

	 POLICY Crisis Management Policy		
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Crisis Management Policy

Al Noor Training Centre for People of Determination will protect every student, staff member and visitor through one rehearsed response per crisis type, led by trained wardens and a single spokesperson.

1. Purpose and policy statement

This policy sets how Al Noor prepares for, responds to and recovers from crises so that no life is lost and essential services continue. It aims to:

- Move everyone rapidly and calmly to safety, using all exits or safe zones as the crisis requires.
- Prevent or minimize panic, confusion, injury and loss of life.
- Give extra protection to People of Determination, including wheelchair users and students with sensory needs.
- Keep operations and communication running during non-life-threatening disruptions, such as a Wi-Fi, power or telephone outage.
- Speak to parents, government officials and media with one authorised voice.

Every person on site must know their role and follow wardens' instructions. Failing to perform an assigned role in the evacuation plan is a breach of this policy.

2. Scope

This policy applies to:

- All staff.
- All students.
- Visitors, volunteers, observership candidates and contractors on site.
- Students and staff travelling on Al Noor buses.

It covers eight crisis types: fire, geopolitical threats (air threats or drone attacks), earthquake, flood, Wi-Fi disruption, electrical disruption, telephone disruption, and medical emergencies that occur during any crisis.

3. Crisis types and core rule

Each crisis type has one core rule that everyone must remember.

Crisis	Core rule	Where people go	Alarm
Fire	GO OUT	Outdoor Assembly Point 1 (Gate 1) or 2 (Gate 3)	Fire alarm and megaphone
Geopolitical (air threat, drone attack)	GO IN	Indoor safe zones (Green Zones)	No alarm; megaphone announcement

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Crisis	Core rule	Where people go	Alarm
Earthquake	GO DOWN, COVER	Drop, cover and hold on; then evacuate by designated stairs	Warden instruction
Flood	GO UP	Upper floors or higher ground	Warden instruction
Wi-Fi disruption	Report to IT	No movement	IT notification
Electrical disruption	Report to Facilities	Stay in daylight rooms; leave dark interior rooms calmly	Warden / Facilities instruction
Telephone disruption	Report to IT	No movement; switch to mobile phones	IT notification
Medical emergency	Clear the way	Medical team on site	As needed

Definitions

- **1st Emergency Wardens:** the two staff who decide whether to evacuate, call for outside help and give the All Clear.
- **2nd Emergency Wardens:** the floor wardens who announce evacuation and guide people through their duty areas.
- **Fire Wardens / Assembly Point Wardens:** staff who check rooms and take head counts.
- **Green Zone:** an interior room or corridor, away from windows, used as a safe zone during a geopolitical threat.
- **Buddy system:** every employee checks their buddy employee so no one is left behind.
- **MOI mobile alert:** the official Ministry of Interior emergency alert sent to mobile phones.

4. Roles and responsibilities

Each role has a primary holder and a backup. They are set out in the Crisis Management presentation, which is circulated to all staff and shared in the Fire Wardens and Assembly Wardens WhatsApp group. Management updates both each term and whenever staff in a named role change.

Role	Responsibilities
Director	Owns this policy; decides on return or further action if the All Clear is uncertain; official spokesperson.
External Affairs Executive – Translator	Co-spokesperson with the Director for parents, government officials and media.
1st Emergency Wardens	Check the fire alarm panel and fire site; decide on evacuation and outside help; receive all head counts; give the All Clear.

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Role	Responsibilities
2nd Emergency Wardens	Assemble at reception; announce evacuation by megaphone in their floor duty area; state fire location, route and assembly point; assist in putting out small fires.
Fire Wardens	Check every room in their area, mark checked doors with a chalk "X", and alert rooms where alarms are inaudible.
Assembly Point Wardens	Tally students, staff and visitors at the assembly point or Green Zone and report the count to the 1st Emergency Wardens.
Gate In-charges	Hold gate keys daily; unlock and open gates for Civil Defense.
Key Operators	Open building exits and ramp doors; collect keys each morning and return them each evening.
Entrance staff	Man building entrances and reception sliding doors until internal security arrives.
Receptionist	Call Dubai Civil Defense when evacuation is ordered.
Security	Close all exits after evacuation, stop elevators, support gates.
Special Educators, Job Coaches, Therapists, specialists, class and assistant teachers, PACT Trainer	Confirm evacuation of all their students to the Assembly Point Wardens.
Visitors, volunteers, observership candidates	Follow the instructions of their assigned supervisor at all times.
IT, Facilities and Centre Management	Manage network, power and telephone outages and restore essential services.
Medical staff	Carry a first-aid kit and treat injuries during any crisis.
Transport In-charge	Receive reports from buses in transit and give instructions.

