



دبي بي اس - مدرسة مونارك الدولية  
DPS-MONARCH INTERNATIONAL SCHOOL

**SAFETY, SECURITY &  
EMERGENCY MANAGEMENT  
POLICY**

## DPS Group Safety and Security Policy

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## DPS Group Safety and Security Policy

### 1. Endorsement / Approvals

<b>Activity</b>	<b>Responsible</b>	<b>Name</b>	<b>Signature</b>	<b>Date</b>
<b>Prepared</b>	Director – Safety, Security & EM			
<b>Review / Endorsement</b>	Excom	EC Meeting #	Minutes of Meeting	MoM date:
<b>Approved</b>	Patron	Aisha Bint Hammam		
<b>Approved</b>	President	Hassan Chougale		
<b>Roll out / Implementation by</b>	Head of Institution			
<p>All revisions / amendments to this policy be processed as noted above. Revisions to this policy can be initiated any time due to change in the processes for efficiency, enhancement of controls, change in applicable laws, rules, regulations and the compliance thereof as applicable or as deemed necessary for amendment by the Management. Every 5<sup>th</sup> year, the Policy will be reviewed by the Management for its relevancy, applicability and carry amendments or renew the Policy without changes.</p>				

### 2. Revision Summary

Rev 01	Existing Safety and Security policy ref #..... has been reviewed by the Board of Directors, as part of Controls Self-Assessment (CSA) and revamped the policies into a new document to apply and implement across DPS group of institutions in Qatar that are currently operational and to be operated by DPS Group in future.	Effective 1 <sup>st</sup> January, 2021

### 3. Goals and Objectives:

The Goal is to Maintain the highest levels of Safety, Security and Emergency Management to protect the stakeholders, assets, facilities and the reputation of DPS Group, as measured by customer satisfaction and regulatory compliance

**Objective:** This document details the safety, security and emergency management policies that are approved by the Executive Committee of the DPS Management and are to be used as terms of reference and to be rolled out, implemented and complied with by all concerned in DPS Group of Institutions.

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### 4. Stakeholders and feedback:

The key stakeholders who is affected by this policy are Management, Employees, Students, Parents. Periodic stakeholder feedback survey has to be carried out to obtain suggestions for improvement in the information provided, products delivered, quality of services provided and processes implemented

### 5. Reports:

Management reports with a monthly frequency is required to update the Board of Directors about the key activities, Incidents, Emergency and any feedback received from stakeholders along with Key Performance Indicators (KPI) report

### 6. Scope:

This policy is applicable to Safety, Security, Emergency Management and Risk Profiling and managing the risks in DPS Group of institutions and facilities.

### 7. Key Performance Indicators (KPIs)

KPIs are a set of quantifiable measures used in DPS Group of Institutions for measuring performance over time. These metrics are used to determine organization progress in operational goals.

In DPS Group, it is believed that the KPIs fall into one of the following four principles and are set as such to monitor the operational performance of each of the functions:

- Revenue improvement
- Process cycle-time improvement and efficiency
- Cost reduction
- Increased customer satisfaction

The following KPIs and target accomplishments, at a minimum, are reported to Management on a monthly basis. It is expected at each functional level tactical and operational KPIs are set for monitoring the efficiency and effectiveness of each activity performed. The Director concerned shall set the KPI targets and monitor the actual performance against these targets and any deviations are explored for further improvement.

Fatality # "Zero", Complaints #s, Accidents #s, Security Breaches #s, attempted breaches on vulnerable control points #, vulnerable control points mitigating measures improvement, Incidents #, Fire Evacuation Drills #, Fire # (minor, moderate, major), Non Compliance to Govt Regulations #

### 8. Personal Safety and Security

- a. It is the duty of Security staff to keep all staff members, students and visitors in the DPS Group premises aware of their safety and security while in the premises and to ensure that they are safe and secure. Any lapse in the way students and staff behave on campus that may lead to a safety or security threat must be dealt with appropriately by the security staff. This could even mean removing the related person or people from the school premises.

