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AMBASSADOR INTERNATIONAL ACADEMY, MANKHOOL

Health and Safety and Environmental Policy Whole School

Date created: August 2026

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1. PURPOSE

The purpose of the Ambassador International Academy Mankhool (AIAM) Health, Safety and Environment (HSE) Policy is to provide a safe, healthy and secure environment for learning and working across the whole school community.

AIAM is committed to:

- Providing safe practices, systems and conditions for students, staff, visitors and contractors.
- Identifying, assessing and managing known and potential hazards.
- Complying with applicable requirements of the Dubai Health Authority (DHA), Dubai Healthcare City Authority (DHCA), Knowledge and Human Development Authority (KHDA), Dubai Municipality (DM), Roads and Transport Authority (RTA), Dubai Civil Defence and other relevant regulatory authorities.
- Providing appropriate information, instruction, training and supervision.
- Ensuring that members of the school community understand their HSE responsibilities.
- Preparing for, responding to and recovering from safety-related incidents and emergencies.
- Reducing the likelihood and impact of incidents through proactive risk assessment, inspections, reporting and continuous improvement.

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2. OBJECTIVES

AIAM will, so far as reasonably practicable:

1. Provide safe and healthy premises, facilities and working conditions for students, staff, visitors and contractors.
2. Ensure that staff understand their HSE responsibilities and the standards expected of them.
3. Provide appropriate HSE training and professional development.
4. Identify and mitigate work-related stressors and promote staff wellbeing.

5. Maintain effective systems for communication and consultation on HSE matters.
6. Encourage students and staff to take an active role in maintaining a positive safety culture.
7. Maintain effective procedures for accidents, incidents, emergencies and evacuation.
8. Monitor HSE performance and use incident, inspection and audit information to prevent recurrence.
9. Review HSE arrangements regularly and make improvements where required.
10. Monitor activities, provision practices from a risk perspective

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3. APPLICABILITY

This policy applies to:

- All AIAM students.
- Teachers and teaching assistants.
- Administrative and support staff.
- Leadership and management.
- Clinic / healthcare personnel.
- Contractors and service providers.
- Visitors and volunteers.
- Parents and guardians while on school premises.
- Any other person affected by activities undertaken by or on behalf of AIAM.

All individuals have a responsibility to comply with applicable HSE requirements and to act in a manner that does not place themselves or others at unnecessary risk.

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4. RESPONSIBILITIES

4.1 HSE COMMITTEE

The HSE Committee has overall oversight of health, safety and environmental matters at AIAM.

The HSE Committee consists of:

- Principal
- Deputy Head of School
- Manager School Operations (H&S)
- School Doctor / Clinic Representative
- DSL
- Inclusion Head
- HR Officer

The **Manager School Operations** is the designated HSO/HSE in-charge and is responsible for coordinating the implementation of this policy.

The HSE Committee will:

- Set and maintain HSE standards for AIAM.
- Ensure this policy is communicated, implemented and reviewed.
- Ensure facilities, equipment and systems of work are safe.
- Ensure appropriate information, instruction, training and supervision are provided.
- Lead a systematic approach to all elements of risk assessment
- Maintain safe access and exit routes.
- Monitor student, staff and visitor welfare.
- Ensure emergency procedures are established, communicated and regularly practiced.
- Conduct and review HSE inspections.
- Investigate HSE incidents and identify root causes.
- Develop corrective and preventative action plans following incidents.
- Monitor completion of corrective actions.
- Ensure compliance with regulatory requirements.
- Review relevant inspection reports from regulatory and external authorities.
- Monitor the safe handling, storage and transportation of hazardous substances and materials.
- Review HSE trends, including accidents, incidents, near misses and clinic visits.

- Approve and review the HSE Policy annually.
- Monitor, evaluate and critically analyse HSE performance and practices.

HSE Committee meetings will be held weekly, with actions documented in meeting minutes and followed through to completion.

