



# Estates & Facilities Management DMU Dubai

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## **Estates & Facilities Management**

### **Overview**

The Estates & Facilities Management Department ensures the comprehensive maintenance of all campus facilities, creating a safe, secure, and supportive environment for students, staff, and visitors. This department is also responsible for health and safety compliance, fostering an atmosphere conducive to academic and operational excellence.

The Estates & Facilities Management Department's primary goal is to provide a safe, functional, and welcoming environment that supports the academic and professional needs of students and staff. The department ensures compliance with local regulations, including those of DEWA, Dubai Municipality, Dubai Civil Defence, and DDA (Tecom).

This document serves as a comprehensive guide outlining the Estates & Facilities Management Department's standards for maintenance, safety, and regulatory compliance

### **Main Objective**

The department emphasizes:

- Promoting collaboration for continuous improvement in health and safety.
- Adapting to legislative changes and best practices.
- Monitoring incidents and mitigating risks.
- Strengthening communication and training on health and safety practices.
- Management during an emergency situation.
- Managing first aid and medical emergencies,

### **Scope**

The Estates & Facilities Management Department is tasked with the following key responsibilities:

### **Health and Safety**

Health and safety are integral to the department's operations, with a strong focus on staff and student well-being through:

- Collaboration to enhance health and safety systems.
- Regular reviews and updates of health and safety policies.

- Conducting risk assessments and implementing corrective measures.
- Establishing and maintaining health and safety committees.

Key health and safety measures include:

- First Aid Facilities: Certified first aiders, trained in CPR and AED, are available on campus. Contact details are displayed on notice boards or accessible through reception.
- Emergency Response: The Security and Administration team is prepared to coordinate with local emergency services and provide immediate assistance.
- Security and Surveillance: The campus is monitored 24/7 with security personnel and CCTV to ensure safety.
- Accessibility: Disability-friendly restrooms are available to accommodate individuals with special needs.
- First Aid Kits: First aid boxes are strategically located on all floors, accessible through security, administration staff, and approved first aiders.

## **Your Responsibilities**

As a member of the campus community, you are responsible for:

- Familiarizing yourself with fire and evacuation procedures.
- Using equipment only with proper authorization and instructions.
- Reporting defects, hazards, accidents, incidents, or near misses immediately to relevant authorities.
- Taking an active interest in health and safety practices.
- Avoiding misuse of health and safety equipment or acting in ways that endanger yourself or others.

## **Building Maintenance (MEP, Civil, etc.):**

The department also oversees the maintenance of all campus buildings, including Mechanical, Electrical, and Plumbing (MEP) systems, as well as civil works. This is achieved through a hybrid maintenance model utilizing both in-house teams and external service providers.

Key tasks include:

- Preventive Maintenance: The in-house team executes scheduled preventive maintenance plans developed with input from building consultants.
- Corrective Maintenance: Immediate action is taken to address maintenance issues, with specialized tasks managed by external contractors.
- Annual Maintenance Contracts (AMCs): External vendors are engaged under AMCs for specialized systems within the university's scope.

- Pest Control: Pest control services are carried out by companies approved by Dubai Municipality, ensuring compliance with local regulations.

### **Coordination with Other Departments**

- Collaboration with other departments ensures logistical and operational support for events and activities across campus.

### **Modifications and Structural Changes**

- The department manages requests for structural modifications, furniture procurement, and equipment placement in compliance with fire safety regulations and subject to relevant authority approvals

### **Health and Emergency Protocol for Staff and Students**

#### **Purpose**

The purpose of this policy is to ensure the health and safety of all staff, students, and visitors by outlining clear steps and responsibilities in situations where someone is unwell or during infrastructure-related emergencies. This policy applies to all university staff, students, and visitors on campus.

### **HEALTH AND SAFETY AT THE DUBAI CAMPUS**

Health and Safety at DMU Dubai is the responsibility of all staff and students. Day-to-day, it is overseen and managed by the Estates and Facilities Department.

