

EMERGENCY MANAGEMENT AND EVACUATION POLICY

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SBS-EMP-V01	SBS Swiss Business School, RAK Campus – Emergency Management and Evacuation Policy	V01	25.03.2026

1. Introduction

This policy outlines the procedures and protocols to effectively manage emergencies, minimize risks, and ensure continuity of operations. It reflects the institution's proactive approach in maintaining a safe learning and working environment while complying with all regulatory requirements applicable to International Branch Campuses (IBCs) in the Emirate of Ras Al Khaimah.

2. Purpose

The purpose of this policy is to ensure that SBS Swiss Business School, RAK Campus maintains effective emergency Management and Evacuation procedures to safeguard the safety and well-being of all stakeholders.

It also aims to:

- Establish clear emergency preparedness measures.
- Define evacuation procedures and crisis response protocols.
- Ensure effective coordination with government authorities.
- Provide clear communication channels during emergencies.
- Ensure timely incident reporting to RAK DOK.
- Maintain operational continuity through contingency planning.

3. Policy Statement

SBS Swiss Business School, RAK Campus, is committed to maintaining a safe and secure environment by implementing structured emergency preparedness and response procedures.

- Ensure all stakeholders are aware of emergency procedures and responsibilities.
- Conduct regular training and awareness programs.
- Coordinate effectively with relevant government authorities during emergencies.
- Maintain clear communication with students, staff, and stakeholders.
- Ensure timely reporting of incidents to RAK DOK.
- Continuously review and improve emergency preparedness measures.

4. Emergency Response Team

EMERGENCY CONTACT NUMBERS	
Civil Defence	997
Ambulance	998
Police	999
Etihad we	+971 7 244 5793 / 8003392
RAKEZ Security Patrol	+971564037818
SBS Swiss Business School, RAK Campus Emergency Response Team	
Mr. Jaison James – Assistant Vice President	Promptly and accurately notify Staff and Students upon receipt of any official alert, ensuring timely decision-making, and provide regular updates as the situation develops.
Dr. Anchal Pathak & Dr. Nakul Ravishankar – Operations Managers	Responsible for overseeing and ensuring the safe and orderly evacuation of students during emergency situations. Ensure departmental compliance, request timely status reports, and communicate regular updates to Senior Management
Mr. Mohammed Abdul Nadeem – Compliance Officer	Responsible for the safe, orderly, and timely evacuation of students and staff from the premises, ensuring that all individuals are directed to designated assembly points. Responsible for all transportation-related matters. This includes coordinating with third-party transport providers and bus companies to ensure smooth, safe, and efficient Transportation in Emergencies.
Ms. Shahla Abdussalam – Administrative Officer	Responsible for immediately disseminating verified information to students and staff through official communication channels, including email, SMS, public announcements, or other approved platforms.
Emergency Contact Number	+971 58 647 7423, +971503952107, +971523792078

5. Emergency Response Protocols

5.1. Evacuation:

- SBS Swiss Business School, RAK campus, immediately activates the emergency alarm system. It initiates evacuation from all affected locations.
- Staff guides students through designated evacuation routes, ensuring calm and orderly movement toward **assembly points**.
- SBS Swiss Business School, RAK campus, staff conduct immediate headcount at assembly points and report any missing persons to the Emergency Response Team.

5.2. Lockdown:

- SBS Swiss Business School, RAK campus, immediately activates lockdown procedures and secures all accessible areas. Students and staff are moved out of sight, positioned in safe internal areas, and all doors are locked where applicable.
- Lights are switched off if required, and absolute silence and stillness are enforced in all occupied locations.
- SBS Swiss Business School, RAK campus, ensures no entry or exit until official clearance is received from authorities or the Emergency Response Team.

5.3. Shelter-in-Place

- SBS Swiss Business School, RAK campus, immediately instructs all students and staff in the classrooms, library, computer room, Prayer rooms, corridor, store room, restroom, car parking, cafeteria, and football ground to move into designated internal (**corridor**) safe zones.
- All external exposure areas, such as windows, open grounds, and parking spaces, are strictly avoided and secured.
- Students remain inside buildings under staff supervision until authorities or the Emergency Response Team issue clearance.
- SBS Swiss Business School, RAK campus, ensures continuous monitoring and communication until normal operations are restored.

5.4. External Explosion, Falling Debris, or Security Incident

- SBS Swiss Business School, RAK campus, immediately activates the Emergency Response Team (ERT) and alerts emergency services upon detection of an external explosion or any security threat.
- All individuals are directed into internal protected areas such as interior **corridors and the central areas of classrooms**, designated safe zones.
- SBS Swiss Business School, RAK campus, ensures strict compliance with authority instructions until the area is declared safe for normal operations.

6. Evacuation Infrastructure:

- SBS Swiss Business School, RAK Campus, ensures that all required evacuation infrastructure is in place in accordance with regulatory requirements.
- The campus is equipped with clearly marked emergency exits, proper evacuation route signage, designated assembly areas, functional fire alarm systems, and adequate emergency lighting to support safe evacuation during emergencies.
- Additionally, evacuation maps are prominently displayed across the campus, including in classrooms, corridors, cafeterias, and administrative offices, to guide students, staff, and visitors.