4.2 CLINIC / HEALTHCARE TEAM

The Clinic / Healthcare Team will:

- Provide first aid and resuscitation during school operational hours.
- Ensure compliance with applicable healthcare requirements.
- Maintain and regularly inspect first aid kits.
- Ensure medicines are securely stored and administered in accordance with applicable procedures.
- Record and report accidents, injuries and medical incidents.
- Inform the HSE Committee of significant incidents and trends.
- Promote healthy living and wellbeing.
- Monitor trends in clinic visits, accidents, injuries and communicable illnesses to support risk mitigation.
- Ensure appropriate arrangements are in place for emergency medical response when the clinic is unavailable.
- Maintain appropriate healthcare records and documentation.

4.3 STAFF MEMBERS

All staff members must:

- Take reasonable care of their own health and safety and that of others.
- Follow AIAM HSE requirements and cooperate with management.
- Report hazards, unsafe conditions, defects or damaged equipment promptly.
- Complete incident documentation when required.

- Report accidents, injuries, near misses and dangerous occurrences.
- Cooperate with incident investigations.
- Use equipment only when trained and authourised to do so.
- Not intentionally or recklessly misuse HSE equipment or facilities.
- Maintain awareness of emergency exits, evacuation procedures, first aid kits and AED locations.
- Follow safe manual-handling practices.
- Maintain a safe and orderly working environment.
- Remain vigilant for fire, flooding, security and other emergency risks.
- Secure personal belongings and school assets appropriately.
- Refrain from encouraging or feeding wildlife in student play and activity areas.

4.4 CONTRACTORS, SERVICE PROVIDERS AND EXTERNAL STAFF

Contractors and external providers must:

- Comply with AIAM HSE requirements and applicable legislation.
- Provide appropriate evidence of qualifications, licenses and competency where required.
- Use safe systems of work.
- Report hazards, defects and incidents immediately.
- Ensure work undertaken in occupied areas is adequately controlled.
- Follow safeguarding and security requirements.
- Obtain appropriate work permits before commencing campus work.
- Use appropriate PPE where required.
- Secure tools, equipment and materials when work is not in progress.
- Ensure work does not create unnecessary risks to students, staff or visitors.
- Cooperate with AIAM inspections and incident investigations.

4.5 STUDENTS

Students are expected to:

- Follow school rules and safety instructions.
- Follow directions given by staff during normal activities and emergencies.
- Observe safety announcements and notifications.
- Remain calm and follow instructions during emergency situations.
- Use school equipment and facilities responsibly.
- Report unsafe conditions or hazards to a member of staff.

4.6 PARENTS AND MEMBERS OF THE SCHOOL COMMUNITY

Parents, guardians and members of the wider school community must:

- Comply with the AIAM HSE Policy and relevant school procedures.
- Provide accurate and current medical and emergency contact information.
- Inform the school promptly of relevant changes to a child's health or wellbeing.
- Ensure students attend school appropriately prepared for activities and weather conditions.
- Follow security, reception, traffic and evacuation instructions.
- Report hazards promptly.
- Keep access and emergency routes clear.
- Not interfering with emergency equipment.
- Follow instructions from school staff, Operations, Security and Front of House.
- Promote a positive health and safety culture.
- Ensure prescribed medicines are supplied to school, expired and opened, however out of dispensing date, medicines to be replaced

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5. HSE PROCEDURES & PRACTICES

5.1 IMPORTANT EMERGENCY NUMBERS

The following information must be completed, verified and displayed in appropriate staff and emergency locations:

Manager School Operations: 0504199345

School Security:
Extension: 132 Control room/133 Gate-1/134 Gate-2/135 Gate-6/7
Direct Mobile: 0565229427

School Clinic:
Extension: 113
Mobile: 056 959 5506

MAKANI Number: 2790393184

Emergency Services: 999 Police / 998 Ambulance / 997 Civil Defence

Preferred Emergency Medical Facility:
The exact AIAM campus location and MAKANI number must be included in emergency communication materials.

5.2 SITE SECURITY

AIAM maintains security arrangements to protect students, staff, visitors and school property.

