
 GOVERNMENT OF DUBAI	Organization Unit: Public Health & Safety Department	الوحدة التنظيمية:	 بلدية دبي DUBAI MUNICIPALITY	
	Form sheet title:	Emergency Preparedness Guidelines		اسم النموذج:
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Emergency Preparedness Guidelines

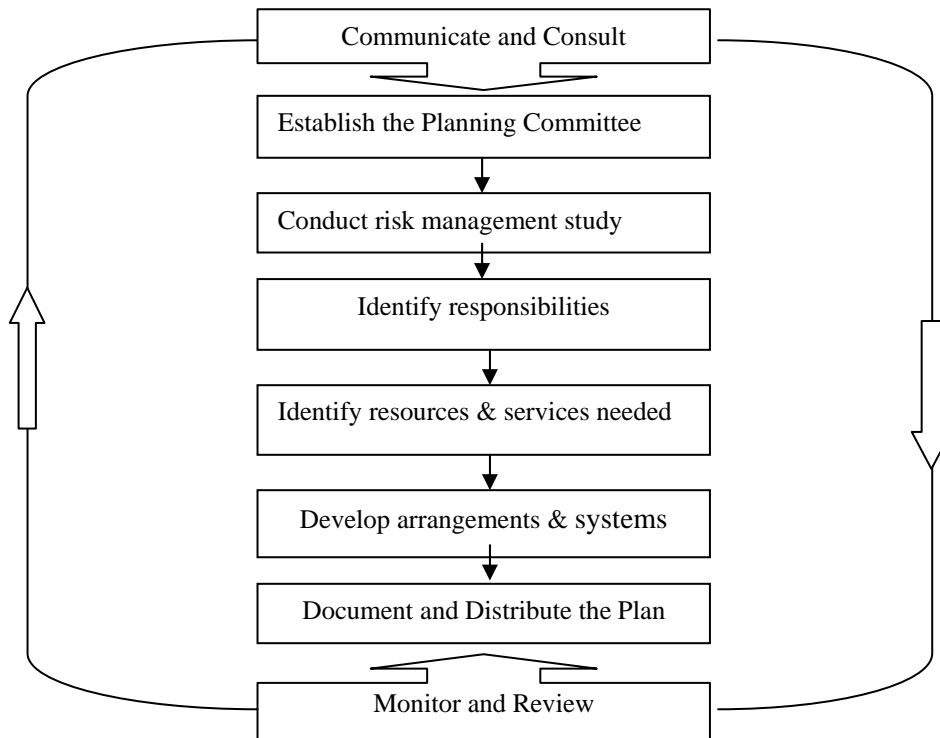
I. Introduction



This Guideline on Emergency Preparedness supports the national platform for disaster risk reduction. It specifies requirements to enable both the public and private sector to develop and implement a program to anticipate, prevent if possible, and prepare for and respond to emergencies or disasters.

II. Objectives

The Guidelines will enable both the public and private sector to be resilient. The guidelines shall have the following sections:

- a. Emergency and Risk Management Policy;
- b. Emergency Organization and Responsibilities;
- c. Emergency Response Plan and Procedures;
- d. Training and Equipment;
- e. Drills and Exercises;
- f. Monitoring and Reviewing the Plan.



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III. Scope

These *Guidelines* are applicable to any type of organization. The extent of the application will depend on factors such as risks; the nature of its activities, products, services; its location and the condition; and number of employees.

IV. Definitions

Disaster – an emergency situation that is beyond the normal capabilities of a particular organization and that which requires support from external parties.

Early warning system – the set of capacities needed to generate and disseminate timely and meaningful warning information to enable individuals, communities and organizations threatened by a hazard to prepare and to act appropriately and in sufficient time to reduce the possibility of harm or loss.

Emergency – an unplanned event that may cause death or injuries to employees, customers, or the public; damage to property and the environment or that can shut down business operations, and threaten business reputation.

Evacuation – the transfer of individuals at risk to safer places.



Emergency Response - is the initial response of the organization to protect its employees, customers, contractors, other persons who may be affected by the situation, its properties and the environment from immediate harm.

