



جامعة نزوى
University of Nizwa

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EMERGENCY RESPONSE PLAN

JANUARY 2021

A blue ink signature, likely of Prof. Ahmed bin Khalfan Al Rawahi, written over a horizontal line.

Prof. Ahmed bin Khalfan Al Rawahi
Chancellor



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University of Nizwa

EMERGENCY RESPONSE PLAN

January 2021

Preface

The Emergency Response Plan is a comprehensive approach to domestic incident management. It is a guide that elucidates the University's official course of action in the event of fires, evacuation, natural disasters, accidents, utility failures, pandemics, civil disturbances and other emergencies. The plan explains about different levels of emergencies, and their corresponding management processes besides outlining the roles of different stakeholders in an emergency scenario. It also encompasses general safety precautions and guidelines to be followed in such emergency scenarios.

The plan guides the emergency responders and staff to perform essential emergency planning and response operations that will save lives, prevent and minimize damage; and ensure continuity of operations.

The Risk Management Office under the guidance of the Chancellor is primarily responsible for the development of this manual. We hope that you will enjoy learning about medical emergency response and care; and enhance your knowledge and skills as you proceed through the manual. RMO shall revise and update this manual as required, based on the management and stakeholders' feedback. Should there be any comments or recommendations for improving this document then please write to us on lohani@unizwa.edu.om) To request any training workshop for emergency response, please contact the UoN Health and Safety Officer nasserkindi@unizwa.edu.om
Thank you for being part of this noble initiative – Together, We can make a difference!

Disclaimer

The information in the UoN Emergency manual shall provide a common basis of understanding between the UoN Risk Management Office and UoN staff, and eliminate any sort of misinterpretations of the emergency procedures. It is advised that all Emergency Responders/Wardens obtain training from a qualified trainer and recognize the limits of their competence. The UoN is not responsible for, and expressly disclaims all liability for, damages of any kind arising out of personal negligence. We also recommend you to refresh your emergency response skills on a regular basis based on contemporary trends.

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UoN Emergency Response Plan	Version 1	2017	Mr. Lohani Adeeb Khan, <i>UoN Risk Management Officer</i>	Mr. Nasser Zahran Al Kindi <i>UoN Health and Safety Officer</i>
	Version 2	2019	Mr. Lohani Adeeb Khan, <i>UoN Risk Management Officer</i>	Prof. Ahmed bin Khalfan Al Rawahi, <i>The Chancellor</i>
	Version 3	2021	Mr. Lohani Adeeb Khan, <i>UoN Risk Management Officer</i>	Dr. Waleed Khalid Hilal Al Rajhi, <i>Dean of Planning and Quality Management</i>

EMERGENCY RESPONSE PLAN

1.1. PLAN STATEMENT AND PURPOSE

The purpose of the University of Nizwa Emergency Response Plan is to establish protocols, procedures and an organizational structure for response to unforeseen events. The Plan incorporates lucid strategies with the roles and responsibilities of various departments involved (Health and Safety Office, Risk Management Office, Health Care Unit, Transportation Office, Emergency Operation Team of Campus Buildings and Grounds, Dorms, Laboratories, etc.) during the initial response and throughout the emergency. The Plan shall not be construed in a manner limiting any good decision making and common sense in circumstances not foreseen or covered in the Plan.

1.2. PLAN OBJECTIVES

The UoN Campus Emergency Response Plan has many diverse objectives which are not limited to the ones listed below. The prime focus of the Plan is to summarize the role of administration in managing the emergency. The Plan would also address emergency issues across the entire campus to ensure the entire community of UoN is equipped to respond to any emergency. The Plan objectives cover the following:

- **Promoting Awareness** - Emergency events can happen anytime, anywhere. Therefore UoN is committed to ensure the safety of its staff and students on campus and in off campus accommodations by educating them and spreading awareness on situations which entail serious risks. This is done by raising awareness in UoN community about the protocols to be followed in specific situations such as a flood, hurricane, hail storms, fire etc.
- **Emergency Anticipation and Preparedness** - To ascertain that an organized and efficient plan exists that can expeditiously mobilize UoN resources and efficaciously coordinate them. It would involve programs and activities through which emergency wardens are trained through and fortified in expeditiously to assume specialized roles in the event of an emergency. It additionally involves assessing the Plan and activities taken under it to obtain feedback on possible quandaries.
- **Emergency Management** - The UoN Risk Management Office along with Health and Safety Office would nominate participants/volunteers as emergency wardens for the UoN campus. The plan would also incorporate the roles and obligations those nominated individuals and groups are required to assume during a disruptive event.
- **Damage Mitigation** - To ascertain that any harm endured is minimized, and the ramification demands and necessities are felicitously addressed and the regular operations are expeditiously recuperated.

1.3. SCOPE OF THE PLAN

UoN's ERP is an "all-hazards" plan. It identifies responsible individuals, and guides response and recovery actions to be taken for the UoN campus community. The EOP is designed for only the UoN initial Campus at Birkat Al Mouz. It applies to a broad range of emergency incidents and may be activated during the following situations:

- Epidemic/Illnesses
- Extended Power Outages
- Fire and/or Explosions
- Hazardous Materials Incidents (chemical, biological, or radioactive)
- Civil Disturbances
- Natural Disasters
- Terrorism

The UoN ERP may be used amid real crises that might occur adjacent to campus yet which do not directly affect our physical facilities. In such situations, the UoN would coordinate emergency information and provide necessary support services as requested and available.

UoN recognizes that any major emergency in the community affecting our students, faculty, and staff is a University emergency. The University will coordinate its endeavors and assets with the neighborhood communities and social service agencies.

1.3.1. Planning for hazardous situation by assessing current data:

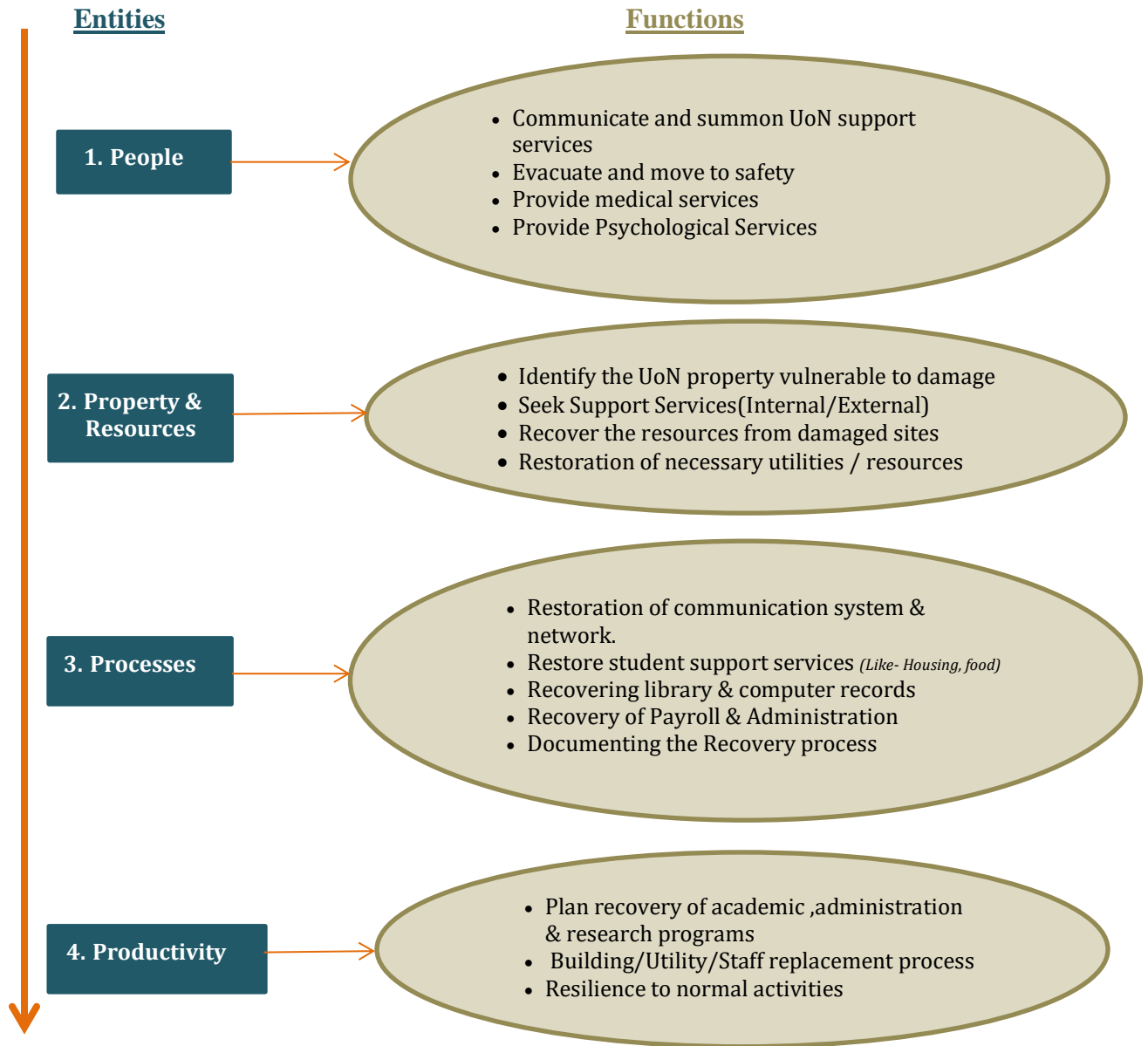
1. Campus Location:
2. Number of exit roads to Nizwa city:
3. Number of exit roads to Muscat city:
4. Campus Area (Size and Layout):
5. Number of employed staff:
6. Number of registered students:
7. Student staff ratio:
8. Number of students in dorms –on campus:
9. Number of students in dorms- off campus:
10. Number of buildings on _____ Acres of land:
11. UoN vicinity to three nearest hospitals (in Km):
12. UoN vicinity to nearest Police Station(in Km):
13. Campus equipment's and resources for hazardous situation:
14. Number of UoN transportation vehicles available on campus in case of emergency:
15. Number of students living in Nizwa:
16. Number of students living outside Nizwa:
17. Number of faculty living in Nizwa:
18. Number of faculty living in outside Nizwa:

1.3.2. List of Possible Hazards at the UoN

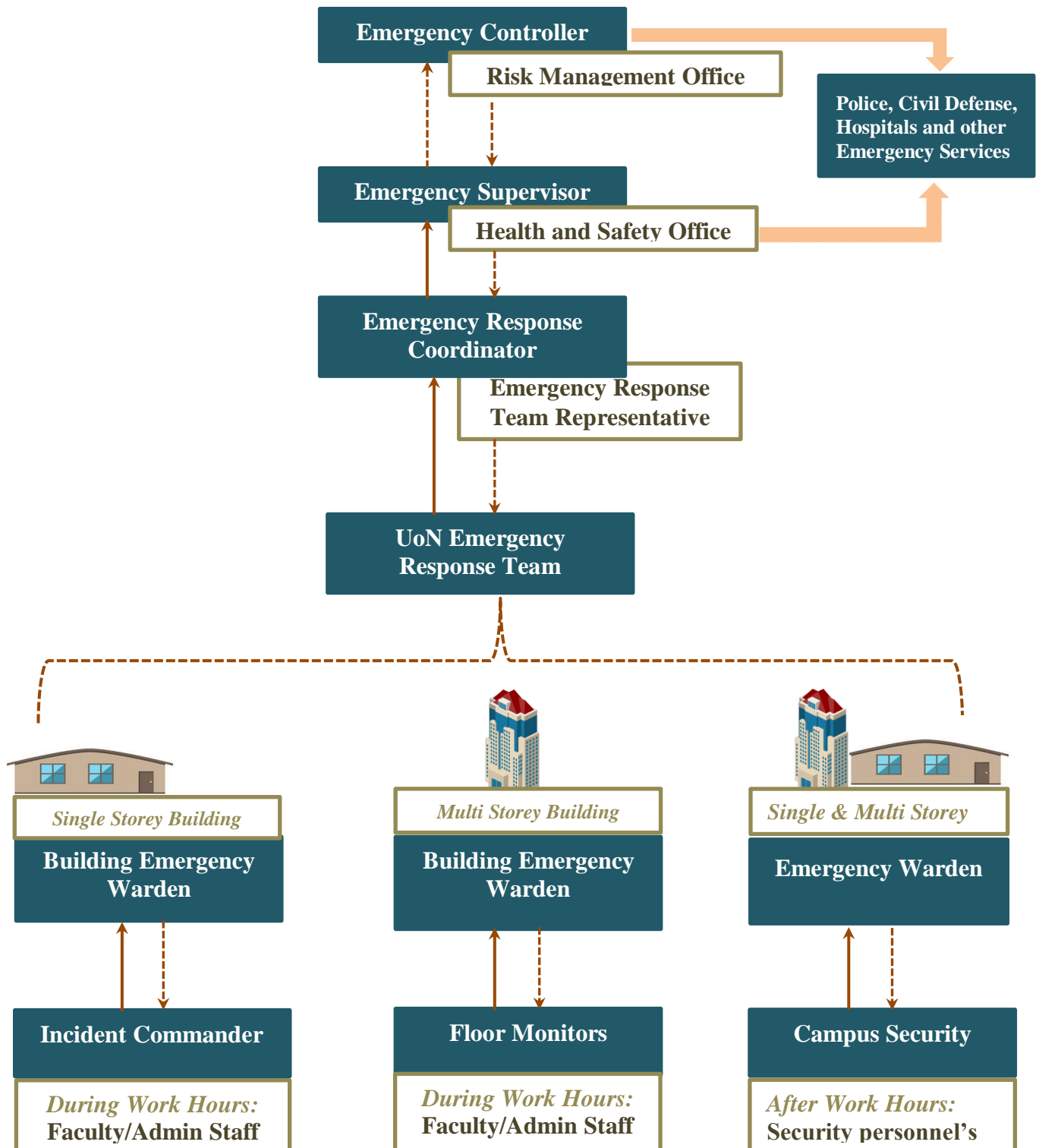
<p><u>NATURAL</u></p> <ul style="list-style-type: none"> ▣ Severe Lightening/ Thunderstorm ▣ Hail Storm ▣ Flash Flood or Wadis ▣ Tornado ▣ Dust Storms/ Windstorm ▣ Earthquake ▣ Brush or landscape fire ▣ Heat wave with drought 	<p><u>VIOLENCE</u></p> <p>➤ Individual/Group</p> <ul style="list-style-type: none"> ▣ Known parties, public and private ▣ Suicide/Murder in public or private ▣ Workplace violence ▣ Sniper/shooter ▣ Hostage taking
<p><u>INDUSTRIAL</u></p> <ul style="list-style-type: none"> ▣ Rapid Fire ▣ Explosion ▣ Entrapment ▣ Structural/Building collapse ▣ Chemical spill ▣ Fuel leak or Gas leak ▣ Release of toxins 	<p><u>VIOLENCE</u></p> <p>➤ Interpersonal</p> <ul style="list-style-type: none"> ▣ Sexual harassment and misconduct ▣ Coercion/Peer harassment and hazing ▣ Data abuse/ Evidence abuse ▣ Blackmailing ▣ Cults/ extreme fundamentalism
<p><u>CIVIL DISORDER</u></p> <ul style="list-style-type: none"> ▣ Labor dispute ▣ Racial incidents ▣ Demonstrations and Protests ▣ Crowd hysteria ▣ Riots and Looting ▣ Acts of sabotage ▣ Explosives and Weapons detonated ▣ Bomb threats ▣ Alcohol/Drugs abuse 	<p><u>TRANSPORTATION</u></p> <ul style="list-style-type: none"> ▣ Single, multiple or bus vehicle crash ▣ Careless driving ▣ Deviation from the approved route ▣ Approved drop points ▣ Road collapse ▣ Recruitment of qualified drivers
<p><u>UTILITY</u></p> <ul style="list-style-type: none"> ▣ Electrical disruption/Blackouts at student dorms ▣ Failure of network/ computer system or communication. ▣ Fire alarm failure. ▣ Lack of cooling or ventilation ▣ Pipeline burst and flooding ▣ Disruption of water supply 	<p><u>HEALTH THREATS</u></p> <ul style="list-style-type: none"> ▣ Outbreak of disease (Epidemic/Pandemic) ▣ Water or food contamination ▣ Waste water management