Security arrangements include:

- 24/7 security provided by an appropriately licensed and approved external provider.
- Controlled access to the campus.
- CCTV monitoring.
- Security patrols within the campus and external perimeter.
- Controlled vehicle access and parking.

- Monitoring of arrival and dismissal periods.
- Visitor registration and identification.
- Emergency and rapid response arrangements.
- Lockdown procedures.
- Appropriate safeguarding measures for visitors and contractors.
- UP to date Training and development

Security personnel will respond to and escalate security concerns in accordance with the school's emergency and security procedures.

5.3 VISITORS

A visitor is any person entering the school who is not an enrolled student or authourised school employee.

Visitors must:

- Report to the designated Security / Reception point.
- Sign in using the school's visitor system.
- Wear an appropriate visitor identification badge or lanyard.
- Remain within authorised areas.
- Follow school safeguarding and emergency procedures.
- Be accompanied where required.

Staff supervising visitors must ensure that visitors understand relevant emergency procedures.

Any unrecognised or unbadged individual on campus must be reported immediately to Security.

For medical emergencies involving visitors, the Clinic / Healthcare Team must be contacted immediately.

5.4 HR PRACTICES AND SAFE RECRUITMENT

AIAM will implement appropriate recruitment and verification procedures to support a safe environment.

Where applicable, staff and external providers will be subject to checks relating to:

- Police clearances.
- Work permits and visas.
- Professional qualifications.
- Required licences and certifications.
- References and employment history.
- Safeguarding requirements.
- Data held and reviewed through SCR
- External providers will be monitored by the Operations and HR teams to ensure continued compliance.

5.5 SAFEGUARDING AND CHILD PROTECTION

Health and safety at AIAM is closely linked to safeguarding and child protection.

AIAM will:

- Maintain a separate Safeguarding and Child Protection Policy.
- Ensure staff receive appropriate safeguarding training.
- Ensure external providers meet safeguarding requirements before working with students.
- Control visitor and contractor access.
- Ensure students are appropriately supervised.
- Escalate safeguarding concerns in accordance with the Safeguarding Policy.

No HSE procedure may be implemented in a manner that compromises safeguarding requirements.

5.6 HSE DURING OPERATIONAL HOURS

AIAM will maintain appropriate supervision and safety arrangements throughout operational hours.

Teachers and staff will:

- Identify foreseeable hazards associated with activities, equipment and materials.
- Conduct or contribute to risk assessments where required.
- Ensure students receive appropriate safety instructions.
- Provide supervision appropriate to the age, activity and level of risk.
- Ensure unsafe or damaged equipment is removed from use and reported.
- Report accidents and near misses.
- Maintain appropriate attendance and supervision records.
- Ensure students are supervised during lessons, transitions, breaks, lunch, playtimes and other activities.

Where activities require PPE, specialist supervision, restricted access or additional controls, these must be identified through the relevant risk assessment.

Swimming pool activities must be supervised in accordance with the school's pool procedures, including the presence of a qualified lifeguard during operational pool hours.

5.7 TRIPS, VISITS AND EVENTS

All educational visits, field trips, sports events and school events must be appropriately planned.

Before activities take place:

- Appropriate risk assessments must be completed.
- HSE, medical and safeguarding considerations must be reviewed.
- Relevant staff must receive appropriate briefings.
- Emergency contacts must be available.
- Medical information and medication requirements must be considered.
- Transport arrangements must meet applicable requirements.
- The Principal or designated authorised person must approve required risk assessments.

Overnight trips and higher-risk activities require additional planning and emergency arrangements.

Reference must be made to the AIAM Field Trip Policy.

5.8 ARRIVAL, DISPERSAL AND TRANSPORT

AIAM will maintain safe arrangements for student arrival and dismissal.

These include:

- Designated drop-off and pick-up zones.
- Appropriate Security and staff supervision during peak periods.
- Clear communication of traffic arrangements to parents.
- Safe pedestrian movement.
- Appropriate separation of vehicles and pedestrians where practicable.
- Vetted transportation providers.
- Appropriately licensed drivers and bus attendants.
- Compliance with applicable RTA requirements.
- Appropriate supervision of students on school buses.

