

OPERATION HANDBOOK 2025

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Service Guideline 1.W1.005

PROCESS NAME: Property and Access

CREATION DATE: 9/22/2020

PROCESS MANAGER: Principal

LAST REVISION: 08/13/2025

NEXT REVISION: 08/12/2026

APPLIES TO: All Staff
All Visitors
External Suppliers –
Security and CCTV

RELATED

DOCUMENT(S): Security and Controls, Health
and Safety, Emergency
Evacuation

Introduction

This procedure details how the school ensures the school is safe and secure.

Process Overview

The school employs security providers to ensure the school premises are safe and secure. There are yearly contracts in place which are reviewed each year for renewal.

All adult visitors who arrive in normal school hours are required to sign the visitors' book in the security area, submit a form of identification and to wear an identification badge at all times whilst on the school premises. Parents and identified care-givers will be issued with Parent IDs. They will need to wear their Parent ID to gain access to school grounds. Teachers will not allow any adult to enter their classroom without proper identification (and escort, if required).

If any adult working in the school has suspicions that a person may be trespassing on the school site, they must inform the Principal immediately. The Principal will investigate and warn any intruder that they must leave the school site straight away. If the Principal has any concerns that an intruder may cause harm to anyone on the school site, she/he will contact the police.

Mobile phones are not allowed to be used around children in the school during school hours by visitors. This will be monitored by staff and reported to the Operations team. The Operations team will work with the security provider to ensure this is enforced.

The security team are certified professionals, trained in Child Protection protocols. Additional security activities have been detailed in the Emergency Evacuation guideline. The security team periodically inspect the school performing access control checks throughout the school. They report any



incidents, accidents or occurrences each day and review with the school team, when necessary, for follow up and resolution.

Tools to Use

Security manages the Visitor Sign-in Logs. Incident/Accident Reports and Logbooks are used to document occurrences. Security perform patrols throughout the entire building and external perimeter of the school. Access Reports are generated on a daily basis.

Application Forms and Acknowledgement of Receipt Forms (or copies thereof) will be placed in student files for record keeping.

Communication

The security provider will communicate to the Operations team any security issues. The Principal will communicate any security issues / changes to staff.

Metrics and Process Verification

A. Measurements

Visitor Logs are maintained. Incident/Accident Reports document any issues / incidents and are tracked via an Incident Log

B. Reporting

Visitor Logs (when full) will be provided to the Operations team for storage. Incident/Accident Reports and Tracking Logs.

Process Change Control

This process will be reviewed at least once a year. Updates to this process will be at a minimum reviewed and approved by the Operations Manager and Principal .





Service Guideline 1.W1.004

PROCESS NAME: Drop off and Pick up

CREATION DATE: 9/22/2020

PROCESS MANAGER: Principal

LAST REVISION: 08/13/2025

NEXT REVISION: 08/12/2026

APPLIES TO:

All Staff

All Children

Child,

All Parents

RELATED

Child Protection and Safeguarding Policy, Child

DOCUMENT(S):

Safeguarding, Anti-Bullying Policy, Sick

Lost Child, Late Collection, Health & Safety

Parent Handbook

Start of Day 7:30 am

- Gate B will be open for students' arrival in school by foot.
- **NOTE: Early children will arrive before 7:30, children will go to reception.**

BUS ARRIVALS 7:30 am and 8:00 am

- All Buses will pull in the front of the school, stop in front of Door D and queue pull forward so as not to stop traffic. All students disembark walk in Door D and be dropped to class.
- Attendants on the gate need to be aware of buses crossing the pedestrian crossing
- TA takes children one by one to KG or Primary doors to be taken to classroom.
- Bus is checked before leaving (staff member, bus driver).