5. Fire procedure (GO OUT)

In a fire, everyone evacuates outdoors in an orderly way, using all available exits.

1. Anyone who notices a fire sounds the alarm and notifies the 1st Emergency Wardens immediately.
2. The 1st Emergency Wardens check the fire alarm panel, silence the alarm and check the site of the fire.
3. The 2nd Emergency Wardens assemble at reception.
4. The 1st Emergency Wardens decide quickly whether to evacuate and call for help, and inform the 2nd Emergency Wardens.

			
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- **If yes:** the Receptionist calls Dubai Civil Defense; wardens sound the alarm and announce evacuation by megaphone.
 - **If no:** the alarm stays silenced and wardens safely extinguish any small fire.
5. If the announcement cannot be heard but the alarm rings continuously for 2 minutes or more, everyone evacuates.
 6. Fire Wardens sweep their areas, mark checked doors with a chalk "X", and alert rooms where alarms may be inaudible: Board Room, Sensory Integration Room, AIMS Room, Director's Room and the small store-room.
 7. Gate In-charges and Key Operators open gates and exits; entrance staff man doors until security arrives.
 8. Everyone moves to Assembly Point 1 (Gate 1) or Assembly Point 2 (Gate 3). Teachers confirm all students have arrived; Assembly Point Wardens report the tally to the 1st Emergency Wardens.
 9. When the fire is cleared, the 1st Emergency Wardens decide whether it is safe to return and give the All Clear, or seek instructions from the Director.

During evacuation everyone must:

- Use the buddy system.
- Keep students in wheelchairs to the left on the ramp.
- Not use the elevators; they stop and return to the ground floor when the alarm activates.
- Not run, lag behind, panic, scream or make noise.
- Not return for belongings.

6. Geopolitical crisis procedure (GO IN)

On an official MOI mobile alert of a missile or drone threat, everyone moves calmly and quickly to the nearest indoor Green Zone. The goal is to protect all occupants, especially People of Determination, from blast waves, shrapnel and panic.

6.1 At the Centre

1. Emergency Wardens announce the move by megaphone. The fire alarm is not sounded.
2. Wardens guide everyone to the nearest Green Zone: interior corridors and rooms, including the Board Room, HR Office and Auditorium stage. Only the SAIE corridor uses its own arrangement (below).
3. These groups stay in their rooms, away from windows: SAIE / ANIP, Female Prayer Room, Music Room and Yoga Room. Gym users move to the Yoga Room. People already in the AIMS and Sensory Integration rooms stay there.
4. Security closes all exits and stops all elevators. Designated staff close the reception sliding doors.
5. Assembly Point Wardens check every room, mark empty rooms with a chalk "X", tally students and give the count to the 1st Emergency Wardens.
6. Everyone follows the buddy system.

Do	Do not
Stay calm	Stand near windows or glass panels
Move to safe areas: corridors and interior rooms	Use elevators
Stay inside; do not go outside	Film
Protect students	Spread unverified messages, audio or videos

6.2 On the bus

If an MOI alert is received while a bus is in transit, the driver and escort must:

1. Stay calm and reduce speed.
2. Keep emergency lanes clear for military and Civil Defense; follow police instructions on highways.
3. If a building is nearby, move towards it and follow its shelter-in-place instructions.
4. Avoid stopping in exposed or crowded areas, or near poles, billboards or fuel stations.
5. If no safe building can be reached, stop away from tall buildings and glass facades and remain inside with windows and doors closed.
6. Have everyone lower their body position as much as possible, and cover nose and mouth with cloth or tissue if there is dust or smoke.
7. Report to the Transport In-charge. Do not film.
8. Wait for official notification that the emergency has ended before resuming normal activity.

6.3 All Clear

On receiving the public safety alert that the threat has ended, normal activity resumes. Assembly Wardens complete any unfinished tally and give it to the 1st Emergency Wardens, or seek further instructions from the Director.

7. Earthquake procedure (GO DOWN, COVER)

During shaking, everyone takes cover where they are; evacuation starts only once shaking stops completely.