1.4. PRIORTIZING EMERGENCY RESPONSE ENTITIES AND FUNCTIONS AT THE UoN

The UoN Emergency Response Plan evolved around four major priorities. These priorities are listed in order of importance – People (*UoN stakeholders/ surrounding community*), Property (*UoN infrastructure, Utilities and Resources*), Processes (Teaching, Learning, Research and Administration) and Productivity (*Performance-Output*). The implementation of the UoN Emergency Response Plan is driven by these four functional priorities, (*especially if a dispute arises between Response Groups.*)



1.5. UoN EMERGENCY RESPONSE PLAN ORGANIZATIONAL STRUCTURE



1.5. UoN EMERGENCY RESPONSE PLAN ORGANIZATIONAL STRUCTURE

1.5.1. Emergency Response Team

The Emergency Response Team comprises of all the ER Building Wardens. The Building Emergency Wardens would closely coordinate with the Emergency Supervisor (Health & Safety Office) and Emergency Controller (Risk Management Office) to discuss any emergency concerns. The RMO and HSO will conduct three meetings every semester with the Emergency response Team.

1.5.2. Emergency Supervisor (*Health and Safety Office-HSO*)

1. Maintain the Emergency Wardens list on the UoN website by auditing and updating the appointed wardens every semester;
2. Maintain a list of emergency drills and workshops conducted by Building Wardens;
3. Ensure that Emergency Wardens are effectively abiding with duties and complete their Emergency Management Training Program with HSO;
4. Maintain a list of physically challenged students and staff, their building location and ensure that they are familiar with evacuation guidelines for physically challenged;
5. Conduct frequent inspection visits to buildings;
6. Conduct three meetings every semester with the Emergency Response Team;
7. Work in close coordination with the Risk Management Office;
8. Liaise with police, civil defense, hospitals and other emergency services;
9. Conduct *Health and Safety* workshops, drills and audits for the campus community;
10. Ensure emergency equipment's are in place and in good condition;
11. Mitigate potential health and safety risks;
12. Establish collaboration and relationship with external emergency support services.

1.5.3. Emergency Controller (*Risk Management Office*)

1. Communicate an emergency to the campus community via emails, SMS and alert message pop ups on browsers;
2. Establish *Risk Management* policies and procedures;
3. Establish and quantify the organization's 'risk appetite', i.e. the level of risk they are prepared to accept;
4. Ensure that the *Emergency Response Plan* is effectively communicated to all students and staff;
5. Respond to feedbacks and any emergency /safety concerns of the staff and students;
6. Conduct risk orientation workshop for new staff;
7. Ensure transparency at each level of *Emergency Response Plan* Structure;
8. Audit and review the effectiveness of the *Emergency Response Plan*;
9. Coordinate with Health & Safety Office and prepare detailed reports of emergency concerns every semester;
10. Ensure that preventive action plans are implemented and there is an implementation follow-up.
11. Benchmark UoN's risk management practices with other HEIs;
12. Review UoNs emergency policies and guidelines from time to time and updates them based on dynamic needs.

1.6. EMERGENCY RESPONSE MANAGEMENT PROGRAMS

Emergency is every stakeholder's responsibility. Response to any emergency demands comprehensive and thorough planning involving all levels of campus community. The Risk Management Office, Health & Safety Office and University Public Relations are responsible for all aspects of media and internal communications during an emergency. They deploy strategic communications to inform the campus community of any danger to safety of individuals and to maintain the image and reputation of the University. The University of Nizwa ERP contains guidelines and procedures to follow before, during, and after an emergency. Listed below is a summary of information contained in the ERP:

1.6.1. Emergency Response Guidelines

The guidelines provide fundamental safety information on the measures to be taken by the campus community in response to emergencies. While it is difficult to create a report that is comprehensive, these guidelines address the most well-known emergencies that are likely to happen.

1.6.2. Building Emergency Plan Template

The template is designed to assist the students, faculty, and staff with necessary emergency information including shelter points, assembly points and procedures for building evacuation during natural and human-caused events. All stakeholders ought to review and comprehend their Building Emergency Plan data and strategies.

1.6.3. UoN Communication System:

The University of Nizwa is committed to keeping the campus community informed during emergencies and situations that might disrupt normal operations. These are among the ways information is communicated: Emergency Alert Alarms (Sirens), emails, UoNs internal LAN communication, UoNs Social Blogs, sites like Twitter, Facebook, Manual Bulletin Boards and Pop-up Web Banners(Notices). A pop up banner appears at the top of the UoN home page and dozens of other pages to alert the campus community. A red banner signals the most serious alert. Orange banners mean "pay attention," there's a significant event or situation. A silver banner is used to convey information of an FYI nature.

1.6.4. UoN Emergency Alert: The UoN Emergency Alert is an opt-in system that requires Students, faculty and Staff to enroll through their mobile phone and email. Quick emergency updates and notifications will be provided to the enrolled members in case an emergency arises.

1.6.5. Building Emergency Evacuation Maps

An Emergency Evacuation Map should be developed for all buildings by the respective Emergency Response Wardens. The building Emergency Maps can be found on the notice boards, entrances and exit points in every building.

1.7. NOMINATION OF EMERGENCY WARDENS AND INCIDENT COMMANDERS

The appointment of Emergency Response Wardens and Incident Commanders/Floor Monitors plays a key role in University's fidelity to maintaining a safe and healthy working environment and managing emergency situations effectively. RMO along with Health and Safety Office would seek nominations for the positions or appoint candidates directly. Appointment would commence with completion of warden training.

Risk Management Office (RMO) will notify the relevant heads when there is a vacancy for Emergency Response Warden and Incident Commander Position. A HoD/Director/Dean can nominate an appropriate member of their staff to the position based on the *Selection Criteria* and by consulting with the other head(s)/Dean(s) whose staff occupies the building. The Emergency Response Warden *Nomination Form* must be filled in and returned to Health and Safety Office and a copy sent to Risk Management Office

The HSO would provide orientation programs to Emergency Wardens, deputy wardens and incident commanders to ensure they understand their roles & responsibilities.

1.7.1 Selection Criteria

The UoN management heads are requested to consider the following criteria when nominating staff for appointment as Building Emergency Response Warden and Incident Commanders:

1. Building Emergency Warden needs to have a comprehensive understanding of the types of emergencies they may be required to deal with;
2. Willingness to guide and help people in an emergency situation;
3. Enthusiasm and willingness to take this role and act effectively;
4. Ability to be calm and take charge of the emergency situation;
5. Ability to empathize well with others;
6. Ability to assess a situation in a proficient and vigilant manner;
7. Should be available, easily contactable and in a position to be called away at short notice;
8. Ensure that effective procedures are in place for an emergency;
9. Have a sound knowledge of the building's facilities and emergency evacuation maps;
10. Should be a full-time staff member;
11. Should be in good physical health and be able to discharge his/her responsibilities effectively;
12. Should be willing to undertake the required training programs as and when required;
13. Be familiar with building/floor map, number of emergency exits, number of emergency equipment's, the nearest assembly points , and should document the same;
14. Wardens should be aware of disabled persons within their area and assistance should be rendered to them in an emergency;
15. Should be able to conduct at least two safety demonstrations/drills or workshops for the building staff per semester.

NOMINATION OF EMERGENCY WARDENS AND INCIDENT COMMANDERS (Continued.)

- 16.** Should ensure that the building map and emergency evacuation route is displayed on the notice boards and also ensure that it's electronically communicated;
- 17.** Should communicate on a regular basis to their supervisors and Health & Safety Officer;
- 18.** Should respond to the report requests from the Risk Management Office;
- 19.** Should be accountable to update/communicate emergencies (if any) to Health & Safety Office.

1.7.2. Withdrawing an Appointment

If the appointed candidate wishes to withdraw from the position, he or she should do so with a written explanation stating the reason for the withdrawal and email it to their direct supervisor, Health & Safety Officer and send a copy to Risk Management Office.

1.8. BUILDING EMERGENCY PERSONNELS AND THEIR RESPONSIBILITIES

Personnel	Duties
1.8.1. Incident Commander	<ol style="list-style-type: none"> Initially, begin by evaluating the situation; Summon the required External Support Agencies. (<i>Depending on the status/need of the situation</i>); Notify the Building Warden first, and if situation permits inform the Risk Management Office/Health & Safety Office; Guide his/her Emergency Response Assistant and his floor Monitor and their alternates to action the evacuation process; Be aware of all the building occupants, including part time staff and students. Especially the ones with special needs; Identify additional emergency response volunteers who may assist during the emergency; Monitor corridors of the assigned floor and ensure occupants move toward the exits; Ensure the fire alarms are activated; Communicate the emergency to Building occupants; Evacuate the building as soon as possible and ensure assigned entry and exit way is being monitored; Prevent people from re-entering into the building until all-clear signal is issued by emergency responders or the emergency coordinator.
1.8.2. Deputy Incident Commander	<ol style="list-style-type: none"> Inform area occupants leave the building in cases where there is word of an emergency but building alarm didn't sound; Inform occupants of their duty to report to your nearest assembly point; Assist and/or direct occupants with limited mobility either to safe rooms, or down stairs if able to negotiate stairway; Check restrooms on assigned floor to ensure they have been evacuated; Leave the building as soon as possible and go to your assembly area; Check off co-workers who safely reported to assembly point from occupant list; Report presence of anyone still on your floor to Emergency Response Warden, or directly to the Fire Dept; Make sure stairways and exits are clear of any obstruction and open; Collect information on missing personnel known, or suspected to still be in the building, and report to floor monitor or Emergency Response Warden; Attend to personnel requiring First Aid.

BUILDING EMERGENCY PERSONNELS AND THEIR RESPONSIBILITIES (Continued..)

Personnel	Duties
1.8.3. Emergency Response Warden	<ol style="list-style-type: none"> 1. Notify the Health & Safety Office and/or Risk Management Office. 2. Notify Emergency External Support Service Departments like Fire Brigade, Police/ Military Rescue teams etc. 3. Prevent people from entering the building 4. Gather information from Floor Monitors and Emergency Response Assistants on building occupants known or suspected to still be in building 5. Contact the Campus Security Head, in case of highly disruptive event. 6. Meet emergency responders, Emergency Supervisor and Controller at the building entrance. 7. Report to emergency responders about any occupants needing assistance to evacuate the building. 8. Seal the area surrounding the building with emergency tapes. 9. Flag the All-Clear signal to floor monitors or other building emergency response personnel. (Whenever it is safe to do so) 10. Report the details of the incident to Risk Management Office. 11. Conduct post emergency meeting if necessary.
1.8.4. Emergency Supervisor (Health & Safety Officer)	<ol style="list-style-type: none"> 1. Liaise with emergency support service departments and keep active communication with the emergency responders and University officials. 2. Coordinate and guide the entire emergency rescue operation 3. Help secure building and prevent re-entry. 4. Assist the External Responders by debriefing them on event. 5. Conduct meeting with Floor Monitors, their alternates, emergency response wardens, their assistants and Campus Security to discuss the aftermaths. 6. Gather reports from Emergency Response Wardens and review and evaluate them in close coordination with the Risk Management Office.
1.8.5. Emergency Controller (Risk Management officer)	<ol style="list-style-type: none"> 1. Identify actions appropriate to the current situation <i>(Which might not be necessarily covered in the ER Plan)</i> 2. Evaluate the emergency response by gathering records, incident reports, communications logs and outcome reports. 3. Provide details and documented reports of the incident to the Chancellor and Executive Bodies 4. Ensure the UoN Emergency Alert Communication Service is active. 5. Review of the Risk Management Policy, Emergency Response Plan based on the dynamic needs of the situation. 6. Monitor the Emergency Response Plan at each level to identify gaps and deviation from safety standards.