DMU Dubai has a Health and Safety Policy which is designed to enable all members of the campus community to go about their everyday business with the knowledge that they can do so safely and without risks to their health.

Safety is achieved when all the risks we face during our everyday life are properly managed and assessed to an acceptable level. The Policy confirms a positive Health and Safety culture throughout all its activities, and it creates the framework on which the structures for Health and Safety across DMU Dubai can be established. It will be constantly reviewed and updated to ensure that it remains effective.

### **INVOLVEMENT OF INDIVIDUAL MEMBERS**

DMU Dubai expects all individuals in the campus community to take reasonable care for the health and safety of themselves and of others that may be affected by their acts or omissions and to co-operate in the achievement of the above objectives.

It is the Estates and Facilities Department's responsibility to administer and implement the campus Health and Safety Policy.

We recognize the importance of having well-informed, competent staff to achieve a safe working environment. The safety training needs of all staff will be regularly assessed by the Dubai Campus Estates and Facilities Team, and where appropriate, training and instruction provided. Ongoing consideration will be given to the requirements of new legislation and relevant local legislation in the UAE.

## **PROCEDURES FOR DEALING WITH HEALTH AND SAFETY PROBLEMS**

An employee or student with a complaint about health and safety should initially refer the matter to his or her immediate line manager, or program leader in the case of students. If satisfaction is not achieved at that level, it is up to him or her to raise it with the appropriate Safety Officer or the Head of Campus.

## **WORKPLACE HEALTH, SAFETY AND SECURITY**

DMU Dubai is committed to providing a safe and healthy workplace for all employees with the support of DDA and Local Authorities. DMU Dubai complies with all applicable requirements issued by the UAE and DDA and implements a site-specific safety and health programme for its entire campus with the help of DDA officials.

### **PURPOSE**

The objective of the safety and health program is to reduce or eliminate disabling injuries and illnesses. It is the policy of DMU Dubai to exercise all precautions reasonably necessary to protect employees, students, and visitors from all accidents.

### **SCOPE**

Applies to all employees working on campus or off campus or while traveling on campus business.

### **PROCEDURES**

DMU Dubai strives to provide employees with a safe and healthy workplace. It is the policy of this organization that employees report unsafe conditions and do not perform tasks if the work is considered unsafe. Employees must report all accidents, injuries, and unsafe conditions to their supervisors. Employees are expected to take an active role in promoting workplace safety. If you witness an accident or an unsafe working situation, you must report it promptly to a manager or to the reception. No employee making a report will face retaliation, penalties, or other disincentives.

## **Safety and Health Orientation**

Workplace safety and health orientation begins on the first day of initial employment. Supervisors ask questions of employees and answer employees' questions to ensure knowledge and understanding of safety and health rules, policies, and job-specific procedures described in our workplace safety program manual. Supervisors are also responsible for

- Educate our staff and others as applicable in Occupational Health & Safety issues through regular talks by line supervisors and in-depth training sessions conducted /organized by the Estates and Facilities Department in collaboration with the local authorities.
- Training employees initially on how to perform assigned job tasks safely.
- Reviewing carefully with each employee the specific safety and health rules, policies, and procedures that are applicable to their jobs.
- Giving employees verbal instructions and specific directions on how to do their work safely.
- Observing employees performing the work, and if necessary, providing a demonstration on using safe work practices or ensuring employees receive remedial instruction to correct training deficiencies before they are permitted to perform unsupervised work.
- Ensuring all employees receive safe operating instructions on seldom-used or new equipment before using the equipment.
- Reviewing safe work practices with employees before permitting the performance of new, non-routine or specialized procedures.

## **Emergency Response Protocol for Infrastructure Issues**

This section outlines procedures and responsibilities during infrastructure-related emergencies, such as floods, electricity shutdowns, HVAC malfunctions, and water supply interruptions. These measures aim to safeguard the well-being of all individuals on campus.

