



EMERGENCY RESPONSE PLAN



Project:

Location:

Date Prepared:

Last Reviewed:

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Premises Essential Information

Management

Itihad Community Management

Toll Free 800-(ITIHAD) 484423 9am to 5pm Sunday to Thursday

Community Coordinator:

Fire Alarm and Fire Fighting System

Security

Elevator Maintenance

Other Relevant Contacts

Concordia JLT Command and Control Center

Dubai Police

Ambulance

DEWA

Definitions & Acronyms

Occupan	Employees, Contractors, Directors, Owners, working in Commercial Unit or Residents (Owner or tenants) of residential unit
Staff	All persons working in Maintenance, Operation, Cleaning, Security, Management and other teams of the Project
EAP	Emergency Action Plan
ERT	Emergency Response Team
Project	The premises, facility, or building to which this EAP relates.
DCD	Dubai Civil Defence

Introduction

This document is intended primarily to assist the building management team to ensure safe evacuation of Occupants, Staff and minimize damage to the project. Each commercial Unit may be required to develop their own EAP depending on the number of people working in the unit and the nature of business. The principal risks addressed in this EAP are fire and water however it can be extended to natural disasters, medical emergencies, bomb threats and so on.

This document aims at optimising the design features and fixed firefighting measures incorporated into the building to ensure the highest level of fire safety for the occupants. Management has an essential role to ensure that as far as is reasonably practicable they have taken all relevant steps to protect the occupiers, contractors, staff and visitors.

Preparation is the key to an effective response to emergency. Therefore emergency planning, awareness training, and periodic exercises, introduce prior to an emergency are essential to improving emergency response team (ERT) and occupants' responses.

Communication between ERT and emergency responders is essential to ensure that their respective roles are clearly understood.

Modern UAE buildings are designed and constructed to meet statutory fire safety requirements. Many fire safety features incorporated into the building systems are automatic and designed to raise the alarm quickly whilst others are passive to enable safe evacuation or to enable trained staff to tackle the fire.

Even though these facilities are provided, Occupants and staff have a responsibility to safeguard against fire and to be aware of the dangers posed by fire, the need for fire safety and the need to act responsibly and quickly in the event of an emergency.

All occupants of the building are required to receive appropriate training and instruction on the line of action in the event of fire. Records must be kept with a copy of premises Fire Risk Assessment.

It is essential to realise when preparing and reviewing the EAP that occupants of offices come from different ethnic and cultural backgrounds and they also do not have the same level of familiarity with building layout. Some will respond to an emergency signal and others will not and this factor will be a part of EAP.

EAP's purpose is to facilitate and Occupants and Staff actions during workplace emergencies. Well developed emergency plans and proper employee training (such that Occupants understand their role and responsibilities within the plan) will result in fewer and less severe injuries and less structural damage to the Project during emergencies. A poorly prepared plan, likely will lead to a disorganized evacuation or emergency response, resulting in confusion, injury, and property damage.

The EAP is a fluid document and must be reviewed:

- Annually;
- When changes to layout or any other significant changes are planned;
- After an emergency evacuation to ensure that the plan operated effectively;
- When a change of management team has occurred;
- When a Change of personnel responsible for implementing the plan i.e. Security contract has occurred and;
- Any other time when a change to personnel or premises may interfere with the operation of the EAP.

Along with the EAP, it is highly recommended to make provisions for disaster management procedures so that in the event of fire or other emergency the premises are able to restore full functionality in the minimal amount of time. A **disaster recovery plan (DRP)** should include:

- Copies of all contacts and records
- Back up files
- List of priority salvageable stock
- Contact phone numbers and;
- Contact numbers for building companies who are responsible for repairs.

Building Description and Safety Systems

The building (B+G+**) located in ** Dubai was completed in ****. There are two staircases to serve the building in case of emergency.

Emergency Action Plan and Emergency Responders' Information Packs.

In an effort to raise the fire safety awareness of premises EAP should be available at the reception at all times for inspection and action in case of emergency.

An Emergency Responders' Information Pack (ERIP) should be prepared that will aid in the effective evacuation of the premises.

This guide is in no way all-inclusive nor could any manual be all inclusive to cover the many types of situations that may occur, however this guide offers the occupants a chance to respond in an effective manner. A complete understanding of procedures is essential for any emergency plans success.

Fire Fighting and Life Safety Systems Description.

The building is protected by a hose reel system that is fed by dedicated fire pumps located in the basement area of the building. The building is also sprinklered. The pump sets are well maintained and subject to regular testing. The building also has 65mm hose and branches on each landing floor.