Any transport-related accident, injury or significant safety concern must be reported and documented.

5.9 ACCESSIBILITY AND SUPPORT FOR PERSONS WITH DISABILITIES

AIAM will provide reasonable arrangements to support safe access and emergency evacuation for people with disabilities.

These may include:

- Accessible parking.
- Ramps and accessible routes.
- Accessible toilets.
- Evacuation chairs.
- Personal Emergency Evacuation Plans (PEEPs).

- Designated staff responsible for assisting individuals during emergencies.
- Appropriate staff training.

PEEPs must be reviewed when an individual's needs or the school's physical arrangements change.

5.10 EMPLOYEE HEALTH AND SAFETY

Employees have a responsibility to promote safe working practices.

Staff must:

- Use school-provided HSE equipment appropriately.
- Never tamper with equipment they are not authorised or trained to operate.
- Report actual or potential injury, property damage or loss.
- Avoid exposing themselves or others to unnecessary risk.
- Know the location of emergency exits, first aid kits and AEDs.
- Follow safe manual-handling practices.

Manual-handling activities involving significant weight or increased risk must be assessed. Appropriate training, mechanical assistance or physical support must be provided where necessary.

Line managers are responsible for ensuring appropriate controls are established for significant manual-handling activities.

5.11 LONE WORKING

Employees intending to work outside normal operational hours or at weekends must:

- Inform their line manager in advance.
- Notify Security of their arrival and working location.
- Follow any lone-working controls identified through risk assessment.
- Ensure Security knows when they leave the premises.

Line managers must assess lone-working risks where appropriate and establish suitable controls.

The Operations Team must ensure that contractors working alone are appropriately controlled and monitored.

5.12 FIRE SAFETY AND EMERGENCY EVACUATION

AIAM will maintain fire safety arrangements in accordance with applicable Civil Defence, Dubai Municipality and other regulatory requirements.

The school will maintain:

- Fire plans.
- Clearly identified assembly points.
- Emergency exits.
- Evacuation signage.
- Fire alarms.
- Fire extinguishers and firefighting equipment.
- Appropriate inspection and maintenance records.
- Clear and unobstructed emergency routes.

Fire exits, escape routes and access to firefighting equipment must remain clear at all times.

Fire doors must not be wedged or propped open.

Combustible materials must be appropriately stored and kept away from heat sources.

Smoking is prohibited on school premises.

Fire drills will be conducted regularly. Evacuation times, observations, issues and corrective actions will be documented and reviewed by the HSE Committee.

All staff must be familiar with:

- The evacuation procedure.

- The nearest emergency exits.
- Assembly points.
- Fire alarm arrangements.
- The location of firefighting equipment.

Staff must not attempt to fight a fire unless it is safe to do so and they have been appropriately trained.

5.13 EXTREME WEATHER

AIAM will monitor weather conditions and adjust outdoor activities where required.

Consideration will be given to:

- Temperature.
- Humidity.
- Air quality.
- Severe weather warnings.
- Student and staff wellbeing.
- Outdoor sports and play.
- Heat exposure and hydration.
- Transport and dismissal arrangements.

Reference must be made to the AIAM Hot & Severe Weather Policy.

5.14 EMERGENCIES, FIRST AID AND RESUSCITATION

AIAM will maintain appropriate arrangements for first aid and emergency medical response.

The Clinic / Healthcare Team will provide first aid and resuscitation during operational hours.

AIAM will ensure an appropriate number of trained personnel are available to provide first aid and emergency support.

In a serious medical emergency:

1. Assess the situation and ensure the area is safe.
2. Contact the Clinic / Healthcare Team.
3. Call emergency medical services where required.
4. Provide first aid or CPR with appropriately trained personnel.
5. Follow instructions provided by emergency services.
6. Arrange transfer to the designated medical facility where required.
7. Notify parents/guardians in accordance with the relevant medical emergency procedure.
8. Complete all required documentation and incident reporting.