ROLE	ASSIGNED PERSON
FLOATER	JACQUELINE B.SMITH
BUS SUPERVISOR	TAKES ATTENDANCE AND CHECKS ATTENDANCE ON ARRIVAL
TA SUPPORT	ALL

Parent Drop Off 7:30 AM – 8:00 AM

ROLE	ASSIGNED PERSON
FLOATER	Jacqueline B. Smith
TRAFFIC MANAGEMENT AND GATE ENTRY FOR BUSES	Sunil, Hikmat & Security



Tas (2) in the front of the building (kg and primary)	TA support as available
Tas (2) taking from mid-point to class(Kg &Primary)	TA support as available

Walking Parents

- Security at road directing traffic and directing walking parents and children to Gate B. No pedestrians are to enter gate A and C.
- No contractors or suppliers to be allowed to enter the school premises.
- All staff need to be parked before 7:25am
- No cars will enter school premises in the front of the school to park, unless they have an exemption.
- All pedestrians should use the crossing, both outside and inside the school.
- All children enter at Door A or Door D (NOT RECEPTION)
- All late children (after 8:05am) go to Reception with attendance. Late children are signed into the logbook.

Driving Parents

- Gate A opens at 7:30, closes at 8:00
- Cars need to enter from the right side only, no left turns allowed.
- Cars drive slowly, and drop children at either Door B or C
- Parents do not leave the car
- Cars leave via Gate C

End of Day Pre-Kg – 1:00 pm

- Buses arrive at school at 1:15 pm and go to front of school.
- All Pre-KG parents are to collect children on foot, and enter Gate B. Dismissal at 1pm
- Children are collected for buses, Pre-K students that register on the bus will wait until KG1-KG2 dismissal. (3).

End of Day KG1-KG2 – 1:30 pm

- Children are collected for buses (3) 1:25pm
- Buses leave school out of Gate C when all children are ready. Security to stop cars from moving as buses depart.



- All Security Guards at front of building for traffic management.
- Cones out at end of carpark to prevent U-turn from cars into carpark coming from back of school.
- No LEFT TURNS into the carpark.
- Cars arrive at Gate A and are directed to back of building for pick up. TA's bring students to car. Once child is in car, car can leave – manage exits from back of school with front of school.
- Staff to ensure children are safely brought to cars (note: cars leave once child in car).
- Process repeats itself until all students have left.
- Pedestrians arrive at Gate B and are directed to collect children from both sides. TA's bring students to parent.

One Security Guard assigned to man the pedestrian crossing for traffic management in carpark

End of Day Grade 1 – Grade 5 – 2:45 pm

- Bus arrives at school at 2:30 pm and goes to front of school in front of KG entry. • Children are collected for bus, 2:40pm all to Door 4
- Bus leaves school when all children are on board.
- All Security Guards at front of building for traffic management.
- No LEFT TURNS into the car park.
- At 2:45 pm cars are allowed to enter Gate A and are directed to back of building for pick up. Once a child is in car, car can leave – manage exits from back of school with front of school.
- Staff to ensure children are safely brought to cars (note: cars leave only when the child is safely in the car).
- Process repeats itself until all students have left.
- Pedestrians arrive at Gate B and are directed to collect children from KG and Primary. TA's bring students to parent.
- One Security Guard assigned to man the pedestrian crossing for traffic management in carpark.
- Staff contact late parents to request child collection.
- Late pick-ups take place in reception.

Post ECA

- No car pick up, all pedestrian to Door D



Parent Lanyards

All parents accessing the site should be wearing their parent lanyard. If this is not present, they should be guided to reception to check in as a visitor.

Student Collection

Children should only be collected by their identified collection individual. Each teacher should be familiar with who this is and if there are any safeguarding issues in their class. No child will be handed over to another adult unless there has been prior communication with the school by the parent/guardian and this is done in writing to the teacher detailing the name and basic description of the adult.

Tools to Use

The School Management System for absence reporting, hard copy class registers, and various log books (sick, late, early pick-up).

Communication

Parents communicate absences to the school either verbally, by phone or email. In some instances, parents notify their child's teacher who then informs the Principal. Absences are communicated to Teachers, as appropriate and the daily attendance record is sent to the Principal. Consolidated absence reporting is communicated at a minimum monthly to the Principal. More frequent reporting can be provided as directed by the Principal.

Metrics and Process Verification

A. Measurements

Children's absences and lateness.

B. Reporting

Absence Record Sheets; Attendance reporting and detailed absence reporting (pie chart and in-depth statistics)

Process Change Control

This process will be reviewed at least once a year. Updates to this process will be at a minimum reviewed and approved by the Operations Manager and Principal.