The Hose reel cabinets also contain the first aid fire fighting extinguishers. A number of further fire extinguishers are located throughout the building depending on perceived risk. All first aid fire extinguishers and hose reels are properly maintained and within test date and are serviced by appointed contractor.

Fire Alarm and Fire Detection Systems.

The premises have a fully addressable fire alarm system incorporating smoke and heat detectors together with manual call points. The fire alarm panel is located on the ground floor near the main entrance and this is directly linked to Civil Defence using the RMS 24/7. Smoke detectors are generally provided throughout the buildings with heat detectors generally in service rooms and kitchen areas.

Emergency Lighting Provision.

The building is fitted with a central battery emergency lighting system. The emergency lights will operate for a minimum period of three hours in the event of a lighting sub circuit failure. The emergency lighting system is subject to regular testing and maintenance checks.

Fire Service Access.

Fire Service access is adequate. Civil Defence vehicles are able to approach and park to within an acceptable distance and within sight of a suitable entrance which gives access to the interior of the building and facilities

Fire Safety Management and Staff training.

The Building should maintain a good standard of fire safety awareness and keep records of staff training. Staff training should be carried out at regular intervals and an assembly point should be clearly identified and correctly signed outside of the main building.

Appendix - Applicable guidance standards.

- NFPA 10: Standard for Portable Fire Extinguishers;
- NFPA 14: Standard for the Installation of Standpipe, Private Hydrants and Hose Systems;
- NFPA 20: Standard for the Installation of Stationary Pumps for Fire Protection;

- NFPA 25: Standard for the Inspection, Testing and Maintenance of Water Based Fire Protection Systems;
- NFPA 72: National Fire Alarm Code;
- NFPA 5000: Building Construction and Safety Code
- NFPA 101: Life Safety Code and;
- The UAE Fire and Life Safety Code of Practice 2011.

General Strategy, Responsibilities and Duties

Emergency Response Team

Form an Emergency Response Team and train them to understand their roles thoroughly.

Fire Safety Awareness Training

Develop training schedule to ensure all Fire Wardens receive adequate training to enable them to carry out their duties safely and effectively. The policy should also cover basic fire safety awareness training for all staff in the building. Managers should be able to confirm that this has been done.

Fire Drills

Implement a procedure and schedule for 6 monthly Fire Evacuation Drills. Dubai Civil defence should be invited to attend the drills if possible.

Liaison with Dubai Civil Defence

Develop and maintain an ongoing relationship with the local Civil Defence station to ensure they are aware of the fire safety procedures and facilities within the complex and location of critical elements eg. Control and Security Rooms, fire pump room and hazardous areas etc.

Good housekeeping

Develop procedures and schedules for regular collection and disposal of waste, especially flammable waste. Procedures should ensure waste does not accumulate or is left in unguarded area.. Encourage occupants and staff to adopt good housekeeping practices.

Evacuation Strategy

The way in which the building has been designed and constructed, coupled with the fire safety systems incorporated into the building means that it is not always necessary to totally evacuate the whole of the building in the event of a fire or a fire alarm activation. The fire alarm system is provided with automatic smoke and heat detection and manual call points. The alarm is sounded by strategically placed bells provided throughout the building. There is also a 'delay' facility built into the fire alarm system to enable the alarm to be investigated if from a smoke or heat detector and then a decision can be made as to any further action to be taken. But any fire indication from manual call points will trigger an alarm at the fire panel immediately and send a signal to civil defence via the 24/7 remote monitoring system (RMS) All staff upon hearing the main alarm should evacuate to outside the building and proceed to the nominated Assembly Point where a **Roll Call for each company operating in the Tower (Occupant) will be carried out by the Assembly Point Coordinator. Each Occupant should make its own internal roll call for staff and visitors.**

The Evacuation Plan

The evacuation plan relies on the Emergency Response Team (ERT). ERT comprises the security staff primarily who take on the roles of Fire Wardens and one as an Assembly Point Coordinator. ERT will be responsible for ensuring a systematic, safe and orderly evacuation of the building in the event of an emergency. Once established, these people must receive initial and continuation training in their respective responsibilities. The following details the role and responsibilities of the Fire Evacuation Teams during a fire emergency, together with instructions on what to do in the event of a fire for members of staff.

Emergency Response Team

A chart should be maintained on site with Names and Contact Details of Each member of the Response Team.