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- b. While in DPS provided accommodation or while travelling by school provided transport it is the duty of the staff to take care of their own safety and security. DPS Group does not provide security and safety personnel in the accommodation and transport. It will endeavor to make and provide accommodation and transport in a condition that is safe and secure for the use of staff.
- c. Staff other than the security and safety staff who feel that a particular situation can lead to a threat in the safety and security situation of the DPS Group managed institutions, have to report the matter at the first instance to the Head of Security and the Head of the DPS Institution and to ensure that the situation is well explained verbally or in writing as to why it can lead to a future threat. The Head of Security in liaison with the Head of the Institution has then to decide the course of action to be taken and cannot be forced to make any decision with regard to the situation by the staff that reports the matter or incident.
- d. Physical abuse by use of hands or legs or even verbal abuse by any member of staff or student must also be reported at the first instance to the Head of Security. The Head of Security has then to decide the course of action in liaison with the Principal of the school and either of them cannot be forced to make any decision with regard to the situation by the staff or student that reports the matter or incident.

### 9. Safety in case of Fire, Electrical and other Hazards

- a. Staff and Students are trained for use of safety equipment and fire fighting equipment as first response in case of fire. Number of Floor wardens (staff and students) are trained, list updated, name published in each floor / segment of the building. Safety fire drills and evacuations and training in the use of fire extinguishers is mandatory for all staff.
- b. Safety and Security issues resulting from hazards that cannot be handled with the expertise of on-campus security and safety staff must be immediately reported to the Civil Defense and Emergency services in the State of Qatar, in compliance with the communication protocol and procedure.
- c. Security and Safety staff patrolling the premises should look out for potential future safety and security hazards from fire, electrical and other hazards and to keep the Head of Security informed of the same. The Head of Security should also inform the Manager, Facilities to take immediate action on the same.

### 10. Incident Monitoring and Reporting

- a. All incidents escalated to the Head of Security should be recorded in a written daily incident report during the same day and the report should be forwarded to the Director of Safety and Security by phone or email. Records of Daily incidents should be maintained for a period of 2 years and then purged.
- b. Disciplinary action against staff or students causing a threat to the safety and security in the school or causing dangers such as fire hazards etc., will be decided by the Head of the Institution in liaison with the Director of Safety and Security based on the incident reports from the Head of Safety and Security.
- c. Safety and Security staff causing incidents of any nature to happen in the school will also be recorded in the daily incident reports and the staff should be subject to disciplinary action immediately.

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- d. All staff should take shared responsibility to ensure safety and security strategies are implemented successfully.

### 11. Safe Access Control Work permits and Reporting

- a. All Students and Staff of the school will be provided with access control identity cards that they will use to enter the school premises. Staff or students who have forgotten their identity cards will be provided with a temporary identity card by the security staff to use for only one day. In case staff or students repeatedly misplace or forget their identity cards the matter can be reported to the Head of Security for appropriate action.
- b. Staff leaving school premises should obtain written permission from concerned Heads of Departments in the prescribed form and show the same to the security at gate.
- c. Visitors to the school premises during or after school hours will be provided with access control temporary identity cards with color coding of designated visiting areas. Their whereabouts within the campus will be tracked by the patrolling security staff.
- d. On event days, visitors and guests will have to enter the premises through designated gates using either an invitation card or identified by a management member or staff as a person who could be allowed to enter the premises for the event. Security and Safety staff will increase patrolling and monitoring on event days to ensure that all visitors and guests are aware of the safety and security requirements of the school when they are on campus. They should also not violate any safety and security standards of the school.
- e. The list of staff forgetting the identity cards and the list of visitors to the school on a daily basis should be recorded and filed for a period of six months by the Head of Security and then the data can be purged.
- f. All service provider has to obtain particular work permit from Safety & SECURITY department pertaining to relevant work like hot work & cold work or any electrical work.
- g. All sub-contractors & support staff who perform their task with connection to DPS institution should adhere to PPE requirements when necessary.
- h. All internal works should be carried out only by complying with precautionary safe working procedures and maintaining good housekeeping standards after the completion of day work.
- i. Proper supervision must be ensured during highly risk activity say work at height or any confined space work with valid permit from Safety & security department.
- j. All necessary work permits shall be in place before commencing any work inside electrical rooms or any other highly risk activity.
- k. All work party or operatives must be known with emergency contact details, muster points, and associated hazards relevant to their work activity.
- l. All permits shall be closed after completion of work and return permit copy to Safety and security department.