### **Weather Alerts:**

In the event of a weather alert issued by local authorities:

- The Emergency Response Team will take immediate action to ensure the safety of staff and students.
- If prior warning is received, the team will coordinate with university management to propose conducting classes online.
- The decision to transition to online classes will be communicated immediately to staff and students.

## **Specific Scenarios**

### **Flooding:**

- Notify campus occupants via emergency communication channels.

- Assist in relocating individuals to designated safe areas, such as higher floors or unaffected zones.
- Coordinate with local authorities to devise and execute a safe evacuation plan.
- Provide special assistance for individuals with mobility challenges.
- Assess damage and restore safe access post-incident.

#### **Power Shutdown:**

- Coordinate with the electricity provider to resolve the issue promptly.
- Provide regular updates to the campus community.

#### **HVAC Issues:**

- Investigate and resolve the issue promptly with maintenance personnel.
- Arrange temporary cooling or heating solutions during prolonged outages, particularly in extreme weather conditions.

#### **Water Shutdown:**

- Investigate the issue and coordinate with water supply providers for resolution.
- Ensure temporary water supply solutions, such as bottled water, are available if needed.

### **Operations Team Responsibilities**

- Ensure clear communication and coordination during emergencies.
- Brief team members on building management during crises.
- Facilitate evacuations, assist individuals requiring special assistance, and liaise with external emergency services as needed.
- Conduct regular drills and training to ensure preparedness for all types of emergencies.
- The Operations Team will investigate the cause of the issue and promptly inform staff and students about the estimated downtime using campus communication channels (e.g., email, SMS, or public announcements).
- Laboratory experiments, especially those involving hazardous materials, must be paused safely during outages.

### **FIRE SAFETY**

All employees will be provided with adequate information on fire safety from Estates and Facilities Office at DMU Dubai. Suitable arrangements relative to the risks will be made with regard to fire drills, fire alarms and fire precautions.

## **Fire Safety Strategy**

Fire safety is a critical priority, with robust measures in place to reduce risks and enhance awareness. Key initiatives include:

- Conducting regular fire risk assessments.
- Installing intelligent, addressable fire detection systems.
- Clearly marking evacuation routes and assembly points.
- Providing routine fire safety training for staff and students.

## **Roles and Responsibilities**

- Facilities Manager: Ensures fire safety compliance and effective evacuation procedures.
- Senior Fire Marshal: Leads evacuation efforts during emergencies.
- Staff and Students: Must be familiar with evacuation plans and adhere to safety protocols.

Your Responsibilities in a Fire Emergency:

You must not:

- Attempt to extinguish a fire.
- Delay evacuation.
- Use elevators.
- Carry heavy items that obstruct your or others' escape.
- Re-enter the building without clearance from local authorities.

## **STATEMENT OF INTENT**

### **POLICY OBJECTIVES**

The primary objectives of the policy are: -

- To ensure compliance with all statutory requirements relating to fire safety and fire precautions in all premises owned or occupied by DMU Dubai.
- To safeguard and ensure the well-being of all persons using DMU Dubai premises and facilities and protect all property and equipment against the dangers of fire and smoke.
- To ensure that the fire precautions and procedures established in DMU Dubai premises involve the minimum disruption to teaching and research and are in harmony with the University environment.

### **RESPONSIBILITIES**

### **Facilities Manager:**

The Facilities Manager has the ultimate responsibility for ensuring the implementation of the appropriate guidance in respect of fire precautions and fire safety across the campus.

