UNITED ARAB EMIRATES
MINISTRY OF EDUCATION

Education Sector Environment, Occupational Health & Safety Management System General Framework
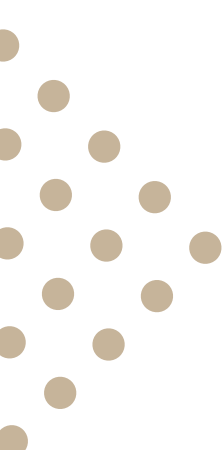
Version 2.0 / January 2020

Environment, Health & Safety Directorate

Inspection Sector

Education Sector Environment, Occupational Health & Safety Management System General Framework

(EDS EHSMS GF)

The United Arab Emirates has succeeded in establishing its position on the map of global competitiveness, as an environment embracing advanced technology and world-class infrastructure. This must go alongside a qualitative change in achieving sustainability and requirements of occupational health and safety in the educational sector and enabling the state to achieve its development goals.

In line with the Ministry of Education`s strategic direction for achieving safe, supportive and stimulating learning environments for learning, innovation, integration between laws and approved legislations adopted in country in the field of environment, occupational health and safety and work systems in place in educational institutions.

The issuance of the general framework for the Directorate of environment occupational health and safety system in the education sector came to ensure compliance of all educational institutions in the state with the requirements of environment and occupational health and safety. This framework would also support the Ministry's efforts in disseminating environmental and health concepts, building institutional capacities in the educational field and developing unified, integrated standards and procedures that guarantee implementation of all educational activities in a safe and sustainable manner. We hope that this framework will achieve its desired goals in laying solid foundations for achieving sustainable development and for preserving the gains and achievements of this country and ensuring the health, security and safety of all elements of the educational system.

Eng. Abdul Rahman Al Hammadi
MOE Undersecretary for Inspection and Support Services
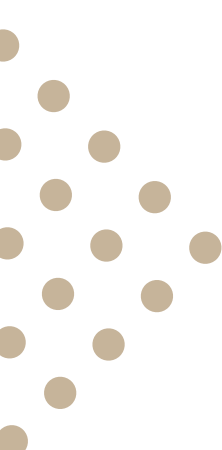
The establishment of the Inspection Sector in the Ministry of Education came with the aim of providing a regulatory and inspection environment for the educational system in the country. Since its establishment the sector has worked on developing and implementing a set of standards and tools for inspecting the educational institutions in order to ensure their compliance with the policies, regulations and systems set by the ministry. This is to ensure environmental sustainability and to achieve health and safety requirements in the educational field and provide inspection indicators that enable decision-makers to extrapolate and track the development of performance in these areas.

In light of the Inspection Sector's commitment to achieve a sustainable healthy environment in the educational sector, in accordance with international best practice standards that achieve the ambitious vision of the United Arab Emirates and keep abreast of all developments related to occupational safety and health. The issuance of the general framework for the Directorate of environment, health and safety system in the education sector came to support the Ministry's efforts in enhancing awareness of the educational field of environmental, health and safety standards and translating them into daily practices in all educational institutions of various forms and levels and working to provide a safe, healthy and sustainable work environment.

This framework that we offer today provides the minimum standards and procedures that must be adhered to by all educational institutions in the country to achieve the requirements and standards of environment and occupational health and safety. We hope that this framework will provide the desired added value to all those involved in educational affairs and that it will help them improve the educational system and sustainability within modern and unique standards.

Khulood Saqer Al Qassimi
Assistant Undersecretary of Inspection Sector

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Introduction

Background

The UAE Ministry of Education is keen to provide a safe, healthy and sustainable workplace and learning environment aiming to protect and support students, employees, contractors and relevant other persons in the education sector. This shall also contribute to students' motivation and encouragement to achieve the highest levels of learning and knowledge as well as achieving the UAE Vision 2021 and its National Indicators.

Based on this, the Ministry identified the strategic objective "Ensure safe, conducive and challenging learning environments" within its strategic objectives (2017-2021) and established the Environment, Health & Safety (EHS) Directorate in 2015 to work on the development of the Education Sector Environment, Occupational Health & Safety Management System General Framework (hereinafter referred to as the "system"), its communication to educational institutions (hereinafter referred to as the "institutions") through awareness and training programs and its periodical monitoring to measure its compliance.

Purpose

The purpose of this system is to identify the minimum mandatory requirements for educational institutions to achieve and comply with, **aiming for:**

- Optimal management, prevention and control of risks and threats related to the environment, occupational health and safety associated with institutions nature and scope of work, its facilities, operations and activities during normal and emergency operations;
- Protect the health and safety of students, employees, contractors and relevant other persons;
- Preserve and protect the environment and its sustainability.

This system was developed in compliance with federal and local legal and other requirements related to the environment, occupational health and safety in UAE as well as best international practices in this field to achieve the UAE Vision 2021, and MOE strategic objectives (2017-2021).

The system constitutes five key standards including leadership, planning, support, operations, monitoring and performance evaluation as follows:

Standard	Policy
1) Leadership	1.1. Top Management Commitment
	1.2. Education Sector Environment, Occupational Health & Safety General Policy
	1.3. Vision and Mission
	1.4. Regulatory Compliance
2) Planning	2.1. Legal Compliance
	2.2. Risk Management
	2.3. Contractors Management
	2.4. Performance Management
	2.5. Change Management
	2.6. Innovation Management
3) Support	3.1. Human Resources
	3.2. Competency and Training
	3.3. Communication and Consultation
	3.4. Documents Management
4) Operations	4.1. Operations Management
	4.2. Emergency Management
5) Monitoring & Performance Evaluation	5.1. Monitoring
	5.2. Incidents Notification, Investigation and Reporting
	5.3. Corrective and Preventive Actions
	5.4. Management Review and Continual Improvement

Scope of Work

The System scope of work includes

- Ministry of Education, Public and Private Educational Institutions for Early Childhood, General and Higher Education;
- Students, employees, contractors and relevant other persons present in these institutions;
- Environment, occupational health and safety policies, programs and procedures to be established and implemented in compliance with the system requirements.

This scope excludes educational institutions under the following entities:

- Ministry of Defence.
- Ministry of Interior.

Managing Framework Document

MOE EHS Directorate concerned team shall carry out the following:

Documents Development

1. Develop and issue all documents related to this framework, its standards, policies and procedures.

2. Documents shall be designed including the following data to identify it:
   - Document title.
   - Issued by.
   - Standard serial & title.
   - Policy serial & title.
   - Issue date.
   - Issue version.

3. All documents shall include a header or footer with the following:
   - Policy title.
   - Page number.

Documents Approval

1. Prepare the final draft of all documents related to the framework once finished its development and submit it to EHS Director for reviewing and initial approval who in return submits it to the Assistant Undersecretary-Inspection sector for final approval. However, the Environment, Occupational Health & Safety General Policy for the Education Sector shall only be approved and signed by H.E. the Minister of Education.

2. Keep the final main approved original master copy of documents and seal it with the EHS Directorate stamp.

Documents Distribution and Publication

Upload an Electronic copy of the approved documents related to the framework to MOE website and notify institutions via email with instructions and how to access it.

Documents Review and Update

1. Review the framework documents periodically every three years of their issue and update it if necessary.

2. Framework documents may be reviewed before the three years' period in the following cases:

   - Any changes in MOE scope of work, which requires system review and update.

   - Recommendations of periodical risk assessment findings.

   - Any changes in relevant legal and other requirements.

   - Any changes or updates in relevant Best International Practices.

   - Recommendations of periodic inspection reports and findings.

   - Recommendation of incidents investigation reports and findings.

   - Recommendation from institutions or those concerned involved in its implementation.

3. Study the necessary updates on required documents and submit it to EHS Director explaining the reason for the required update for review and initial approval, then to be submitted to the Assistant Undersecretary-Inspection sector for final approval. However, the Environment, Occupational Health & Safety General Policy for the Education Sector shall only be approved and signed by H.E. the Minister of Education.

4. Seal all pages of the finally approved updated documents with the EHS Directorate stamp. Such Documents shall be updated in the approved original master copy of framework documents and on MOE website.

5. Notify institutions via email with the nature and objectives of such updates, and how to access it.

6. Obsolete framework documents shall be marked and sealed obsolete and not valid after withdrawing it from the master copy.

References

- Abu Dhabi Occupational Safety and Health System Framework (OSHAD SF).

  https://www.oshad.ae/en/pages/home.aspx

- UAE Occupational Health and Safety Management System (OHSMS) National Standard.

  https://www.ncema.gov.ae/en/media-center/publications.aspx

- UAE Business Continuity Management Standard.

  https://www.ncema.gov.ae/en/media-center/publications.aspx

- UAE Guidelines for Health and Safety in the Workplace in the Federal Government.

  https://www.fahr.gov.ae/Portal/Userfiles/Assets/Documents/24402517.pdf

- UAE Environmental Protection Laws.

  https://government.ae/en/information-and-services/environment-and-energy/environmental-protection

- UAE Food Safety Laws.

  https://government.ae/en/information-and-services/health-and-fitness/food-safety-and-health-tips

- UAE Human Resources Law in Federal Government.

  https://www.fahr.gov.ae/Portal/en/legislations-and-guides/the-law/human-resources-law.aspx

- UAE Labor Law.

  https://government.ae/en/information-and-services/jobs/employment-laws-and-regulations

- International Standards for Environmental Management, Health & Safety Management Systems (ISO).

  https://www.iso.org/iso-14001-environmental-management.html)/(https://www.iso.org/iso-45001-occupational-health-and-safety.html) / (https://www.iso.org/iso-31000-risk-management.html

Standard 1: Leadership

Top Management Commitment

Educational Institutions Top Management commitment is achieved through:

1. Adopting the Education Sector Environment, Occupational Health and Safety General Policy.

2. Provision of financial and competent human resources.

3. Implementation of the policies and procedures contained therein.

4. Communication of system requirements including its policies and procedures to those concerned.

5. Implementation of the tasks and responsibilities referred to therein.

Education Sector Environment, Occupational Health & Safety General Policy

The Ministry of Education and Educational Institutions in UAE are committed to implementing the requirements of this system in compliance with federal and local laws and regulations and best international practices related to environment, occupational health and safety aiming to prevent and reduce incidents, protect and improve the health and safety of students, employees, contractors and relevant other persons, and to preserve the environment and its sustainability at workplace.

We also affirm the provision of equal opportunities in training for all students and employees, regardless of gender, race, colour, language or any other reason. As we are committed to secure the confidentiality of information, data and records of training and not to disclose it any other party without prior consent.

To achieve this commitment, we undertake the following:

1. Promote a positive culture for the environment, occupational health and safety.

2. Identify roles and responsibilities and ensure its communication with those concerned.

3. Comply with legal and other requirements.

4. Identify and evaluate potential risks at the workplace aiming for its prevention and mitigation during normal and emergency operations to avoid the occurrence of occupational incidents, injuries and illnesses.

5. Promote environmental protection and sustainability and the conservation of biodiversity.

6. Reduce the use of non-renewable natural resources.

7. Promote the health and welfare of students and employees by providing appropriate suitable and sufficient facilities.

8. Implement contractors' management programs.

9. Develop emergency management plans and ensure its effectiveness.

10. Develop a mechanism to identify and review objectives and key performance indicators.

11. Provide financial and competent human resources.

12. Implement awareness, training and capacity building programs.

13. Communicate & consult with those concerned with system implementation.

14. Implement periodical monitoring programs.

15. Investigate occupational incidents, injuries and illnesses aiming to limit and prevent its recurrence.

16. Implement periodical system management review program and apply required amendments aiming for its continual improvement, effectiveness and sustainability.

17. Provide approved and updated version of the system through all possible means and ensure it is easily accessible.

H.E. Eng. Hussein Bin Ibrahim Al Hammadi

Minister of Education

Vision and Mission

Vision:

"Safe, healthy and sustainable workplace and educational environment for all"

Mission:

"Building an effective system for the management of the environment, occupational health and safety in the education sector through integrated and comprehensive standards, policies and procedures"

Regulatory Compliance

The Ministry of Education and General Education Institutions Requirements:

1. The Ministry of Education, its relevant facilities, in addition to public and private general education institutions, and early childhood education institutions, shall apply the standards, policies and procedures of this system as a minimum requirement, **except** institutions that are classified by MOE as high risk institutions according to the nature of their operations and activities, where institutions are officially notified by MOE to develop its environment, occupational health and safety management system internally or through a specialized and approved consulting company in this field in accordance with the requirements of this system, federal and local laws and regulations, and international standards and get its approval from the concerned team in MOE EHS Directorate.

2. All public and private general education institutions, and early childhood education institutions, are required to implement the requirements of this system at a minimum, in addition to meeting all requirements of local ESH systems in each emirate as a mandatory local requirement, **except** institutions that are classified as high risk depending on the nature of their operations and activities, where institutions are officially notified in this regard to develop an environmental management system and a system for the management of occupational safety and health internally or through a specialized and approved consulting company in this field in accordance with this system and the requirements of federal and local systems, laws , regulations and international standards.

Higher Education Institutions Requirements:

1. Public and private higher education institutions shall apply the standards, policies, and procedures of this system as a minimum requirement, **except** institutions that are classified by MOE as high risk institutions according to the nature of their operations and activities, where institutions are officially notified by MOE to develop its environment, occupational health and safety management system internally or through a specialized and approved consulting company in this field in accordance with the requirements of this system, federal and local laws and regulations, and international standards and get its approval from the concerned team in MOE EHS Directorate.

2. Public and private higher education are required to implement the requirements of this system at a minimum, in addition to meeting all the requirements related of local ESH systems in each emirate as a mandatory local requirement, **except** institutions that are classified as high risk depending on the nature of their operations and activities, where institutions are officially notified in this regard to develop an environmental management system and a system for the management of occupational safety and health internally or through a specialized and approved consulting company in this field from OSHAD in accordance with this system, the requirements of the Abu Dhabi Emirate Occupational Safety and Health System, federal and local laws and regulations, and international standards.

Systems Submission, Approval and Implementation Requirements:

1. Early childhood education institutions, general and higher education institutions that are required to develop their own systems must hand over to the MOE EHS Directorate a hard copy and an electronic copy of the approved system and their accreditation certificates within a maximum of one year from the date of formal notification thereof by the Ministry. Institutions shall start implementing their approved systems within one month of their approval by the Ministry.

2. Early childhood education institutions, general and higher education institutions are required to develop their own systems that shall comply with the requirements of this system and the requirements of local ESH systems in each emirate (If it is a local requirement) in regards to its systems submission and implementation and as officially notified in this regard.

Standard 2: Planning

Legal Compliance

Purpose:

Identify federal and local legal and other requirements related to the environment, occupational health and safety in relation with the nature of institutions facilities, operations and activities, to register it in a formal register, update it and communicate it to those concerned on periodical basis aiming to comply with it always.

Procedures:

Institutions shall carry out the following:

1. Observe and identify federal and local legal and other requirements related to environment, occupational health and safety and the nature of institutions facilities, operations and activities through risk assessment.

2. Document legal and other requirements in a formal register.

3. Incorporate and implement these requirements and take it into consideration in all its current and new facilities, operations and activities to ensure legal compliance.

4. Communicate these requirements regularly to those concerned and means to access it.

5. Monitor legal and other requirements and evaluate the degree of compliance through periodical monitoring.

6. Legal and other requirements and its register shall be reviewed and updated upon release or update of any new laws, legislations, or regulations.