1.9. MULTISTOREY BUILDING EMERGENCY PERSONNELS AND THEIR RESPONSIBILITIES

Personnel	Duties
1.9.1. Floor Monitors	<ol style="list-style-type: none"> 1. Evaluate the situation. 2. Summon the required External Support Agencies. (<i>Depending on the status/need of the situation</i>) 3. Contact the Campus Security Head, in case of highly disruptive event. 4. Notifying your Building Warden first, and if situation permits then to Health & Safety Office/ Risk Management Office. 5. Direct his/her Emergency Response Assistant and his floor Monitor alternative to action the evacuation process 6. Be aware of all the building occupants, including part time staff and students. Especially the ones with special needs. 7. Identify additional emergency response volunteers who may assist during the emergency. 8. Monitor corridors of the assigned floor and ensure that the occupants are moving toward exits. 9. Ensure the fire alarms are activated. 10. Communicate the emergency to Building occupants. 11. Evacuate the building as soon as possible and ensure assigned entry and exit way is being monitored. 12. Prevent people from re-entering into the building until all-clear signal is issued by emergency responders or the emergency coordinator
1.9.2. Emergency Response Warden	<ol style="list-style-type: none"> 1. Notify the Health & Safety Office and/or Risk Management Office. 2. Notify Emergency External Support Service Departments like Fire Brigade, Police/ Military Rescue Teams etc. 3. Prevent people from entering the building 4. Collect information on building occupants known or suspected to still be in building from <i>Floor Monitors</i> and <i>Emergency Response Assistants</i>. 5. Contact the Campus Security Head, in case of highly disruptive event. 6. Meet emergency responders, Emergency Supervisor and Controller at the building entrance. 7. Report to emergency responders about any occupants needing assistance to evacuate the building. 8. Seal the area surrounding the building with emergency tapes. 9. Flag the All-Clear signal to floor monitors or other building emergency response personnel.(Whenever it is safe to do so) 10. Report the details of the incident to Risk Management Office. 11. Conduct post emergency meeting if necessary.
1.9.3. Deputy Floor Monitor and Deputy Emergency Response Warden	<ol style="list-style-type: none"> 1. Inform building occupants to evacuate the building when there is word of an emergency but the building alarm didn't sound. 2. Inform occupants to report to their nearest assembly point. 3. Assist occupants with special needs either to safe rooms, or down stairs if able to negotiate stairway. 4. Check the restrooms on your assigned floor to re-ensure that they have been evacuated 5. Evacuate the building as soon as possible and go to nearest assembly area. 6. Check off co-workers who safely reported to assembly point from occupant list.

MULTISTOREY BUILDING EMERGENCY PERSONNELS AND THEIR RESPONSIBILITIES (Continued..)

Personnel	Duties
Deputy Floor Monitor and Deputy ER Warden (continued...)	<ol style="list-style-type: none"> 7. Report presence of anyone occupant stuck on your floor to Emergency Response Warden, or directly to Fire Dept. 8. Make sure stairways and exits are clear of any obstruction and open 9. Collect information on missing occupants, or any occupants who are suspected to still be in the building, and report to the information to the floor monitor or Emergency Response Warden. 10. Attend to personnel requiring First Aid.
1.9.4. Emergency Supervisor	<ol style="list-style-type: none"> 1. Liaise with emergency support service departments and maintain communication between emergency responders and University officials. 2. Coordinate and guide the entire emergency rescue operation 3. Help secure building and prevent re-entry. 4. Assist the External Responders by debriefing them on event. 5. Conduct meeting with Floor Monitors, their alternates, emergency response wardens, their assistants and Campus Security to discuss the aftermaths. 6. Gather reports from Emergency Response Wardens and review and evaluate them in close coordination with the Risk Management Office.
1.9.5. Emergency Controller	<ol style="list-style-type: none"> 1. Identify actions appropriate to the current situation (<i>Which might not be necessarily covered in the ER Plan</i>) 2. Evaluate the emergency response by gathering records, incident reports, communications logs and outcome reports. 3. Provide details and documented reports of the incident to the Executive Bodies. 4. Ensure the UoN emergency alert communication services are active and functional. 5. Review of the Risk Management Policy, Emergency Response Plan based on the dynamic needs of the situation. 6. Monitor the Emergency Response Plan at each level to identify gaps and deviation from safety standards.

1.10. EMERGENCY RESPONSE LEVELS

University of Nizwa defines an emergency as:

“Sudden, unexpected, or impending situation which threatens or may cause harm to the health, safety or welfare of people, services, resources and the environment, impeding the normal activities of the University, thereby requiring immediate attention and remedial action”

Emergency situations may vary by the nature, severity of an incident and its magnitude. Not every emergency turns into a disaster or is considered as a simple incident. Some incidents may require the aid of emergency response services such as Police Services, Fire Brigade services etc.

The University of Nizwa deploys an Emergency Response Level (ERL) classification framework where emergencies are classified into three explicit categories.

The criteria that distinguish one emergency level from another will depend on several aspects which include, but are not constrained to the following:

- 1) The UoNs potential to either manage the incident with internal services and resources, or requirement of assistance from external emergency support service agencies like Police – Security Services, Medical Services or the Local Fire Brigades;
- 2) The scope of the emergency event (*how much ambit of the University is affected*);
- 3) The magnitude/intensity of the incident (*amount of fatalities, injuries and damages*);
- 4) The time span of the incident (*how long the emergency situation lasts*);
- 5) Estimated recuperation time (*period of time required to come back to normal operations*).

1.10.1. Level 1 Emergency (*Departmental or Functional Emergencies*)

Level 1 emergencies significantly impact the potential of an individual or department to discharge their services, but which do not altogether impede the ability of the University to continue providing services, outside the immediate area concerned; Level 1 incidents are likely to have impact on localized – service delivery, resources, property or an individual's health and safety but do not pose a life threatening situation. The impact is localized to the specific building or individual and not on multiple buildings/individuals. The duration of the incident is very short (few hours) and the recovery is immediate, not having any long term impacts. A minor incident relating to a department/building or an individual is quickly resolved within the scope of the building resources /campus medical resources or by the onsite Emergency Response Administration Team in close coordination with the appropriate campus service providing unit.

Example: Facilities Services responds to a *heating, ventilation, and air conditioning (HVAC)* in an Academic Building

Some examples of Level1 risks would include the following: CIS- localized network failure, *localized power failure, localized chemical spill, minor fire, fire alarm, water leak, false fire alarm, minor accident/injury, lightning strike on building or individual, loss or theft of campus resources, peer harassment, hazing, racial incidents, sexual harassment and blackmailing etc.*) A level1 incident could sometimes get severe enough posing a threat to life of an individual(s). In unusual circumstances, a Level1 incident may be considered as a **Major level1** incident if there is potential threat or loss of life or services in the affected area but doesn't disrupt UoN operations.

Example: Transportation risks – accidents, road collapse, localized gas explosion, lightning strike on building or individual, structural collapse, suicide, murder, entrapment and electrocution etc.

1.10. EMERGENCY RESPONSE LEVELS (Continued..)

1.10.2. Level 2 Emergency (*University Emergency*)

Level 2 emergencies are those emergencies which significantly impact and impede the ability of the University Community to discharge its service(s). The emergency can affect several departments, buildings or functions of the UoN, consequently affecting its mission-critical functions like teaching, research, and administrative activities. Level 2 incidents are likely to have impact on multiple departments, individuals, their services, resources, property posing a potential threat to life and UoN property. The duration of the incident depends on the type and severity of the incident. The recovery is generally not immediate, requiring a day or two, thereby impacting the UoNs daily regulatory activities. External emergency support service agencies (e.g. Police services, University contracted Fire Safety team, Emergency Medical Services etc.,) are entreated to assist the UoN in responding to the event.

Examples of Level 2 events are rapid spread of fire on campus, UoN server shut down and power shut down. Some more examples might include civil disorder, demonstrations, protests, serious disease epidemic outbreak, bomb/security threats, severe weather conditions like – severe rain, storm, heavy winds, etc. Under critical circumstances, the Level2 incidents may be considered as a Major level2 incident if there is major threat or loss of life or services or resources on UoN campus disrupting regular routine of UoN operations.

Example: Campus riots, loot, violence, Sniper/Shooting, Hostage taking, multiple casualties or fatalities etc.

1.10.3. Level 3 Emergency (*catastrophic emergency impacting campus and surrounding community*)

A catastrophic emergency event involves and impacts the whole campus and its neighboring community. Prompt determination of the calamity, which is normally multi-hazard, is beyond the crisis response abilities of campus and local resources. The incident may escalate quickly and have serious consequences. Therefore Level 3 emergency may require full evacuation of the entire campus. The event affects all or most of the mission-critical functions of the University. The emergency is not short-lived and recuperation to normal regulatory operations might take several weeks.

Life, health and property on UoN campus (and in the surrounding neighboring community) are threatened; there might be loss of life and/or significant property damage. Based on the nature, degree and span of the crisis, the Chancellor may edict the brief closure of the UoN. The Oman Government may declare a State of Emergency.

There would be significant long-term impact to University. External Emergency response services from local region and jurisdiction are mobilized to help the UoN and surrounding community in responding to and recuperating from the crisis.

Examples of Level 3 events are outbreak of contagious pandemic, severe weather such as a tornado, cyclone, hurricane, earthquake or severe floods and wadis.

- * A Catastrophic Emergency impacting whole UoN and the surrounding community
- * The entire campus is closed
- * It affects the routine and mission-critical operations of UoN.

Notes:

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1.11. COMPARISON OF DIFFERENT EMERGENCY LEVELS

Level 1 Emergency	Level 2 Emergency	Level 3 Emergency
<ul style="list-style-type: none"> ■ Is a Departmental Emergency, impacting a single building, an individual, or a service ■ It doesn't affect the routine operations of UoN ■ Has localized impact ■ The duration of emergency is few hours ■ Recovery is mostly immediate ■ Doesn't have long term impact ■ Can be solved within the scope of the UoN resources and UoN support services (<i>However, might occasionally require External Emergency Support Services</i>) ■ Example: CIS-localized network failure, localized power failure, localized chemical spill, minor fire, fire alarm, water leak, false fire alarm, minor accident/injury, loss or theft of campus resources, peer harassment, hazing, racial incidents, sexual harassment and blackmailing etc. ■ Level 1 emergency might transform into Level 1 Major emergency if there is a loss of life, destruction of a localized department building or suspension of service. (<i>It doesn't impede with UoNs daily operational routine</i>) ■ Level 1 Major Examples: Road accidents, road collapse, localized gas explosion, lightning strike on building or individual, structural collapse, suicide, murder, entrapment and electrocution etc. 	<ul style="list-style-type: none"> ■ Is an University Emergency impacting whole UoN or multiple buildings, individuals or services ■ It affects the routine operations of UoN ■ Has an wide impact across the campus and its community ■ The duration depends on the type and severity of the incident ■ Recovery is usually not immediate, requiring few days ■ Requires the assistance of local external emergency support service agencies (e.g. Police services, Fire Safety team, Emergency Medical Services etc.,) ■ Example: rapid spread of fire on campus, UoN server shut down, power shut down, civil disorder, demonstrations, protests, serious disease epidemic outbreak, bomb / security threats, severe weather conditions like – severe rain, storm, heavy winds, etc. ■ Level 2 emergency might transform into Level 2 Major emergency if there is major threat or loss of life or services or resources on UoN campus disrupting regular routine of UoN operations. ■ Level 2 Major Examples: Campus riots, loot, violence, Sniper/Shooting, Hostage taking, multiple casualties or fatalities etc. 	<ul style="list-style-type: none"> ■ Is a Catastrophic Emergency impacting whole UoN and the surrounding community ■ It affects the routine and mission-critical operations of UoN. ■ Has an impact on the region ■ The duration of the emergency is unpredictable ■ Recovery could take several weeks ■ Requires the assistance and aid from government and local external emergency support service agencies. ■ outbreak of contagious pandemic, severe weather such as a tornado, cyclone, hurricane, earthquake or severe floods and wadis'

1.12. MANAGEMENT OF EMERGENCY RESPONSE LEVELS

LEVEL 1

Leadership

Incident Commander (or his substitute)

Coordination

Deputy Incident Commander and volunteers

Responders

Coordinated response:

- * Emergency Response Warden
- * UoN Emergency Response Services
- * External Response agencies if/as required

Each level of emergency has its own organized design, response structure and control strategies. The following components determine the management framework within each level of the Emergency Response Plan

- the leading authority
- the coordinating body
- the responders involved

LEVEL 2

Leadership

Any ER Team member who witnesses the emergency, Emergency Supervisor and Emergency Controller

Coordination

Emergency Response Team members, Campus Security and Volunteers

Responders

Integrated response:

- * Campus Security
- * UoN Emergency Response Services
- * External Response agencies

LEVEL 3

Leadership

Emergency Supervisor, Emergency Controller and Vice Chancellor for Administration and Finance

Coordination

Emergency Controller, Emergency Response Team members, Campus Security, Volunteers from Campus and Community

Responders

Integrated response:

- * Campus Security
- * UoN Emergency Response Services if available
- * External Response agencies
- * Government aid and support services

1.13. EMERGENCY RESPONSE PROCEDURES FOR DIFFERENT EMERGENCIES

1.13.1. Different Phases of Emergencies

All levels of possible emergencies have six critical phases:

0. Vigilance (Precautions to be taken before an emergency)
1. Emergency arises;
2. Assessing the situation and initial response;
3. Executing control scheme (Action Plan – Rescue Operation)
4. Communication;
5. Recuperation; and
6. Return to Normal Operations.