Service Guideline 1.W1.005

PROCESS NAME: Security and Control

PROCESS Principal

MANAGER:

APPLIES TO:

All Staff

All Visitors

External Supplier – Security

External Supplier – CCTV

CREATION DATE: 9/22/2020

LAST REVISION: 08/13/2025

NEXT REVISION: 08/12/2026

RELATED

DOCUMENT(S): Property and Access, Health and Safety, Emergency Evacuation, FM Contract Summary spreadsheet, Parent ID Application, Additional Security ID Application,

Introduction

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Process Overview

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If any adult working in the school has suspicions that a person may be trespassing on the school site, they must inform the principal immediately. The principal will investigate and warn any intruder that they must leave the school site straight away. If the Principal has any concerns that an intruder may cause harm to anyone on the school site, she/he will contact the police.

Mobile phones are not allowed to be used around children in the school during school hours by visitors. This will be monitored by staff and reported to the Operations team. The Operations team will work with the security provider to ensure this is enforced.

The security team are certified professionals, trained in Child Protection protocols. Additional security activities have been detailed in the Emergency Evacuation guideline. The security team periodically inspect the school performing access control checks throughout the school. They report any incidents, accidents or occurrences each day and review with the school team, when necessary, for follow up and resolution.

Tools to Use

Security manages the Visitor Sign-in Logs. Incident/Accident Reports and Logbooks are used to document occurrences. Security performs patrols throughout the entire building and external perimeter of the school. Access Reports are generated daily.



Application Forms and Acknowledgement of Receipt Forms (or copies thereof) will be placed in student files for record keeping.

Communication

The security provider will communicate to the Operations team any security issues. The principal will communicate any security issues / changes to staff.

Metrics and Process Verification

A. Measurements

Visitor Logs are maintained. Incident/Accident Reports document any issues / incidents and are tracked via an Incident Log

B. Reporting

Visitor Logs (when full) will be provided to the Operations team for storage. Incident/Accident Reports and Tracking Logs.

Process Change Control

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Service Guideline 1.W2.000

PROCESS NAME: Health & Safety
(Operations)

CREATION DATE: 9/24/2020

LAST REVISION: 08/13/2025

**PROCESS
MANAGER:** Principal

NEXT REVIEW: 08/12/2026

APPLIES TO: All Staff
All Visitors
External Supplier –
Security
External Supplier – CCTV

**RELATED
DOCUMENT(S):** Health and Safety Policy, Child
Protection and
Safeguarding Policy, Child
Safeguarding,
Security & Control, Emergency
Evacuation, Safety, School Trips &
Expeditions, Clinic Procedure

Introduction

The governing body takes responsibility for protecting the health and safety of all children and members of staff. The school recognizes its responsibility to direct, manage and achieve the Health, Safety and Welfare of every employee and student. We believe that everyone in the school should accept his or her legal and moral responsibilities for improving and maintaining Health and Safety, and for behavior which does not jeopardize the Health and Safety of others.

Process Overview

Duties of Staff

Safety is a line management responsibility. Teachers are responsible for safety in their own areas and for the implementation of relevant safety procedures. The principal will monitor safety generally and the operation of safety procedures. The principal will ensure that each employee has a copy of the Health and Safety Policy and is familiar with its contents.

The main duties and responsibilities of the principal with regards to Health and Safety are as follows:

- a) To understand and comply with the laws, expectations and responsibilities placed on schools by the civil authorities.
- b) To guide and advise on all health and safety matters.
- C) To ensure that the appropriate safety education and training are coordinated and carried out using both in-house and external resources.
- d) To undertake regular and appropriate revision and auditing of the school safety procedures and methods of operation, to ensure that they are kept up to date.



e) To ensure that adequate fire protection and prevention measures are provided.

A Safety Officer will be assigned. The Safety Officer will investigate all accidents and dangerous occurrences and ensure that appropriate statutory notifications are properly completed. Causes of accidents will be determined as far as practical and, where appropriate, remedial action shall be specified.

Identification of Hazards and Safety Measures

The following hazards are considered by the school to be a source of potential danger and risks and are brought to the attention of all concerned. Risks include electrocution/falls, burns, chemical burns, cuts, etc.