The principal duties and responsibilities of the Facilities Manager are: -

- To ensure the Campus complies with all relevant fire legislation.
- To arrange, supervise, liaise with electricians and other contractors and record the routine inspection and maintenance of firefighting equipment, fire escapes, detection systems, hydrants, emergency lighting, sprinklers and all other related systems.
- To monitor and audit records relating to fire and emergency equipment.
- To ensure that the Campus has adequate and appropriate fire notices and signs.
- To investigate, action, and maintain information on each fire alarm activation and produce statistics on such occurrences.
- To liaise with and advise the Head of Campus and relevant Schools/Sections on fire procedures and fire drills.
- To ensure that appropriate licences and certificates are obtained, and their conditions are observed.
- To liaise with the Fire Authority, other external inspectors and insurance assessors.
- To maintain an up-to-date library of fire-related reference material.
- To prepare and circulate letters, reports, documents and notices on fire safety matters and pursue any follow-up actions.

### **LIAISON WITH FIRE AUTHORITY**

DMU Dubai recognises the importance of liaising with the Local Authority Fire Brigade in respect of fire precautions and possible firefighting at the Campus.

Liaison will be coordinated by the university, and the Nominated Fire Officers will assist as necessary. This will include visits, familiarisation, periodic exercises, and consultation regarding matters including structural fire precautions, current legislation, and codes of practice.

### **Fire Action Plan:**

- Raise the Alarm: Activate the nearest manual alarm point.
- Evacuate: Use the nearest escape route and proceed to designated assembly points.
- Follow Instructions: Wait for clearance from the Senior Fire Marshal before re-entering the building.

### **Fire Precautions:**

- Keep fire exits clear and doors closed.

- Avoid smoking outside designated areas.
- Be cautious of flammable waste materials.

## **Classroom and Laboratory Safety**

- Only operate equipment or substances after receiving proper training and authorization.
- Carry manageable items only.
- Wear personal protective equipment as instructed by your lecturer or tutor.

## **MEANS OF ESCAPE**

There must be adequate means of escape from the campus buildings established according to the undernoted principles: -

- The occupants of a building should be able to turn their backs on a fire wherever it occurs and travel away from it directly through corridors, circulation spaces and stairways to a place of safety.
- As far as practicable, there should be an alternative means of escape from any point in a building in the event of normally accepted escape routes becoming blocked or dangerous to use.
- As far as practicable, travel distance should conform to appropriate standards and guidelines.
- Instructions in respect of fire doors, emergency exits and the like, must be strictly visible and enforced at all times.
- Building, maintenance and engineering work in progress must not prejudice the Means of Escape or the Means for Securing the Means of Escape.
- Where work impinges on Means of Escape routes, alternative arrangements must be implemented. Such alternative arrangements must be identified and maintained as an approved alternative Means of Escape.
- Escape routes and emergency exits at the Campus will be sign posted with signs conforming to appropriate standards.
- Every member of staff will be made aware that he/she has a responsibility to ensure that escape routes are always kept clear.
- All staff are responsible for ensuring that the identified Means of Escape is maintained, e.g. kept free from combustible materials and obstructions at all times.

## **FIRE DETECTION AND WARNING**

At the Campus there will be an Automatic Fire Detection or Fire Alarm system in accordance with the appropriate standard. The complexity of the system will be governed by the use of the building.

The maintenance and servicing will be the responsibility of the university-approved contractor or the landlord. All tests and faults will be recorded.

## **EMERGENCY LIGHTING**

At the Campus, there will be emergency lighting provided in accordance with the appropriate standard.

Emergency lighting systems will be monitored on a regular basis by the estates and facilities management department and maintained and serviced in accordance with a planned preventative maintenance schedule. Defects will be reported to the landlord and a request will be made to replace/repair the damaged emergency light system.

## **ACCESS FOR LOCAL AUTHORITIES DURING AN EMERGENCY**

As far as practicable, the Nominated Fire Officers will agree access routes to university premises. The Nominated Fire Officers will make the necessary arrangements for these routes to be kept clear of parked vehicles and other obstructions.

All staff members will, during annual training, be made aware and reminded that they have a responsibility for ensuring that access routes are kept clear.