When contacting emergency services, the caller should provide:

- AIAM name.
- Caller name and contact number.
- MAKANI number.
- Exact location within the campus.
- Nature of the emergency.
- Number and condition of casualties.

The caller must remain on the line until instructed otherwise.

If the Clinic / Healthcare Team is unavailable, designated trained staff must follow the Emergency Medical Response Procedure.

5.15 FIRST AID KITS AND AEDs

First aid kits and AEDs must be located strategically across the campus.

The Clinic / Healthcare Team will:

- Inspect first aid kits regularly.
- Replace used or expired items.
- Maintain appropriate records.

- Monitor AED readiness.
- Ensure AED locations are communicated to staff.
- Maintain an up-to-date register of AED and first aid kit locations.

Any staff member using a first aid kit must notify the Clinic so that it can be replenished.

5.16 ACCIDENTS, INCIDENTS, NEAR MISSES AND HAZARD REPORTING

AIAM promotes proactive reporting of unsafe conditions.

Staff must report:

- Accidents.
- Injuries.
- Near misses.
- Dangerous occurrences.
- Unsafe conditions.
- Property damage.
- Equipment failure.
- Hazards.
- Security-related safety concerns.

Reports must be submitted in accordance with the AIAM Incident Reporting Policy.

The HSE Committee will monitor incidents and near-miss information and investigate significant incidents.

Investigations should identify:

- What happened.
- Immediate causes.
- Underlying/root causes.
- Contributing factors.
- Required corrective actions.

- Preventative measures.
- Responsible people.
- Target completion dates.

Corrective actions will be monitored until completion.

Near misses must be treated as important safety information because they may identify conditions capable of causing future injury or damage.

5.17 RISK ASSESSMENT

AIAM will undertake regular and systematic risk assessments of activities, premises, equipment, substances and other foreseeable hazards.

Risk assessments will:

- Identify hazards.
- Identify persons who may be affected.
- Evaluate the likelihood and potential severity of harm.
- Determine an appropriate level of risk.
- Identify preventative and protective controls.
- Assign responsibility for controls.
- Record significant findings.
- Communicate relevant controls to affected persons.
- Be reviewed periodically.

Risk assessments must be reviewed:

- At least annually.
- Following a significant incident or near miss.
- When there is a significant change to an activity, facility, equipment or process.
- When new hazards are identified.
- When existing controls are found to be ineffective.

Specialist advice must be obtained where necessary.

5.18 UTILITY SYSTEMS AND SITE MAINTENANCE

AIAM will maintain its utility and building systems to support a safe and healthy environment.

Systems include, where applicable:

- Electrical distribution. Ensure a maintenance contract
- HVAC. Ensure a maintenance contract
- Plumbing. Ensure a maintenance contract
- Water systems. Ensure a maintenance contract
- Fire Fighting & alarm Systems: Ensure a maintenance contract
- Lifts/elevators: Ensure a maintenance contract
- Swimming pool systems: Ensure a maintenance contract

Appropriate maintenance records and asset inventories must be maintained.

Preventive maintenance programmes must be established for relevant MEP systems and equipment.

Maintenance must be carried out by appropriately qualified and approved providers.

Drinking Water

Drinking water facilities must be:

- Accessible.
- Clean and maintained.
- Regularly inspected.
- Subject to appropriate water quality controls.
- Supported by required cleaning and analysis of records.

Water tanks must be cleaned and disinfected by appropriately approved providers.

HVAC

HVAC systems must be regularly maintained and inspected to support suitable indoor temperature, humidity and airflow.

Swimming Pools

Swimming pools must be appropriately maintained and monitored for:

- Cleanliness. Ensure a maintenance contract
- Temperature.
- Chlorine.
- pH.
- Microbiological safety. Ensure a testing contract

Waste

General and medical waste must be removed using appropriately approved providers and handled in accordance with applicable requirements.