Floor Wardens

Given the size and design of the building Floor Wardens from tenants occupying 5000+ Sqft or employing more than 5 persons should be encouraged to appoint floor wardens to clear their floor or office, Floor wardens can be nominated by Occupants occupying that floor. Deputies should also be nominated to cover for leave or sickness.

Fire Wardens

One Senior Fire Warden, one Fire Warden and a Deputy Fire Warden must be nominated from the Security Team.

Duties of floor fire wardens:

- Ensure daily that escape routes are available for use;
- Identify potential hazards in the workplace;
- Record and report your observations;
- Take appropriate and effective action if a fire occurs.

Action to be taken by Fire Wardens

During an emergency the Fire wardens will carry out instructions given by the Senior Fire Warden and assist in achieving a controlled and orderly evacuation from the floor areas. During an emergency Fire Wardens will be identified by a yellow/green coloured identification tabard.

If the **FIRE ALARM** sounds:

- Put on Yellow/green identification tabard;
- Encourage all staff to leave as quickly as possible;
- Carry out a methodical, but rapid search/sweep of your area including toilets and storerooms to ensure staff have left (start from the furthest areas moving quickly towards the final exit)
- If the fire is located on your floor, is sufficiently small, and you feel you are able to tackle it, do so with the equipment provided. **Do not take personal risks and cease Firefighting if the fire cannot be quickly brought under control;**
- Switch off electrical equipment and close doors only if it is safe to do so;

- In Case of Water Leakage All Elevators should be sent to the highest floor and parked there.
- Proceed to the Assembly Point

NOTE: Senior Fire wardens should ensure that the Assembly Point Coordinator has sufficient information to establish the whereabouts of all staff and duties of the Incident Controller will be in overall control of any evacuation during an emergency until the arrival of the Fire Service. He/she will be responsible for deciding the extent of evacuation.

Fire Wardens General Responsibilities

Checking escape routes

Well maintained escape routes are vital. Fire wardens should ensure that:

- Escape routes are kept clear,-
- Self-closers on doors on the route are functional,-
- Doors dividing the route close properly,-
- There is an adequate number of clearly visible exit signs.

Checking Fire Extinguishers

Every month fire wardens should check that:

- All extinguishers are present in their correct locations,-
- Extinguishers are not damaged;
- The pins are in position and the gauges show the extinguishers do not need to be recharged.

Good housekeeping

Many large fires result from people disregarding or forgetting very basic fire precautions. Fire wardens should be familiar with good practice and do their best to ensure that it is observed.

- Fire wardens should ensure that combustible rubbish is disposed of safely and at regular intervals so it will not be allowed to accumulate and add to the fuel loading.

Contractors on site

The likelihood of a fire occurring is increased when contractors are working in the premises. When they are undertaking hot work (cutting, welding or using blowlamps) a hot work permit should be issued by the Fire Safety Manager.

- The Fire Wardens should be informed that contractors are working in their area and to be aware of the increased fire risk.
- Security Officers should show the contractors the fire escape routes and fire alarm call-points.
- The contractors should ensure that a fire watch of the site is maintained for at least an hour after work is complete.

Recording and Reporting

Written records relating to fire safety equipment and staff training should be kept centrally in a logbook by the Fire Safety Manager. Comments and suggestions on procedures and fire prevention matters can be similarly recorded.

Fire Wardens should be able to report any fire safety issues via their line managers and these matters should be passed to the Fire Safety Manager.

Training of Fire Wardens

All Fire Wardens should have sufficient training to enable them to carry out their duties effectively and safely. They should be given training on the following subjects:

- The main causes of fire and how fire and smoke could spread within the building;
- Recognition of the correct fire extinguisher to use on a particular type of fire;
- How to operate the extinguisher correctly and safely;
- How to raise an alarm of fire;
- How to evacuate people effectively;
- Have a basic knowledge of the Fire & Life Safety provisions for the premises and how they operate;
- Be familiar with all the means of escape;
- Know how to operate the emergency exit devices on fire escape doors;

Training should be given on a regular basis, at least once each year and new Fire Wardens should be given training on appointment.

Evacuation of Persons with Disability, Pregnant & the Elderly (Disabled)

The term 'disability' covers a variety of conditions which, to a lesser or greater degree, may affect a person's ability to see, hear, or move, without some form of assistance. In addition these conditions may be of a temporary or permanent nature. Therefore basic procedures need to be adopted to ensure disabled persons can be safely evacuated in the event of a fire.