These six phases translate at each of the UoN Emergency Levels as follows:

1.13.2. Emergency Response Procedure for Level 1 Emergency

1. Emergency occurs.
2. Incident Commander assesses the nature of the Emergency and the required emergency response services, and confirms the categorization of Level 1 Emergency. The Incident Commander continuously monitors the Level of Emergency to check for any transitions in the emergency levels.
3. Incident Commander alerts Deputy Incident Commander and volunteer service is dispatched.
4. Building Warden is notified by Incident Commander or his deputy.
5. Building Warden requests for external support if needed (e.g. support from IFM maintenance department, CIS, Police, Fire Department, Medical help etc.)
6. Building Warden notifies Health & Safety Office and/or Risk Management Office.
7. Any pertinent emergency communications to the UoN community are released by Risk Management Office through UoN e-Alert System. (After the approval of Dean DPQM and the Chancellor)
8. University emergency response services are provided as required and the emergency concludes.
9. Recovery and return to normal regulatory operations are usually quite short in duration for Level 1 Emergencies

1.13.3. Emergency Response Procedure for Level 2 Emergency

1. Emergency occurs.
2. Emergency Supervisor, Emergency Controller or any member of Emergency Response Team who witnesses an emergency assesses the Emergency and confirms if it's a Level 2 Emergency.
3. The Emergency Supervisor notifies the Emergency Response Team for ER Plan execution.
4. The Emergency Response Team's Wardens seek additional support as needed (e.g. Campus Security Campus Medical First Aid, Director of Public Relations etc.)
5. Incident Commanders and their deputies coordinate with volunteers and help in evacuation and safe sheltering.
6. Emergency response is rendered as required.

EMERGENCY RESPONSE PROCEDURES FOR DIFFERENT LEVELS (Continued..)

7. Any pertinent communications to the UoN community are released by the Chancellor's Office or Risk Management Office through UoN e-Alert System.
8. Recovery phase is managed by Emergency Supervisor with support of Vice Chancellor for Administration & Finance.
9. Return to normal operations.

1.13.4. Emergency Response Procedure for Level 3 Emergency

1. If Emergency is predicted:
 - ▣ The Risk Management Office will alert the UoN community using UoN e-Alert System and by utilizing all possible means of communication;
 - ▣ Based on the directives from the Chancellor, The Risk Management Office will constantly update the campus community on any threats or concerns or any holiday(s) that might be declared due to an emergency situation;
 - ▣ The Emergency Supervisor would ensure that the campus is vacated and the occupants are moved to safe shelters;
2. If the emergency strikes without any prediction or warning;
 - ▣ Emergency Supervisor, Emergency Controller assesses the Emergency and the response required;
 - ▣ Emergency Supervisor gets in touch with external support services for rescue and evacuation;
 - ▣ Under the counsel of the Chancellor, the Vice Chancellor for Administration and Finance requests Government aid and support;
 - ▣ The Emergency Supervisor coordinates with Emergency Response Team for initial, rescue evacuation and safety shelter until external support service is rendered;
 - ▣ Any pertinent communications to the UoN community are released by the Chancellors Office or Risk Management Office through UoN e-Alert System;
 - ▣ The recovery phase commences, and is managed by the Vice Chancellor for Administration & Finance, HSO and RMO under the supervision of the Chancellor.

1.13.5. Emergencies Outside of Business Hours

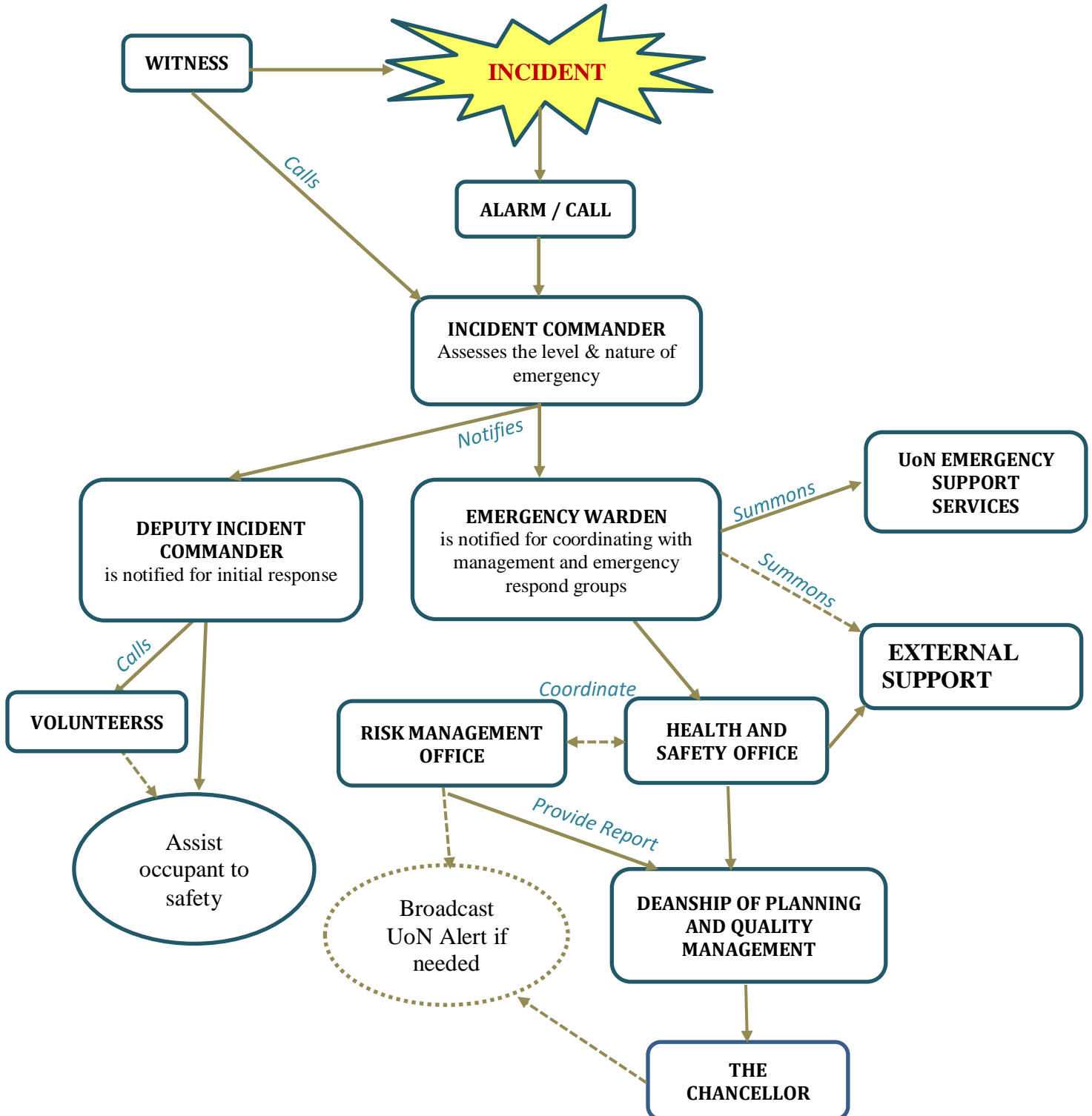
The UoNs business hours are Sunday to Thursday 08:00am to 04:00pm. Emergencies are uncertain and an emergency might possibly occur during non-working hours. The UoN Campus Security maintains a 24/7 presence on initial campus. Campus Security Officials can be reached by calling extension # 305. The Campus Security will take charge of the situation.

No matter when an emergency occurs, the structure of the UoN Emergency Response Plan (ERP) remains the same. The ERP implementation may differ depending upon availability of staff, services and resources at that moment of emergency, until the proper officials are notified. Until that time, Campus officials/individuals of the highest authority who are available on campus at the time of emergency will assume most responsibility and notify the external support service agencies, the UoN Emergency Supervisor and Emergency Controller.

**Personnel's who work outside the business hours should be identified and provided with appropriate training and should be aware of the UoN emergency response strategies.*

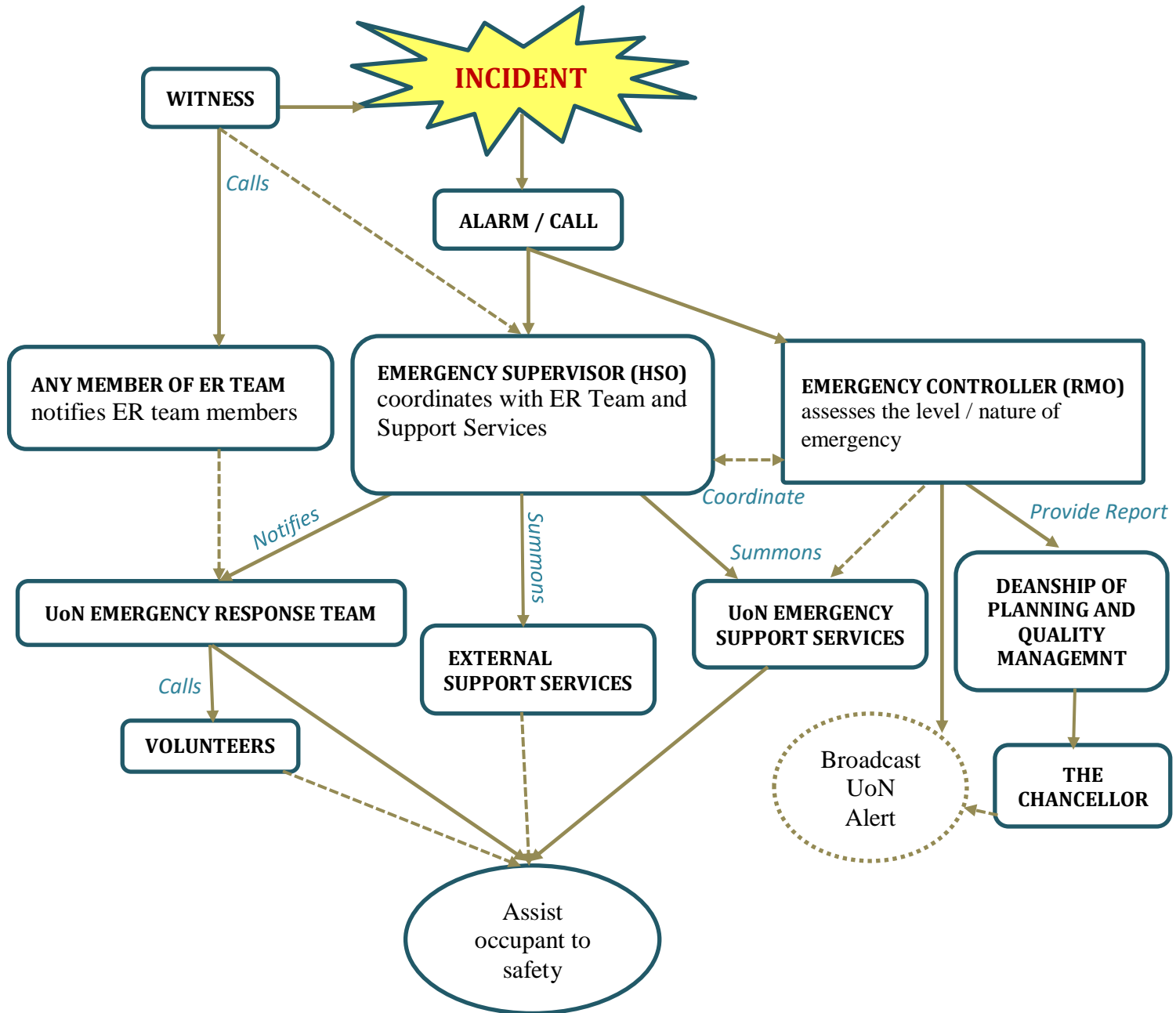
1.14. LEVEL 1 EMERGENCY RESPONSE MANAGEMENT DESIGN