7. Update institutions applicable policies and procedures based on the outcomes of legal and other requirements review and ensure these are communicated to those concerned.

8. Implement the environment, occupational health and safety policies, programs and procedures in all facilities, operations and activities and incorporate full responsibilities towards it and committement to its implementation by all those concerned.

Risk Management

Purpose:

Identify, assess and manage all environmental aspects, occupational health and safety hazards and expected emergency threats related to institutions facilities, operations and activities under normal work conditions and emergency situations to put in place all suitable and sufficient plans, programs, procedures, control and monitoring measures to manage it and respond to it effectively and efficiently aiming to ensure the safety of students, employees, contractors and relevant other persons and document it in a formal register to be communicated to those concerned periodically and continuously.

Procedures:

Institutions shall carry out the following:

1. Study process, activity or task subject to the assessment with those performing it taking into consideration equipment, tools and materials to be used.

2. Identify environmental aspects, occupational health and safety hazards, emergency threats and its potential consequences associated with it.

3. Identify all individuals exposed to such aspects, hazards and threats along with the nature of their work, numbers, and exposure periods.

4. Identify the current available control and monitoring measures and procedures.

5. Evaluate environmental aspects in terms of its impacts, occupational health and safety hazards and potential emergency threats in terms of its severity (consequences) and likelihood (probability) of occurrence while implementing these operations, activities and tasks taking into consideration previous monitoring reports, occupational incidents and illnesses investigation reports findings and recommendations for continual improvement.

6. Add any additional measures or procedures that may control environmental impacts, occupational health and safety risks and expected emergency threats and its monitoring to re-evaluate with a view of eliminating or reducing it to practicable and acceptable limit.

7. Document the findings of the assessment in formal registers, devise action plans for the implementation of necessary procedures and communicate it to those concerned:
    - Environmental Aspects & Impacts Register.
    - Occupational Health & Safety Risks Register.
    - Expected Emergency Situations Threats Register.

8. Regularly monitor, review and update registers or immediately as may be necessitated by monitoring and incidents investigation reports findings, also, in case of changing any of the key components related to the assessment that might affect its results such as changing locations/ sites, persons, operations, activities, tasks, equipment, tools, materials or any change in legal and other requirements.

Contractors Management

Purpose:

Identify requirements for contractors in institutions and ensure it is considered in their evaluations, selections and assignments. These requirements shall be included within their contracts aiming to to ensure the safety of students, employees and relevant other persons affected by works and services provided, the protection of environment and its sustainability, as well as contractors to meet and comply the applicable laws, legislation, regulations and requirements.

This policy scope of work includes all contractors especially the ones performing and delivering the following works and services classified as high risk:

- All kinds of construction or maintenance works.
- All kinds of security and guarding services.
- All kinds of transportation services.
- All kinds of nutrition services.
- All kinds of cleaning services.
- All kinds of insects and pests control services.
- Collecting wastes and garbage of all kinds and its safe disposal.
- Any other works or services rated to be of medium to high risk in the process of identifying and assessing risks before its initiation.

Procedures:

Institutions shall carry out the following:

1. Preliminary Assessment

Contractors within the scope of work of this policy are to be assessed before being selected and assigned to perform works or provide services classified high risk as indicated above during tenders and technical proposals evaluation.

The minimum assessment rating for the below standards is (30%) out of the total assessment of technical proposals as follows:

#	Assessment Standards	Assessment %
1	Submit an action plan and a comprehensive guide for risk assessment and management standards, policies and procedures including emergency management while performing works and providing services within the required scope of work in the tender document and in compliance with binding legal and other requirements.	**30%**
2	Submit a copy of its integrated, certified and implemented management systems for the environment, occupational health and safety or any other systems according to the scope of work specified in the tender document, along with a copy of the last external audit report by an external third-party audit firm approved by concerned authorities in UAE.	**20%**
3	Submit a copy of all required and valid licenses and permissions issued by concerned authorities in UAE related to works and services falling within the scope of work specified in the tender document and in compliance with binding legal and other requirements.	**30%**
4	Submit copies of certificates of experience, academic, professional and specialized certificates, and training certificates for their candidate staff nominated for performing work. Those certificates shall include environment, occupational health and safety qualifications, training certificates, and any other certificates specified by legal requirements.	**20%**

2. Selection and Assignment:

- When selecting and assigning contractors for works and services classified high risks; action plans, risk management procedures manual including emergency management shall be included in contracts annexes after its review and approval by those concerned with the environment, health and safety in institutions as a mandatory pre-requisite before signing contracts and assignment to start works including penalty clauses to be applied in case of violating or non-compliance with approved procedures during works execution and services provision.

- When selecting any contractors for the execution of works or services outside the scope of the high-risk classified works and services, the draft contracts, including the scope of services and services required by the Procurement Department, are forwarded to the EHS Department in the institutions for study and approval with initial or final approval including environmental, occupational health and safety requirements required to be met by contractors before contracting and during executions of works based on the nature of provided works and services.

3. **Implementation Monitoring and Performance Evaluation**

   - Periodical monitoring on contractors performed works and provided services.

   - Hold periodic meetings with contractors to discuss findings of risk assessments and its associated procedures, findings of monitoring and incidents investigation reports, training records relevant to environment, occupational health and safety related to their works and provided services.

   - Periodical evaluation of contractors' performance based on findings of monitoring and incidents investigation reports and through results of agreed performance indicators.

   - Report and take actions against contractors in case they commit any breaches that may endanger students, employees, and relevant other persons lives or cause environmental pollution or in case of violating the terms and conditions of signed contracts.

Contractors Duties and Obligations before stating performing works or providing services:

   - Full compliance with institutions requirements in relation to environment, occupational health and safety system.

   - Obtain all required and valid licenses and permissions issued by competent and concerned authorities in UAE in relation to works and provided services in compliance with binding legal and other requirements.

   - Implement action plans and procedures for risks and emergency management while performing works and providing services.

   - Provide their employees nominated to perform works and provide services, with required and continuous training, guidance and supervision and maintain certificates of environment, occupational health and safety qualifications, training and awareness courses and any other related certificates.

   - Provide employees with necessary personal protective equipment (PPE) and gears required and suitable to the nature of required works and services to ensure their personal safety as well as the safety of others affected by their work.

   - Carry out self-monitoring (internal) on all required and provided works and services and ensuring that environment, occupational health and safety related standards, policies and procedures are implemented.

   - Report occupational incidents, including, fatalities, serious injuries, occupational ill health, fires, explosions, building collapses, communicable and infectious diseases or any other relevant cases as per this system requirements and as per each emirate requirements.

   - Report occupational incidents and its investigations reports including all corrective and preventive actions to prevent its recurrence in the future as per this system requirements and as per each emirate requirements.

Performance Management

Purpose:

Identify performance indicators for the environment, occupational health and safety aiming to measure and assess the performance of system standards, policies and procedures implementation to ensure its effectiveness and continual improvement.

System Performance Indicators includes:

1. Specialized National Human Resources (Emirati) & Capacity Building Indicators.
2. Environmental Sustainability Indicators.
3. Occupational Health & Safety Indicators for Employees.
4. Occupational Health & Safety Indicators for Students.
5. Occupational Health & Safety Indicators for Contractors.
6. Occupational Health & Safety Indicators for Visitors.
7. Institutions Compliance Indicator.

Procedures:

Institutions shall carry out the following:

1. All institutions are committed to defining their objectives and implementing their programs to achieve the required performance indicators and to present their results using the system approved by MOE and according to the instructions, guidelines and time frames issued in this regard.
2. All institutions are committed to defining their objectives and implementing their programs to achieve the required performance indicators and to present their results using the system approved in accordance with the instructions, guidelines and time frames issued officially to it in this regard, also to fulfil all the requirements of the local ESH systems in each emirate as a mandatory local requirement in this regard.
3. MOE EHS Directorate concerned team gathers all the results of the indicators on quarterly basis in a unified report for the education sector and approve it by Assistant Undersecretary- Inspection sector for presentation to the Ministers in the Executive Affairs Committee of the Ministry.
4. MOE EHS Directorate concerned team shall periodically train those concerned in institution on how to collect and present the required data for performance indicators through training workshops to enable them to present it in a timely and accurate manner.
5. Institutions shall periodically monitor, review and update their objectives and performance indicators at least once a year aiming to continually improve its results.

Change Management

Purpose:

Identify an effective process and mechanism to manage any temporary or permanent changes in institutions including changes related to employees, students, systems, policies, procedures, operations, activities, equipment or materials aiming to control any environmental aspects and occupational health and safety risks that might emerge because of such change.

Procedures:

Institutions shall carry out the following:

1. Provide a clear description of the current situation including the aim, the overall nature and scope of required changes.

2. Consult with those concerned including internal and external stakeholders about required changes as well a defining their roles in it.

3. Identify the environmental aspects and occupational health and safety hazards associated with these changes and conduct required assessment to ensure these changes do not result in increased impacts or risks, and to highlight control measures needed to be implemented aiming to eliminate or reduce such impacts and risks to practicable and acceptable limit.

4. Study required modifications or updates in current systems, policies, procedures, operations, activities, equipment or materials to manage expected changes impacts and risks.

5. Develop an implementation work plan based on the information gathered in previous steps (1-4) and approve it by those concerned.

6. Implement required changes using the approved implementation plan.

7. Communicate with those concerned about these changes through the implementation process, including internal and external stakeholders and ensure they are made aware of and understand any changes on current requirements, procedures, and current control measures.

8. Monitor and review through and after the implementation of required changes to ensure all impacts and risk controls measures are in place and effective.

Innovation Management

Purpose:

Identify an effective process and mechanism to encourage, incorporate and practice innovation in the environment, occupational health and safety management operations and activities aiming to control any environmental aspects and occupational health and safety risks, and improving its implementation and continual improvement process as well as the motivation of employees and students' involvement, team work and collaboration in this area.

Procedures:

Institutions shall carry out the following:

1. Establish an innovation policy as a commitment to what it wants to achieve in this area.

2. Fostering a culture that supports innovation and communicating the importance of effective innovation in it.

3. Consult with those concerned including internal and external stakeholders about required innovative solutions and practices as well a defining their roles in it.

4. Identify the environmental aspects and occupational health and safety hazards associated with these innovative solutions and practices, and conduct required assessment to ensure these do not result in increased impacts or risks, and to highlight control measures needed to be implemented aiming to eliminate or reduce such impacts and risks to practicable and acceptable limit.

5. Study required modifications or updates in current systems, policies, procedures, operations, activities, equipment or materials to manage expected innovative solutions and practices.

6. Develop an implementation work plan based on the information gathered in previous steps (1-5) and approve it by those concerned.

7. Implement required innovative solutions and practices using the approved implementation plan.

8. Communicate with those concerned about these innovative solutions and practices through the implementation process, including internal and external stakeholders and ensure they are made aware of and understand any changes on current requirements, procedures, and current control measures.

9. Monitor and review through and after the implementation of required innovative solutions and practices to ensure all impacts and risk controls measures are in place and effective.

10. Evaluate implemented innovation solutions and practices aiming for continual development and improvement.

Standard 3: Support

Human Resources

Purpose:

Identify duties and responsibilities for those concerned with system implementation and monitoring in institutions, that they are aware of and incorporate it in their job descriptions, code of conducts, periodical performance appraisal and contracts aiming to ensure their compliance to it during working hours.

Procedures:

Institutions Management shall carry out the following:

1. Disseminate EHS General Policy for the education sector.
2. Create a positive culture for the environment, occupational health and safety in the workplace and building capacities in this field.
3. Monitor legal and other requirements relevant to EHS, comply with it and register it in an approved register to be updated on continual basis.
4. Provide required financial resources for the implementation of the system.
5. Provide EHS specialist or appointed officers and establish EHS Committees to perform system requirements.
6. Motivate employees and students through the dissemination of awareness and culture, as well as incorporate EHS concepts and terms whenever possible, in all operations and activities.
7. Execute awareness and training programs and ensure the participation of targeted employees, students and relevant other persons.
8. Implement the system, its standards, policies and procedures implementation and ensure it is taken into consideration in all its operations and activities.
9. Link implementation and compliance efficiency with periodical performance appraisal of employees and students as compulsory performance indicators in appraisal forms to encourage them to effectively participate and contribute in system implementation.
10. Incorporate duties and responsibilities of employees and students in their policies guide, code of conduct regulations and job descriptions.
11. Undertake periodical management review aiming to ensure continual improvement.

Institutions EHS Specialists or Appointed Officers shall carry out the following:

1. Implement system standards, policies and procedures.
2. Undertake risk assessment studies for operations, activities and equipment; and ensure the availability of systems, means and precautions necessary for its prevention and control in normal and emergency situations.
3. Monitor contractors' performance in institutions and reporting any observations or violations.
4. Report for any needs, shortages or defects that could endanger whoever is present in the workplace and pursue its application until completed.
5. Undertake Periodic inspection and issue its reports.

6. Hold periodical awareness, orientation seminars and training sessions based on approved annual plan to disseminate awareness, create culture and build capacities.

7. Attend EHS committee meetings to discuss reports findings and results for monitoring, incidents investigation and performance indicators.

8. Report any risks or incidents that could endanger their lives or the lives of others or cause environmental pollution and issue necessary reports.

9. Participate in incidents investigations and issue reports to reveal their causes and identify corrective and preventive actions, measures and procedures necessary to prevent its recurrence.

Institutions EHS Committees Members shall carry out the following:

1. Attend EHS Committee meetings to discuss monitoring and performance indicators reports and results and contribute to the implementation of approved corrective and preventive actions.

2. Pursue the implementation of system standards, policies and procedures and ensure its compliance.

3. Participate in risk assessment and ensure the availability of systems, means and precautions necessary for its prevention and control.

4. Disseminate information and procedures to other students, employees, contractors and relevant other persons and ensure their knowledge and compliance with it.

5. Participate in holding awareness, orientation seminars and training sessions.

6. Report any risks or incidents that could endanger their lives or the lives of others or cause environmental pollution and issue necessary reports.

7. Participating upon request in incidents investigations to reveal their causes and identify corrective and preventive actions, measures and procedures necessary to prevent its recurrence.

Institutions Employees, Students and Contractors shall carry out the following:

1. Full compliance with system standards, policies and procedures, active participation in its implementation during their presence in institutions and through the application of their business, services and activities.

2. Complying with institutions' management guidance pertaining to EHS.

3. Care for their health and safety as well as for others affected by their work, services and activities.

4. Participate in risk assessment associated with their work, services, and activities; and commit to implement all means of control and prevention procedures.

5. Utilize available personal protective equipment.

6. Participate in EHS awareness, orientation seminars and training sessions.

7. Participate in creating a positive EHS culture in the workplace.

8. Report any incidents or risks that would endanger their lives or the lives of others or cause environmental pollution.

9. Being appropriately familiar with and mindful of the emergency plans and procedures in the workplace; and maintain active participation and commitment during the evacuation drills/ exercises or emergencies to ensure their safety and the safety of others.

Competency and Training

Purpose:

Identify the minimum requirements and programs for awareness, training, capacity building and creating culture in the field of environment, occupational health and safety for institutions to provide, achieve and implement based of the required levels for competency and knowledge aiming to enable all those concerned with system implementation to fulfil their duties and responsibilities.