7. Students with Additional Needs:

SBS Swiss Business School, RAK Campus, ensures that appropriate roles and responsibilities are assigned to support students of determination during emergencies. The Emergency Coordinator oversees all procedures, while designated staff members are assigned to assist individual students by ensuring their safe evacuation or lockdown, providing support with mobility or medical needs, and guiding them to designated assembly areas. Academic and administrative teams maintain

updated records and individualized emergency plans, while security and transport staff provide additional support as required. All staff are trained to respond effectively and must report any incidents to the designated authority, ensuring the safety and wellbeing of students of determination at all times.

8. Transportation:

SBS Swiss Business School RAK Campus has well-defined transportation protocols to ensure the safety of students and staff. The Transport Coordinator will ensure that school buses are readily available for emergency relocation when required, that drivers are trained in emergency response procedures, and that all transport routes are clearly defined and communicated in advance. This ensures a swift, organized, and safe evacuation or relocation process in any emergency.

9. Student Accounting Procedure:

SBS Swiss Business School Rak Campus ensures that all students are accounted for during any emergency situation.

The following procedures are strictly implemented:

- Use of updated attendance registers during evacuation to verify student presence.
- Immediate reporting and escalation of any missing students to the designated authorities.
- Close coordination with emergency services to support search, rescue, and safety measures when required.

10. Student Communication Protocols and Engagement:

SBS Swiss Business School RAK Campus is committed to ensuring clear, timely, and accessible communication with all students during any emergency. SBS Swiss Business School RAK Campus utilizes multiple communication channels to disseminate information effectively and ensure student safety.

11. Student Reunification Procedures:

SBS Swiss Business School, RAK Campus, is committed to ensuring the safe and organized reunification of students with their parents or guardians following any emergency.

- Designate specific reunification areas where students will be safely handed over to their authorized parents or guardians.
- Students will only be released upon proper verification of identity and authorization to ensure their safety.
- Staff will be assigned to manage and monitor the reunification process to ensure it is carried out in an orderly and secure manner.
- Clear instructions and communication will be provided to parents/guardians regarding collection points and procedures.

12. Coordination with Authorities:

SBS Swiss Business School, RAK Campus, is committed to ensuring a prompt and effective response during emergencies through close coordination with relevant authorities. A designated Emergency Response Team has been assigned and trained to manage communication and coordination with all necessary Government & External agencies.

13. Incident Reporting to RAK DOK:

SBS Swiss Business School, RAK Campus, is committed to ensuring the timely reporting of all significant incidents in compliance with regulatory requirements. A designated team has been assigned and trained to handle all incident reporting to RAK DOK.

14. Emergency Drills:

SBS Swiss Business School, RAK Campus, is committed to ensuring the safety and preparedness of all students and staff through the regular scheduling of emergency drills. A structured emergency drill schedule will be maintained and implemented throughout the academic year in accordance with best practices and regulatory requirements.

15. Human Resource Management:

SBS Swiss Business School is committed to ensuring the continuity of education for all students in the event of staff shortages arising from emergencies or crises. To achieve this, SBS will maintain a current register of qualified substitute and part-time faculty who can be called upon at short notice to cover teaching and administrative responsibilities. Where travel restrictions or other emergency circumstances prevent staff from physically accessing campus, SBS will activate pre-approved online and hybrid teaching arrangements to ensure that academic delivery continues with minimal disruption to students.

In situations of broader staff unavailability, SBS management will implement internal redeployment measures, redistributing available staff across critical functions to maintain essential campus operations and student support services. All contingency staffing arrangements will be reviewed and updated annually as part of SBS's broader Emergency Management Plan review cycle, ensuring that provisions remain practical, current, and fully aligned with the requirements of the Ras Al Khaimah Department of Knowledge.

16. Staff Training, Student Support, and Student Awareness:

SBS Swiss Business School, RAK Campus is committed to ensuring that all staff and students are well-trained, informed, and prepared to respond effectively during emergency situations. The School will implement regular training and awareness programmes to promote safety, confidence, and a calm response during emergencies.

17. Implementation Checklists:

SBS Swiss Business School, RAK Campus has developed and maintains a comprehensive internal checklist to ensure full compliance with all requirements outlined in this policy. This checklist is regularly reviewed and updated to reflect current procedures and regulatory expectations, ensuring that all safety, emergency preparedness, and operational standards are consistently met and effectively implemented across the campus.

18. Conclusion:

SBS Swiss Business School, RAK Campus, is fully committed to ensuring the highest standards of safety, preparedness, and compliance in all emergencies. Through clearly defined policies, structured procedures, and the assignment of dedicated teams, SBS Swiss Business School RAK Campus ensures effective coordination, communication, and response during emergencies. Regular drills, staff training, student awareness programmes, and strict reporting mechanisms to relevant authorities further strengthen the readiness and resilience. By maintaining comprehensive records and adhering to regulatory requirements, SBS Swiss Business School RAK campus fosters a safe, secure, and well-prepared environment for all students and staff, ensuring their well-being remains the top priority at all times.

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