Coordinated Response



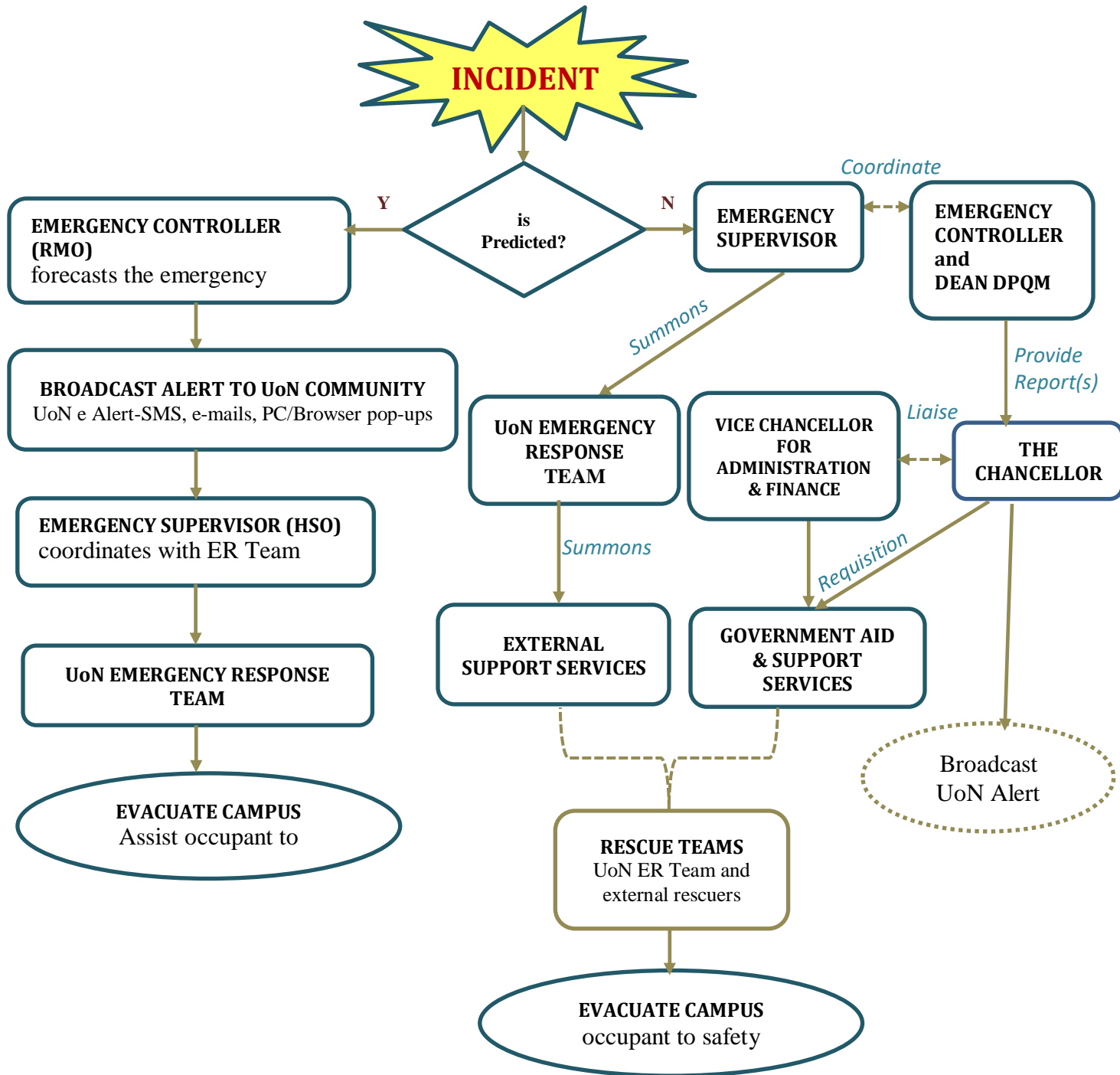
1.15. LEVEL 2 EMERGENCY RESPONSE MANAGEMENT DESIGN

Integrated Response



1.16. LEVEL 3 EMERGENCY RESPONSE MANAGEMENT DESIGN

Coordinated and Integrated Response



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University of Nizwa

EMERGENCY RESPONSE GUIDELINES



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2.2. EMERGENCY CONTACT NUMBERS

2.2.1. External Support Services

1	FIRE DEPARTMENT	9999
2	HOSPITAL	25449361 (Nizwa Hospital) 25447776 (Badr Al Sama Hospital)
3	AMBULANCE	9999,25449361, 25447776
4	POLICE	25425222, 25425559
5	WEATHER FORECAST	24519113
6	ELECTRICITY AND WATER	431310

2.2.2. UoN Emergency Support Services

1	HEALTH CARE UNIT	988,601 (25446-601)
2	AMBULANCE	306
3	GANA POLY CLINIC	194
4	HEALTH AND SAFETY OFFICE	636
5	RISK MANAGEMENT OFFICE	973
6	ELECTRICITY /AIR CONDITIONER	888,604
7	TELECOMMUNICATION AND INTERNET	373,626
8	CAMPUS SECURITY	305
9	TRANSPORTATION OFFICE	347,342
10	WATER	244,374
11	PUBLIC RELATIONS	226,267

*It is recommended to cross check and update the numbers annually.

2.3. MEDICAL EMERGENCY

Medical emergency is a scenario where an individual's life or health is at risk due to an injury or illness. Some examples of medical emergency would be if someone is:

- Bitten by a snake or stung by a scorpion, wasps ,honeybee or insects
- Having an allergic reaction of any sort
- Having low/ elevated blood sugar levels due to improper diet
- Having low/high blood pressure due to lack of sleep or stress
- Having epileptic attacks- a seizure or convulsion and jerking movements
- Experiencing burns on your hand /electrocuted
- Severely injured by accident or psychologically traumatized by an attack
- Bleeding which is out of control or spurting blood.
- Choking/Not breathing or Gaspings for air and turning blue.
- Feeling light headed and fainting
- Having a sun stroke
- Experiencing any pain, numbness, or crushing discomfort in chest, or aching pain in their neck and jawline



If you encounter someone who is suffering from any sort of medical condition take the following action:

1. Dial 988 (the UoN Health Care Unit). Briefly describe the incident, nature of the injuries and location of the injured person
2. Unless trained, please do not attempt to move victim who has had injury/accident.
3. If qualified, administer First Aid, if not; wait till assistance from HCU arrives. (However, the building Emergency Wardens and their deputies must be trained and aware of basic first aid procedures)
4. Record the following information from the sick patient or the injured individual in the UoN Incident Report Form: name, description of injury/symptoms, allergies, medications and major medical history if any (*High/Low BP, asthma, heart condition, diabetes, etc.*)
5. Stay at the site of emergency until the nurse from the Health Care Unit arrives with an ambulance. (*An ambulance is always available on campus*)
6. The UoN Health Care Personnel would assess the condition of patient and decide if the case needs to be transferred to local hospital (Gana Polyclinic) or provide in-house medical aid in the UoN Health Care Unit itself.
7. If the victim is unconscious, sprinkle some water on face and try to communicate in a loud voice to determine the victim's responsiveness. If the victim does not respond, check for a sign of respiration by placing your hand on the victim's breathing zone.
8. Do not move the victim's head or neck in the process. (*To be done by qualified health care personnel from HCU*)

2.3. MEDICAL EMERGENCY (continued..)

9. If the victim is not breathing and his/her heart is not beating then a qualified personnel from HCU, trained in CPR must begin CPR procedure and should transfer the victim to nearest hospital for further treatment.
10. Submit the Incident Report to the Risk Management Office and a copy to Health & Safety Office.
11. Medical emergencies on campus relating to individuals (Visitors) who are not employed by the University of Nizwa must be reported immediately to the Health & Safety Office and Risk Management Office.

NOTE: Please refer to the “**UoN First Aid Manual**” to get detailed information on different types of medical emergencies and their first aid response.

2.4. ELEVATOR ENTRAPMENT

Emergency contact numbers must be posted and always be available on the elevators inside wall. If a person(s) is trapped in an elevator due to power outage or mechanical malfunctioning of the lift, then follow the guidelines listed below:

1. If you are trapped in an elevator, stay calm. Use the emergency button or the emergency microphone phone in the elevator so that you can provide direct information to the emergency responders.
2. Call the Health and Safety Director from your mobile.
3. The people outside must try to keep the trapped passengers calm and assure that they will get help. Talk to them until help arrives
4. Contact the elevator contractor for a service request and determine the estimated time of arrival;
5. If the estimated time of arrival is more than thirty minutes, University employees (*e.g., building engineer, electrician, and janitor*) may reset the elevator to assist in bringing it to a floor and manually open the door with some equipment. If the elevator does not reset, or open then Emergency Supervisor shall inform police and also ensure that the local Fire Department is dispatched;
6. If there is a severe sense of panic or life threatening conditions inside the elevator then call the UoN Health Care Unit and ensure that the ambulance is on its way. Notify the Police.



2.5. WEATHER EMERGENCY

There are different types of inclement weather conditions that the Ad Dakhiliyah region experiences and some of them are listed below, based on the average likelihood of their occurrence.

2.5.1. Flash Flooding (in Wadis')

Nizwa province of the Ad Dakhiliyah region is well known for its flash floods. Wadis are the most common weather hazard in the region because of the hilly nature of the adjoining Hajar Mountains, Cretaceous limestone layers, and the increased urbanization in Nizwa. The maximum annual accumulated rainfall recorded in the in Nizwa is 256 mm. Driving or walking across flooded low-water crossings during heavy rain in the area may result in deaths or injuries, and require rescue operations. Follow these guidelines for safety in the event of flash floods;

1. During heavy rain, stay away from low lying areas like creeks, streams, canyons and low water crossings, which are subject to flooding.
2. Do not camp, park vehicles or BBQ near streams and creeks.
3. Avoid routes that lead to pre-flooded, high velocity flow areas.
4. Try not to cross, on foot or in your vehicle, any flowing creeks (Wadis).
The flood water may unexpectedly gush within the blink of an eye.
5. Roads may be submerged under water during such flash flood episodes. It is harder to locate and recognize the route in flooded landscapes. Be very cautious especially at night.
6. If your vehicle ceases in high flood water, leave it immediately and seek shelter away on a high ground.
7. Follow safety updates from UoN e-Alert System
8. Follow the advice of campus officials on flooded areas and abide by the safety instructions.



2.5.2. Thunderstorm and Lightning

The Ad Dakhliyah Region experiences at least two thunderstorms every year. Lightning is a dangerous atmospheric hazard. Each stroke of lightning can carry up to 100 million volts of electricity. Lightning is inclined to strike higher ground and elevated objects which are good conductors of electricity like metal. Lightning poses a severe threat to especially those involved in outdoor recreation and activities. Moreover, lightning can strike up to 10 to 15 miles away from the actual thunderstorm posing vulnerability to people being light struck even outside of the main precipitation area of the thunderstorm. UoN major outdoor events should receive additional consideration. Follow these guidelines for safety in the event of a thunderstorm;

2.5. WEATHER EMERGENCY (continued..)

1. When you hear thunder outdoor, you are vulnerable enough to be struck by lightning. Move to safe shelter immediately.
2. Seek shelter in a steady concrete building or your vehicle. Do not seek shelter under isolated trees. Stay away from open ground.
3. If shelter is not available, find a low ditch or low ground available spot in the surrounding away from fences, poles and trees.
4. Avoid projecting yourself above the surrounding landscape by seeking shelter in low-lying areas such as valleys, ditches and depressions. Crouch down. Be alert for flash floods
5. If you are in open ground without shelter and if you begin to feel your skin lightly tingle or your hair strands rise up (i.e. if you experience goose bumps), then immediately squat low to the ground on the balls of your feet. Position your head in-between your knees and hands. Make yourself the smallest (shortest) target possible but never lie flat on the ground. Avoid using the mobile or any electrical appliances. Use the mobile only in emergencies.
6. Avoid using corded telephones and touching metal pipes as they might conduct electricity and can cause electrocution.
7. Turn off and unplug all electrical appliances like computers, televisions and other power tools. Power flow from lightning can initiate a blast causing serious damage to you and the equipment;
8. Avoid showering during thunderstorm as the plumbing and bathroom fixtures can conduct electricity and cause electrocution.
9. **NOTE:** Rubber soled shoes provide NO protection against lightning strokes.
10. If you are in a vehicle during a thunderstorm, the hard topped steel body of the vehicle provides an increased protection as long as you don't touch its metal body. If the lightning strikes your car, the possibility of injury is much lesser provided you are inside the vehicle than outside.
11. To know how close the lightning is, count the seconds between the lightning flash and its thunder clap. Each second is considered as 300 meters. If the duration (count) between the lightning and thunder is 30 seconds, then it would mean that the storm is less than 9 km away.
12. It is safe to remain in the sheltered area for at least 30 minutes after the last thunder.



2.5. WEATHER EMERGENCY (continued..)

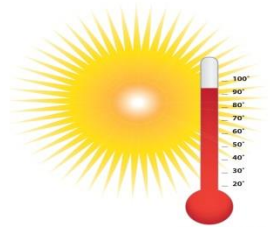
2.5.3. Heat Wave:

A heat wave is a prolonged spell of high temperatures and high humidity resulting in a humidex warning or advisory. High temperatures above 40 degree Celsius and high humidity make it arduous for the human body to cool itself. Extreme heat can be fatal. Under normal conditions, the body's internal thermostat is the hypothalamus. The hypothalamus controls your body's responses to outside temperature. When you get hot, the hypothalamus makes you sweat, which eventually evaporates by cooling the body temperature, however, in extremely high temperatures, evaporation is decelerated and the body pushes itself to work harder to maintain a normal temperature. Heat related illnesses could emerge if the heat wave lasts for more than two days

Signs of Heat Related Emergencies

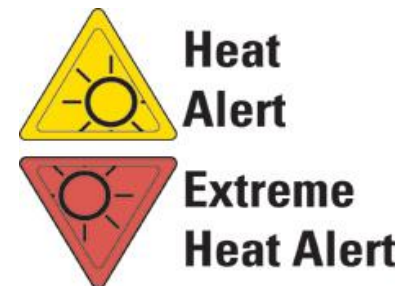
The following are some signs of heat exhaustion and heat stroke:

- Heat Exhaustion:** Confusion, dark-colored urine (a sign of dehydration), dizziness, fainting, fatigue, headache, muscle or abdominal cramps, nausea, vomiting, or diarrhea, pale skin, profuse sweating, rapid heartbeat, even though the body temperature might seem almost normal.
- Heat Stroke:** Throbbing headache, dizziness and light-headedness, lack of sweating despite the heat, red skin, hot and dry skin, muscle weakness or cramps, rapid shallow breathing, seizures and unconsciousness. Body temperature can be very high – as high as 40 C (105 F)



During heat wave, all students, faculty and staff should:

- Slow down and avoid arduous activity and eat healthy snacks at short intervals.
- Avoid excessive exposure to sun
- Defer outdoor games and activities
- Remain indoors as much as possible
- Use coolers and air conditioners indoors and in vehicles
- Conserve electricity not needed to keep you cool
- Wear loose-fitting, light color, lightweight clothing and wear a wide brimmed hat, head scarf or cap
- Drink plenty of fluids, even if you do not feel thirsty (*Lime juice and detox water keeps you hydrated for long*)
- Take frequent breaks if you work outdoors
- Avoid caffeinated drinks like coffee, tea and aerated drinks
- Eat fruits and yoghurt to balance your body temperature
- NEVER forget or leave children or pets alone in vehicles. A few minutes can prove to be deadly even if the windows are partially open.