- **If inside:** Drop, Cover, Hold On (for wheelchair users: Lock, Cover, Hold On). Drop to hands and knees, cover the head under a sturdy desk, hold on until shaking stops, and keep away from windows, glass and cabinets.
- **If outside:** move clear of buildings and trees, drop low to the ground and protect the head with the arms.
- **Evacuation:** wait until shaking stops, use designated paths and stairs only, leave belongings behind, and check for injuries on the way. Assembly and head counts follow the fire procedure.

			
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8. Flood procedure (GO UP)

In a flood, everyone moves to upper floors or higher ground immediately and stays inside.

- Do not leave the building unless officially ordered.
- Never walk, swim or wade through floodwater.
- Report hazards such as sparks, gas smells or shifting structures to the authorities.

9. Wi-Fi disruption procedure

A network outage must not stop intervention sessions, staff operations, communication or access to essential online systems. IT, Facilities and Centre Management are responsible.

1. Any user reports the outage to IT immediately.
2. IT assesses the extent and impact of the disruption.
3. IT informs all affected departments and users of the outage and the expected resolution time.
4. Departments switch to backup internet, mobile hotspots or wired connections where possible.
5. Critical services and operations that need internet access take priority.

10. Electrical disruption procedure

During a power cut, everyone stays calm and reports it to Facilities. In daylight, people stay in rooms with natural light and leave dark interior rooms calmly. Facilities and Centre Management are responsible.

1. Stay calm and report the outage to Facilities immediately.
2. Stay in rooms with daylight. People in interior rooms without windows, such as the Sensory Integration and AIMS rooms, move calmly to the nearest daylit room. After dark, stay in place until emergency lighting is on or a warden guides you.
3. Staff check on every student in their care, especially those who rely on powered equipment such as hoists, powered wheelchairs or medical devices.
4. If anyone is trapped in an elevator, Security reassures them and calls the elevator maintenance company. Call Dubai Civil Defense (997) if there is any medical concern.
5. Without air conditioning, move students to shaded, cooler areas away from direct sun, give them water, and watch for signs of heat stress such as flushed skin, drowsiness or distress. Report any concern to the medical staff at once.
6. Security checks that electronic doors, gates and the fire alarm panel are working. If they are not, Security posts staff at the main exits and keeps a manual watch for fire.
7. Facilities assesses the cause and expected duration, switches to backup power where available, and informs Centre Management.

			
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8. Switch off and unplug computers and sensitive equipment to protect them from a power surge when supply returns.
9. Use torches only. Never use candles or open flames.
10. If there is smoke, a burning smell or sparks, follow the fire procedure (Section 5).
11. If the outage is prolonged or rooms become too hot, Centre Management decides whether to dismiss students early, and informs parents.

11. Telephone disruption procedure

A loss of telephone lines must not cut the Centre off from emergency services or parents. IT and Centre Management are responsible.

1. Report the fault to IT immediately.
2. IT assesses the extent of the fault, contacts the telephone service provider, and informs all departments of the expected restoration time.
3. Reception and key staff switch to official mobile phones. Emergency calls (997 Civil Defense, 999 Police, 998 Ambulance) are made from mobiles.
4. Centre Management informs parents and stakeholders of the temporary contact numbers by SMS, WhatsApp or email.
5. Reception logs missed and redirected calls and follows them up once lines are restored.

12. Medical emergencies during a crisis

Medical staff must be on site during any crisis and carry a first-aid kit. All staff must give the medical team immediate access, unobstructed space and no interruption.

13. Communication and spokesperson

Only the Director and the External Affairs Executive – Translator may speak to parents, government officials or media about a crisis. No other staff member may comment, film, or share unverified messages, audio or video on any channel.

14. Training, drills and review

- All staff receive this policy and their role at induction and at the start of each academic year.
- Drills are held at least once each term.
- After every activation or drill, the Facility in charge records what worked, what failed and makes an action plan.

			
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- Any change to duty assignments is announced in the Fire Wardens and Assembly Wardens WhatsApp group and reflected in the next circulated version of the presentation.

Contacts

- Dubai Civil Defense: 997 (called by the Receptionist)
- Police: 999 | Ambulance: 998
- Al Noor Training Centre: 04 340 4844, alnoor@alnoorpod.ae, PO Box 8397, Dubai, UAE

Appendix – Amendment History & Authorisation

Revision No	Description of Change	Issue Date	Authorised By
00	First Issue	29 September 2026	Director