1. Main Fuse Board Room
2. Power Distribution Board
3. Program Labs
4. Kitchen/Canteen
6. Photocopiers
7. Multi-Purpose Hall / Gym
8. Paper Shredders and Guillotines
9. V.D.U.S
10. Trailing leads
11. Swimming pool

To minimize these dangers, the following safety/protective measures must be adhered to:

- a) Access to and operation of equipment is strictly restricted to qualified members of staff whose job function is that of running, maintaining, cleaning or monitoring the equipment.
- b) In addition, all such equipment is to be used in strict accordance with the manufacturer's instructions and recommendations.
- c) Where applicable members of staff have been instructed in the correct use of equipment
- d) All machinery and electrical equipment are fitted with adequate safeguards.
- e) Precautionary notices, in respect of safety matters, are displayed at relevant points.
- f) Procedures for dealing with hazard in the kitchen lab

Electrical Appliances

Arrangements will be made for all electrical appliances to be checked on a regular basis by a maintenance person, the supplier or his agent. Before using any appliance, staff should check that:



- All safety guards, which are a normal part of the appliance are fitted and in working order.
- Power supply cables/leads are intact and free of cuts or abrasions.
- Suitable undamaged fused plug tops are used and fitted with the correct fuse.

Chemicals, Solvents, Detergents, Copier Toner, Etc.

Safety data sheets are supplied with all such materials. Members of staff using these materials should familiarize themselves with the hazards associated with the materials and precautions to be taken in event of spillage, splashes, etc.

Staff must cooperate in maintaining a high standard of hygiene in toilets.

Members of staff are reminded that any person who is under medical supervision or on prescribed medication and who has been certified fit for work should notify the principal of any known side effects or temporary physical disabilities which could hinder their work performance, and which may be a danger to either themselves or their fellow workers or students. The principal will arrange or assign appropriate tasks for that person to carry out in the interim.

Staff Safety Awareness

All staff will be:

- Instructed in lifting and handling methods.
- Advised of the protective clothing and safety equipment available and the areas where they must be worn.
- Advised of the nature and location of fire equipment and how it is safely operated.
- Notified of any changes in safety procedures.

School Security

The school employs security providers to ensure the school premises are safe and secure. While it is difficult to make the school site totally secure, the school staff will do as much as possible to ensure that the school is a safe environment for all who work or study here. Security measures are reviewed regularly.

Child Protection

The named person with responsibility for child protection in our school is the principal. The school has procedures for child protection. If any teacher suspects that a child in their class may be the victim of abuse, they should not try to investigate but should immediately inform the principal.

When investigating incidents or suspicions, the person responsible in the school for child protection will handle all such cases with sensitivity, and the school attaches paramount importance to the interests of the child.



Safety of Children

Children are taught about health and safety to equip them with the skills, knowledge and understanding that will enable them to live positive, successful and healthy lives. Teachers take every opportunity to educate children in this regard as part of the normal school curriculum. Children are taught respect for their bodies and how to look after themselves. Healthy eating and hygiene are reinforced in curriculum areas where appropriate.

The school believes that everybody can, and should, promote everybody else's safety, so children are taught to spot hazards in the classroom or around the school, and inform their teacher.

Spiritual welfare and growth of the children is promoted through special events, such as fund-raising activities for children less fortunate and themed assemblies. Each class could discuss problems or issues of concern with their teacher. Teachers use specially planned sessions to help children discuss and overcome any fears and worries that they may have. These concerns are handled with sensitivity.

It is the responsibility of each teacher to ensure that all curriculum activities are safe. Similarly, curriculum leaders will always be vigilant for hazards concerning equipment or activities related to their area of responsibility. If a teacher or curriculum leader has any concerns about pupil safety, they should bring them to the attention of the principal before that activity next takes place.

It is the responsibility of each teacher to never leave a group of students unattended. When Kindergarten students are visiting bathrooms or transitioning between activities they should always be accompanied.

Internet Safety

The Internet is regularly used in school because it has many educational benefits. To minimize the risk of children coming across unsuitable material, we provide constant supervision, and we use only a filtered service, selected links, and child-friendly search engines. Parents are asked to sign authorization for their child to use the Internet. We also seek parental permission before using photographs of children or their work on the school's website, or in newsletters and other publications.