Competency and Knowledge Levels Requirements for those concerned with system implementation in institutions:

Concerned Persons	Competency Level	Knowledge Level
Institutions Management	Foundation	Knowledge and familiarity with EHS principles and basics.
Institutions EHS Specialists or Appointed Officers	Advanced	Specialized experience in EHS systems, standards, policies and procedures; its development, implementation, monitoring and evaluation mechanisms in workplace, as per local ESH systems (if any) as general practitioner. Specialized experience in system audit (certificates of internal and lead auditor registered in IRCA register for approved auditors).
Institutions EHS Committees Members	Intermediate	Knowledge and familiarity with EHS requirements, systems and policies development and implementation mechanisms in workplace.
Institutions Employees, Students, & Contractors	Foundation	Knowledge and familiarity with EHS principles and basics.

Minimum Requirements for Awareness, Training & Capacity Building Programs to achieve required Competency and Knowledge Levels:

Competency and Knowledge Levels	Awareness, Training & Capacity Building Programs Program
All Levels (Foundation, Intermediate & Advance)	Induction Training and Awareness Workshops on Environment, Occupational Health & Safety.
Foundation Level	Basic & Foundation Courses in Environment, Occupational Health & Safety (Level 1 & Level 2).
Intermediate Level	Specialized Certificates Courses in Environment, Occupational Health & Safety (Level 3 & Level 4).
Advance Level	• Specialized Diploma Programs in Environment, Occupational Health & Safety (Level 5 & Level 6). • Internal & Lead Auditor Qualification Courses in Environment, Occupational Health & Safety Management Systems.

The basic elements and contents for each of the above programs shall include the following at a minimum with the consideration that it shall be delivered in language and contents suitable for targeted participants:

1. The importance of providing and implementing environmental, occupational health and safety management systems in the workplace.
2. Duties and Responsibilities.
3. Legal and other requirements and consequences of violations and non-compliance.
4. Mechanisms and methodologies for risk assessment and means of control.
5. Procedures and measures to be followed while dealing with workplace risks including specialized training for certain extremely dangerous tasks according to risk assessments.
6. Monitoring mechanisms.
7. Emergency management prevention, mitigation, preparedness, response and recovery procedures.
8. Incidents reporting and investigation mechanisms.

Procedures:

Institutions shall carry out the following:

1. **Planning**

   Institutions shall plan for the implementation of awareness, training and capacity building programs for the targeted categories to achieve the required competency and knowledge levels indicated above through an annual plan to be approved by institutions management. Selection of competent internal or external trainers or companies accredited and approved by Qualifications Accreditations Bodies maintain a file containing copies of CVs, profiles and accreditations certificates for workshops, seminars, forums, and training programs.

2. **Implementation**

   Institutions shall implement the approved annual plan for awareness, training and capacity building programs for the targeted categories according to the set schedule and document its records according to approved procedures in this regard. Records shall include attendance lists, evaluations and final exams certificates required for completing such programs.

3. **Assessment and Continual Improvement**

   - Institutions shall evaluate the effectiveness of awareness, training and capacity building programs implementation by analysing participants' evaluation forms, final exams certificates required for completing such programs, and prepare reports and statistics that reflect results and to work on updating the annual plan based on such results on periodical basis aiming for continual improvement.

   - Approved certificates for accredited qualification courses shall remain valid for the duration indicated on it. Participants shall notify those concerned in institutions when such certificates are no longer valid to ensure their enrolment in refresher courses that are parts of the annual training program to ensure maintaining the validity of such certificates.

Communication and Consultation

Purpose:

Identify the procedures for communication and consultation with those concerned with system implementation in institutions to ensure they are familiar with its standards, policies and procedures and collecting their remarks and feedbacks on periodical basis aiming to ensure the effectiveness of system implementation and continual improvement.

Procedures:

Institutions shall carry out the following:

1. Periodical and continual communication and consultation with those concerned through:
   - Periodical meetings of its EHS committees and work groups.
   - Workshops, seminars and forums.
   - Internet and web pages.
   - E-mails.
   - Billboards and Screen Monitors.
   - Awareness and warning signs and publications.

2. Such information shall include at a minimum the following information:

- EHS policies, procedures and programs.
- Legal and other requirements that must be complied with and any changes therein.
- Risk assessment findings.
- Monitoring reports findings, corrective and preventive procedures and measures that are required in case of non-compliance.
- Incidents investigation reports findings, corrective and preventive procedures and measures needed to prevent recurrence.
- Periodical performance reports findings compared to approved objectives and indicators.

3. Document any remarks or feedbacks received through the above communication and consultation means after reviewing it and take necessary actions.

Documents Management

Purpose:

Identify the procedures for the development, management and keeping of systems related documents for institutions required to develop its own systems aiming to ensure the availability of current documents and keeping of related records.

Procedures:

Institutions shall carry out the following:

1. Develop and issue all its systems, its standards, policies and procedures in relation to it.
2. Upload an Electronic copy of the approved systems on its website and notify those concerned via email with instructions and how to access it by all available means.
3. Review its systems periodically and update it if necessary.
4. Notify those concerned via email with the nature and objectives of such updates, and how to access it.
5. Obsolete copies of documents shall be marked and sealed obsolete and not valid after withdrawing it from the master copy.
6. Prepare a full register of all relevant documents, data and records and its place to ensure easy access whenever needed. The register shall be continuously updated.
7. All institutions under the scope of work of this system shall keep and maintain all records and reports for monitoring and incidents investigation for at least 5 years from the date of its issuance to ensure easy access to it whenever needed.

Standard 4: Operations

Operations Management

Purpose:

Identify and implement procedures for risk management related to institutions operations and activities, to assess its efficiency and effectiveness, review and updated it on periodical and regular basis aiming to prevent and control risk.

Procedures:

Institutions shall carry out the following:

1. Identify, establish and provide procedures for risk management related to operations and activities identified and assessed as per **(Environment, Occupational Health & Safety Risks & Threats Assessment Guideline for Educational Institutions)** aiming to prevent it and control it.

2. Document procedures in a risk management procedures manual.

3. Implement procedures in institutions existing and new facilities, operations and activities.

4. Provide awareness on it to students, employees, contractors and relevant other persons and communicate it to them on periodical basis.

5. Monitor procedures implementation through periodical monitoring.

6. Study, review and update these procedures along with its manual on periodical basis aiming for continual improvement and ensure those concerned are aware and communicated after incorporating such updates, **this process shall immediately take place in case of:**

   • Issuance of new or update on any relevant laws, legislations or regulations.

   • Change in institutions scope of work, locations, operations, activities, materials, tools or equipment used in it.

   • Availability of new procedures or technologies for risk prevention or better management and control.

   • Identification of any violations or non-compliance through periodical monitoring.

   • Incidents occurrences and investigation results/ findings.

Emergency Management

Purpose:

Identify and implement procedures for emergency, crisis and disaster management and its potential threats in case of its occurrence that relates to institutions facilities, operations and activities, to assess its efficiency and effectiveness, review and updated it on periodical and regular basis aiming for its prevention, mitigation, preparedness, response and control.

Procedures:

Institutions shall carry out the following:

1. Identify, establish and provide procedures for emergency, crisis and disaster management and its potential threats in case of its occurrence as identified and assessed as per **(Environment, Occupational Health & Safety Risks Management Guideline for Educational Institutions)** aiming for its prevention, mitigation, preparedness, response and control.

2. Document procedures in an emergency management procedures manual including business continuity procedures for the institution.

3. Implement procedures in institutions existing and new facilities, operations and activities.

4. Provide awareness on it to students, employees, contractors and relevant other persons and communicate it to them on periodical basis.

5. Monitor procedures through periodical monitoring, drills and exercises for all potential scenarios.

6. Study, review and update these procedures along with its manual on periodical basis aiming for continual improvement and ensure those concerned are aware and communicated after incorporating such updates, **this process shall immediately take place in case of:**

   - Issuance of new or update on any relevant laws, legislations or regulations.

   - Change in institutions scope of work, locations, operations, activities, materials, tools or equipment used in it.

   - Availability of new procedures or technologies for threats prevention, mitigation, preparedness, response and better control.

   - Identification of any violations or non-compliance through periodical monitoring, drills and exercises for all potential scenarios.

   - Incidents and emergency occurrences and investigation results/ findings.

Standard 5: Monitoring and Performance Evaluation

Monitoring

Purpose:

Identify a structured methodology and procedures for inspection on environment, occupational health and safety requirements to measure the degree of compliance with it and to develop the corrective and preventive actions necessary to correct it and prevent its future recurrence.

Procedures:

Institutions shall carry out the following:

1. To conduct periodic inspections on environment, occupational health and safety requirements available in:
   - Educational Inspection Manual for General Education Institutions.
   - Educational Inspection Manual for Higher Education Institutions.
   - Regulatory Compliance Manual for Early Childhood Institutions.

2. Prepare and submit monitoring reports to those concerned to take the needed actions to fulfil all observations and close all breaches and non-compliances.

3. Develop corrective and preventive actions necessary to correct it and prevent its recurrence through timely action plans including identified responsibilities for those concerned with its execution based on its nature, priority, and potential recurrence.

4. Consider the assessment of any risks that may result from those actions and develop means and procedures required for its prevention, mitigation and control.

5. Monitor the implementation of corrective and preventive actions to fulfil all observations and close all breaches and non-compliances within the approved timelines in coordination and cooperation with those concerned and evaluate its efficiency and effectiveness on a regular basis.

6. Presenting the work progress updates during periodic EHS committee meetings.

7. Communicate and consult with those concerned in the event of monitoring any violations/ breaches or non-compliances that would endanger the safety and wellbeing of students, employees, contractors and relevant other persons present in it and immediately report it to take the needed actions and keeping the management updated with the work progress until it is completed.

Incidents Notification, Investigation and Reporting

Purpose:

Identify major incidents and mechanisms for its reporting and investigation to identify its direct and root causes aiming to prevent its recurrence in the future.

Major incidents include:

- Fatality.
- Serious injuries that require immediate medical care for the injured person which includes for example all types of fracture and broken bones, amputation, loss of consciousness, head injuries, eyes injuries, exposure to hazardous and harmful materials, body piercing injuries, electric shock or burn, spine injuries, serious tears.

- Serious incidents, including, fires, explosions, gas leak, partial or complete collapses of buildings or any other similar incidents which threaten the safety of people in it and endanger their life.
- The spread of epidemic and infectious diseases classified by the Ministry of Health and Prevention, and Health Authorities in UAE.
- Serious environmental pollution incidents.

Procedures:

Institutions shall carry out the following:

1. Confirm to all students, employees, contractors and relevant other persons present in institutions with the necessity to immediately report to those concerned in it in case of any incidents occurring within and/or any hazardous working conditions that endangers the safety and health of those present in it. This shall be done according to instructions provided to them during the orientation, awareness and training seminars.

2. Immediately report major incidents to those concerned in MOE EHS Directorate as per the approved and issued directives, instructions and mechanisms in this regard.

3. Investigate all incidents as soon as possible to find out its direct and root causes and take the corrective and preventive actions required to prevent its recurrence in the future through timely action plans according to the nature and priority of each incident and according to the degree of its danger and recurrence.

4. Form an investigation team for all incidents according to its severity, impacts, consequences, potential of recurrence in the future. Such team shall be nominated by the institution management, and its members shall include EHS specialist or appointed person and selected members from institution's EHS committee.

5. Document all investigations and its reports **which shall include the following key data and information:**
   - Incidents Type and Category (minor incidents recorded internally / serious incident to be reported).
   - Details of the incident with precise description (locations, time, surrounding conditions).
   - Details of person (s) affected by the incident.
   - Collect, study and analyse of all available evidence about the incident through personal interviews with witnesses and considering observations at the scene, photographs, and physical evidences related to the incident.
   - Study and analyse the sequence of the incident as well as the direct, indirect and root causes.
   - Data of the investigation team and the person responsible for preparing the report.

6. Complete all investigation reports for serious incidents that shall be reported and sent it to the concerned team in MOE EHS Directorate within (30) working days of incident occurrence including all supporting reports issued by concerned authorities (police, civil defence, hospital, etc.).

7. Circulate and publish lessons learned from incidents as concluded from its investigation findings and study the causes that led to its occurrence along with corrective and preventive actions taken to prevent its recurrence in the future. Ensure all those concerned are aware of it through communication means, periodic awareness and training programs.

Implement the requirements of this policy at a minimum, in addition to meeting all requirements of the local ESH systems in each emirate as a local obligatory requirement (if any).

Corrective and Preventive Actions

Purpose:

Establish an action plan to be implemented by institutions to tackle the non-compliances identified in monitoring and incidents investigation reports aiming to recurrence in the future.

Procedures:

Institutions shall carry out the following:

1. Identify partial compliances and non- compliances recorded in internal and external inspection reports findings.
2. Identify unsafe acts or work conditions that are recorded in incident investigation reports findings.
3. Investigate root causes of non- compliances found in inspection, and incidents investigation reports.
4. Document all non- compliances to be addressed and their root causes in a report.
5. Submit the report to those concerned to discuss an action plan.
6. Develop an action plan for corrective and preventative actions necessary to correct non-compliances in monitoring and incidents investigation reports to prevent its recurrence. The plan should consider the following:
   - Priority of actions based on the risk presented by the non-compliance, availability of resources, potential re-occurrence of incidents and complexity of the action.
   - Ensure actions will eliminate or reduce current hazards, instead of increasing it and develop means and control measures for any emerging risks through risk assessment.
   - Timeline for each action to be implemented and assigned people responsible for its implementation.
   - Means to track the status of corrective and preventative actions and its closure.
7. Monitor the implementation of corrective and preventative actions within approved timelines in coordination with those concerned and evaluate its efficiency and effectiveness.
8. Record and communicate results of the corrective and preventative actions taken to those concerned.
9. Any changes arising due to corrective and preventative actions must be implemented as per Policy **(2.5. Change Management)**

Management Review and Continual Improvement

Purpose:

Identify the mechanism and procedures for periodical management review program for institutions systems, along with all related policies and procedures to ensure it is appropriate and effective and to ensure its continual improvement and development.

Procedures:

Institutions shall carry out the following:

1. Implement the program of comprehensive systems review and all related policies and procedures once a year and no later than the end of academic year. The program includes the following:
   - Review of systems, and all related standards, policies and procedures.
   - Conclusions and findings of previous review.

- Results of inspections (internal and external).
- Efficiency and effectiveness of systems implementation compared to objectives and approved performance   indicators.
- Any changes to legal or other related requirements.
- Any proposals, recommendations or complaints received through consultations or communication channels.
- Occupational incidents and its investigations findings/ results.
- Proposals and recommendations for continual improvement and development.

2. Hold a meeting to present conclusions and recommendations of the annual management review program and request its approval to take necessary actions to implement its recommendations and recording the same in the meeting agenda and minutes.

3. Update systems based on conclusions and recommendations of the annual management review program.

4. Disseminate the management review program conclusions and ensure all stakeholders including students, employees, contractors and relevant other persons are aware and familiar with it through the available communication means.

Environment, Occupational Health & Safety Risks & Threats Assessment Guideline for Educational Institutions

Version 2.0 / January 2020

Environment, Health & Safety Directorate

Inspection Sector

1.0. Risk & Threats Assessment Process

Risk & Threats Assessment Process Steps

1. Study process, activity or task subject to the assessment as well as equipment, tools and materials to be used in it.

2. Identify environmental aspects, health and safety hazards and its potential consequences associated with it using the required form (Risk Identification & Assessment Form).