Emergency Management – A comprehensive system of policies, practices, and procedures designed to protect people and property from the effects of emergencies or disasters. It includes programs, resources, and capabilities to mitigate against, prepare for, respond to, and recover from effects of all hazards.

Hazards – anything that has the potential to cause harm. These may be natural (earthquake, storms, epidemic, etc.) or human-made / technological (fire, explosion, hazardous chemical leaks, terrorism, etc.)

Mitigation – the lessening or limiting of the adverse impacts of hazards and related disasters.

Preparedness – Establishing and delineating authorities and responsibilities for emergency actions and making provisions for having the people, equipment, and facilities in place to respond when the need arises. Preparedness involves planning, training, exercising, procuring and maintaining equipment, and designating facilities for emergency purposes.

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Prevention- the outright avoidance of adverse impacts of hazard and related disasters.

Resilience – the ability of a system, community or society exposed to hazards to resist, absorb, accommodate to and recover from the effects of a hazard in a timely and efficient manner.

Risks –the combination of the probability of an event and its negative consequences.

Risk Assessment – a methodology to determine the nature and extent of risk by analyzing potential hazards and evaluating existing conditions of vulnerability that together could potentially harm exposed people, property, services, livelihoods and the environment on which they depend.

V. Guidelines

A. Risk and Emergency Management Policy

A company should have a policy defining its commitment to emergency prevention and preparedness. The statement is usually signed by upper management officials such as the Chief Executive Officer or the company president. A policy statement should include:



- Management's commitment to safeguard the health and safety of the employees and the public and to protect the environment;
- A statement of the company's priorities in the event of an emergency. Generally priority is in the order of saving lives , protecting property and the environment, and ensuring continuity of operations;
- The scope of the plan should include the geographic and physical location(s) covered by the plan;
- A statement concerning the company's plan to monitor compliance with this policy;
- The effective date of the plan;
- A schedule for review and for testing/exercising of the plan;

B. Emergency Organizations and Responsibilities

The plan should define when and how normal operations should shift to emergency operations. For this purpose, the plan should identify an emergency response organization with appropriate lines of authority. Responsibilities for decision making should be clearly shown in an emergency organization chart.

The Steering Committee

The Steering Committee (SC) is the team responsible for the big picture. It shall set strategies to control and manage all emergencies.

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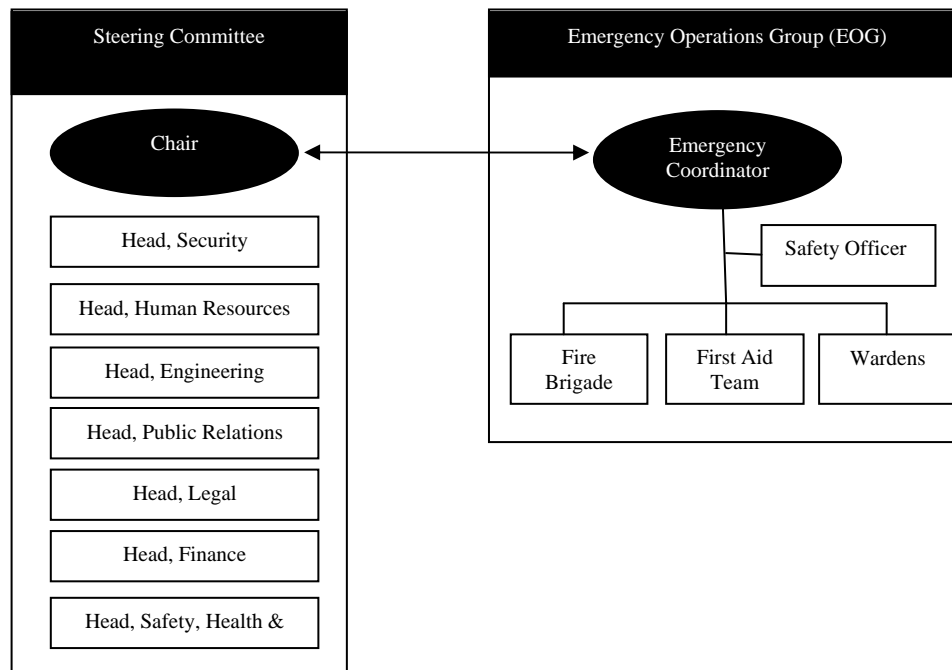
The SC may be chaired by the chief executive official or his designated representative. SC members should be senior managers of relevant functional areas such as management, human resources, engineering and maintenance, security, public relations, legal, finance, information technology, etc.