5.19 CLEANING, HYGIENE AND INFECTION PREVENTION

AIAM will maintain clean and hygienic facilities.

Cleaning arrangements will include:

- Routine cleaning of all school areas.
- Regular sanitation of toilets and washrooms.
- Availability of soap and toilet paper.
- Hand hygiene facilities.
- Appropriate cleaning of high-touch surfaces.
- Appropriate response to body fluids or potentially infectious materials.
- Safe storage and use of cleaning chemicals.
- Appropriate Material Safety Data Sheets (MSDS/SDS).

When body fluids or potentially infectious material are present, the affected area must be isolated as necessary, cleaned, and disinfected using an approved process.

Hazardous or poisonous cleaning chemicals must not be used in areas where children are directly present or may be exposed.

Cleaning providers must be appropriately approved and supervised by the Operations Team.

5.20 PEST CONTROL

AIAM will seek to prevent exposure of students and staff to pests and pesticides.

Pest control must:

- Use an appropriately licensed provider.
- Follow Dubai Municipality requirements.
- Use certified applicators where required.
- Prioritise prevention and non-chemical measures where practicable.
- Ensure appropriate controls are in place before chemical treatment.
- Prevent students and staff from being exposed to pesticide residues.

Chemical pest-control treatments must not be undertaken while children are present or likely to be exposed.

5.21 ELECTRICAL SAFETY

All electrical systems must comply with applicable DEWA and regulatory requirements.

AIAM will ensure:

- Electrical panels are clearly identified.
- Electrical equipment is appropriately maintained.
- Medical electrical equipment is checked by authorised personnel.
- Maintenance and inspection records are retained.
- Equipment manuals and operating procedures are available where required.

- Calibration and validation requirements are followed.
- Three-pin approved adaptors are used.
- Extension cables are appropriately secured.
- Cables do not create trip hazards.
- Electrical outlets and extension boards are not overloaded.
- Electrical equipment is protected from water and moisture.
- Unauthorised repairs are prohibited.

Fuses must not be replaced with a higher-rated fuse.

Electrical equipment must be switched off when not required, where appropriate.

Before electrical maintenance:

- Appropriate isolation must be completed.
- The electrical source must be secured.
- Appropriate warning signage must be displayed.
- Lockout/isolation controls must be used where required.

5.22 COMPRESSED GASES

Where compressed gas cylinders are used or stored, AIAM will ensure that:

- Cylinders are clearly labelled.
- Cylinders are secured against falling.
- Valve protection caps are used when appropriate.
- Cylinders are stored in suitable, ventilated areas.
- Cylinders are kept away from heat, sparks and ignition sources.
- Full and empty cylinders are separated and clearly identified.
- Incompatible gases are stored separately.
- Smoking and open flames are prohibited in cylinder storage areas.
- Cylinders are not used for purposes other than their intended function.
- Cylinder valves are closed when not in use.

- Pressure is released appropriately before disconnection.
- Damaged or leaking cylinders are isolated and reported immediately.
- Staff handling compressed gases are appropriately trained.

5.23 HSE AUDITS, INSPECTIONS AND CORRECTIVE ACTIONS

AIAM will maintain a programme of HSE inspections and audits.

The HSE Committee will review:

- Internal inspection findings.
- Regulatory inspections.
- Incident and near-miss trends.
- Fire drill outcomes.
- Emergency and lockdown drills.
- Playground safety.
- Electrical safety.
- Food hygiene and safety.
- General HSE performance.

Where the School audit system applies, the following schedule will be maintained:

Audit / Inspection	Frequency
Boarding	Annual, where applicable
Electrical Safety	Quarterly PPM
Fire Safety	Quarterly PPM
Playground	Annual
Regional / School Health & Safety	Annual
Fire Evacuation Drill	Once every term
Food Hygiene & Safety	Quarterly
Lockdown / Emergency Response Drill	Once every term

Audit and inspection findings must result in documented corrective actions where required.