3. Identify threats and emergencies and its potential consequences associated with it using the required form (Threats Identification and Assessment Form).

4. Identify all individuals exposed to such aspects and hazards and threats along with the nature of their work, numbers, and exposure periods (Temporary or Continuous Exposure).

5. Identify the current available control measures and procedures.

6. Evaluate environmental aspects and health and safety hazards and potential emergency threats in terms of its Severity (Consequences) and Likelihood (Probability) of occurrence **(as per 1.2. Severity & Likelihood Assessment Indicators)** while implementing operations, activities and tasks taking into consideration any previous accidents, inspection, auditing and accidents investigation reports findings, and recommendations for continual improvement.

7. Include any additional measures or procedures that may handle and control environmental impacts and health and safety risks and expected emergency threats to re-evaluate with a view of eliminating or mitigating and reducing it to As Low As Reasonably Practicable (ALARP) **(as per 1.3. Hierarchy of Risk and Threats Management)**.

8. Document the findings of the assessment in formal registers:

   • Environmental Aspects & Impacts Register.

   • Occupational Health & Safety Risks Register.

   • Expected Emergency Situations Threats Register

   In addition, devise action plans for the implementation of necessary procedures and communicate it to those concerned **(as per 1.4. Risk and Threats Rating Matrix and Required Actions)**.

9. Regularly monitor, review and update registers or immediately as may be necessitated by inspection, audit and incidents investigation reports findings, also, in case of changing any of the key components related to the assessment that might affect its results such as changing locations/ sites, persons, operations, activities, tasks, equipment, tools, materials or any change in legal and other requirements.

Severity & Likelihood Assessment Indicators

Rating	Impact/ Severity (Consequence)
1	**Insignificant** – No potential environmental pollution, health effects or injuries.
2	**Minor** – A minor environmental pollution, health effect or simple injuries that can be handled in workplace without further external assistance.
3	**Moderate** – A limited environmental pollution, temporal / acute health impact or medium – level injuries that may partially / temporarily halt work and require external assistance and the provision of specialized medical services resulting in loss of no more than (7) workdays to recover.
4	**Major** – A critical environmental pollution, / chronic / permanent health effect or serious injuries that completely stop work and necessitate external assistance and the provision of specialized medical services resulting in loss of more than (7) workdays to recover.
5	**Catastrophic** – An incurable environmental pollution or death that completely halts work and necessitate external assistance.

Rating	Likelihood (Probability)
1	**Very Unlikely** – There is no precedent in previous similar facilities, operations, activities or tasks.
2	**Unlikely** – There is no precedent recorded in UAE, but it was recorded at least once in previous similar facilities, operations, activities or tasks abroad.
3	**Probable** – There is at least one precedent recorded in similar facilities, operations, activities or tasks in UAE over the last 3 years.
4	**High** – There is at least once precedent recorded in the same facilities, operations, activities or tasks in the Institution over the last 3 years.
5	**Frequent** – There are frequent accidents recurrence recorded in the facilities, operations, activities or tasks in the Institution over the last year.

Hierarchy of Risk and Threats Management

Elimination	By adjusting/ changing / modifying operations, activities, tasks, equipment, tools or materials aiming to totally eliminate risk and pollution and prevent potential emergency threats .
Reducing / Substitution	By reducing or substituting operations, activities, tasks, equipment, tools or materials with less hazardous ones aiming to mitigate and reduce risks and impacts and potential emergency threats.
Isolation	By preventing contacts using fixed, adjustable or automatic engineering guards and controls.
Safe Systems of Work	By setting and implementing standards, policies, procedures, information, instructions, training & supervision.
Personal Protective Equipment	By using suitable and effective personal protective equipment and gears as a last option.

Risk and Threats Rating Matrix and Required Actions

Likelihood (Probability)	Severity (Consequences)				
	Insignificant (1)	**Minor (2)**	**Moderate (3)**	**Major (4)**	**Catastrophic (5)**
Very Unlikely (1)	1	2	3	4	5
Unlikely (2)	2	4	6	8	10
Probable (3)	3	6	9	12	15
High (4)	4	8	12	16	20
Frequent (5)	5	10	15	20	25

Risk Rating	Required Actions
Low (1 – 3)	Operations, activities or tasks can be carried out by the current procedures
Moderate (4 – 6)	Operations, activities or tasks can be maintained along with recommending the provision and implementation of other additional measures or procedures.
High (8 – 12)	Operations, activities or tasks can be maintained; however, they necessitate providing obligatory additional measures and procedures to control and handle within a specific period of time, while they are continuously monitored until additional measures and procedures are met, complete and re–evaluated. Operations, activities or tasks shall immediately cease function, if obligatory additional measures and procedures are not provided or achieved within the specified time agreed to.
Catastrophic (15 – 25)	Operations, activities and tasks shall not be initiated in the current situation. It must cease immediately until they are reconsidered as well as taking necessary control measures and procedures and carrying on re–evaluation for impacts and risks.

Environment, Occupational Health & Safety Risks Management Guideline for Educational Institutions

Version 2.0 / January 2020

Environment, Health & Safety Directorate

Inspection Sector

1.0. Introduction

Background

The UAE Ministry of Education is keen to provide a safe, healthy and sustainable workplace and learning environment aiming to protect and support students, employees, contractors and relevant other persons in the education sector. This shall also contribute to students' motivation and encouragement to achieve the highest levels of learning and knowledge as well as achieving the UAE Vision 2021 and its National Indicators.

Based on this, the Ministry identified the strategic objective "Ensure safe, conducive and challenging learning environments" within its strategic objectives (2017-2021) and established the Environment, Health & Safety (EHS) Directorate in 2015 to work on the development of the Education Sector Environment, Occupational Health & Safety Management System General Framework, and communicate its requirements to educational institutions through awareness and training programs and periodically monitor them through inspection and auditing to measure the extent of their compliance to the system

Purpose

This manual has been prepared and developed to specify the necessary programs, procedures and requirements for managing risks related to the environment, occupational health and safety that need to be fulfilled, implemented and complied with at all times in all facilities, operations, and current activities in educational institutions aiming to safeguard the health and safety of students and employees in addition to the protection of environmental resources and its sustainability.

Institutions shall use this manual and its related procedures as suitable to its facilities, operations, and activities nature, and to regularly and continuously update it based on the results of implementation, inspection and auditing, and accidents investigation reports in case required and ensuring that all those concerned are aware of and trained on them.

2.0. Main Common Occupational Risks at Workplace

Common environmental factors and its impacts in the workplace include

S	Factors	Impacts
1	Power Consumption.	Exhaustion of Non-Renewable Natural Resources.
2	Water Consumption.	Exhaustion of Non-Renewable Natural Resources.
3	Fuel Consumption.	Exhaustion of Non-Renewable Natural Resources.
4	Paper, Plastic and Electronic wastes.	Earth/Soil pollution, Groundwater.
5	Harmful Aerial Emissions.	Air Pollution.
6	Harmful Level of Noise.	Noise Pollution

Common occupational health risks and its consequences in the workplace include

S	Risks	Consequences
1	Emission of gases, fumes and dust from photocopiers, coatings, furniture, carpets,solvents and chemicals used.	Irritation, allergy and fatigue.
2	Exposure to photocopiers radiations.	Loss of attention and fatigue.
3	Exposure to heat and dust during vehicle operation and in outdoor workplaces (Open).	Heat stress, exhaustion, convulsions due to heat, sunstroke, irritation, allergy, fatigue and respiratory diseases.
4	Exposure to the harmful aerial emissions (CO, CO2, NOx) resulting from cars and buses.	Irritations, allergy, headache, fatigue and respiratory diseases.
5	Exposure to noise.	Hypoacusis or Loss of Hearing.
6	Exposure to Biological risks (viruses, Bacteria and fungi) in clinics, canteens, cafeterias, food manufacturing and delivery services, WCs and cleaning services).	Diseases related to hygiene and occupational health.
7	Exposure to Chemical cleaning materials.	Irritation, allergy.

Common occupational safety risks and its consequences in the workplace include

S	Risks	Consequences
1	Using electric appliances in work.	Electric shocks and fires.
2	Bad cleaning and tiding.	Fires, slipping, tripping, falling and injuries.
3	Handover and manual work.	Back injuries.
4	Risk associated with workplace including wrong sitting positions, body positions and places of monitors.	Muscular and skeletal disorders lower back pains, eye problems, poor sight due to exhaustion and eye exhaustion.
5	Using stationary appliances that include electric equipment and sharp objects.	Wounds, burns, electric shocks.
6	Walk and work surfaces.	Slipping, tripping, falling and injuries.

3.0. Risk Management Programs & Procedures

General Requirements

- Implement procedures and instructions for risk assessment, management and periodical review.
- Provide a dedicated EHS Specialist and an established EHS Committee that meets periodically to oversee the implementation and compliance to such procedures.
- Provide employees, students and contractors with EHS Induction Training before starting any works or activities and make EHS awareness and training programs available to create culture and build capacity in this field.
- Implement procedures and instructions to be followed in emergency cases including an approved evacuation plan and assembly points known to everyone.
- Maintain a daily attendance register for students who attend and leave the school.

Specific Requirements for Nurseries:

- Make a record available for each child, including (birth certificate, medical reports, application for admission to nursery).
- A record of children's attendance, arrival and departure timings are available.
- Provide sufficient number of competent and qualified supervisors suitable for the number of children.
  - *(2 months – 1yr = 1: 4 children)*
  - *(1 – 2 yrs = 1: 5 children)*
  - *(2 – 3 yrs = 1: 8 children)*
  - *(3 – 4 yrs = 1: 10 children)*

Risk Management Program for Mental Health

- Provide breaks for students and employees (for eating, drinking, etc).
- Consult employees and students regarding their work (working hours, quotas, materials, work methods, exams etc).
- Provide departments with financial and emotional support for employees and students to achieve their goals in a comfortable work environment.
- Improve the relations between employees and students in joint activities.
- Adequate supervision of students, especially in crowded places such as (cafeterias and bus stops) to prevent any accidents.
- Provide building control system through the network of cameras and the presence of qualified guards at the entrances of the building.
- Encourage students to report any violence or abuse in the workplace.

Energy Conservation Measures

- Switch off lights, all electric equipment, tools and appliances including computers and printers before leaving the place after concluding work.
- Purchase high quality eco-friendly electric equipment, tools and appliances with power saving features during non-operation periods all day.
- Furnish institutions and all facilities with E-Sensors to switch on lights and air-conditioners automatically when places are occupied and off when left.
- Stabilize temperature in workplaces at (25.5 – 22.5° C) and close all doors and windows to keep the temperature of the place and avoid power waste.
- Undertake necessary periodical examinations and maintenance to all electric equipment, tools and appliances including computers, printers, air-conditioners and their systems to ensure efficient operation of which.
- Use eco-friendly; power-saving and long-lasting light bulbs.
- Promote the culture of optimal energy consumption and conservation through workshops, seminars, introductory and awareness tools and training courses.

Water Conservation Measures

- Close all water sources when not needed and after use.
- Furnish all water utilities in the institution including WCs with E-Sensors to automatically switch on water when needed and off after using and leaving.
- Use co-friendly and water saving sprinkles.
- Recycle grey water when possible and reuse it for cleaning and irrigation after processing it.
- Report any water leakages in any of the institution's utilities.
- Promote the culture of optimal water consumption and conservation through workshops, seminars, introductory and awareness tools and training courses.

Papers & Printers Ink Conservation Measures

- Only print when needed and refrain from printing in large quantities when it is not needed.
- Abstain from printing drafts, e-mails and their attachment whenever possible.
- Use electronic paper saving systems.
- Print or copy on both sides whenever needed.
- Use eco-friendly and recyclable paper.
- Use eco-friendly inks and safely dispose them by returning them to the companies that supply them to recycle or finally dispose them safely.
- Recycle paper whenever possible or reuse them for other purposes as much as possible before disposing.
- Promote the culture of optimal consumption and conservation of paper and printers' inks through workshops, seminars, introductory and awareness tools and training courses.

Fuel Conservation Measures

- Switch off all cars and buses when in standby modes.
- Encourage and motivate the use of eco-friendly cars and buses that run on electricity or natural gas as much as possible.
- Undertake periodical examination and maintenance for all cars and buses to ensure efficient motor operations.
- Promote the culture of car pooling and use of eco-friendly cars and buses through workshops, seminars, introductory and awareness tools and training courses.

Risk Management Program for Wastes

- Separate and compile all wastes, food leftovers and rubbish away from other kinds of waste and safely dispose them in their designated bins.
- Separate all dangerous wastes including labs' damaged and expired chemicals and clinical medical wastes and store them in their designated bins and waste bags based on their nature and in their allocated places.
- Put obvious warning marks on the waste bins to indicate their type, nature and risks.
- Contract with accredited and certified service providers to safely dispose of wastes according to laws and regulations approved by the relevant authorities in the UAE.
- Wear the necessary personal protective equipment when dealing with all kind of wastes followed by direct washing, drying and sterilising hands when finished.

Risk Management Program for Indoor Air Quality

- Provide central air conditioning systems (cooling and heating) or air conditioners in the workplace and maintain them periodically and continually to ensure their efficient and effective operations.
- Use eco-friendly cleaning materials in maintenance including coatings, glues and other materials to reduce the harmful aerial emissions.
- Store coatings, solvents, and chemicals in closed and isolated places with separate, effective exhaust ventilation systems.
- Reduce the harmful aerial emissions by reducing the use of photocopiers, providing adequate ventilation in well-isolated rooms and ensuring its periodical and continual maintenance.
- Strictly forbid smoking in the institutions and facilities within this system's scope of work.

Internal Air Quality Standards.	Permissible Limits (Monitoring Time Rate 8 hours)
Carbon Monoxide (CO)	< 9 ppm (less than 10 microgram/ m³)
Carbon Dioxide (CO²)	< 800 ppm (less than 1440 microgram/ m³)
Ozone (O³)	< 0.06 ppm (less than 120 microgram/ m³)
Total Volatile Organic Compounds (TVOC)	< 300 microgram/ m³
Formaldehyde	< 0.08 ppm
Particulates Matters (<10 microns)	< 150 microgram/m³
Humidity (%)	30% - 60%
Temperature (°C)	22.5°C – 25.5°C

Risk Management Program for Noise

- Purchase and use quieter, less noisy and eco-friendly equipment and provide periodical and continual maintenance to ensure their efficient and effective operations.
- Use engineering/technical techniques and controls to reduce noise including soundproof walls in the highly noisy workplaces.
- Provide personal protective equipment for workers and students in the highly noisy workplaces (earplugs and earmuffs).

Workplace	Allowed Limited (Decibel-DB)
Offices	40
Meeting rooms	40
Work Stations	40
Libraries	40
Classrooms	35
labs	40
Theatres	35
Gyms	45
Cafeterias	45
Technical Workshops (Wood-works, Metal-works, etc).	75

Risk Management Program for Internal Lighting

- Provide appropriate lighting levels according to the nature of workplace and ensuring the provision of back-up lighting sources to be used in power outages that are connected to a back-up generator to keep the corridors, paths and emergency exists lit.
- Provide periodical and continual maintenance of the lighting sources to ensure effective and efficient operations and replace the damaged ones to meet the required lighting levels.
- Utilize natural light in the workplace as much as possible as it is the best lighting source.