The Emergency Operations Group

The Emergency Operations Group (EOG) is the team responsible for the front-line management of the incident, for tactical planning and execution. They shall have the capability and authority to:

- Assess and communicate the situation
- Implement the emergency response plan
- Activate resources
- Execute safe evacuation

The EOG shall be headed by an Emergency Coordinator. The coordinator shall act for, and at the direction of the Chair of the SC in the coordination of all matters pertaining to emergency management, preparedness and recovery. The illustration below shows the relationship between the SC and the coordinator.



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C. Emergency Response Plan and Procedures

Hazard Identification

This section of a response plan should identify all potential on-site and off-site hazards of the operation, including hazards that may affect critical infrastructure and the type of damage that may result.

Human-made perils such as fire, explosion, transportation accidents, pipeline breaks or equipment failure should be considered in addition to the natural hazards such as floods, earthquakes, etc.

Risk Assessment



The second step of the process is to determine the risk of an incident associated with each hazard. The basic procedure in a risk analysis is as follows:

1. Based on the hazard analysis, identify potential emergencies;
2. Evaluate the impact or severity of such occurrences to employees, customers, facilities, etc.. Give a Severity Grade by using the following scale: High (A), Medium (B) or Low (C).

Low	Medium	High	Severity
C	B	A	Severity Grade

3. Evaluate the frequency of such occurrences based on experience or historical data. Give a Frequency Grade using the following scale: High (A), Medium (B) or Low (C).

Low	Medium	High	Frequency
C	B	A	Frequency Grade

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4. Using the Risk Assessment Matrix (Figure 2), plot the hazard's severity against frequency. The Risk Assessment Matrix would give you an idea of hazards which should be prioritized.

		Severity			
		High A	Med B	Low C	
Frequency	High A	High Priority	High Priority	Med Priority	
	Med B	High Priority	Med Priority	Low Priority	
	Low C	Med Priority	Low Priority	Low Priority	

This combination of Severity and Frequency will allow the hazards to be ranked to indicate priority risks.



Alerting and Notification Procedures

Internal Communications

In an emergency, information must be communicated quickly and accurately throughout the organization. It is very important to establish an effective emergency communication network and a procedure for the prompt notification of the Steering Committee and the Emergency Operations Group.

The section must identify means for 24-hour notification of all responsible persons within the organization. A notification guide should also include a list of backup personnel for emergency response and their telephone numbers (cellular, pager, home numbers). To prevent communications breakdown, an "alternate" person should be designated for each key position of designated responsibility.

The notification procedure may include flow charts and checklists indicating who should be involved, who has the responsibility to notify these individuals, how the notification is accomplished (e.g., paging systems, cellular or mobile phones) and the use of "fan out" (a call to one person/unit who in turn calls one or more key individuals during major emergencies). These numbers and checklists may be posted in critical areas for ready use or distributed as pocket cards.

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External Communications

The plan should describe how and when civil defense, police departments, ambulance services, contractors or off-duty workers will be contacted during working and non-working hours. The responsibility to contact external organizations should be clearly defined. Contacts for reporting purposes should also be included in the contact telephone listing.

Response Actions



Incident detection, information gathering are the first steps in responding to an emergency situation. A flowchart or decision tree posted in the facility or distributed as a pocket guide will assist in ensuring these first critical decisions are made.

For each type of emergency, the plan should include a specific Emergency Action Checklist. The action items may include the following:

- identify the nature of the emergency and ascertain if there are casualties;
- locate the source, the area of immediate risk and the potential for escalation;
- raise the alarm, alert the responsible persons within the organization and activate the appropriate warning system;
- liaise with external emergency services as they arrive on-site, and cooperate as required;
- mobilize the appropriate resources to isolate the hazard as far as possible and to implement "first aid";
- Initiate procedures for the protection of personnel, plant, property and the environment. Consider the need to evacuate non-essential personnel and the need for an emergency shut-down of operations. A detailed procedure for each foreseeable emergency should be included in the plan;
- implement procedures for the protection of vital resources, continuity of critical services and security of the property and records;
- arrange to account for personnel and to log events;
- Activate emergency communications links. Notify senior personnel, the appropriate agencies and neighbors where appropriate;
- keep abreast of developments and ensure that the means of giving and receiving information, advice and assistance are functioning effectively, including that related to public relations;
- As appropriate, implement approved procedures for rehabilitation.