Each action should identify:

- Finding / issue.
- Required corrective action.
- Responsible person.
- Target completion date.
- Status.
- Verification of completion.

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6. DISASTER MANAGEMENT AND CONTROL PROCEDURES

AIAM maintains separate detailed emergency, evacuation, lockdown and crisis-response procedures.

All staff must be familiar with the emergency procedures relevant to their role.

The following scenarios are addressed within AIAM's disaster management arrangements:

1. Fire / emergency evacuation.
2. Bomb threat.
3. Elevator failure.
4. Ventilation or air-quality problem.
5. Terrorist threat / civil disturbance.
6. Earthquake.

6.1 FIRE RESPONSE / EMERGENCY EVACUATION

In the event of a fire or suspected fire:

- Raise the alarm immediately.
- Alert others in the immediate area.
- Activate the nearest break-glass point where appropriate.
- Remove people from immediate danger if safe to do so.

- Close doors where appropriate without delaying evacuation.
- Evacuate using the designated route.
- Proceed to the designated assembly point.
- Follow instructions from staff, Security and emergency services.
- Do not use lifts/elevators during fire evacuation.
- Do not re-enter the building until authorised.

Detailed arrangements are contained in the AIAM Emergency Response Plan and Emergency Evacuation Procedure.

6.2 BOMB THREAT

If a bomb threat is received:

- Remain calm.
- Do not unnecessarily alert or alarm others.
- Record as much information as possible using the Bomb Threat Checklist.
- Record the exact wording of the threat.
- Note caller characteristics and background sounds.
- Immediately notify the Manager School Operations / HSO and Security.
- Follow the Emergency Response Plan.
- Do not touch or approach a suspicious object.
- Do not use radios or mobile phones near a suspected device unless directed by emergency authorities.
- Follow evacuation or lockdown instructions issued by authorised personnel.

Evacuation decisions will be made in accordance with the Emergency Response Plan and advice from emergency authorities.

6.3 ELEVATOR FAILURE

If trapped in an elevator:

- Remain calm.
- Use the emergency alarm or emergency communication system.
- Contact Security / Operations.
- Do not attempt to force the doors open.
- Do not attempt to climb out of the elevator.
- Wait for qualified emergency or maintenance personnel.

6.4 VENTILATION / AIR QUALITY PROBLEM

If smoke, unusual smells, suspected fumes or other air-quality concerns are identified:

- Report the concern immediately to Security / Operations.
- Keep students and staff away from the affected area where appropriate.
- Do not investigate hazardous fumes directly.
- Follow instructions from Operations and emergency personnel.
- Evacuate or relocate occupants if instructed.
- Seek medical assistance for anyone experiencing symptoms.

The Emergency Response Plan must be followed for significant ventilation, smoke or air-quality incidents.

6.5 TERRORIST THREAT / CIVIL DISTURBANCE / CONFLICT

In the event of a terrorist threat, serious security incident or civil disturbance:

- Notify Security immediately.
- Follow the school's lockdown, for conflict protocols or emergency instructions.
- Move everyone to the distinguished green zones(under shelter in place policy)
- Secure doors where instructed.
- Keep students and staff calm.
- Avoid confrontation.
- Do not approach suspicious persons or objects.

- Follow instructions from Security, Police and other emergency authorities.
- Do not release information externally unless authorised.

Detailed procedures are contained in the AIAM Emergency Response and Lockdown Procedures.

Link to KHDA conflict protocols.

6.6 EARTHQUAKE

During an earthquake or significant ground movement:

- Drop, Cover and Hold.
- Move away from windows and unstable objects.
- Protect the head and neck.
- Remain in position until shaking stops.
- Do not use elevators.
- Once safe and instructed, evacuate using the designated emergency routes.
- Proceed to the designated assembly point.
- Be alert for secondary hazards, including falling objects, damaged structures, fire or utilities.

Detailed procedures are contained in the AIAM Emergency Response Plan.

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7. POLICY REVIEW AND MONITORING

This policy will be reviewed at least annually by the HSE Committee and approved through the school's established governance process.