Workplace	Internal Light Levels (LUX)
Corridors	300
Staircases	150
Toilets	300
Libraries	500
Cafeterias	300
Labs	500
Class rooms and Offices	500

Risk Management Program for Open & External Locations and Workplaces

- Follow-up and monitor the official warnings about meteorological and extreme weather conditions, keep away from extreme weather areas and avoid outside work until weather stabilizes.
- Avoid direct exposure to sunlight in the afternoon, work during low temperature times as much as possible and keep adequate quantities of water and fluids.
- Relax in shady and air-conditioned places during breaks to cool off the body as much as possible.
- Erect open-space constructions and equipment well to avoid their collapse in cases of extreme wind and storms.
- Wear goggles in the extreme sand storms, cover nose and mouth and seek a safe haven until weather stabilizes.

Risk Management Program for Buildings, Facilities and Equipment

- Keep the external areas surrounding the building clean and free from weeds, rubbish or any flammable materials.
- Presence of a building Surveillance System for monitoring the building through a network of internal and external surveillance cameras and employees and customers' access is controlled using the attendance, ID and log systems.
- Keep all walking and working surfaces clean, dry and clear of any bulges, sharp edges, openings or holes.
- Put warning marks and taking necessary precautions during cleaning floors or other surfaces.

- Leave safe spaces around machines and equipment to protect workers and students during using them or passing by them.
- Keep the building clean and organized and keep walls, ceilings and floors free from defects and damages.
- Cover all wires and cables in a safe manner that prevents tripping and falling.
- Ensure all corridors, stairways and walkways are clear, passable and wide enough to accommodate occupants leading them outside efficiently and includes ramps designated for people of determination.
- Keep corridors and paths well cleaned and clear from any obstructions that could form a risk in the regular cases in general and in emergency and evacuation cases in particular.
- Use signs that guide for corridors, paths and exits and distribute the evacuation plan adequately.
- Keep building, walking and working surfaces periodically and continually maintained to ensure that they are clear from any damages that would endanger people present in it.
- Provide stairways with handrails with proper height and vertical middle rails to prevent student climbing.
- Provide all stairways steps with anti-slip protection.
- Free the building of any renovation, accommodation, or modification in the building structure without the approval from concerned authorities .
- Free the building from dead-end corridors. In case present, it shall be (6) meters if no sprinklers are present & (15) m if sprinklers are present .
- Provide sufficient number of primary and secondary emergency exits easily accessible to reach the assembly points and provide them with illuminated signs "Emergency Exits".
- All emergency exit doors shall open to the outside (toward traffic flow) and be provided with a push bar.
- Provide drinking water through coolers or any other appropriate means which are adequately distributed. Dispenser filters shall be transparent and free of impurities and subject to periodical inspection, replacement and maintenance by a specialized company.
- Disinfect water tank periodically (every 6 months), and check water regularly by a specialized company. Make sufficient first aid boxes available, restore and replace items when expired on periodical basis.

Specific Requirements for Nurseries:

- All nursery rooms are labeled according to their assigned purpose.
- One person is assigned to supervise hygiene throughout the nursery.
- Enclose stairways with a perimeter fence and self-closing gates that cannot be opened by children.
- Presence of Building Surveillance System for monitoring through glazed panels on entrance doors which allows visibility and through a network of internal and external surveillance cameras (CCTV).
- Locate nursery on ground floor, if on higher floors; permission from relevant authorities should be available.
- The nursery implements procedures and policies to be followed in emergency cases and has an approved evacuation plan and assembly points known to everyone.
- All emergency doors are unlocked during operation time and presence of children.
- Free of refreshers that are fueled by charcoal, electricity or liquefied petroleum gas (ex: incense sticks, bakhoor).
- The nursery is located in an area away from noise, pollution and sources of danger, which ensure children's safety at arrival and departure times.
- The nursery has all the necessary licenses from relevant authorities (civil defense, municipalities, etc.).

- Educational aids and paintings on the walls cover only 20% (when no sprinkler system present) and 50% (when a sprinkler system is present) of the total area of the walls.
- Outside/External spaces divided into different areas (garden, playing area), properly shaded and appropriate to children's age.

Risk Management Program for Electricity & Electricity Rooms

- Use certified and proper electric accessories, appliances and equipment to be installed by qualified and competent technicians.
- Provide periodical and continual examination and maintenance for plugs, outlets, cables and all electric accessories, appliances and equipment, Isolate and refrain from using the damaged ones and report about them immediately in order to get them fixed or replaced.
- Install proper protective tools like circuit breakers and fuses, periodically examine and maintain them and replace the damaged ones by qualified and competent technicians.
- Use adequate and proper electric cable connectors and extensions that are sufficient to carry out the tasks required do, cover and safely insulate them away from corridors and paths to avoid the risks of tripping, slipping and to avoid any damages or water reaching to them.
- Abstain from over-loading power outlets.
- Switch off all lighting sources, electric equipment, tools, and air-conditioners if not used or if the place is empty to avoid overload and prevent fire risks.
- Switch off the main power sources when conducting any electrical maintenance.
- Insulate and lock the electricity rooms at all times to prevent anyone other than the authorized and competent personnel from entering them.
- Strictly prohibit storage in the electricity rooms or using them for any other purpose.
- Place warnings and no entry signs on all doors of electricity rooms.
- Equip electrical rooms with a fire alarm system and a manual fire extinguisher (CO2).

Specific Requirements for Nurseries:

- Lift the electrical plugs at a distance of not less than (1) meters from the surface of the earth and protect them with a protective cover if not used.
- Use adequate and proper electric cable connectors and extensions that are sufficient to carry out the tasks required do, cover and safely insulate them away from corridors and paths to avoid the risks of tripping, slipping and to avoid any damages or water reaching to them.
- Abstain from over-loading power outlets.
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Risk Management Program for Fire

- Enforce a no smoking policy for all those in the school and provide signs for no smoking.
- Test gas supplies regularly for leaks by a licensed and certified company specialized in this field.
- Free building of gas cylinders except in scientific labs if used considering it is stored safely outside according to civil defense requirements and attaining all necessary licenses from it.
- Building campus gates size and the internal roads shall facilitate the access of firefighters and rescue equipment to the nearest point inside the building in case of emergency.
- Conduct evacuation drills in cooperation with civil defense at least once during the school year and once internally every academic term.
- Equip building with fire control and alarm systems, which are maintained on a regular basis by a company, specialized and certified in this area.
- Issue a valid compliance certificate by the civil defense to prove that it meets fire prevention requirements.
- Keep fire pump rooms in good condition in terms of lighting and ventilation.
- Maintain the fire pump on a regular basis by specialized and certified companies.
- Maintain fire pump rooms free of any storage and equip them with fire control and alarm systems, in addition to a manual fire extinguisher.

Specific Requirements for Nurseries:

- Availability of children's evacuation trolley, for use in case of emergency. Nursery should provide enough evacuation cribs with a ratio of 1:5 for infants.
- Provide corridors with fire-rated doors.

Risk Management Program for Vehicles / Buses Driving

- Comply with the law, instructions and regulations of traffic at all times.
- Abstain from using phones at all times and for any reason during driving and use wireless earphones or microphones instead.
- Abstain from exceeding the maximum allowed speed on the road and inside the institutions campus and follow the safety driving instructions at all times.
- Fasten seat belts at all times when driving cars/buses.
- Ensure the safety of cars/buses by undertaking visual and periodical check for tires, fuel, heat and oil levels in the dashboard, and check for any abnormal or emergency indicators, and ensure they are subject to periodical examinations and maintenance according to manufacturers instructions to ensure that they're clear from any risks that would put the lives of their users in danger.
- Use populated roads, abstain from using unoccupied ones as much as possible and ensure the availability of drinking water and fast food in case of long trips.
- Ensure that the transportation service providers and means of transport used are certified by the competent authorities as per the binding laws in this regard.
- Ensure that bus drivers and supervisors are qualified and trained for their assigned duties and familiar with such duties through conducting periodical awareness and training programs.
- Ensure that lists of all students' names and their parents' contact data are provided and keeping such lists periodically updated and provided to transportation service providers.

- Assign supervisors with the students in the buses (based on their age) and ensure that by the end of trips whether in the morning, evening or during trip times, all students have evacuated the buses.

- Assign supervisors with the task of ensuring that drivers are driving the buses in safe and legal manners and reporting if they fail to do so.

- Keep cars and buses clean, air-conditioned and in proper condition and provide proper first aid kits and fire extinguishers and ensure they are maintained along with providing periodical trainings to drivers and supervisors on using such equipment safely.

- Abstain from exceeding the maximum allowed speed on the road and inside the institutions campus and follow the safety driving instructions at all times.

- Fasten seat belts at all times when driving cars/buses.

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- Keep cars and buses clean, air-conditioned and in proper condition and provide proper first aid kits and fire extinguishers and ensure they are maintained along with providing periodical trainings to drivers and supervisors on using such equipment safely.

- Provide places for all students in the bus.

- Keep the quality of air, rates of ventilation, humidity and temperature within the normal allowed limits

- Presence of internal and external surveillance cameras in the buses.

- Keep emergency exit doors in good condition and ensure sound alarms work properly.

- Students shall at all times, comply with supervisors, keep calm and sit in their seats.

- Provide supervisors to monitor and organize students' when getting on and off the buses, escort them when crossing streets and not allow them to get off except in the designated places.

- Supervisors shall ensure that students under 11 are delivered in person to their parents or their official representatives.

- Provide periodical awareness and training programs to drivers, supervisors and students on the safe evacuation of buses in emergencies.

Risk Management Program for Reception Area & Administration Offices

General:

- Provide security employees qualified and approved by the competence authorities in the reception hall to organize entrances, exits and undertake the usual security duties.
- Provide a general surveillance system in the building through a network of internal and external surveillance cameras along with using attendance, identification and sign in systems to monitor the entrance of workers and clients.
- An adequate space of at least 4 square meters shall be available for each person at their workstation in the offices.
- Only use the designated plugs to connect the office appliances and avoid overloading.
- Secure paper cutters well when not used and lock their safety valves.
- Abstain from storing any chemical or other flammable materials in the offices.
- Abstain from using water boilers or toasters.
- Keep the place well cleaned and tidy in an organized daily manner and ensure that it is clear from any wastes or obstructions that constitute a risk in the regular cases in general and in emergencies and evacuations in particular.

Lockers:

- Install the lockers well and do not exceed to their maximum capacity.
- Ensure that all doors and locker drawers are well closed to avoid easy or automatic opening.
- Avoid opening more than one drawer at the same time to prevent the locker from falling and close drawers when not used.
- Abstain from putting any heavy objects on the lockers to avoid them falling if the locker suddenly opens.

Seats:

- Seats shall be comfortable and easily adjustable with the feature of adjusting the back inclination e and the height of armrests and they shall also be designed with back support and levers to heighten and lower the chair as is suitable for the user and allow the feet to rest on the floor or on the footrest.

Monitors and Keyboards:

- Place the monitors away from the user while keeping the monitor centre below the sight line inclined with (15-25) degrees and adjust monitor settings for brighter resolution.
- Place keyboards in easy and comfortable places that do not for arms or hands to extend in order to reach them.extend
- Use a lined hand support that allows typing without bending the wrists.
- Ensure that headphones and speakers are used when using phones for long periods.

Risk Management Program for Classrooms / Learning & Activities Rooms

- Allocate at least a (1.5 m²) space in the classrooms for each student.
- Distribute students in a proper and comfortable manner.
- Provide school furniture with sizes and designs that suit students' schools stages.
- Windows openings are limited to 10-20 cm.

- Space between the whiteboard and the first row of students shall at least be (1.5m) and ensure that poor sighted students are seated in the front row.
- Space between the whiteboard or screens and the last row shall not exceed 7 metres.
- Ensure that rows and aisles between desks are clear from any obstructions like bags or others to avoid the risks of tripping and falling in the regular cases in general and in emergencies and evacuations in particular.
- Space of the educational aids on the walls shall not exceed 20% of the total space of the walls (when no sprinkler system is present) and 50% (when a sprinkler system is present) to avoid spread of fire, if any.
- Shall be free of carpets and hanging materials on the lights.
- No eating or drinking in classrooms.
- Keep the place well cleaned and tidy and provide a trash bin with trash bags that is cleaned daily.

Specific Requirements for Care & Activity Rooms in Nurseries:

- Shall be visible from the outside through windows and monitored through cameras.
- Children shall be segregated according to the age group.
- Doors shall be equipped with safety closers to prevent doors being shut too quickly.
- Floors covered with impact–absorbing materials.
- Lights are free from hanging materials.
- High-quality teaching aids are used, that do not easily damage or pose a risk to students' safety.

Risk Management Program for Activity Classrooms (Painting & Music)

- Distribute students in a proper and comfortable manner.
- Provide school furniture with sizes and designs that suit students' schools stages.
- Ensure that rows and aisles between desks are clear from any obstructions like bags or others to avoid the risks of tripping and falling in the regular cases in general and in emergencies and evacuations in particular.
- Only use paints and dyes that are water-based, free from harmful and heavy elements and made from safe Eco-friendly materials and ensure the presence of their Material Safety Data Sheets (MSDS).
- Only use paints and dyes under teachers' supervision along with storing them in a safe way that does not constitute any risk on students.
- No eating or drinking in classrooms.
- Provide washing sinks in classrooms to enable hand washing after class is concluded.
- Space of the educational aids and paints on the walls shall not exceed 20% of the total space of the walls (when no sprinkler system is present) and 50% (when a sprinkler system is present) to avoid spread of fire, if any.
- Walls shall be provided with soundproofing equipment.
- Provide visual and auditory alarms in a proper and special manner in music classes.
- Keep the place well cleaned and tidy and provide a trash bin with trash bags that are cleaned daily.
- Availability of EHS procedures and signboards, including the safe use of equipment and materials.

Risk Management Program for Learning Resources Centers (Libraries)

- Distribute students in a proper and comfortable manner.
- Provide school furniture with sizes and designs that suit students' schools stages.

- Ensure that libraries, computer labs, rows and aisles between desks are clear from any obstructions like bags or others to avoid the risks of tripping and falling in the regular cases in general and in emergencies and evacuations in particular.
- Keep the place well cleaned and tidy and provide a trash bin with trash bags that are cleaned daily.
- Presence of a sufficient number of easily accessed emergency exits fitted with illuminated signs "exits / emergency doors".
- Cabinets and shelves shall be well fixed and do not endanger students' safety.
- Chairs and furniture are comfortable and ergonomically designed for users.
- Store books and tools properly on shelves to prevent falling.
- Distribute and connect electrical cables to different sockets to reduce loads and ensure it is maintained in good condition and is subject to periodic and continual testing and maintenance.