### 12. Emergency Management / Communication and Coordination:

- a. It is expected that all key functionaries, security and safety personnel are trained on Emergency Coordination, Communication and Management procedure. Adequate training to be imparted to all concerned staff and a refresher training to be carried out every year. A

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separate Communication Procedure and Protocol with contact numbers to be developed by Safety / Security and Emergency Management team and circulate to all DPS Group personnel in order to undertake the first response, communicate with Fire and Emergency and other Govt authorities.

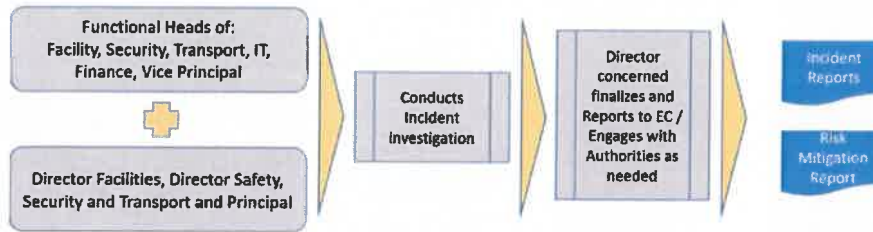
- b. An Inspection Procedure to be developed and implemented to inspect the PA/GA system, Safety equipment, Lab equipment, Fire Equipment, Muster Points, Access Control systems, Floor Wardens list, training and attendance. A Technological solution for head count validation during actual emergency or during fire drills to be implemented in all Institutions to mitigate additional risks during emergency and for efficient head count / validation with muster points and to direct rescue teams with missing / trapped or injured person inside the buildings.

### **13. Emergency / Incident Management Committee:**

- a. All incidents will be recorded, classified into Slight, Minor, Moderate, Serious and Major categories and an assessment using the risk matrix will be made. The Committee consisting of Heads of Safety, Security, Transport, Facility, IT and Finance along with Vice Principals will review all incidents, its impact, risk rating and the same will be reported to the Principal and the Director Concerned along with mitigating actions (short and long term). The Director shall report to the Management for information and actions that need to be taken and mitigations implemented to prevent any recurrence of such events. A risk registry will be maintained at the Institution to manage these kinds of events and the associated risks to its minimum.
- b. This committee shall convene in case of any emergency event occur during the working hours or otherwise, the Principal of the Institution will be the incident commander duly supported by the Head of Facilities and Security. In the absence of the incident commander at the time of incident, the Head of Facility and Security shall assume the position and handle the situation. The standard communication protocol shall be followed to inform the first respondents (in case of fire – Fire and Rescue Department, Law enforcement authorities, Ministry concerned). The Director concerned shall be notified immediately and an initial assessment of the situation at hand will be made. The Director concerned along with Principal shall inform the Board of Directors all incidents noted as Moderate and above relating to safety, security and criminal events in the Institutions.

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### Emergency & Risk Management:



- All incidents must be recorded
- All incidents must be identified based on the risk criteria and the risk matrix of DPS Group (discussed earlier)
- All incident reports must have Risk Rating
- All resolutions must be recorded and the recommendation of the E&RM committee to be implemented to avoid recurrence of such incidents
- Concerned Functional Department to implement mitigations within 60 days and report to EC

## 14. Risk Matrix :

- e. All events or incidents with related risks will be categorized, evaluated and recorded, using the risk matrix provided below. The risk matrix in principle has two dimensions of an event which has a "Likely hood" and the related "Consequence" with varying degrees of impact to the organization and stakeholders as detailed in the matrix.
- f. The consequences have 4 categories of Safety & Health, Security, Financial and Reputational impact due to an event occurring, which has a likely hood to repeat should there be inadequate controls or mitigations. The likelihood classifications are (1) Extremely Unlikely, (2) Very Unlikely, (3) Likely, (4) Somewhat Likely and (5) Likely