Evacuation

The purpose of this section is to ensure a safe and orderly partial or full evacuation. If required, the plan should also include procedures for the notification and evacuation of the surrounding community. The following elements must be considered when developing evacuation plans:

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- need for an alarm system capable of defining different areas and/or degrees of evacuation,
- maps showing evacuation routes,
- designation of primary as well as alternate off-site assembly areas,
- designation of employees responsible for checking the evacuation area and for taking personnel counts at the assembly area to ensure that the facility has been completely evacuated,
- designation of emergency escape equipment,
- procedures to increase the degree/extent of areas to be evacuated if the emergency situation escalates.

It is essential that during evacuations those with specific roles and responsibilities are easily identified by other employees, guests, customers and external emergency response organizations. The easiest way to do this is to wear appropriately colored vests. The vests must be stored near the person's work station.

	Designation	Identification
1	Emergency Coordinator	Red with position on the back of the vest
2	Emergency Operations Group: First Aid, Wardens, Fire Brigade, Hazmat Team	Orange with position on the back of the vest



D. Training and Equipment

Effective emergency response requires a complete understanding of the roles and duties of each person responsible on the team. Provision for training is an integral part of a complete emergency preparedness program.

Comprehensive training in the use of emergency response equipment and personnel protection devices and tactics is necessary to ensure the best response capability. This section of the plan should provide details of training programs for the company personnel. The amount, type and frequency of training for each member of the team should be clearly spelled out.

Training should be provided regularly or in the following situations:

- for new employees during their orientation period
- for existing employees when there is a change in their duties
- when new equipment or materials are introduced
- when emergency procedures are revised
- when a drill indicates need for improvement

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E. Drills and Exercises

This section deals with provisions for regular exercises. It is important to develop employee skills and evaluate the adequacy of the emergency plan through the use of exercises or drills. The objectives of a drill include evaluation of the following:

- practicality of the plan (structure and organization)
- adequacy of communications and interactions among parties
- emergency equipment effectiveness
- adequacy of first aid and rescue procedures
- adequacy of emergency personnel response and training
- public relations skills
- evacuation and personnel count procedures



Full evacuation drills must be conducted at least once a year to ensure that all personnel and response team members are familiar with all the aspects of the emergency plan. Whenever possible, the participation of external response organizations such as the police, civil defense, and ambulance services is encouraged. Schedule of drills, observations and corrective measures should be recorded.

F. Monitor and Review

The effectiveness of the emergency plan and its implementation within the organization should be monitored and audited on a regular basis. The plan should be reviewed to ensure the information contained within is accurate and up to date. The plan should be reviewed twice a year at intervals not exceeding 6 months. Ideally, Reviews should occur following any exercises, incidents or changes in processes.

Following any such reviews and amendments to the plan, relevant employees are to be provided with training. In certain circumstances relevant external services may require communication of any relevant amendments.

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			Head of Section	Director of Department	pages including title page

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Appendices and Operational Guidelines

In an emergency situation it is extremely important that response personnel have immediate access to vital information. For this purpose some of the information may be organized in easy-to-follow tables in the appendices.

Types of information that may be included in the appendices include:

- response team and key company personnel call out list
- external response organization, news media and medical services telephone list
- facility maps, drawings and product hazard list
- organization, roles and responsibilities
- emergency incident report forms
- emergency shutdown procedures
- on-site mobile and emergency equipment list by location
- off-site mobile and emergency equipment list by location
- equipment inspection and maintenance schedules
- weather information contacts
- statutes/laws/regulations
- emergency evacuation plan and escape routes
- cleanup contractors
- decontamination procedure (if applicable)
- material safety data sheets (if applicable)
- emergency response manual distribution list