An earlier review may be undertaken where:

- There is a significant change in legislation or regulatory requirements.
- There is a significant incident.
- A serious hazard is identified.

- There is a significant change to the school premises or operations.
- Audit or inspection findings identify a need for amendment.
- Emergency exercises identify weaknesses in existing arrangements.

The HSE Committee will monitor the effectiveness of this policy through:

- HSE meetings: Monthly
- Inspections: Monthly/Annually
- Risk assessments. Daily (Operations) Monthly/Annual
- Incident and near-miss data. As Required
- Emergency drills. Every Term
- Audit findings. Every Term
- Corrective action tracking.
- Staff feedback and consultation.
- Regulatory inspections and requirements.

APPENDIX A

BOMB THREAT CHECKLIST

Time Received: _____

Time Ended: _____

Date: _____

Caller Number: _____

EXACT WORDING OF THREAT

QUESTIONS TO ASK

1. When will the bomb explode?
2. Where is the bomb?
3. What does it look like?

4. What type of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Is there only one bomb?
8. Why did you plant the bomb?
9. Where are you now?
10. What is your name?
11. What is your address?

CALLER CHARACTERISTICS

- Calm / Loud / Whispered / Ragged
- Angry / Laughing / Crying / Excited
- Slow / Normal / Rapid
- Distinct / Blurred / Disguised
- Deep / High-pitched / Nasal
- Stutter / Lisp / Accent
- Other: _____

BACKGROUND SOUNDS

- Voices
- Music
- Traffic
- Machinery
- Office sounds
- Animals
- Static
- Street sounds
- Other: _____

PERSON RECEIVING THREAT

Name: _____

Position: _____

Telephone: _____

Signature: _____

Additional Remarks: _____

Immediately report the threat to the **Manager-School Operations / HSO and Security** and follow the AIAM Emergency Response Plan.

APPENDIX B

DEFINITIONS AND ABBREVIATIONS

AIAM – Ambassador International Academy Mankhool

DHA – Dubai Health Authority

DHCA – Dubai Healthcare City Authority

KHDA – Knowledge and Human Development Authority

DM – Dubai Municipality

RTA – Roads and Transport Authority

HSE – Health, Safety and Environment

HSE Committee – AIAM Health, Safety and Environment Committee

HSO – Health and Safety Officer

CPR – Cardiopulmonary Resuscitation

AED – Automated External Defibrillator

PEEP – Personal Emergency Evacuation Plan

PPE – Personal Protective Equipment

SDS / MSDS – Safety Data Sheet / Material Safety Data Sheet

Casualty – A person who has suffered an injury or sudden illness.

First Aider / CPR Responder – A person who has received appropriate training and holds a valid relevant certification to provide first aid or emergency assistance.

Hazard – Anything with the potential to cause injury, illness, damage or harm.

Risk – The likelihood that harm may occur and the potential severity of that harm.

Incident – An unplanned event that results in, or has the potential to result in, injury, illness, damage or loss.

Near Miss – An unplanned event that did not result in injury, illness or damage but had the potential to do so.

Risk Assessment – A systematic process for identifying hazards, evaluating risks and determining appropriate control measures.

APPENDIX C

IMPORTANT PLANS, PROCEDURES AND POLICIES

The following documents should be read alongside this HSE Policy:

1. AIAM Visitor Procedure / Policy
2. Safeguarding and Child Protection Policy
3. AIAM Field Trip Policy
4. AIAM Hot & Severe Weather Policy
5. Accidents, Injuries and Medical Emergencies Procedure
6. First Aid and Emergency Policy
7. AED Locations
8. First Aid Kit Locations

9. AIAM Emergency Response Plan
10. Emergency Evacuation Procedure
11. AIAM Lockdown Procedure
12. Incident Reporting Policy
13. Risk Assessment Procedures
14. Fire Safety / Civil Defence Procedures
15. Transport / Bus Safety Procedures
16. Relevant Medical / Clinic Procedures