School Meals

Children bring their own packed lunch, we provide them with a suitable place to eat it, and we supervise them during this time. Our school promotes a healthy lifestyle. Children are encouraged to eat healthy food that is low in both sugar and sodium. Regular snack box inspections are undertaken by the staff at the school.

School Uniform

It is our policy that all children wear the school uniform when attending school, or when participating in a school-organized event, even if outside normal school hours. School always takes a sensitive approach where regulations regarding uniform conflict with a child's religious or cultural beliefs. Individual parents may approach the principal if they wish to discuss certain aspects of the uniform that may conflict with their beliefs.



It is the responsibility of the principal to ensure that the school uniform policy is enforced. It is, however, not our school policy to exclude children from the school if they, for whatever reason, do not have the proper school uniform.

The school asks parents to equip their children with the necessary uniform and school equipment. If a child repeatedly attends school without the correct uniform, we will inform parents and request that they make sure their child leaves home with the proper uniform on. If a parent is in financial difficulties, and this results in a child not having the correct uniform, or not having adequate equipment, our school will do all it can to support the parent. The school requests that parents do not send their child to school with 'extreme' hairstyles, or the sort of appearance that is likely to draw attention. Girls are required to tie their hair back whilst boys' hair should not be short, and no longer than collar length. We ask parents to discuss their child's appearance with us if there are any religious issues involved that we might be unaware of.

For health and safety purposes, the school does not allow children to wear jewelry. Exceptions are watches and ear-ring studs in pierced ears for the girls.

First Aid

If an accident does happen, and it results in an injury to a child, the teacher will do all s/he can aid the child concerned. There are first aid boxes in the Clinic, Reception, MPH/gym, swimming pool(s), designated corridor points and school buses.

Should any incident involving injury to a child take place, then the school nurse is informed immediately. If necessary, the school will telephone for emergency assistance. An up-to-date list of trained first-aiders is maintained by the nurse.

The nurse records all incidents involving injury. Parents are informed of all head injuries and incidents where further consultation is deemed necessary. Should a child be quite seriously hurt, we contact the parents through the emergency telephone number that we keep on file. We update these numbers regularly, but it is essential that parents inform us when contact details change. If the parents of a child cannot be contacted, the child is taken to Rashid Hospital by a member of staff. The nurse will ensure that consent from all parents in emergency situations is achieved as part of the Clinic records.

There may be rare occasions where it is necessary for staff to restrain a pupil physically, to prevent them from inflicting injury on others, causing self-injury, damaging property, or being disruptive. In such cases only the minimum force necessary may be used, and any action taken must be only to restrain the pupil. If restraint has been required, a written report will be made.

Medicines

Most children will at some time have a condition requiring medication. For many the condition will be short term-perhaps the duration of a short absence from school. However, although a child may soon be well enough to be back at school, medication may perhaps still be required during the school day for a short period. In such cases, parents will be expected to inform the school and supply with the medicine in a secure, labelled container should have completed the "Parental Consent for the Administration of Specific Medicines Form".



Where on the other hand children have long-term medical needs, will do everything we can to enable them to attend school regularly. Parents must give us details of the child's condition and consent form needs to be completed which specifies name of the prescribed medication, required doses and timings. The consent form must be updated accordingly in case of any changes.

Prior to administering any medication to a school child, parents will be notified, and verbal consent will be obtained. However, in case of emergency, and if parents are not contactable, it will be at the discretion of the school nurse to medicate the child (in such cases as high fever, allergic reactions, injuries, etc.).

Infectious Disease

Children should not be sent to school if they are unwell. In the case of infectious diseases such as Chicken Pox, Conjunctivitis, Mumps etc., they should only return to school when the quarantine period ceases. No child will be allowed to attend school without a medical certificate or the school doctor's approval in the case of having contracted any Infectious disease. The school will adhere to all recommendations as outlined by the Local Health Authority.

Fire Protection and Prevention

- a) Fire extinguishers (and hose reels) are provided and correctly sited
- b) All fire-fighting equipment is regularly tested and serviced by specialized contractors. 20% of extinguishers will be discharged each year and relevant employees trained in the safe use of the equipment.
- c) All fire exits, and emergency paths of egress are marked using the standard symbols.
- d) Fire safety inspections and analysis of potential fire hazards are regularly carried out.
- e) Liaison with relevant authorities takes place as is necessary.