Any member of staff within the building who considers himself or herself to be either temporarily or permanently disabled should inform their manager. The manager should then speak with the Fire Safety Manager so that specific plans can be made for their safe evacuation in an emergency. This information should be passed onto the Floor Fire Wardens so that they are able to offer immediate assistance if required. Whilst special arrangements need to be made for those disabled who are unable to walk down the stairs, other disabled may need no more than a nominated 'companion' to assist them from the building to the Assembly Point.

The following actions therefore, are intended to apply to those disabled persons who are unable to negotiate the stairs.

Actions to be taken by Persons with Disability

On hearing the FIRE ALARM.

Ground floor occupants

- Make your own way to the nearest ground floor exit if able to do so, or,-
- Wait for a Floor Fire Warden or nominated 'companion' to assist you to the nearest exit.

Occupants other than on Ground Floor

- Make your own way to the Stairs area and await the assistance of a Fire Warden; or
- Wait for a Floor Fire Warden or nominated 'companion' to assist you.

Evacuation of Visitors

All official visitors to the building should be booked in by Security Personnel who in the event of a fire will hand the Visitor's Book to the Assembly Point Controller. In the event of a fire, the evacuation of official visitors will generally be the responsibility of the person hosting the visitor. Visitors should be escorted to the Assembly Point by the person they were visiting, or by the Senior Floor Fire Warden, and their names recorded with the Assembly Point Controller.

The Assembly Point

The area chosen for the staff to assemble in case of fire has been established at a safe distance from the building. The Assembly Point Controller should check weekly that the area is still usable and access is available.

Liaison with the Fire Service

When the first attending Fire Officer arrives at the building the Incident Controller should give him the following information:

- If anyone has not been accounted for, and where they might be,-
- The fire information pack (FIP) containing floor plans of the premises together with details of any hazards;
- The location of the fire alarm control and indicating panel.

Evacuation Drills

Twice a year Occupants will be required to participate in evacuation drills organised by the Owners Association.

There are three reasons for these drills:

1. It is only through regular practices that procedures will become familiar.
2. Procedures can be assessed and changed if necessary.
3. It is a requirement by the prevalent code and local authorities.

Procedure:

Staff will be informed by the Community Coordinator in advance. The drills will be witnessed and assessed by the Community Coordinator and other interested parties such as the Dubai Civil Defence Fire Service. Following a drill, a verbal debrief or written document will be completed to discuss any issues arising from the drill.

Fire Action Information for Occupants

Upon Discovering a Fire

- Leave the area, closing any doors behind you
- Operate the nearest fire alarm call point to raise the alarm
- If possible, attempt to extinguish the fire with the nearest correct type of extinguisher only if you have been trained to use it, **BUT DO NOT TAKE PERSONAL RISKS**
- If the fire cannot be extinguished immediately, leave the building quickly and calmly by the nearest available escape route
- Go to the nearest Assembly Point as appropriate.

Record, Review, and Revise Fire Safety Plans

If you employ more than five people, you must keep a written record of the significant findings of your fire safety risk assessment. You should keep the following:

- a record of the hazards you have identified, the people at risk, and any action you have taken
- an emergency action plan designed for your premises, including the action you need to take if there is a fire on your premises or nearby
- records of fire-fighting arrangements in place to control the fire risk

Maintenance and Testing of Fire Equipment

All equipment, eg. fire doors or fire fighting equipment, must be regularly checked and maintained. This includes checking that;

- the control panel if inside the unit shows all electrical fire detection alarm systems are working - if not, then all faults are recorded and dealt with immediately

- all emergency lighting is working - if not, that all faults are recorded and dealt with immediately
- all escape routes and fire exits are clear of obstructions and the floor is in good repair
- all fire escapes can be opened without any delays
- all automatic fire doors close correctly when activated
- all fire exit signs are in the correct position

Review Risk Assessment

It must be ensured that fire risk assessment is reviewed regularly, that it is up to date and takes into account any changes to the premises or business that may affect fire safety. For example, look again at the risk assessment if:

- there was a fire that was detected in time
- you are storing any flammable materials
- there are more people using your premises
- you have made any significant changes to the building, e.g. adding any new floor layouts or extensions

Revise Risk Assessment

If your review shows that there have been significant changes that may affect the fire risk in your building, you may need to do another risk assessment, if in any doubt at all, it is best to conduct another assessment, even if it turns out your previous measures are adequate then there is no need for any further action.

Emergency Response Team

Schedule

A

Role	Name	Number	Day off
Senior Fire Warden			
Fire Warden			
Deputy Fire Warden			
Assembly Point Controller			

Assembly Point

Schedule B