2.5. WEATHER EMERGENCY (continued..)

2.5.4. Dust storms and heavy winds

Dust storms are common in Nizwa and usually occur in dry winters or early summer. Dust storms can create hazardous driving conditions by reducing the visibility to zero and causing a number of allergies and health issues. Wind storms on the other hand can cause damage to trees, buildings, lives and other resources. It may or may not be accompanied by precipitation. The wind speed during a wind storm typically exceeds 55 km (34 miles) per hour. Although tornadoes and tropical cyclones also produce wind damage, they are usually classified separately. During dust storm, follow the safety measures listed below;

1. If you have a respiratory mask designed to filter particles, wear it immediately
2. If you don't have a mask, then wrap a piece of wet cloth around your nose and mouth
3. Protect your eyes with goggles or shield your face with arms
4. Wrap a piece of cloth around your head to protect your ears
5. Abstain from wearing contact lenses during a dust storm. Get rid of them if you encounter dust storm approaching
6. Abstain from rubbing your eyes to prevent eye infection. If particles get into your eyes, try to rinse with fresh cold water
7. Avoid going out during dust storms and heavy winds when there is low visibility
8. Seek shelter in a solid building immediately
9. Avoid taking shelter under trees
10. Avoid taking shelter under a bridge, underpass or overpass since winds are more intense there
11. If you cannot find a building to shelter then take refuge in a low ditch in the ground, lie face down on the ground
12. Hold steadfast to a firm object and maintain your grip
13. While driving in open amidst a dust storm or heavy wind, slowly pull over to a safe zone off the road
14. Do not use hazards lights unless your car is parked on the service road. Hazard lights are meant only for emergency parking. Use headlights instead
15. Wait until there is visibility of at least 200 feet before re-entering the roadway
16. Heavy rain might usually follow the dust storm
17. If indoors, then close your windows and stay away from them
18. People who are allergic might start using antihistamine even before any symptoms show up
19. Patients with severe cough and breathing problems might require medical help.



2.5. WEATHER EMERGENCY (continued..)

2.5.5. Tornado:

A tornado is a violent and strong rotating air which extends from thunderstorm to the ground. A severe Cyclone might initiate a tornado. These whirling atmospheric swirls can generate the strong winds with a maximum recorded speed of 500 km (300 miles) per hour. Tornadoes can cause severe destruction and loss of life from flying debris and collapsing structures.

1. Take immediate shelter in the lower level of a strong concrete building away from windows;
2. Stay away from windows, doors, elevators and exterior walls;
3. It's advisable to take shelter in small rooms without windows. Examples- washrooms, or stairwells;
4. Beware of flying debris like sticks, straws or broken glass pieces as they can act as lethal missiles during strong whirlwinds;
5. Don't get caught in a vehicle or shelter with weak roof, which the tornado can easily damage or lift. It is always wise to identify and move to a nearby sturdy shelter well in advance, before the storm approaches;
6. If you are outdoors, with no shelter available, then lie flat in a ditch, ravine or other low-lying area, and shield your head with your arms;
7. The aftermath of a Tornado poses potential dangers like damaged/weakened structures which might collapse, fallen debris, downed electrical wires, and gas leaks;



2.5.6. Cyclone:

The Sultanate of Oman has its coast stretched across the Arabian Sea, Gulf of Oman, and Persian Gulf, between Yemen and United Arab Emirates (UAE). Its close proximity to the Arabian Sea makes it vulnerable to occasional tropical cyclones. Although have been many of them, the following three tropical cyclones have been recorded as the most severe ones in the history of Oman

#	Cyclone Name	Formed on	Dissipated on	Highest Winds	Loss	Fatalities
1	1977 Oman cyclone	June 6, 1977	June 14, 1977	55 km/h (60 mph)	Unknown	105
2	Cyclonic Storm ARB 01	May 6, 2002	May 10, 2002	85 km/h (50 mph)	\$25 million	9
3	Cyclone Gonu	June 1, 2007	June 7, 2007	235 km/h (145mph)	\$4.2 billion	50

2.5. WEATHER EMERGENCY (continued..)

When a cyclone watch is issued;

1. Try to wind up your chores as soon as possible and take shelter immediately;
2. Fill your vehicles' fuel tanks;
3. Make sure you purchase enough supply of groceries;
4. Ensure that you have your required medicines, first aid kit, torch, batteries, candles and power banks to charge your phone just in case there is a power failure;
5. Ensure household members take shelter in the strongest part of the building when a cyclone warning is issued;
6. Close doors and windows, heavily tape all the edges of the windows and draw curtains and lock doors;
7. Clear your outdoors of any light-weighted material or any loose fixtures that could possibly blow out in the wind and cause injury/damage during extreme winds;
8. Check that neighbors are aware of the situation and are preparing;
9. Ensure you have a list of emergency contact numbers;



When the cyclone strikes;

1. Unplug all electrical appliances;
2. Stay inside and shelter away from windows (shelter in the strongest part of the building, i.e. cellar, internal hallway or bathroom);
3. If the building starts to break or crack up, protect yourself with mattresses, rugs or blankets under a strong table, bench or hold onto a solid fixture, e.g., a water pipe;
4. The drop in wind doesn't mean that the cyclone is over; violent winds would soon resume from another direction;
5. If you have to evacuate, or did so earlier, then stay calm and don't return until advised;
6. Wait for the official 'all clear' message from the Directorate General of Meteorology and the UoN e Alert System;
7. Be cautious of damaged power lines, bridges, building structures and trees;
8. Don't enter floodwaters;
9. Pay attention to all warnings and don't go sightseeing;
10. Follow up with news and updates of the situation;
11. Put vehicles in the garage or sheltered parking lots;
12. If you are outdoors, take shelter immediately;
13. Once indoors, close all curtains, blinds, or shades to prevent any broken window glass and hailstones from entering your home.



2.5. WEATHER EMERGENCY (continued..)

14. Stay away from windows and hallways
15. Stay indoors until the storm has passed.
16. If you're driving during a hailstorm, stay in your vehicle and slow down or stop, as roads may become slippery.
17. Once you have pulled your car aside, it's advisable to turn your back to the car's wind shield /windows and face your seats. Cover yourself with a blanket or thick towel to protect yourself from any broken glass.
18. Do not use hailstones as ice cubes in your drinks as it is likely to contain some benzene and cyclohexane along with seven varieties of bacteria.



2.5.7. Earthquake

The unique location of Oman on the southeast corner of the Arabian Plate has made it susceptible to earthquakes over the years. However these earthquakes haven't had any adverse impacts, but that doesn't mean that Oman would be less vulnerable to major earthquakes in the future. The following procedures apply to major earthquakes and tremors.

If you are indoors during an earthquake:

1. Immediately take shelter under a strong table or desk, or stand at corner near the exit. In a scenario where cover is unavailable, it's recommended to face the wall and kneel at the base of an interior wall with head down, covered by arms;
2. Turn your body away from windows and mirrors. Your back must be facing windows, doors and mirrors
3. Beware of falling objects and stay away from overhead fixtures, filing cabinets, shelves, and electrical equipment;
4. During the tremors, be cautious while attempting to leave the building, since heavy objects or debris may be falling in your path;
5. Do not use the elevators;



If you are outdoors during an earthquake:

1. Move to an open ground away from buildings, trees, and power lines;
2. If you are unable to move to an open area, watch out for falling objects;
3. Be cautious of the ground as it might crack up as well;



If you are in your vehicle during an earthquake:

1. Stop your vehicle at the nearest open ground away from mountains, trees and electric poles;
2. Stay in the vehicle until the tremors subside;

2.6. FIRE EMERGENCY

2.6.1. Fire, Explosions and Gas Leaks:

Chemicals, fancy candles at work place, overloaded electric sockets, and leaking gas are some possible causes of fire and life-threatening explosions

If you discover a fire or explosion:

1. If the automatic fire alarm is not activated, then manually activate the building fire alarm system by pulling the handle on a manual pull station.
2. Notify the appropriate emergency service contact number for your site.
3. Listen and follow instructions from the Incident Commander and the Emergency warden.
4. Do not panic. Walk quietly to the nearest exit and then proceed to the nearest assembly point outside the building and await further instructions
5. Alert other people in the vicinity and notify the emergency warden.
6. Evacuate using the stairwell and do not use the elevators;
7. If it is safe to do so, use the appropriate fire extinguisher to put out any fire (do not attempt to fight a fire if the fire is large or if you are not familiar with the use of the fire extinguisher).
8. To avert injury and possible panic during evacuation:
 - ◆ Do not run, push, or overtake
 - ◆ Do not use the elevators, use the stairs instead.
 - ◆ Abstain from returning to your office/building until a safety signal been issued by the Emergency Supervisor or Fire Service personnel.



If you smell gas:

1. Evacuate the building immediately. (Note: The fire alarm will not sound in the event of a gas leak.)
2. If the intensity of gas smell is weak, open all windows and doors and then evacuate.
3. Do not use any electronic devices and cell phones in the area of gas leak.
4. Do not use matches or lighters.
5. Do not turn on and turn off lights as a flicker could trigger explosion
6. Do not use elevators.
7. Assist persons with disabilities to safety.



2.6. FIRE EMERGENCY (continued..)

Preventive Measures

1. Post /display the emergency numbers on bulletin boards in every building;
2. Be aware of the location of emergency exits, fire alarm pull stations and fire extinguishers in your area;
3. Do not block exits, stairways, and storage areas with waste paper, empty boxes or other fire hazards;
4. Never run extension cords under carpets or behind furniture as they could sometimes create fire hazard;
5. Avoid overloading electrical sockets and plugging extension cords together;
6. Be careful while using Bunsen burner and Chemicals in labs;
7. Keep electrical appliances away from anything that can catch fire. Remember to always turn them off at the end of the day;



2.6.2. Guidelines for Evacuation:

1. Recognize the sound of the evacuation alarm and alert your companions;
2. Be familiar with at least two exits of the building;
3. Follow the instructions of Incident Commander and his/her deputy;
4. Shut all doors behind you as you evacuate. Closed doors can intercept the spread of fire, smoke, and water. (Make sure you don't lock somebody down while closing the doors);
5. Prior to evacuating check your nearest restrooms, copier rooms, storage rooms, etc., for anyone who needs help;
6. Accompany and assist the physically challenged people;
7. Move quickly to your nearest assembly point and report to the Emergency Warden;
8. Do not panic, push or run to avoid stampede;
9. Once you exit, stay away from building entrances to avoid impeding with emergency response personnel or equipment;
10. Do not return to the building unless you are instructed by the Building Warden;



2.7. EPIDEMIC AND PANDEMIC EMERGENCY

An **epidemic** is a widespread occurrence of an infectious disease within a certain community/location at a particular time. A pandemic is a worldwide epidemic caused by an infectious disease which spreads very easily from one person to the other, resulting in health complications for a significant number of people. Pandemic diseases meet little resistance in the human population since people hardly have any immunity against it. A pandemic always affects public health, organizations and the entire nation.

In the event of an epidemic and pandemic emergency, follow the advice of the Ministry of Health, Oman, and the instructions issued by the Director of Health and Safety Office.

1. In order to protect yourself and your loved ones, use the vaccine as soon as it is available; thereby contribute to slowing down the spread of the disease among the general population;
2. Wash your hands often with soap and water or rub them with an alcohol-based antiseptic sanitizer gel, foam or liquid;
3. Cover your mouth and nose with a cloth when you cough and sneeze to prevent contaminating your environment;
4. Avoid touching your nose, eyes and mouth, which act as easy gateways for virus to enter the body;
5. Avoid any sort of physical contact with sick people and their personal items;
6. If you have to take care of a sick person, protect yourself from their secretions, and abstain from drinking water or eating food that had been in contact with the sick person;
7. Avoid contact with animals that appear sick, and avoid handling animals that are found dead;



The Ministry of Health, Oman, may clarify or supplement these measures, depending on the characteristics of the disease involved in the pandemic.