## **ELECTRICAL EQUIPMENT – PER UNIVERSITY ELECTRICAL TESTING PROCEDURE**

As far as practicable, all existing electrical equipment and its wiring will be checked periodically by The Estates and Facilities Management Team as appropriate, according to a planned preventative maintenance schedule.

### **SMOKING**

The disposal of smoking materials must be restricted to the special containers and/or ashtrays provided and controlled in such a manner as to enhance the environment, enhance health care and minimise the risk of fire.

### **STAFF TRAINING**

Fire Safety training will be available to any member of University Staff. DMU Dubai will provide staff training in accordance with statutory and other requirements and associated guidelines.

### **FIRE DRILLS AND EXERCISES**

As far as is practicable, fire drills will be conducted at the Campus at least once per year, simulating a variety of conditions, e.g., daytime, night-time, one or more escape routes blocked. Fire drills will be organised by the Estates and Facilities Management Department.

Fire drill procedures will vary according to circumstances, but in general, an element of surprise will be maintained. Fire drills will not be allowed to prejudice the health and safety of students, clients, residents, or staff.

Fire drills will be monitored, and details recorded to enable the Nominated Officer (Fire) to assess the effectiveness of fire procedures and the adequacy of staff fire safety training.

## **FIRE RISK ASSESSMENTS**

Fire Risk Assessments will be carried out on all University premises by the Nominated Fire Officers. Fire Risk Assessments will be reviewed by the Dubai Campus Management Committee.

## **FIRST AID**

Throughout the Campus, adequate arrangements are made for first aid about First Aiders, including first-aid equipment and facilities.

In the event of a person sustaining an injury whilst on university premises, they should seek the assistance of a First Aider. During normal working hours, trained First Aiders will be available at the campus. Outside of normal working hours, please call security.

## **Reporting Illness**

Any individual feeling unwell must notify a nearby colleague, faculty member, or staff member immediately. If the affected individual is unable to report their condition, observers should promptly inform the Operations Team or campus security.

It is essential to:

- Clearly describe the symptoms and condition of the affected individual.
- Provide precise information about their location.
- Initial Assessment by Operations Team

Upon notification, the Operations Team must:

- Assess the situation to determine the severity of the illness.
- Provide immediate assistance, such as offering water or ensuring the person is in a safe and comfortable position.
- Contact the approved first aider on campus.
- Escalation for Medical Attention

## **Minor Symptoms:**

For symptoms such as mild dizziness or fatigue, the team will recommend rest and arrange safe transportation home, if necessary.

### **Severe Symptoms:**

For serious conditions, such as chest pain, difficulty breathing, or loss of consciousness, the Operations Team will:

- Call an ambulance immediately.
- Notify campus security to guide emergency services to the location.
- Provide detailed information to emergency services, including symptoms, exact location, and any known medical history (if available).
- Ensure that a representative accompanies the individual until emergency personnel arrive.

### **Post-Incident Procedure**

Record the incident details as per the university agreed procedures. Follow up with the individual or their emergency contact to check on their recovery and provide necessary support.

### **SAFETY OF STUDENTS**

Each member of staff shall assume that initially all students are untrained in matters of safety. Members of academic staff, and where appropriate members of the non-academic staff, have a duty to inform and instruct students so far as is reasonably practicable in all matters necessary to ensure their health and safety whilst working on Campus and on approved field studies.

- Potentially hazardous equipment and substances shall be used by students only if adequate precautions have been taken.
- Written instructions to students in their practical work shall draw attention to potential hazards of the material and equipment to be used.
- Hazardous or potentially hazardous substances shall only be introduced into practical work for undergraduate students where there is no suitable less hazardous substitute.
- Members of staff who are responsible for work carried out by postgraduate students, research associates and members of the technical staff shall ensure that careful attention is given to the health and safety of those under their supervision.

