and Wellbeing Policy Framework.
- Abu Dhabi Occupational Safety and Health System Framework (ADOSH-SF), Abu Dhabi Public Health Centre (ADPHC). <https://www.adphc.gov.ae/>
- National Emergency Crisis and Disaster Management Authority (NCEMA) — public safety advisories and early-warning alert guidance. <https://www.ncema.gov.ae/>
- NEBOSH (UK) International guidelines on emergency planning and incident management.
- UAE Occupational Health and Safety Management System (OHSMS) National Standard.

Note: the ADOSH-SF framework was formerly known as OSHAD-SF; ADPHC renamed it under its Version 4.0 update. References in this plan and any linked documents should use ADOSH-SF going forward.