DPS Group, Debra, Gator		Risk Assessment Matrix (RAM)				Likelihood Potential for an event to occur				
Legend:	Required Action	Remarks / Detailed action required								
White	No Action Required	No action required.								
Green	Tolerable	- Maintain a balance that the risk remains at the level - Consider an opportunity for improvement - Carry out cost benefit analysis for appropriate treatment of risk								
Yellow	Reduce risk to As Low as Reasonably Practical	- For Safety, Health and security consequences, if the mitigation have reached a level equal to "As low as reasonably Practical" (ALARP), and then any further reduction of risk will have an appropriate amount of cost and low benefit, then ALARP is the base - For the Reputational and Financial consequences, Carry out cost benefit analysis for appropriate treatment of risk.								
Red	Risk Must be reduced	- Immediate mitigation actions required to reduce the risk to a lower level, implement risk reduction measures - For the Reputational and Financial consequences, Carry out cost benefit analysis for appropriate treatment of risk - For Safety, Health and Security consequences, the risk can not be justified as it is not in line with ordinary circumstances OR if no further action can be reasonably taken								
Am	High Consequence and Low Likelihood	A contingency plan must be developed and tested. Risk to be reviewed at certain intervals to ensure efficacy of the control measures and contingency plan.								
Em	Low Consequence and High Likelihood	A contingency plan must be developed and tested. Risk to be reviewed at certain intervals to ensure efficacy of the control measures and contingency plan.								
Consequences		What could happen? How can you do it, or what can you do to prevent the event, or what can you do to mitigate the consequences?								
	Safety & Health	Security	Financial	Reputational	A	B	C	D	E	
					Extremely Unlikely (not more frequent than once in the lifetime of the school)	Very Unlikely (not more frequent than once in the school year)	Likely (not more frequent than once in the school year)	Somewhat Likely (not more frequent than once in the school year)	Likely (not more frequent than once in the school year)	
5 Major	Fatality	Major Breach	Greater than QAR 2M	- High Coverage on National Media - High level of Social Media coverage - High level of Govt agency & Parents concern - Major impact on reputation with customers / stakeholders	Reduce Risk to ALARP	Reduce Risk to ALARP	Reduce Risk to ALARP	Reduce Risk to ALARP	Reduce Risk to ALARP	
4 Serious	Multiple Injury with Permanent Disability	Significant Breach	QAR 1M to QAR 2M	- High level of Social Media coverage - Extensive Levels of Govt agency & Parents involvement - Serious impact on reputation with customers / stakeholders	Tolerable	Reduce Risk to ALARP	Reduce Risk to ALARP	Reduce Risk to ALARP	Reduce Risk to ALARP	
3 Moderate	Multiple Injury without Permanent Disability	Moderate Breach	QAR 0.5M to QAR 1M	- Some what coverage on National Media and in Social Media, Moderate levels of Govt agency & Parents / community involvement - Moderate impact on reputation with customers / stakeholders	Tolerable	Tolerable	Reduce Risk to ALARP	Reduce Risk to ALARP	Reduce Risk to ALARP	
2 Minor	Medical Treatment Cases / Hospitalization	Minor Breach	QAR 0.1M to QAR 0.5M	- Noticed within DPS-MIS, information shared with other schools, Parents / Government get involved - Minor impact on reputation with customers / stakeholders	No Action Required	Tolerable	Tolerable	Reduce Risk to ALARP	Reduce Risk to ALARP	
1 Slight	First Aid or Minor Treatment	Slight Breach	QAR 0.0M to QAR 0.1M	- Noticed within DPS-MIS, No media coverage, No information shared with other schools, Parents do not get involved - Slight impact on reputation with customers / stakeholders	No Action Required	No Action Required	Tolerable	Tolerable	Reduce Risk to ALARP	