### **ACCESS OUTSIDE NORMAL WORKING HOURS**

Access to an area outside of normal working hours is subject to the discretion of the Head of the department with any specified conditions. Working alone in a lab or workshop after regular hours is not allowed. If you're on university premises outside normal hours, you need to report at the security desk when entering and leaving.

### **ACCIDENT, INCIDENT AND DANGEROUS OCCURRENCES REPORTING**

The details of every injury, accident, or dangerous incident (including near misses) occurring in the Campus must be reported to the Estates and Facilities Management Department/ Security team as

soon as possible after the incident, and in any case within 24 hours. Details of all such incidents must be recorded on the appropriate forms.

## **CONTRACTORS**

To ensure fairness and equity in all contracts, DMU Dubai requires all contractors to comply with the standards stipulated in the Health and Safety Policy.

DMU Dubai has to ensure that any contractors fulfil these requirements at the Dubai Campus.

Prior to the placing of any contract for work to be carried out at the Dubai Campus, sufficient investigation will be made to ensure that the contractor has the competence necessary to perform the contract without risk, so far as is reasonably practicable, to the health or safety of any person who may be affected by the contract.

Contracts will be monitored and those contractors not complying with such health and safety standards will be dealt with in an appropriate manner, including where necessary, termination of contract.

### **Conclusion:**

Everyone shares responsibility for health and safety. Learn and follow safety protocols, report hazards or damages promptly, and seek assistance from the health and safety team when needed.

## **Business Continuity Plan (BCP)**

### **Purpose**

The University is committed to maintaining a Business Continuity Plan (BCP) that provides comprehensive contingency arrangements to safeguard the continuity of operations in the event of disruptions caused by disasters, accidents, or third-party actions.

The BCP is designed to minimize the impact of challenges such as disasters, accidents, or failures of third-party services that disrupt normal operations. The plan prioritizes critical functions and outlines responses to ensure business resilience and continuity.

The University will adhere to the BCP to maintain operational performance and resilience through backup and recovery systems, in alignment with standards and guidelines set by relevant regulatory authorities.

### **Key Objectives of the BCP:**

- Serve as a foundational document to ensure the availability of backup and recovery services.
- Facilitate disaster recovery planning.
- Provide a clearly defined course of action for addressing disruptions.

- Ensure timely and systematic recovery of operations.
- Identify and mobilize a "Business Continuity Team" as needed.
- Define alternative procedures for critical business functions.
- Conduct and maintain risk assessments for potential service disruptions.
- Specify communication protocols for notifying stakeholders about disruptions.
- Document secure storage locations for critical data.

## **Scope**

The plan applies to all university services, including contracted services. It will be reviewed quarterly during its initial implementation phase and biannually thereafter. Regular updates, training exercises, and reviews following incidents will ensure the plan remains effective and relevant.

## **Risk Categories**

### **External Risks:**

- Severe weather (e.g., flooding, extreme temperatures)
- Earthquakes
- Industrial accidents
- Terrorism
- Pandemics or biological threats

### **Facility Risks:**

- Power outages
- Water supply failures
- Heating, ventilation, or air conditioning (HVAC) malfunctions
- Fires
- Structural damage

### **Security Risks:**

- Theft
- Accidents or fatalities
- Malpractice
- IT system failures
- Equipment theft

## **Plan Activation and Implementation**

### **Initial Notification and Activation:**

1. Identify the nature and scope of the disruption.
2. Gather input from relevant stakeholders and departments.

3. Determine whether the disruption meets the activation criteria.

**Decision to Activate:**

1. Notify the Incident Manager and relevant authorities.
2. Inform the Emergency Response Team (ERT) and stakeholders.

**Implementation:**

1. Deploy the ERT to affected areas.
2. Relocate or evacuate individuals as needed.
3. Activate critical systems (e.g., backup power, alternative communication methods).
4. Implement departmental continuity plans for teaching, research, and administration.
5. Communicate regularly with faculty, staff, and students via email and other channels.
6. Issue external updates through the university website, social media, and media outlets.