Risk Management Program for Auditoriums

- Provide emergency exits that are adequate, proper, equipped with guiding signs and lit where it can be observed from all parts and sides of the theatre. An additional emergency exit shall be available behind the stage.
- Set an approved plan for emergency evacuation.
- Ensure that all constructions, accessories and furniture are made of high quality and fire retardant materials.
- Commit to the maximum weight of persons allowed in the theatres in accordance with the binding laws and regulations set by the competent authorities in this regard.
- Keep theatres well cleaned and tidy on a daily basis and ensure that theatres are clear from any obstructions that could constitute a risk in the regular cases in general and in emergencies and evacuations in particular.
- If the staircase has 4 steps or more, it shall have a handrail to avoid falling.
- Auditoriums back stage or area shall not be not used for storing purposes.
- Space between fixed seats (from the back of seat to the seat behind it) shall be at least 30 cm.
- Maximum number of seats is (14) between aisles.
- Width of aisles between seats shall be at least (120) cm.

Risk Management Program for Scientific Laboratories

General:

- Distribute students in a proper and comfortable manner.
- All equipment and tools shall have an ID and an information tag indicating the instructions of its safe operation.
- Ensure that scientific labs and aisles between desks are clear from any obstructions like bags or others to avoid the risks of tripping and falling in the regular cases in general and in emergencies and evacuations in particular.
- Keep the scientific labs well cleaned and tidy together with providing a trash bin with trash bags to be cleaned daily.
- Only do experiments with the supervision of teachers.
- Cleaning labs once the lesson ends and before reusing.

- Use the necessary personal protective equipment based on the nature and risk assessment of the scientific experiments. Keep hands away from face during experiments and abstain from touching eyes, nose or mouth.
- No eating or drinking at all times in the scientific labs.
- Headcovers (Ghotra & Shiela), contact lenses, artificial fingernails or any type of jewellery is not allowed in the scientific labs.
- Labs shall be equipped with tubs, liquid soap, paper towels and hand sterilizers.
- Personal protective suits shall be taken off before leaving and hands shall be washed after taking gloves off.
- Provide a kit to deal with chemical spillages in the scientific labs.
- Provide easy accessible body and eye emergency sprinklers and wash stations, and subject them to periodical and continual examination and maintenance to ensure effective and efficient operations in addition to training lab users on such equipment.
- Provide emergency safety gears like fire extinguishers and first aid kits.
- Train workers on first aid and systems and procedures of safe evacuation.
- Abstain from leaving the lab open without the presence of authorized officials.

Furniture:

- Provide school furniture with sizes and designs that suit students' schools stages.
- Provide round shaped swivelling seats without backrest.
- Ensure that tables' surfaces are made of inflammable materials.
- Ensure that lockers are made of inflammable materials, suitable for the objects stored within and equipped with appliances and equipment for vacuuming and ventilating fumes and gases.
- `Provide proper and isolated ventilation, appliances and equipment for capturing and ventilating harmful fumes and gases in addition to periodical and continual maintenance to ensure their efficient operation.
- The doors shall be fire rated.

Use of Chemicals:

- Provide a copy of the safety procedures for hazardous chemicals (MSDS) in addition to another copy in the clinic.
- Prepare a record of all hazardous chemicals used along with their quantities and sources.
- Provide risk assessment register and another register for chemicals, its risks, safe handling and use and the way to deal with accidents it causes (such as fires, spills, etc) and ensuring students are aware of it.
- Keep hazardous chemicals in special receptacles that carry obvious warning labels together with their data.
- Abstain from purchasing hazardous chemicals in big quantities, only purchase safe eco-friendly chemicals and replace the dangerous ones with safer ones of the same function whenever possible.
- Store different hazardous chemicals separately based on their characteristics in their designated lockers, away from direct sunlight or flames.
- Store water reactive chemicals away from water.
- Follow the instructions of use, storage and warnings indicated in the Material Safety Data Sheets and the introductory labels.

- Seal all chemical receptacles and containers after use.
- Secure the places where chemicals were spilt using warning labels, clean such places instantly and keep such places supervised until fully cleaned.
- Expired and waste chemicals shall be disposed through companies certified and approved from concerned authorities and records of disposed chemicals are available.

Risk Management Program for Internal & External Playgrounds

- Games shall be in good conditions and complying with all standards of the Health and Fitness Directorate.
- Games shall be clear from sharp edges or dangerous bulges.
- Games shall be suitable for the ages and needs of students.
- Train students on how to safely use games and supervise them during playtimes.
- Provide fall safe zones around games and shock absorbent floors according to the nature and height of games to protect students in case of falling.
- Floors shall be intact and appropriate in terms of specifications for practicing sport-related activities. They shall be free from any damages.
- Outdoor playgrounds shall be fitted with as many shades as possible and located away from bus parking.
- Ensure that playgrounds and aisles between games are clear from obstructions like bags or others to avoid the risks of tripping and falling in the regular cases in general and in emergencies and evacuations in particular.
- Keep the place well cleaned and tidy and provide adequate trash bins with trash bags to be cleaned daily.
- Undertake periodical examination and maintenance to ensure that games are safe and efficiently working.
- Presence of a special locked room for the safe and organized storing of tools and equipment and prohibit unauthorized persons to access it.

Specific Requirements for Nurseries:

- Use of toys made of safe materials, free of defects and sharp edges/parts and equipment placed in a way that ensures safety of children with a maximum height of 1.5 m.
- Toys should do not have small parts, which can be swallowed.
- Floors shall be covered with impact–absorbing materials.
- Maintain sufficient space shall be kept between toys/playing equipment.
- Indoor playing ground space shall be 3.5 Sqm and 3 Sqm for ages 2-4 years.
- The indoor play area shall be12 Sqm (minimum).
- Toilet and washbasin shall be available for every 10 children at indoor playing areas.
- Outdoor playground shall be shaded completely and enclosed with a perimeter fence, with a self-latching mechanism that can't be opened by children.
- Outdoors activities shall be supervised always. 1:1 for infants and toddlers and 1:4 for children aged 3-4 years.
- Sand basins (if any), are clean and safe for children and covered when not in use.
- Continually clean and sterilize the area.

Risk Management Program for Gymnasiums

- Edges of sports appliances, equipment and tools shall be lined and constitute no risk to students.
- Floors shall be safe and constituting no risk to students.
- Provide training needed for students on the safe use of sport appliances.
- Provide obvious labels of safety procedures and safe instructions on all sports appliances, equipments and tools.
- Supervisors shall be present when students are in gyms.
- Provide emergency equipment like fire extinguishers and first aid kits.
- Train the supervisors on first aids and system and procedures of safe evacuation.
- Abstain from leaving gyms open without the presence of authorized officials.
- Ensure that gyms and aisles between games are clear from obstructions like bags or others to avoid the risks of tripping and falling in the regular cases in general and in emergencies and evacuations in particular.
- Keep the place well cleaned and tidy and provide adequate trash bins with trash bags to be cleaned daily.
- Undertake periodical examination and maintenance to ensure that sports appliances, equipment and tools are safe and efficiently working.
- Provide facilities for bathing fitted with warm and cold water, shower soap and dryers, together with a locker to keep and change clothes.

Risk Management Program for Swimming Pools

- Notice board displaying the water-test result and lifeguard certificate is available.
- Lifeguard is present and licensed from concerned authority.
- Provision of specialized contractor for periodical sampling and maintenance.
- Pool water shall be sanitary, clear and pure.
- All safety equipment, life jackets and first aid kits shall be provided.
- Pool and safety instructions shall be provided in a clear visible place.
- Floors and edges of pools shall be made of slip resistant material and floors shall be kept to dry and clean at all times to prevent slipping.
- Depth labels shall be provided in the pools in different colours.
- Stairs on pools edges shall be in adequate number and well fixed.
- Test the quality of pool water daily before use and record such tests.

Chlorine	PH	Temperature
1-3 ppm	7.4 – 7.6	25 - 28

- Store the used chemicals in a safely isolated and sealed place.
- A copy of the related Material Safety Data Sheets (MSDS) for all chemicals is present and provided to the school clinic for use in case of emergencies.
- Provide clean WCs supplied with soap and shower facilities to shower before and after swimming and changing rooms.

- Competent supervisors and lifeguards shall be present during swimming and if not, pools shall be closed for students and access should be prohibited.
- Ensure that pools and aisles between games are clear from obstructions like bags or others to avoid the risks of tripping and falling in the regular cases in general and in emergencies and evacuations in particular.
- Keep the place well cleaned and tidy and provide adequate trash bins with trash bags to be cleaned daily.
- Undertake periodical examination and maintenance to ensure that pools are safe and efficiently working.

Specific Requirements for Nurseries:

- All water areas shall be enclosed with a fence that is 122-183 cm high or higher and in good condition.
- Maintain water at no less than 28°C and no more than 31°C while the pool is in use.
- Maintain PH level (between pH 7.2 and pH 7.8) and carry out testing every two hours during periods of use.
- Surround swimming pool by at least 120CM wide non-slippery flooring, in good condition and free of cracks.
- Maintain a record for periodic testing of the swimming pool water quality (PH, Chlorine levels and Temp).

Risk Management Program for Clinics

- A full time male/female nurse approved by the Emirati Ministry of Health and medical institutions shall be present in the education facilities, and if absent, a substitution shall be provided.
- Clinics shall include washing sinks, liquid soap and paper towels.
- Clinics shall include a phone and an emergency number.
- Clinics shall include with beds, blankets and pillows.
- A medical register shall be kept for each student and another register for critical and special cases.
- Beds and pillows shall be covered with single-use sterilized paper sheets to be replaced with every use.
- Clinics shall include all supplies, equipment and tools as stipulated by the Emirati Ministry of Health and medical institutions.
- Clinic shall include a first aid kit.
- Clinics are equipped with required personal protective equipment and its register.
- Keep medications and medical tools in a locked and isolated place away from students.
- Record all accidents, wounds and diseases occurring during the school day in a separate record.
- Ensure that clinics and aisles are clear from obstructions like bags or others to avoid the risks of tripping and falling in the regular cases in general and in emergencies and evacuations in particular.
- Keep the place well cleaned and tidy daily and provide suitable types and adequate numbers of medical waste bins with suitable labels indicating its contents and to be cleaned daily by approved and certified service providers in accordance with the laws and regulations set by the competent authorities in the UAE.
- Undertake periodical examination and maintenance to ensure that all medical equipment, tools, and materials are safe and efficiently working.

Specific Requirements for Nurseries:

- Make a contract with a clinic or medical services provider to provide a visiting doctor for the nursery to regularly check on the children as is defined in the visiting schedule.

Risk Management Program for Canteens & Cafeterias / Eating Rooms

- Canteens and cafeterias shall be designed in conformity with all health stipulations, constructional specifications and requirements set by competent authorities and ensure that such canteens and cafeterias have screens to keep bugs and rodents out.
- Availability of pest control contract through an approved company.
- In cases of mixed-stage schools, older students shall be separated from younger ones during purchase from canteens or eating in the cafeteria.
- All valid licences of food manufacturing, supply, transport and catering for canteens shall be available by the food manufacturing and supplying contractors in accordance with the binding laws, regulations and legislation set by the competent authorities including licences for the facility, workers and food delivery cars.
- Displayed food shall be labeled with production date, expiration date, ingredients and nutritional facts labels as per healthy food requirements and requirements placed on food suppliers as per their contracts.
- Employees are licensed by competent authorities and trained by approved training center on food safety.
- All canteen service providers and supervisors shall have valid health certificates attesting that they are free from contiguous diseases as per the binding laws, regulations and legislation set by the competent authorities.
- Ensure that food is delivered in suitable temperatures using cars permitted for this regard.
- Provide uniform and personal protective equipment to all workers in food delivery and service and request workers to wear them during work (hood and gloves).
- Employees shall be committed to personal hygiene and use appropriate personal protective equipment during work.
- Provide adequate hand washing sinks and WCs and equip them with liquid soap, cold and warm water and papers towels.
- Follow general good health practices.
- Keep hands clean at all times and when dealing or handling food.
- Abstain from smoking, eating or drinking when dealing with food.
- Wounds shall be covered with waterproof bandages.
- Wearing watches or jewellery is forbidden.
- Canteens shall be supplied with food supply and preserving units to keep its temperatures whether hot or cold.
- Adequately ventilate kitchens and ensure the exhaust hood ventilation works properly.
- Food shall be stored safely throughout the day and storing any kind of food after the school day ends is prohibited.
- Necessary actions are taken to prevent overcrowding in canteens through the provision of more than one outlet or separating food items or presence of supervisors to organize students.
- Necessary cleaning materials shall be provided and stored away from food.
- Ensure that canteens and cafeterias are clear from obstructions like bags or others to avoid the risks of tripping and falling in the regular cases in general and in emergencies and evacuations in particular.

- Keep daily samples of sold food in the canteen.
- Keep the place well cleaned and tidy and provide adequate trash bins with trash bags to be cleaned daily by the certified service providers in accordance with the laws and regulations set by the competent authorities in the UAE.
- Undertake periodical examination and maintenance to ensure that appliances, equipment and tools are safe and efficiently working.

Specific Requirements for Nurseries:

- Availability of scheduled program of children' eating times.
- Provide children' high chairs.
- Availability of baby bottle and utensils sterilizer and washer, and a food-heating device (microwave, etc).
- A refrigerator solely for the storage of baby food, expressed milk, etc. is provided.
- Safe methods and practices shall be applied to warm mother's milk or milk formulas (Bottle Heater, etc).

Risk Management Program for Sleeping Rooms

(Only for Nurseries)

- Keep clean and in good condition.
- It shall be visible from the outside through glass windows and monitored through cameras.
- Keep air quality, ventilation rates, humidity and temperature within the normal and permissible limits.
- Sleeping rooms shall be located away from play or activities area and a separate sleeping room for Infants and toddlers under the age of two.
- A sufficient number of furniture and cribs shall be provided that are suitable for the age groups and shall be certified & compliant with safety standards.
- Cribs equipped with side panel/rails that are shock proof, and sufficient space is maintained between cribs.
- Infants sleep in cribs made for sleeping purposes not in any other equipment like (swing, car seat, etc).
- Infants shall be placed correctly in cribs.
- Mattresses and bed sheets shall be clean, in good condition, and replaced periodically.
- There shall be regular monitoring of infants in sleeping rooms.
- Electrical sockets are fitted at a height not less than 1 meter from the ground and protected with a protective cover while not in use.
- It shall be equipped with smoke detectors and fire-fighting equipment, (including fire extinguishers and fire hoses).

Risk Management Program for Storage Rooms

- Tidy storage rooms in a manner that prevents objects from falling.
- Provide fire extinguishers and appropriate extinguishing means for the contents of the storage.
- Leave one meter from the ceiling without any stored objects.
- Forbid eating or drinking in storage rooms.
- Use proper steps when attempting to lift or move objects, provide and use lifting and moving tools, equipment and means to avoid back injuries (Ladders, Trolleys, etc).
- Keep the place well cleaned and tidy on a daily basis

- Store all chemicals and detergents in an isolated and secure location and make their MSDS available.
- Storing shelves shall be appropriately and well fixed.
- Equip them with smoke detectors and firefighting equipment, including fire extinguishers, hose reels and sprinklers.

Risk Management Program for IT Server Rooms

- Walls and ceilings shall be made from soundproofing materials.
- Room floor shall be made from insulating and non-conductive materials.
- Doors shall be made from fire-resistant materials.
- Rooms shall be equipped with effective cooling systems and room temperature controllers and monitoring adjusted between 18-20 degrees.
- It shall be equipped with smoke detectors and fire-fighting equipment.
- Rooms shall include an automatic (FM 200) extinguishing system or a similar one.
- Keep the place well cleaned and tidy on a daily basis.
- Undertake periodical examination and maintenance to ensure that appliances, equipment and tools are safe and efficiently working.