Emergency Evacuation Procedure

The school has an Emergency Evacuation Procedure for fire and other emergencies. Fire and other emergency evacuation information are displayed prominently in all rooms. Evacuation drills will take place at least twice per year, or more often, if required.

All staff and students are reminded to familiarize themselves with the procedures so that a fast and effective evacuation of the premises can be completed in the event of an emergency.

Educational Visits

The school takes very seriously its responsibilities for ensuring the safety of children whilst on school trips. Risk assessments are carried out prior to off-site visits. No child will be taken off the school without prior permission being granted by the parent via the Off-Site/School Trip Permission Form.

Seat Belts



Only coaches or minibuses with seat belts provided will be used by the school. Children are instructed to always use seat belts when the bus is moving.

Theft or Other Criminal Acts

The teacher or Principal will investigate any incidents of theft involving children and inform parents. In addition, serious incidents may warrant police involvement.

Should any incident involve physical violence against a teacher, we will support the teacher in question if he or she wishes the matter to be reported to the police.

Accident/Incident Reporting

All incidents, (no matter how trivial) whether involving employees, students or members of the public must be reported immediately to the principal. This is necessary to monitor the progress of safety standards and to ensure that proper medical attention is given where required.

Tools to Use

Consent and Permission Forms for emergency situations, medicine, photograph use, school trips, internet use, etc.

Risk Assessments for School trips.

Incident Reporting and Management.

Communication

The principal will communicate with Parents on Health and Safety related topics. The school will work with parents to ensure all permissions and consent forms are documented and stored in children's records.

Metrics and Process Verification

A. Measurements

Parents signed consent forms in student files. Emergency Contact information in student files (updated regularly)

B. Reporting

Clinic Reports on missing medical consent forms

Administration reporting on missing consent forms

Incident / Accident Reports

Process Change Control

This process will be reviewed at least once a year. Updates to this process will be at a minimum reviewed and approved by the Operations Manager and Principal.



Service Guideline 1.W2.001

PROCESS NAME: Swimming Pool Safety
And Escalation

CREATION DATE: 9/22/2020

**PROCESS
MANAGER**

Principal

LAST REVISION: 08/13/2025

APPLIES TO:

All Staff
All Children
All Volunteer Parents
External Supplier –
Lifeguard, Pool Cleaning &
Maintenance Contractor

**RELATED
DOCUMENT(S):** Security & Control, Health & Safety,
Emergency Evacuation, Clinic
Procedure

Introduction

To ensure that swimming pool activities are maintained in a safe, healthy, and hygienic controlled environment for all users. The guidelines are appropriate for supervision, teaching, assessment of risks of swimming pool activities and the making of arrangements for:

- Implementing health and safety measures identified to reduce risk
- Access and code of conduct at school swimming pool
- Staff and lifeguard guidelines
- Pool maintenance guidelines
- Appointing competent people
- Establish safety and emergency guidelines ▪ Risk Assessment.

Process Overview

Details of the pool

- The details of the swimming pool including the length, width, depth, pool surround (non-slippery tiles), shallow end, and deep end with proper pool depth mark are displayed at the pool location with swimming pool rules.

Access to the Pool

- Entry to the poolside should be permitted under strict supervision and restrict the unauthorized users by proper security measures. Minors are not permitted poolside unless always supervised. All doors and gates leading to the pool must be kept locked when the pool is not in use.



Swimming Pool Code of Conduct

- Do not enter poolside unless a lifeguard is present
- Do not enter the water without permission
- Enter and exit the water by the steps only
- No shouting, running, fighting, pushing is permitted on the poolside
- No diving may take place at all, and no acrobatics, (for example, no back dives)
- No eating or drinking is permitted on the poolside or in the changing rooms
- No outdoor shoes may be worn on the poolside
- No glass, whether bottles, jar or drinking glass are permitted and only sealable vessels are permitted poolside
- Swimmers must shower on entering and exiting from the poolside
- Dangerous behavior
- Misuse of equipment
- Not to use pool during cloudy pool water, which affects visibility of the pool bottom
- No shampoo, conditioner or other detergents are to be used in the poolside showers
- Accompanying adults must not leave children unattended in the pool or poolside
- All children must wear proper swimming gear.
- Listen for whistles/alarms:
 - 1 short blast – look at and listen to the teacher
 - 1 long blast – clear the pool
 - 3 short blasts – alert staff that you are entering the water and/or need assistance
 - Continuous ringing bell – fire alarm