**Monitoring and Recovery:**

1. Continuously monitor the situation and reassess every 4–6 hours.
2. Transition gradually from emergency response to normal operations.
3. Conduct a post-incident review to capture lessons learned.

**Logging Incidents:**

Maintain a detailed log of all actions, decisions, and events during the incident for accountability and future reference.

**Stakeholder Communication**

Student Notification:

- Use the Student Council and official communication channels, such as email and social media groups, to notify students promptly.

**Stakeholder Notification:**

- Notify suppliers, subcontractors, and service providers about disruptions and any required assistance.
- Coordinate with other universities, local authorities, and nearby facilities for support as needed.

## **Roles and Responsibilities**

### **Incident Management Team:**

#### **Incident Managers:**

- Simon Bradbury, Pro Vice-Chancellor International
- Prof. Gisela Loehlein, Head of Dubai Campus
- Simon Williams, COO Special Projects

#### **Assistant Incident Manager:**

- Kashif Niazi, Manager Facilities Management
- Emergency Response Team (ERT): Comprising academic and professional staff.

## **Action Plans**

### **Facilities and Resources:**

For full campus disruptions: Transition to online classes and arrange alternative temporary locations. Alternative Location in DKP & DIAC can be allocated.

For partial building disruptions: Relocate essential services within the campus or utilize nearby facilities. Alternative floors can be used for the services that are disrupted, as all essential services, including MEP and other related is already available.

### **Tentative Plan**

If the services on the Ground floor are not able to operate.

### **All Student Facing Service Department:**

Can be accommodated in Room 1.17. Balance staff can be allocated an office space with a hotdesking arrangement, as we do in Building 11 – 4th Floor

### **Mechanical Lab**

Tabletop equipment can be shifted to the labs on the top floor, and for the main equipment and experiments, we will have to temporarily lease out a space outside, near the university/check with other universities if we can rent out their lab space.

### **Kittes Café-**

Identify a classroom with less capacity to shift the small equipment and run the café temporarily in the classroom.

### **Facilities**

AHU, FHU, Electricity, Gas, Water Distribution, etc. All these are readily available at the DKP & DIAC building; in the event of recovery, this can be utilized.

### **Equipment/Resources:**

IT Resources All Laptops issued are configured to one drive, so staff will be able to retrieve the data from one drive. Back up for individual computers, if any, in the premises must be done on a daily/weekly basis and kept separately in a secure location.

For Essential Services like Recruitment data/HR Data /Academic software/ Finance data proposed to have online backup in the servers based in the UK. If required, we must have a provision to take individual back-ups and store in a separate secure location.

Proposed that insurance policies have to be checked and updated so that in case of an incident, the new campus is covered.

## **Recovery Management**

Recovery efforts focus on rebuilding, restoring, and rehabilitating operations and those affected. The duration may vary from weeks to years, depending on the severity of the disruption.

### **Debrief and Lessons Learned:**

Conduct immediate "hot" debriefs and later structured reviews to identify improvements for the BCP. Ensure documentation is thorough and constructive.

### **Media Communication Guidelines**

Only authorized personnel, typically senior leadership or their nominees, may communicate with the media. All press and media inquiries will be handled by the University's Press Office.

### **Regulatory Authorities**

All educational institutions in the UAE are required to adhere to the regulations established by the relevant authorities. The National Emergency Crisis and Disasters Management Authority (NCEMA) is responsible for issuing warnings and notifications to all entities across the country regarding adverse weather conditions or other emergencies to safeguard the nation's residents.

Higher education institutions are governed by the Ministry of Education and the Knowledge and Human Development Authority (KHDA). These authorities are tasked with notifying educational institutions about necessary precautions during adverse weather events.

As a higher education institution, we are committed to complying with the regulations issued by the KHDA to ensure the safety and well-being of all students and staff on campus