Risk Management Program for Computer Laboratories

- Computer display screens shall not cause glare and reflection with the use of curtains or adjusting positions.
- Workstation equipment shall be ergonomically designed and set (display screen position, seatback and height, adjustable keyboard)
- Adequate space shall be available around the workstation to enable ease of movement of the user.
- Electrical devices shall be connected to different sockets to reduce loads and all electrical cables isolated, in good condition, and do not endanger the safety of those present.
- Fire extinguisher shall be available (CO2).

Risk Management Program for Toilets

- Provide adequate WCs to male and female students and separate them in the mixed-sex schools as well as separating them based on the students' ages.
- Provide separate WCs for workers and visitors.
- Provide in-class WCs in kindergartens and nurseries.
- Provide a special WC for the disabled students.
- Provide liquid soap, cold water, hot water and proper hand drying equipment.
- Provide proper exhaust and ventilation fans.
- Provide self-closing entrance door and bathroom inner doors than open from the outside
- All arrangements shall be at proper height that suits the students' age.
- Keep the place well cleaned and tidy together with providing adequate trash bins with trash bags to be cleaned daily.
- Floors made of anti-slip material.

- Clean walls, floors, sinks and bathrooms periodically and continually and put warning signs when cleaning to avoid slipping.
- Clean windows and cover them with mesh to prevent insects and rodents.
- Keep floors, toilets, tubs and walls free of damages or defects.

Specific Requirements for Nurseries:

- A minimum of one toilet and one washbasin with hot and cold water shall be available for every ten children over the age of two years.
- The height of toilets shall be 28 to 35 cm to develop children's independence.
- The height of wash basins shall not exceed 55 cm.
- The changing area shall be equipped with one table for every ten infants and one sink.
- Bathroom sanitary tools shall be appropriate to age and size of children and the door shall be safe for children and unlockable.
- Diaper stations shall be located away from playing and feeding areas and equipped with hand washing facilities.
- Equip diaper stations with drawers or storing areas, sponge pads/mats, with non-absorbent covers or liners that can be wiped clean.
- Store cleaning materials in their original containers and keep out of reach of children and make MSDS available for all cleaning products.

Risk Management Program for Vehicles & Buses Parking Areas

- Presence of security employees who are qualified and approved by the competent authorities at the facility outer entrances to regulate and secure traffic, entrances, and exits together with the usual security duties.
- The institutions outer gates and internal routes shall allow extinguishing and rescue services to reach the closest point of the building in emergencies.
- Buses shall stop at certain points known by the drivers while ensuring specific places for people of determination.
- Buses may not drive unless all students are on board and in their seats.
- A certain and safe point for students to get on and off the buses is to be identified.
- Provide supervisors to monitor and organize students' movement when getting on and off the buses and to escort them when crossing streets.
- Identify certain places for the entrance and exit of pedestrians away from cars and buses in the institution.
- Parking areas shall not be used as assembly points in case of emergencies.
- Parking shades shall be made of fire resistant materials and be in good condition and free from defects.
- Provide stops and places for the people of determination to get on and off cars and buses.
- Use traffic and warning signs in parking areas and stops.
- Separate entrance and exit paths shall be dedicated for cars and buses; otherwise there is a recognized traffic management plan to regulate the entry and exit.

Emergency Management Manual for Educational Institutions

Version 2.0 / January 2020

Environment, Health & Safety Directorate
Inspection Sector

1.0. Introduction

Background

The UAE Ministry of Education is keen to provide a safe, healthy and sustainable workplace and learning environment aiming to protect and support students, employees, contractors and relevant other persons in the education sector. This shall also contribute to students' motivation and encouragement to achieve the highest levels of learning and knowledge as well as achieving the UAE Vision 2021 and its National Indicators.

Based on this, the Ministry identified the strategic objective "Ensure safe, conducive and challenging learning environments" within its strategic objectives (2017-2021) and established the Environment, Health & Safety (EHS) Directorate in 2015 to work on the development of the Education Sector Environment, Occupational Health & Safety Management System General Framework, and communicate its requirements to educational institutions through awareness and training programs and periodically monitor them through inspection and auditing to measure the extent of their compliance to the system.

Purpose

This manual has been prepared and developed to specify the necessary programs, procedures and requirements to be followed upon the occurrence of emergency, crisis and disaster situations related to the environment, occupational health and safety in educational institutions aiming to safeguard the health and safety of students and employees in addition to the protection of environmental resources and its sustainability.

Institutions shall use this manual and its related procedures as suitable to its facilities, operations, and activities nature, and to regularly and continuously update it based on the efficacy and results of the evacuation and emergency drills, and actual emergency situations immediately upon its completion or termination in case required and ensuring that all those concerned are aware of and trained on them.

2.0. Scope, Responsibilities and Roles

Common Emergency, Crisis and Disaster Situations include:

- Deaths.
- Serious injuries.
- Critical and life-threatening health and illness conditions (eg. heart failure, heart attacks, apnea, food poisoning).
- Fire and explosions.
- Spill / leak / release of hazardous chemicals / gases.
- Meteorological and natural emergency and hazardous conditions (eg. earthquakes, landslides, floods, storms, hurricanes and fog).
- Disruption of supply of public utilities (electricity and water).
- The spread of infectious diseases and epidemics and the announcement of national and global emergencies.
- Collapse of buildings.
- Oral and written threats.

Responsibilities and Roles based on Incident Levels

Incident Level	Description	Responsibilities & Tasks
Level 1 Emergency	limited environmental contamination, temporary / acute health impact or low to medium – level injuries that may partially / temporarily halt work for a lapse of two days in order to handle, with the possibility of requiring external assistance and the provision of medical services resulting in loss of no more than 7 workdays for the injured / affected individuals to recover.	Institutions shall communicate the nature of incident to the concerned authorities first in case required and then to the MOE operation center where its emergency response team would head to incident site to take part in the operations and make the necessary reports. Institutions emergency, crisis and disaster team shall undertake all approved tasks, responsibilities and emergency plans, and shall submit all reports to MOE based on the requirements of the system's policy of incident reporting and investigation.

Level 2 Crisis	Critical environmental contamination, chronic / permanent health effect, serious injuries or a death that could completely halt work for no longer than a week and necessitates limited external assistance to be handled and the provision of medical services as well, resulting in more than 7 lost working days for the injured / affected individuals to recover.	Institutions shall communicate the nature of incident to the concerned authorities first and then to the MOE operation center where its emergency response team would head to incident site to take part in operations with the external parties. External parties (whether leading or supporting) along with private companies concerned with the incident shall carry out all its tasks, responsibilities and duties based on the nature of incident and followed procedures. This shall be in collaboration with the Institution's emergency, crisis and disaster team as well as the concerned MOE sector manager. Institution shall submit all reports to MOE based on the requirements of the system's policy of incident reporting and investigation.
Level 3 Disaster	A catastrophic and unfixable environmental contamination spread of an infectious life – threatening epidemic / virus or multiple deaths that may completely halt work or require full quarantine to handle such. The same necessitates external help to address. Business may not resume until approvals granted from MOE or concerned competent authorities according to the crisis nature.	Institutions shall communicate the nature of incident to the concerned authorities first and then to the MOE operation center where its emergency response team would head to incident site to take part in operations with the external parties. External parties (whether leading or supporting) along with private companies concerned with the incident shall carry out all its tasks, responsibilities and duties based on the nature of incident and followed procedures. This shall be in collaboration with the Institution's emergency, crisis and disaster team as well as the concerned MOE sector manager. Institution shall submit all reports to MOE based on the requirements of the system's policy of incident reporting and investigation.

Contact and Communication Mechanisms based on Incident Levels

- All contact and communication mechanisms shall be carried out based on the nature and level of each incident as per the above mentioned categorization and as per responsibilities, tasks and its approved procedures.

- In all emergencies, institutions shall initially contact external concerned authorities (ex. Central Operations 999 or Civil Defense Department 997 or Rescue and Ambulance) and provide clear and objective details on the incident to take the necessary actions and follow the given instructions until it arrive to incident site.

- Institutions shall then notify MOE operation center where its emergency response team would head to incident site to participate in operations with external concerned authorities.

- Institutions and the head of MOE emergency response team shall, in coordination, provide MOE operation center with updated information as well as the work progress until the termination of operations.

- The instructions and procedures of MOE media plan shall be, at all times and stages complied with and no further information shall be circulated, and no statements shall be made via any media source (printed, audio or visual) including social media unless performed by the MOE spokesperson officially assigned by the H.E. the Minister of Education.

Responsibilities and roles of Institutions Emergency, Crisis & Disaster Management Teams

Manager In-Charge:

- Allocate sufficient resources to provide minimum training within the emergency, disaster and crisis management program and response plans.

- Provision and maintenance of emergency preparedness equipment.

- Manage the event and distribute roles according to approved plans.

- Assignment of assistants to assist people of determination, critical and special cases during evacuation operations and procedures.

EHS Specialist / Appointed Officer:

- Conduct, review and update the risk register for expected emergencies.

- Coordinate with the concerned authorities regarding the emergency, disaster and crisis management program and response plans.

- Reporting emergencies to stakeholders.

- Work as a liaison with emergency services and response providers.

- Establish procedures to ensure that required works are carried out in case of emergencies and that all workers and students are communicated and aware of it.

- Meet civil defense personnel on arrival and provide them with specific information about risks in the building, entry sites and places of people of determination.

- Coordinate with the responsible civil defense officer upon their arrival at the site during the real emergencies and provide a brief report on the condition of the building and the evacuation of the occupants and the number of missing persons and their places, and any potential risks may cause harm to civil defense personnel during their entry and during their presence in the building.

- Ensure that evacuation plans and contact numbers are updated for concerned authorities, stakeholders and floor plans.
- Assist in training and schedule a training of all those in the building to implement the plan and conduct safe and orderly evacuation drills/exercises.
- Wear a reflective vest in emergency cases to identify their presence for assistance.
- Participate in the development, communication, implementation and update of comprehensive emergency plans.
- Ensure that floor plans and evacuation routes are posted/ displayed in all appropriate places.
- Conduct a regular monthly inspection of fire safety procedures within the designated area to ensure that all fire equipment and exit signs are in place and functioning well.
- Ensure that there is a qualified and trained replacement present during his absence.

Emergency Response and Evacuation Teams:

- Qualified and familiar with existing operations, site risks and emergency procedures on their respective floors.
- Ensure that all those on the floors are evacuated if required.
- Ensure that the students, employees and new contractors are informed of the evacuation procedures in the institution / building.
- Familiar with people of determination in the building or critical and special cases who may need assistance during emergencies and evacuation.
- Contact the security room and activate the fire alarm if the situation may pose a serious and direct danger to persons, property or operations within the building.
- Assisting in the evacuation process and directing those in the building to exit to safe assembly areas and not allowing any of them to re-enter the building.
- Familiar with the location of emergency equipment such as first aid kits, fire extinguishers and other equipment.

Security and Guard Officer:

- Have a list of police telephone numbers and emergency number of the concerned authorities, which must be posted/ displayed in the control room.
- Ensure that floor plans are posted/ displayed on all floors, showing main and alternative exit routes and exits leading to areas designated for safe assembly after evacuation.
- Ensure that building plans are readily available so that firefighters can use them while onsite.
- Ensure that the elevator switch key is available for delivery to the responsible civil defense officer.
- When receiving an alarm from a smoke detector, sprinkler system, heat detector alarm or phone call from those present to inform the security official of fire or smoke, **he / she must:**
  - Go immediately to the site to check for fire.
  - Consider the possibility of controlling the fire and taking the necessary measures without being exposed to risk.

- **If the fire is not controlled, he / she must:**

    1. Turn on the fire alarm point (break the glass of the operating unit) to inform all those present of fire.
    2. Call (999) to confirm the presence of fire and provide updated information to the recipient and contact the emergency number of the concerned authority.
    3. Ensure that all members of the emergency response and evacuation team have been informed of the fire alarm.
    4. Record access times for emergency units.
    5. Submit the incident report to the director of the institution at the end of the state of emergency.
    6. Route traffic as required.
    7. Provide as much assistance as required without being exposed to risk.

Institution Occupants:

- Know the probability of fire or other emergencies and inform the EHS Officer immediately to take the corrective action.
- Be calm and avoid panic and confusion.
- Knowledge of fire extinguishers and how to extinguish small-scale fires only if they are trained to do so.
- Do not enter any room filled with smoke or if the door can not be touched due to high temperature.
- Guide visitors by providing them with relevant information about emergency evacuation procedures.
- Choose the nearest route to exit the site or building and move in an orderly manner to the area designated for safe assembly.
- Know the locations of the main and alternative exits and are familiar with the various evacuation routes available and areas for safe assembly.
- Do not return to the building unless allowed to do so.

Assistants for people of determination, the elders and the pregnants:

- Assistance to persons with permanent or temporary disabilities or critical and special situations (elders and pregnant women).
- Know the place of people of determination within the institution / institution to provide assistance to them and know the nature of dealing with them and transfer them from their location to secure sites.
- Know required equipments (evacuation chair in case of emergency) and locations.
- Make sure that wheelchairs are not allowed on stairs cases.

3.0. Stages of Emergency, Crisis & Disaster Management Operations

The stages of emergency, crisis and disaster management aim to identify the procedures and measures to be followed and implemented to prevent, reduce and minimize incidents whenever possible, and to prepare and respond to it in case of its occurrence in timely manner and control it to prevent and minimize human and material losses.

Institutions shall implement the requirements mentioned in each of the following stages:

1. **Prevention and Mitigation**
    - Conduct, review and update threats register according to expected emergencies, crises and disasters.
    - Effective application of all policies and procedures for the EHSMS including emergency, crisis and disaster response plans.
    - Communicate and make employees, students and other persons (visitors, contractors and service providers) aware of its procedures periodically and continuously.

2. **Preparedness**
    - Forming a team to manage emergencies, crises and disasters in proportion to the size and nature of its work and the numbers of staff and students in it and the allocation of teams of volunteers trained and qualified for the rescue, first aid, evacuation, firefighting and to define their roles.
    - Maintain a continuous and effective relationship with the concerned authorities (lead and support) and related private companies, and define roles, tasks, responsibilities, coordination and cooperation in accordance with expected emergencies, crises and disasters.
    - Identification of points of contact by the concerned authorities (lead and support) and private companies and their contact information in the event of any kind of backup or support needed, including transportation and medical services, for example, and ensure those concerned are aware of.
    - The existence of a communication plan with the identification of standard and prior mechanisms for determining the spokesman of the event responsible for issuing unified media statements about the management of the event and mechanisms of response to it and developments in the course of operations and the size of the resulting losses.
    - Ensure the availability of evacuation plans approved by the relevant Department of Defense, identify evacuation routes, fire points, safe assembly point locations, and locations and contact details of the main external parties in emergencies (police stations, civil defense, hospitals) and ensure employees, students and other persons (visitors, contractors and service providers) are aware of it and its periodical and continuous update.
    - Provide all necessary equipment and requirements for dealing with emergencies (first-aid kits, cardiac recovery devices (AED-Defibrillator), spill containment bags or chemical leakage, fire detection and fighting systems).
    - Prepare and implement exercises to educate and train employees, students and other persons (visitors, contractors and service providers) on rescue, first aid, evacuation, firefighting and dealing with emergency, crisis and disaster situations.

