



SCHOOL CRISIS MANAGEMENT POLICY

1. PURPOSE

The purpose of this **Crisis Management Policy** is to establish a structured and coordinated response system to manage emergencies effectively, ensuring the safety and security of students, staff, visitors, and school property.

This policy aims to:

- Protect life and property
- Reduce the impact of emergencies
- Ensure effective response and recovery
- Maintain continuity of school operations
- Provide clear communication procedures
- Comply with UAE safety regulations

The lockdown procedures included in this policy align with the emergency control actions described in your existing procedure, such as securing rooms, restricting access, and reporting missing persons.

2. SCOPE

This policy applies to:

- All students
- All staff
- Visitors
- Contractors
- Vendors
- Transport providers
- External service providers

It applies to:

- During school hours
- After school hours

- During school transport
- During off-site activities

3. POLICY STATEMENT

The school is committed to maintaining a safe learning environment through proactive planning, training, communication, and coordinated emergency response.

All staff members must:

- Be aware of crisis procedures
- Participate in drills
- Respond promptly to emergency signals
- Follow instructions from Crisis Response Team
- Maintain calm and ensure student safety

Regular drills and reviews will ensure continuous improvement of emergency preparedness.

4. TYPES OF CRISES COVERED

This policy covers:

4.1 Fire Emergency

4.2 Lockdown Emergency

4.3 Medical Emergency

4.4 Natural Disasters

- Earthquake
- Storm
- Flood

4.5 Security Threats

- Unauthorized intruder
- Violence
- Bomb threat

4.6 Environmental Hazards

- Chemical spill
- Gas leak

4.7 Transportation Emergencies

4.8 Public Health Emergencies

- Pandemic
- Infectious disease outbreak

5. CRISIS MANAGEMENT STRUCTURE

5.1 Crisis Management Team (CMT)

Role	Responsibility
Principal	Incident Commander
Head Mistress	Operations Coordinator
Health & Safety Manager	Risk & Safety Coordinator
Operations Manager	Facility & Logistics
School Nurse	Medical Response
IT Manager	Communication Systems
Security Supervisor	Security Operations
Transport Coordinator	Bus Safety

6. INCIDENT COMMAND SYSTEM

6.1 Incident Commander (Principal)

Responsible for:

- Activating crisis response
- Liaising with emergency authorities
- Authorizing evacuation or lockdown
- Declaring "All Clear"

This structure aligns with the emergency command and coordination roles described in your lockdown framework.

6.2 Operations Coordinator

Responsible for:

- Checking facilities
- Coordinating emergency teams
- Ensuring life safety systems work

6.3 Risk Manager (Health & Safety)

Responsible for:

- Monitoring compliance
- Conducting drills
- Updating procedures
- Maintaining records

6.4 Medical Team

Responsible for:

- First aid
- Injury management
- Medical support

7. LOCKDOWN PROCEDURE

Lockdown is used when there is an immediate threat inside or near the school.

7.1 Lockdown Signal

- Public announcement or emergency signal
- Continuous announcement over PA system

Your existing lockdown signal and room security actions form the operational base for this section.

7.2 Actions During Lockdown

Teachers must:

- Lock classroom doors
- Turn off lights
- Close blinds
- Keep students silent
- Move students out of sight

Administration must:

- Lock office doors
- Restrict entry
- Monitor communications

Students must:

- Remain silent
- Stay under desks or against walls
- Follow teacher instructions

7.3 Attendance Check

Teachers must:

- Check class register
- Report missing students
- Inform leadership immediately

This aligns with the requirement to check class lists and report missing persons.

7.4 Lockdown Cancellation

- Only Principal gives clearance
- PA announcement confirms "All Clear"

8. EVACUATION PROCEDURE

Evacuation is used when the building is unsafe.

8.1 Evacuation Signal

Fire alarm or emergency signal.

8.2 Evacuation Steps

Teachers must:

1. Stop activities
2. Take attendance register
3. Escort students to assembly point
4. Maintain order
5. Conduct headcount

8.3 Assembly Area

Designated areas for Assembly as indicated in the floor plan.

9. EARTHQUAKE PROCEDURE

During Earthquake:

- Drop

- Cover
- Hold

After Earthquake:

- Evacuate building
- Check injuries
- Wait for instructions

10. MEDICAL EMERGENCY RESPONSE

Staff must:

- Notify school nurse
- Provide first aid
- Call emergency services if required
- Inform parents

11. COMMUNICATION MANAGEMENT

Effective communication is critical.

Communication Channels:

- PA System
- Mobile phones
- SMS system
- Parent communication platform
- Email

Parent Communication

Parents will be informed:

- During extended emergencies
- After incident resolution
- Through official communication channels

This aligns with the requirement to notify stakeholders during prolonged lockdowns.

12. TRANSPORT SAFETY DURING CRISIS

Transport Coordinator must:

- Contact drivers

- Reroute buses
- Maintain student records
- Coordinate with emergency services

Transport response planning is consistent with the transportation safety guidance provided in your procedure.

13. SPECIAL NEEDS SUPPORT

Support must be provided to:

- Students of determination
- Pregnant staff
- Injured individuals

Assistance must be immediate and supervised.

14. EMERGENCY EQUIPMENT

The school shall maintain:

- Fire extinguishers
- First aid kits
- Emergency lighting
- PA systems
- Emergency signage
- Evacuation maps

15. TRAINING AND DRILLS

Regular drills must be conducted.

Minimum Requirements:

Drill Type	Frequency
Fire Drill	3 per year
Lockdown Drill	2 per year
Evacuation Drill	1 per term
Earthquake Drill	1 per year

Drill reports must be documented and reviewed as required in your procedure.

16. RISK ASSESSMENT

Risk assessments must be conducted for:

- Buildings
- Activities
- Equipment
- Transport

Risk registers must be maintained and reviewed annually.

17. DOCUMENTATION

The following records must be maintained:

- Drill reports
- Incident reports
- Maintenance logs
- Training records
- Risk assessments

18. POST-CRISIS RECOVERY

After crisis:

- Conduct incident review
- Provide counselling support
- Repair damages
- Resume operations

19. BUSINESS CONTINUITY

The school shall maintain:

- Backup data systems
- Alternate communication methods
- Temporary relocation plans

20. POLICY REVIEW

This policy shall be reviewed:

- Annually

- After major incidents
- After regulatory updates

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