2.8. HAZARDOUS MATERIAL SPILL

Hazardous materials are chemicals, bio-hazardous waste and radioactive material. Any incident or spill involving such hazardous materials must be reported to Health and Safety Office. In an episode of a hazardous material spill, follow the safety guidelines mentioned below:

1. If it is a small spill and if it is safe enough to clean up the spill, then do so using appropriate protective equipment and supplies;
2. If you cannot clean up, then attempt to confine or contain the spill only if it's safe to do so; contain the spill by diking or absorbing.
3. If you are unable to contain or confine the spill, then evacuate the area immediately;
4. Contact Emergency Supervisor on 636 and the contracted external agency.
5. Prevent people from entering the contaminated area by locking it up.



Warning
Hazardous spill

2.9. POWER AND UTILITY FAILURE

Power Outage and Utility failure might suspend the critical operations on campus posing an operational risk. In such a scenario, the following guidelines must be followed:

2.9.1. Power Outage

1. Try to obtain the following information prior to calling the UoN Maintenance Supervisor:
 - ◆ Is the entire building or only a portion of the building affected by the power outage?
 - ◆ Identify the room numbers of the areas involved in the outage.
 - ◆ Are there any particularly potentially hazardous or sensitive operations in the affected areas?
2. Contact the UoN Maintenance Supervisor at 604 or Maintenance Staff (Extension# 888)
3. Open windows and shades (Curtains) to get some natural light and enhance visibility.
4. Turn off the main power switches for expensive electrical appliances and computers before the power returns.
5. Laboratory personnel should secure experiments or activities that may present a danger with the electrical power off or when it is restored unexpectedly.
6. If there is a total blackout, proceed cautiously to an area that has emergency lights directing to the exits. Use special care while moving about to avoid injury resulting from low slips, trips, or falls.
7. Keep a backup source of light (like a torch/flash light) to facilitate visibility to safe exit.
8. Do not use flammable devices like candles, gas lighters for supplementary lighting.
9. Provide assistance to others who might be unfamiliar with the surrounding environment.



2.9.2. Utility Failure

In case of network failure or communication media failure contact the Center for Information Systems (CIS)

#	Utility Issue	Contact Person	Extension Number
1	System (PC) Failure -Login Failure	System Administrator	373
2	Network Failure	Network Administrator	626 or 343
3	Printer Jam	Photocopying Technician	573 or 455
4	Transportation- Missed pickup	Transportation Supervisor	347 or 342
5	Air conditioner malfunction	Air -condition Supervisor	888
6	Maintenance -Lights	Maintenance Supervisor	604 or 888

2.10. CIVIL DISTURBANCE

Civil disturbance is a civil unrest of activities like demonstrations, protests, riots, or strike which disrupts UoN work environment and requires intervention to maintain safety of staff, students and visitors. Civil disturbances can give rise to a variety of subsequent issues like crime, violence, assault, disorderly conduct and vandalism. Some examples of Civil Disturbance include employer-employee dispute demonstrations and protests, looting, acts of sabotage and crowd hysteria.

Most of UoN campus demonstrations such as marches, meetings, and rallies are peaceful and do not impede the UoN's daily operations. If a civil disturbance seems to threaten the occupants of the building/campus, then report it immediately to the Emergency Supervisor. Notify the campus security on 305 for help and take the following actions:



2.10.1. Lockdown and shelter in place

2. Alert all people in the zone of the circumstance;
3. Do not confront or the debate with demonstrators/intruders;
4. Take safety shelter in the nearest building;
5. Lock all entryways, exits and windows;
6. Close blinds to intercept flying glass shrapnel in case of stoning and shooting;
7. If the situation seems critical, the regular work operations might be ceased;
8. Building Wardens should remain calm and reassure students, staff and visitors that everything possible is being done to bring the situation to a normal state;
9. The Emergency Supervisor will contact the local police and other emergency services if required;
10. If you hear a gunshot, get everyone on the ground immediately
11. Sit or lie under the desks and be quiet;
12. Put you phones on silent modes;
13. Turn off the lights and ACs to give the impression that the building is empty;
14. Hide away from windows and be as invisible as possible. Do not become a spectator and a victim;
15. Do not respond to anyone from outside until you are given an 'All clear' sign by UoN campus security or the local police;
16. If it is necessary to evacuate, follow the directions from the Building Warden or Emergency Supervisor and assist those who may require any help moving;
17. If you are outside, then move as far as possible from the area of protest and the lockdown area;



2.10. CIVIL DISTURBANCE (Continued..)

18. Do not call the building or person under lockdown;
19. Hide or move to a safe area away from the scene;
20. Provide officers with any available information on the situation, such as description of the protest, people involved, description of snipers if any, last place you saw the shooter, direction of their travel, location of injured victims, or any other pertinent thing.

2.10.2. Disruptive Person

If you are confronted by a disruptive person then

1. If you come across a disruptive situation, tell others so that they can be available and assist you if you need to call for help;
2. Remain calm and don't react to their words;
3. Try to talk in a polite manner and empathize with their feelings and concerns and try to make them comfortable by listening to them;
4. If you feel they are out of control, then move away from the location and call the security on 305;
5. Provide details of the location, person and describe the situation to the Security Personnel or Emergency Supervisor;
6. If you do not get a chance to leave the conversation and the situation seems intense, then signal the passerby for help (*use the hand signal for "Help"*);
7. Never stand near the doorways blocking the exit as the disruptive person might get hysterical and panic assuming that he is being trapped and might cause any harm to you or others around you;
8. If a disruptive person is more responsive and willing to confront another person, then let that him do it;
9. If the disruptive person wants to speak with a Dean or authoritative body, then it is recommended to comply with the request. Never deny an individual the opportunity to take the matter to a higher authority;
10. If the person becomes threatening or abusive, politely convince the individual that their behavior is unacceptable and that things can be sorted out with clear, peaceful and relaxed discussion. Try to stay calm until the security arrives and takes charge of the disruptive person.

Building Wardens will document the incident and report it to the Risk Management Office. By reporting such incidents to the Risk Management Office, you enable the UoN executive management to enact protocols to ensure the safety of the campus community.

2.11. SUSPICIOUS PACKAGE

The likelihood of receiving a life threatening package is obscure. It is important to remember that an explosive or other life threatening items like razorblades, anthrax can be encased in either in a package or an envelope. Such a suspicious package/parcel could compromise the life and security of an individual or a group. Therefore, it is required that all students and staff be aware of the possible indicators of a suspicious package .Some typical features that should trigger suspicion are listed below:

1. The parcel is received from someone unfamiliar to you;
2. The parcel is oddly shaped, unevenly-weighted, disproportionate and bearing no return address;
3. Badly typed, misspelled, or poorly written addresses and markings on the parcel;
4. The parcel is marked with restrictive endorsement like 'Confidential' or 'Personal';
5. Odor is being emitted from the package;
6. The parcel has stains or discoloration;
7. The package has protruding wires, metallic tinfoil, or other conductive materials;
8. The parcel is over-wrapped with excessive paper, plastic, tape, or string;
9. The parcel has ticking sound;
10. The parcel is dusty or powdery;
11. A parcel is left by an unknown person.



If such a parcel is found then,

1. Abstain from handling the suspicious package;
2. If you must handle it, handle with care. Don't shake or bump the package;
3. Do not open or smell the package;
4. Wash your hands immediately to decontaminate yourself;
5. Do not use cell phone near such package;
6. Notify the Emergency Supervisor or the Risk Management Office.



Anthrax threats are becoming common in this era. Anthrax infection is spread via a powder in mails. The person who touches it becomes infected;

1. Never touch the mail or parcel if you see any powdery dust on it;
2. If you have touched it, then wash it with soap and water immediately;
3. Keep staff and students away from the area where the parcel is contained;
4. Seek medical help as soon as possible.



2.12. SUSPICIOUS BEHAVIOR

In order to maintain the campus environment safe, all members of the UoN community must be aware of the precautionary measures and should be responsible to contribute to the collective safety of UoN community. One way to do this is to be aware of what to do if you witness a behavior which seems suspicious to you.

Suspicious people may often be identified by their **behavior**. The following are some examples of suspicious behavior:

1. You notice a person(s) carrying a UoN property at odd hours or locations (i.e. office machinery, furniture, laboratory equipment, or any property inside their clothing, etc.);
2. Person(s) walking slowly in corridors and hallways observing surroundings and attempting to open doors;
3. Person(s) getting alarmed and trying to hide at the sign of others;
4. You notice someone recording and/or monitoring activities on campus using mobile phone and other recording equipment's;
5. Person(s) asking questions about sensitive information of employee/student/campus without a right or need to know;
6. Person(s) dropping some package intentionally on campus and leaving the location;
7. If you notice any sort of suspicious behavior, please call the UoN Security at 305 and notify the Risk Management Office (636) and provide the following information:
8. Location of the suspicious activity;
9. Nature of the activity;
10. Description of person(s) involved including gender, race, clothing, age and facial hair etc.

Other precautionary measures that you can take to ensure a safe campus environment include:

1. Reporting broken doors, windows and locks and lost keys/ access cards;
2. Never assume that any individual wandering on campus or building corridors is a staff member. A simple question like "can I help you" could discourage the fraudulent person without intimidating the legitimate visitor;
3. Politely question anyone who is removing or moving campus property or equipment;
4. Shred or destroy documents with sensitive personal or organizational information which is not needed;
5. Store your personal items such as wallets, purses, ID cards, laptops, and other valuables in locker when not in use;
6. Do not leave your office open in your absence.

2.13. HARASSMENT AND HAZING

Harassment is imposing aggressive authoritative power on someone or intimidating them making them feel vulnerable and threatened. Harassment also includes cracking offensive jokes, taunting, calling offensive nicknames, interfering with a person's ability to do his or her work. Some general forms of harassment and their examples are,

- **Verbal harassment:** verbal abuse, insults, threats, unwanted repeated phone calls, letters, emails, cyber bullying etc.
- **Physical harassment:** Stalking, smashing objects, sexual exploitation, being harsh and violent etc.
- **Personal harassment:** discrimination based on race, nationality, age, physical disability, qualification, color or gender.
- **Supervisor harassment:** Intimidating behavior towards of subordinates, overloading a subordinate with tasks, verbal abuse etc.
- **Co-worker harassment:** Creating stressful and intimidating situations for coworkers, peer pressure, eavesdropping and exploiting privacy.

Whereas, hazing is any action taken intentionally to create a situation which causes embarrassment, harassment, guilt, psychological distress to a targeted person, with the sole intent of isolating and damaging his/her reputation. Hazing can manifest itself in the form of extreme physical violence, blackmailing, and forced criminal activities like homicide and kidnapping, forced self-destruction like suicide; or it may have adverse psychological effects.



Any person being harassed

or hazed should convey the issue to their direct supervisor or Dean or any mature trustworthy colleague who could empathize with you and guide you aright. UoN's ability to investigate the reported case depends on the accuracy and specificity of the information provided. Notify the Risk Management Office as the incident has to be recorded for documentation and annual statistical evaluation of incidents on campus. Confidentiality of the harassment victim and the accused will be maintained unless the harassment event didn't take place publicly.

Note: In case of any gross misconduct, disciplinary action will be taken by the UoN Management Executives against the prosecuted employee(s)/student(s) as per the UoN's Staff and Students Conduct Policies.

EMERGENCY RESPONSE TEMPLATES



3.2. EMERGENCY RESPONSE WARDEN NOMINATION FORM



Emergency Response Warden – Nomination Form

NOMINATED BUILDING

BUILDING NAME /NUMBER:

EMERGENCY RESPONSE WARDEN NOMINEE DETAILS

NAME:	DEPARTMENT:	STAFF ID#:
POSITION TITLE:	OFFICE NUMBER	EMAIL:

DEPUTY EMERGENCY RESPONSE WARDEN NOMINEE DETAILS (Alternate Nominee)

NAME:	DEPARTMENT	STAFF ID#:
POSITION TITLE:	OFFICE NUMBER	EMAIL:

INCIDENT COMMANDER / FLOOR MONITOR NOMINEE DETAILS

NAME:	DEPARTMENT:	STAFF ID#:
POSITION TITLE:	OFFICE NUMBER	EMAIL:

DEPUTY INCIDENT COMMANDER / DEPUTY FLOOR MONITOR (Alternate Nominee)

NAME:	DEPARTMENT:	STAFF ID#:
POSITION TITLE:	OFFICE NUMBER	EMAIL:

ACKNOWLEDGEMENT

I confirm that I have nominated the above staff members for the role of Emergency Warden and Incident Commander based on the nomination criteria requirements outlined in the Emergency Response Plan. The nominated staff member has demonstrated:

- leadership qualities;
- maturity of judgment, good decision-making skills and the capacity to remain calm under pressure;
- clear diction and good communication skills;
- willingness to undertake training and safety workshops;
- is located within the same building and is reasonably available to respond to building emergencies;

NOMINATOR DETAILS

NAME:	POSITION TITLE:
COLLEGE / DEPARTMENT:	
<input type="checkbox"/> My College/ Department is the only or primary occupant of the building.	<input type="checkbox"/> This building is occupied by multiple departments. I confirm that I have consulted with the other Head(s) of Department in the building regarding this nomination.
SIGNATURE:	DATE:

This appointment will be effective from the date of nomination.

3.3. EMERGENCY RESPONSE WARDEN'S INFORMATION TEMPLATE

The Building Emergency Response Warden and his /her alternates are listed below. In the event the primary Warden is not available during an emergency, alternate Wardens will assume responsibility in the order in which they appear, and carry out their duties as described in this plan.