3. **Response**

- Immediate notification to concerned external authorities (Ex. Central Operations 999 or Civil Defense Department 997 or rescue and ambulance) and other concerned departments (Ex. the relevant team in the Ministry of Education, the EHS Officer in the relevant institutions / director of the concerned sector / sector manager) as per approved reporting mechanisms depending on the nature of each event.

- Activate the emergency plan of the institution according to the type of emergency and its approved procedures.

- The quick evacuation of institutions through the approved evacuation routes to points and places of safe assembly through the trained and qualified evacuation and rescue teams.

- Providing information to the main operations center for emergency, crisis and disaster management in the Ministry and the progress of work processes until the termination of operations.

- Activating the media plan according to the nature of the event.

- All concerned authorities (lead and support) and related private companies shall implement all roles, tasks, responsibilities and duties according to the nature of each case.

- Coordination and cooperation between all parties involved in the operations until its termination.

4. **Recovery (Rehabilitation)**

- Prepare inventory of loss of life and property.

- Reporting incidents through the Incident Reporting and Investigation Form (Part A) to the EHS Directorate of the Ministry of Education, including all immediate actions taken.

- Recommending the resumption of work or study in institutions or not, and develop proposals and alternative solutions if this is not possible to ensure continuity of business as much as possible.

- Conduct investigation of incidents and submit reports through the Incident Reporting and Investigation Form (Part B) to the EHS Directorate at the Ministry including all corrective and preventive measures proposed with a view to avoiding and preventing its recurrence in the future.

5. **Awareness and Training**

- Preparation and implementation of annual awareness and training programs, which include training courses on the latest methods used to identify and assess risks and manage emergencies, crises and disasters, as well as practical training on rescue, first aid, evacuation, firefighting and safe use of all equipment, tools and means for dealing with emergencies (first aid kits, Cardiac (Defibrillator-AED), Spill Containment or Chemical Leakage Bags, Fire Detection and Protection Systems).

- Executing evacuation exercises and drills (minimum of once in the third week at the beginning of each semester) to ensure full readiness and preparedness to handle any incident efficiently and effectively as soon as it occurs.

- Review the efficiency and effectiveness of awareness and training programs periodically through the evaluation of seminars and awareness and training sessions, and also by measuring the levels of performance during the implementation of evacuation exercises and drills and to submit full evaluation reports after implementation to include proposals and recommendations for its development with the aim of its continual improvement.

6.   **Periodic Evaluation and Update**

- Institutions assess, review and develop their emergency, disaster, crisis and emergency management program **at least annually or immediately based on:**

- Results of periodical threats assessment (emergency) and the emergency, crisis and disaster management procedures of the institution.

- Results of the evaluation of evacuation exercises and drills and its effectiveness or real emergency situations after its termination.

- Any changes or modifications to the organization that require reassessment of its expected threats (emergencies).

- Ensure that those involved are aware of any changes to the emergency, crisis and disaster management program and plans and to train them on it.

4.0. Emergency Response Procedures

Deaths, severe injuries, critical and life-threatening health and medical conditions

- Summon institution's emergency officer / nurse and contact emergency services (999) immediately, the injured person's family and MOE concerned team according to the approved contact and communication procedures.
- Ensure personal safety first and carry out risk assessment of the incident area (ex. electricity wires and hazardous toxic chemicals).
- Secure and isolate the area, prevent crowd and initiate first aid according to conditions only by trained and qualified personnel.
- Make sure that the injured person is in a convenient position and not being moved to maintain his safety.
- Avoid giving any fluids to unconscious person.
- Avoid removing any objects that can be stuck in the patient's body or skin.
- Register the incident in institution's incident register including all relevant details, data and information; and any external reports (police and medical reports).

Fires and Explosions

Response:

- In the event of detection or outbreak of fire or explosion or the emergence of smoke in the institution without the activation of the alarm system automatically, the alarm system shall be manually operated from the nearest point.
- Communicate with the emergency official who immediately contacts emergency services (999/997) and report on the state of emergency, nature and access details of the site, and then inform the relevant team in the Ministry of Education and other concerned authorities in accordance with the approved contact and communication procedures for these cases.
- Attempt to extinguish the fire in the event that the fire was simple by security officer only, taking into account that they do not endanger their lives.
- In the event of a fire in a part of the building, the evacuation team in the institution shall conduct a partial evacuation to a safe assembly area within the institution until the arrival of emergency services teams and to make the appropriate decision depending on the nature of the situation.
- If the fire is not contained and spread in the entire building, the evacuation team in the institution must carry out the full evacuation to the external safe assembly points according to approved procedures in emergency and evacuation plan of the institution until the arrival of emergency services teams.
- The emergency officer of the institution provides the emergency services teams with the necessary information as soon as they arrive at the site.
- Coordinate with the concerned parties and teams aiming to transfer students to their homes if necessary.

Evacuation when hearing the alarm sound:

- The institution evacuation team counts all persons in the institution, including people of determination in their working areas and carries out the evacuation process quietly and quickly without panic through the nearest emergency exit into safe assembly areas.
- Close all doors after departure and ensure that the place is empty.
- Switch off all main power sources manually if this is not automatically done at the time of the alarm.
- Elevators, if any shall not be used in case of fire.
- Nobody shall enter the institution unless permitted to do so by the emergency services officials.
- Await and strictly follow for emergency services officials' instructions on whether to wait or to leave.
- Provide all necessary aids for people of determination and provide escorts to help them during evacuations.
- Count all those present at assembly areas and search for missing ones.
- Communicate with parents for students who uses private transportation to pick their kids from safe designated areas.
- **Special for Nursery:** provide evacuation trolleys for babies in case of emergencies. Provide sufficient evacuation cribs (1) for each (5) infants.

Safe Use of Fire Extinguishers:

- All types of fire extinguishers shall be available in the institution facilities, mounted on walls or kept inside the fire cabinets.
- Emergency team shall be aware of fire extinguishers places, types , purpose and safe way of use.
- Report the loss or damage of any fire extinguisher.
- Fire extinguishers if used once shall not be used again unless it is maintained.
- Fire extinguishers shall be used by trained and qualified persons.

In Case of Clothes' Burning:

- Shout loudly and call for help.
- Apply repeated rolling to try to extinguish fire and covering face with hands to protect it from fire. Seek medical help as required.
- Stand under a water source or shower, if any till fire is suppressed and seek medical help as required.
- Register the incident in institution's incident register including all relevant details, data and information; and any external reports (police, civil defence and medical reports).

Leakage/spill/emission of toxic chemicals/hazardous gases

- If any spill/leakage/emission of any chemicals/ hazardous gases occurs, work shall stop immediately and the institution emergency officer shall be informed to call (997/999) and the gas company emergencies services to report the emergency, its nature and the details of how to access the incident location. Then, the MOE concerned team shall be notified according to the approved communication procedures for these cases.
- Isolate the danger zone and do what is needed to stop, control and handle the spill/leakage/emission and safe disposal of its waste.

- In case of suspecting gas leak, the main gas valve shall be closed immediately and all windows shall be opened to ventilate the place and reduce the concentration of air saturated with gas. Electrical sockets, switches or mobile phones shall never be used.
- Move all persons from the danger zone to a safer place or evacuate the institution if it's too serious and may endanger people's lives.
- Abide by the procedures and instructions of evacuation to safe assembly areas according to the evacuation plan and wait for the emergency services teams.
- The emergency officer in the institution shall provide the emergency services teams with the required information once they reach the site.
- Nobody shall enter the institution unless permitted to do so by the emergency services officials.
- Await and strictly follow for emergency services officials' instructions on whether to wait or to leave.
- Provide all necessary aids for people of determination and providing escorts to help them during evacuations.
- Register the incident in institution's incident register including all relevant details, data and information; and any external reports (police, civil defense and medical reports).

Earthquakes

When inside the institution buildings:

- Hide under desks or tables and holding their legs until the shaking stops.
- Stay away from shelves and cabinets that contain heavy or large-sized materials and away from furniture to avoid injury.
- Stay away from windows.
- Stay inside till it is confirmed that the earthquake has stopped.

When outside the institution buildings:

- Stay in a safe and open place until a decision is made in accordance with the approved procedures.
- Stay away from buildings and electricity sources.
- Stay away from bridges or undergrounds.
- Stay away from trees.

When the earthquake stops:

- Ensure that everyone is safe and provide the necessary help.
- If medical care is needed, it shall be provided by the institution emergency officer/nurse who shall call (999), the injured person's family and MOE concerned team according to the approved contact and communication procedures.
- In case the institution is located near the coast or any moving water area, the occurrence of floods or storms shall be taken into account.
- Listen and follow the local radio and abide by the instructions of emergency services and local response teams.
- Close all doors after departure and after ensuring that the place is empty.

- Close gas valves to avoid leakage.
- Switch off all main power sources.
- Elevators, if any, shall not be used in case of fire.
- Nobody shall enter the institution unless permitted to do so by the emergency services officials.
- Await and strictly follow for emergency services officials' instructions on whether to wait or to leave.
- Provide all necessary aids for people of determination and providing escorts to help them during evacuations.
- Register the incident in institution's incident register including all relevant details, data and information; and any external reports (police, civil defense and medical reports).

In all cases:

- Keep calm and provide assistance for others.
- Listen to radio and follow up television for latest information and updates.

Landslide

During the slide, the following should be:

- Evacuation must be made immediately.
- Keep calm and listen to the radio to follow up on the emergency.
- Close sources of gas, electricity and water that may cause additional damage.
- For help call (999) and wait for the rescue.

After ground slide occurs:

- Stay away from the area, buildings and damaged electrical lines.
- Inform the concerned authority of structural defects in private or public buildings.
- Direct rescuers to the locations of injured and trapped persons near the affected areas.

Lightning, Floods, Storms, Hurricanes and Fog

- Keep calm and listen to the radio to follow up on the emergency and abide by the instructions of the emergency services and local response teams.
- Check the source of the emergency condition (lightning, floods, storms, hurricanes and fog) and ensure that everyone in the institution is away from the danger areas and sources.
- Conduct precautionary evacuation of all people in the institution to their homes if possible.
- In case of lighting try to reach and stay in a building or a vehicle and in case of presence in open area stay safe on lower grounds.

During lightning avoid the following:

  - Use of phone, electrical equipments and tools
  - Staying under high trees
  - Staying outside or in high grounds
  - Touching metal structures
  - Approaching metal fences, pipes and railways

- In case of floods and impossibility to get out from the institution, everyone shall head to safe rooms in higher floors till situation is stable again.
- Move registers and important equipment to high places if possible without being exposed to any danger.
- Close water supply sources in case of floods.
- Register the incident in institution's incident register including all relevant details, data and information; and any external reports (police, civil defense and medical reports).

Elevators Malfunction

- If an elevator breaks down with someone inside, he/she must remain calm and contact the security officer through the emergency call button who will, in collaboration with the maintenance officer, work on getting them out as soon as possible and take actions followed in such cases as set forth in the elevator operation manual.
- In case of noticing any malfunction in the elevator, the security and maintenance officers shall be informed to put that elevator out of service until it is examined and repaired.
- Register the incident in institution's incident register including all relevant details, data and information; and any external reports (police, civil defense, elevators maintenance and medical reports).

Spread of infections and epidemics along with triggering state of emergency on the national and global levels

- If any symptoms of the existence or the spread of any contagious diseases, epidemics or emergency cases declared by the UAE Ministry of Health or by any other local health authorities was discovered or suspected, approved procedures for solitary, partial or total quarantine shall be undertaken as well as informing the concerned health authorities to take their necessary actions.
- Follow the regulations set by UAE Ministry of Health and Local health authorities related to dealing and controlling the emergency case until its termination.

Building Collapse

Pre-evacuation and communication procedures:

- Communicate with the emergency officer who immediately contacts the emergency services (999/997) and reports on the state of emergency, nature and access details of the site, and then inform the relevant team in the Ministry of Education and the concerned parties according to the communication procedures approved in these cases.
- Coordinate with the concerned parties regarding the transfer of those in the building in case the building collapses completely.
- Confirm with civil defense on the building readiness for operation for the next day.

Evacuation procedures:

- In the event of a complete collapse of the building, the evacuation must be carried out in cooperation with the civil defense and the evacuation team at the institution to the safe assembly area approved outside the building.
- In the case of a partial collapse of the building, the partial evacuation must be carried out in cooperation with the lower case and the evacuation team at the institution to the safe assembly area approved inside the building.
- Evacuation team in the institution shall count all those present, including people of determination in their areas of responsibilities and carry out the evacuation process quietly and quickly and without panic through the nearest emergency exit to the safe assembly areas.
- Count all those present at assembly areas and search for missing ones.
- Communicate with parents for students who uses private transportation to pick their kids from safe designated   areas.
- Register the incident in institution's incident register including all relevant details, data and information; and any external reports (police, civil defense, concerned competent authority and medical reports).

Verbal and Written Threats

- In case of receiving any verbal or written threat, it must be taken seriously and then informed to the head of the institution and the emergency officer who will report such threat to the Police (999).
- Police and other competent and concerned authorities shall then take the necessary procedures to deal with such cases.
- In case of phone threats, people shall remain calm, record the time of the call, write down the threat and try to get as much information as possible by asking about the nature of the threat (e.g. Bomb, Kidnapping, etc.) where it is? How it looks? Why? The objective or purpose of the threat?
- Provide police or any other competent or concerned authorities with all information recorded as soon they arrive to the institution and take instructions to evacuate the building or stay.
- Notify the concerned team in MOE in accordance with the procedures approved for such cases.

Environment, Health & Safety Requirements for

Contractors & Services Providers

Version 2.0 / January 2020

Environment, Health & Safety Directorate

Inspection Sector

Environment, Health & Safety Requirements for Contractors & Services Providers

Clause 1

Contractors and Services Providers wishing to provide services classified of high risk as per the Education Sector Environment, Occupational Health & Safety Management System General Framework Requirements to provide and ensure the following Mandatory Pre-Requisite Requirements (at a minimum):

1. Comply with all Federal and Local Environment, Health & Safety Laws, Regulations, Standards and any other Legal Requirements relevant and applicable to their scope of work, activities and operations and to attain and maintain valid licenses, permits and records for any relevant inspections and notices within their registration, technical bids and contracts agreements documents.

2. Endorse, Develop, and Implement a valid Environment, Health & Safety Management System (EHSMS) and any other specific Systems relevant to their scope of work, activities and operations (ex. **Environmental Management Systems (ISO 14001), Occupational Health & Safety Management Systems (ISO 45001), Food Safety Management System (HACCP)**). These systems shall be approved and certified by a Certification Body and provide copies of their certificates of compliance with current validity. Systems shall be maintained through internal and external auditing programs from External Auditing parties.

3. Comply with any other policies, procedures, programs and instructions relevant Environment, Health & Safety requirements in United Arab Emirates.

Clause 2

Contractors and Services Providers to provide the following documentation:

1. Valid Licenses from ALL relevant Authorities (Federal and Local Governments).

2. Copy of approved Environment, Health & Safety Management Systems (Soft and Hard Copies) & any other International Management Systems Certifications with current validity from International Certification Bodies (ex. **Environmental Management Systems (ISO 14001), Occupational Health & Safety Management Systems (ISO 45001), Food Safety Management System (HACCP)**).