Building Name/Number:			
1	Emergency Response Warden Name:		Office #
	Email:		Phone:
2	Alternate Emergency Response Warden Name:		Office #
	Email:		Phone:

Volunteers/ Emergency Assistants		NOTE: Volunteers can be anyone from the campus community. For example: Students, faculty, admin staff, Cleaners, or Campus Security personnel	
1	Emergency Assistant Name:		Office #
	Email:		Phone:
2	Emergency Assistant Name:		Office #
	Email:		Phone:

3.4. EMERGENCY RESPONSE WARDEN'S SAFETY REGISTER AND CHECKLIST

S.No	Required Data for Floor Evacuation and Emergency Response	Data
1	Building Number	
2	Number of Exits in the Building	
3	Number of smoke alarms	
4	Number of Fire extinguishers available	
5	Number of First Aid Kits	
6	Number of CCTV security CAMS in the building	
7	Number of Class rooms, lab and Staff Offices on the building	
8	Number of Staff in the building (approx.)	
9	Number of Students in the building (approx.)	
10	Number of Students/Staffs with special needs (Physically Challenged)	
11	Nearest Shelter Point (In case of civil disturbance, violence, severe weather)	
12	Nearest Assembly Point (In case of Fire)	
13	Nearest Neighboring Emergency Response Warden Name and Number	

Emergency Checklist:

- ☐ Ensure that Floor Monitors and their assistants have alerted the building/floor occupants.
- ☐ Notify Risk Management Office/Health and Safety Office or any external emergency response service.
- ☐ Be aware of the emergency contact numbers.
- ☐ Ensure that physically-challenged students and staff have been brought to safety.
- ☐ Manually activate the fire alarm in case of fire (in case it's not automatically activated)
- ☐ Use the Fire Extinguisher if necessary (Only if it's a small fire that wouldn't spread rapidly)
- ☐ Ensure all exits are clear and free from obstruction.
- ☐ Ensure all restrooms, offices, class rooms and labs have been evacuated.
- ☐ Seal the building with Emergency Rescue tapes until help.
- ☐ Be aware of Emergency Evacuation procedures.
- ☐ Be aware of the nearest assembly and shelter points.
- ☐ Be aware of the nearest Fire alarms and First Aid Kits
- ☐ Are there any hazardous materials located at the site? Are medical services on their way?



3.5. FLOOR EMERGENCY MONITOR'S INFORMATION TEMPLATES (Multistory Building)

Primary Floor Monitors and their alternates listed below will carry out their duties as described in this plan. In the event that the Primary Floor Monitor is not available at the time of the emergency, Alternate Monitors will assume those duties. One of the **Floor Emergency Monitors** will act as Emergency Response Coordinator for the entire building while his alternate will act as Floor Monitor.

Building Name/Number:				
1	Emergency Response Warden Name:		Office #	
	Email		Mobile#	
2	Alternate/Deputy Emergency Response Warden Name:		Office #	
	Email		Phone:	

Floor Number	Floor Emergency Monitors					
	Primary			Alternate		
	Name	email	Office# & Mob#	Name	email	office# & Mob#

Volunteers/ Emergency Assistants		NOTE: Volunteers can be anyone from the campus community. For example: Students, faculty, admin staff, Cleaners, and Campus Security personnel		
1	Emergency Assistant Name:		Office #	
	Email:		Phone:	
2	Emergency Assistant Name:		Office #	
	Email:		Phone:	

3.6. FLOOR EMERGENCY MONITOR'S SAFETY REGISTER AND CHECKLIST

S.No	Required Data for Floor Evacuation and Emergency Response	Data
1	Building Number	
2	Floor Number	
3	Number of Exits in the Floor	
4	Number of smoke alarms in the Floor	
5	Number of Fire extinguishers available in the floor	
6	Number of First Aid Kits	
7	Number of CCTV security CAMS	
8	Number of Class Rooms, Labs, and Staff Offices in the floor	
9	Number of Staff in the floor (approx. number)	
10	Number of students in the floor (approx. number)	
11	Number of Students/Staffs with special needs (Physically Challenged)	
12	Nearest building Exit	
13	Nearest Shelter Point (In case of civil disturbance, violence, severe weather)	
14	Nearest Assembly Point (In case of Fire)	

Emergency Checklist:

- ☐ Alert the building/floor occupants and follow the Evacuation Map in the building.
- ☐ Notify Risk Management Office/Health and Safety Office or any external emergency response service.
- ☐ Be aware of the emergency contact numbers and Assist the physically challenged to safety.
- ☐ Manually activate the fire alarm in case of fire (in case it's not automatically activated)
- ☐ Use the Fire Extinguisher if necessary (Only if it's a small fire that wouldn't spread rapidly)
- ☐ Ensure all exits are clear and free from obstruction.
- ☐ Ensure all restrooms, offices, class rooms and labs have been evacuated.
- ☐ Seal the floor with Emergency Rescue tapes until help.
- ☐ Be aware of Emergency Evacuation procedures.
- ☐ Be aware of the **nearest** assembly points, shelter points, Fire alarms and First Aid Kits
- ☐ Are there any hazardous materials located at the site? Are medical services on their way?



3.8. EVACUATION EMERGENCY POINTS

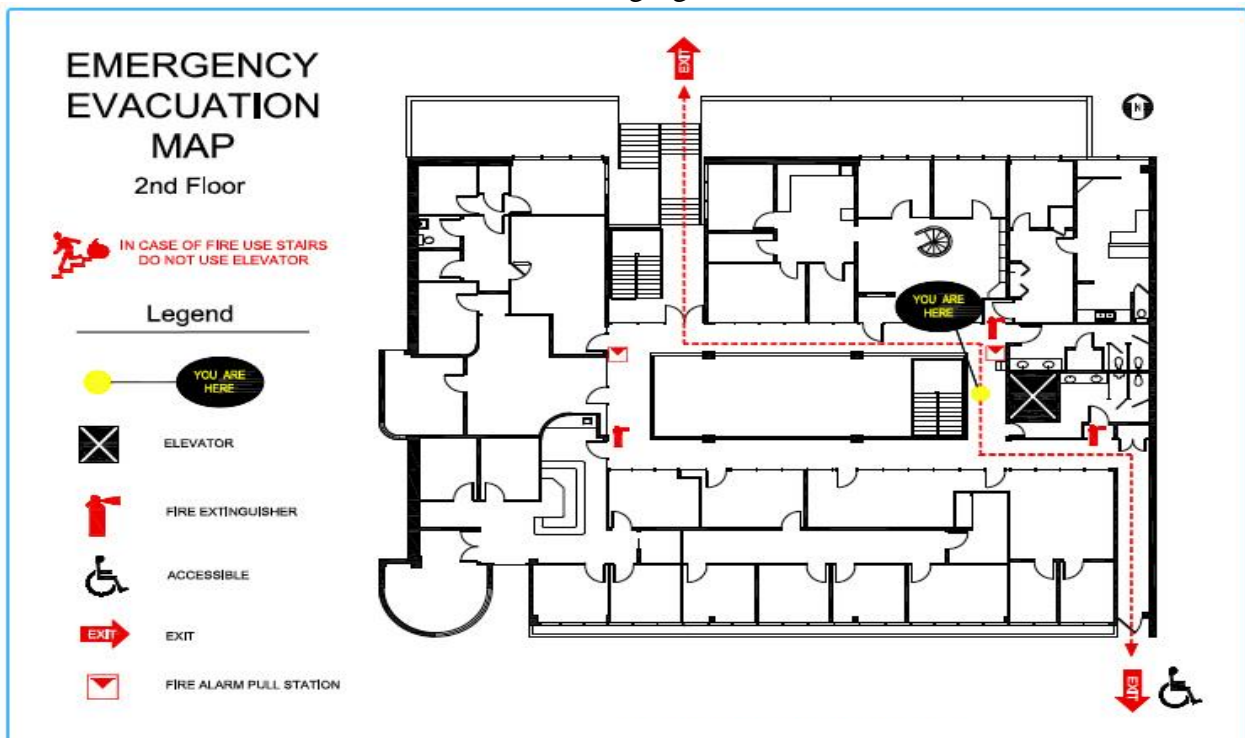
3.8.1. Assembly Points

In case of an emergency or an emergency alarm, all building occupants must evacuate and report to the nearest, designated assembly point. The following template must be used by the Emergency Wardens and the information must be shared with staff and students as a precautionary measure.

S.No	Building Number	Evacuation Assembly Point

3.8.2. Building Maps and Exit points

- Emergency Wardens must hold a copy of the building map clearly showing the number of exits
- The Building Map must be shared with building occupants and must be posted on notice boards. For instance consider the following figure:



- The Location of fire extinguishers, Alarms and First Aid Kits must also be listed on the map.

3.8. EVACUATION EMERGENCY POINTS (Continued..)

3.8.3. Shelter Points (Areas of Refuge)

In events of civil disturbance, violence or severe weather emergencies, all building occupants must seek safe shelter in the nearest, designated shelter points. Shelter points are usually areas which have been built up with concrete construction to withstand wild weather and other form of civil disturbances. Shelter points usually do not have many windows. *The lowest floor in a building serves as the best shelter area during a cyclone.* The following template must be used by the Emergency Wardens and the information must be shared with staff and students as a precautionary measure.

S.No	Building Number and Floor Number	Designated Shelter Point

3.9. EMERGENCY AWARENESS - ACTIVITIES AND WORKSHOP

The Emergency Response Wardens should conduct safety orientation workshop or activities with their respective building occupants. ER Wardens are responsible for creating awareness about the importance and use of UoN Emergency Response Plan. The details of the workshop or activities should be recorded as follows;

Workshop/ Activity Name		Date	
Brief Description of Workshop			
Building Number		Number of Participants	
ER Warden Name		Signature	
S.No	Participants Name	Signature	

The Emergency Supervisor will maintain a list of workshops, activities and Safety drills conducted by different ER wardens across the entire campus.


3.10. Incident Report Form

INCIDENT REPORT FORM

Next page

3.10. Incident Report Form

UoN/DPQM-HSO-FRM-014/V1/2018

 جامعة نِزْوَة University of Nizwa	<h2 style="margin: 0;">INCIDENT REPORT</h2>	DATE: / / 20			
PERSON INITIATING THE REPORT					
NAME	DEPARTMENT	STAFF ID#			
POSITION TITLE	OFFICE NUMBER	EMAIL			
INCIDENT DETAILS					
DATE OF INCIDENT	TIME OF INCIDENT	LOCATION OF INCIDENT			
INCIDENT TYPE	EMERGENCY LEVEL	WITNESSES			
<input type="checkbox"/> HEALTH – DISEASE/ HYGIENCE <input type="checkbox"/> LAB ACCIDENT <input type="checkbox"/> WEATHER <input type="checkbox"/> ELECTRIC SHOCK <input type="checkbox"/> FALL / SLIP / STUMBLE <input type="checkbox"/> FIRE / EXPLOSION / GAS LEAK <input type="checkbox"/> ROAD ACCIDENT <input type="checkbox"/> UTILITY FAILURE <input type="checkbox"/> VIOLENCE/PHYSICAL FIGHTS <input type="checkbox"/> HARASSMENT / BLACKMAILING <input type="checkbox"/> PEER PRESSURE/ ACTS OF SABOTAGE <input type="checkbox"/> SUSPICIOUS PACKAGE <input type="checkbox"/> SUSPICIOUS BEHAVIOUR <input type="checkbox"/> CIVIL DISTURBANCE- PROTESTS <input type="checkbox"/> OTHER	<input type="checkbox"/> LEVEL 1 EMERGENCY <input type="checkbox"/> LEVEL 2 EMERGENCY <input type="checkbox"/> LEVEL 3 EMERGENCY	<input type="checkbox"/> NAME: PHONE: DEPARTMENT: <input type="checkbox"/> NAME: PHONE: DEPARTMENT: <input type="checkbox"/> NAME : PHONE: DEPARTMENT:			
PERSON(S) INVOLVED OR AFFECTED					
#	NAME	STATUS Staff / Student / Visitor / Volunteer	DEPARTMENT	AGE & GENDER	PHONE /EMAIL:
1					
2					
3					
BRIEFLY DESCRIBE THE INCIDENT					
1. What happened? 2. What factors contributed to the event? 3. What was the initial response? 4. Details of injury, illness or symptoms and number of people injured 5. Was there any property loss or damage?					

BRIEFLY DESCRIBE THE INCIDENT

**Use /Attach more papers to describe the incident in more details, if need be*

STATUS OF INJURED PERSON	<input type="checkbox"/> Taken directly to the hospital <input type="checkbox"/> UoN Sick Bay <input type="checkbox"/> Went home <input type="checkbox"/> Returned back to work/study		
WAS FIRST AID ADMINISTERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable	FIRST AIDER NAME:	
THE FIRST AIDER WAS A	<input type="checkbox"/> Staff <input type="checkbox"/> Student <input type="checkbox"/> Visitor <input type="checkbox"/> Sick bay staff	FIRST AIDERS CONTACT DETAILS	

DIRECT SUPERVISOR (HoD/ Deans/ Directors)

NAME:		DEPARTMENT			
POSITION TITLE		OFFICE NUMBER		EMAIL	
WAS THE INCIDENT REPORTED IN TIME?	<input type="checkbox"/> Yes <input type="checkbox"/> No				
IF THERE WAS A DELAY, WHAT WAS THE REASON FOR THE DELAY?					
CORRECTIVE ACTION TYPE	<input type="checkbox"/> Immediate <input type="checkbox"/> Proposed				
CORRECTIVE ACTION (Preventive Measures Description)					
SUPERVISOR SIGNATURE & DATE:					
SIGNATURE OF PERSON INITIATING THE REPORT:					
Approved by the Health and Safety Office:					
NAME					
SIGNATURE & DATE:					

Please forward this form to H&S office and send a copy to Risk Management Office

Image Courtesy and References

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