Supervision of Swimming Activities

Lifeguards

- Qualification: All lifeguards hold a Pool Lifeguard qualification, recognized by the local governing body. Such qualifications shall contain two specific elements: ▪ Foundation knowledge
- Core skills e.g. swimming, lifesaving and basic life support.
- In addition to the above qualifications, lifeguards must possess the following minimum requirements.
- Age: Be a minimum of 16 years of age.



- Duties of the lifeguard: While these may vary between facilities, the following are functions, which should be included:
 - Correct supervision of the pool.
 - Exercise an appropriate level of control over users.
 - Apply the principles of preventative lifeguarding.
 - Take appropriate action during incidents.
 - Perform rescues.
 - Treat suspected cases of suspected spinal injury.
 - Provide First Aid, within the scope of one's qualifications.
 - Provide Basic Life Support if necessary.
 - Provide advanced Life Support if trained to do so e.g. AED, Oxygen etc.
- There must always be a minimum of 2 staff members (other than lifeguard) present; the lead staff member will be the Pool Supervisor and must have a lifeguard qualification. The second staff member is assigned as Pool Assistant.
- When dealing with minor first aid and other minor incidents that may reduce the poolside supervision ratios, the class should stop all activity and remain at the poolside until full supervision levels are resumed.
- The lead Pool Supervisor and lifeguard must always carry a whistle with them.
- The Pool Supervisor must be in position on the poolside before swimmers are permitted to enter the water. In addition, The Supervisor must remain on the poolside at the end of a session until all swimmers have left the area and the pool is secured.
- Lifeguard and Pool Supervisor should be positioned so that the pool can be scanned in 10 seconds and a casualty can be reached within approximately 20 seconds.
- Pool Supervisor, Pool Assistant and Lifeguard must work together to ensure that they monitor all areas of the pool and all pool users. They should be located at poolside so that they can achieve this and know who is looking out for which area or group of children.
- The ideal target for normal class use is no more than 20 pupils in any class. One qualified Pool Supervisor to 20 children plus one responsible adult, Pool Assistant. For non-swimmers and beginners one qualified Pool Supervisor to 12 children plus one Pool Assistant with infants / swimmers with disabilities: these classes should be conducted on a 1 to 1 ratio.
- All Pool Supervisors must know the location of all the safety equipment and be trained to use it. All staff must adhere to the 'Swimming Pool Code of Conduct' so that the users recognize a consistent approach and learn what sort of behavior is expected of them All staff must ensure that in the event of an emergency, emergency actions are followed.



Emergency Actions

The objective of the school is to ensure that emergency situations are dealt with in a manner which minimizes the risk to staff, pupils and other users.

- Emergency Equipment: The mandatory safety equipment around the pool is:
- Lifesaving swimming pool rescue tube.
- Lifebuoy rings.
- Live saving hook.
- It is the responsibility of the Pool Supervisor to know the location of the safety equipment and to ensure it is in place at the start of each session. Diabetics and asthmatics should bring their emergency equipment to the pool house.

Supervisor Training

- Each school pool must be supervised by a person qualified in the fields of lifeguard training, CPR, first aid, equipment operation and pool sanitation.

Changing Room Supervision

- Teachers, Learning Support Assistants, and Volunteer Parents/Staff will supervise the changing rooms to check behavior and safety of pool users. Only staff employed by the school and those adults who have been given specific permission by the principal may enter the changing room areas during normal school hours. Staff have authority to check the showers, seating, floors, equipment and toilets.

First Aid Provision

- The Doctor/Nurse will be contacted directly when any injury occurs at the pool. She will bring a first aid kit with her. If possible, the injured person will be transferred to the clinic. Otherwise, a first aid station will be set up adjacent to the swimming pool area, which is easily reached by the Emergency Services. First aid equipment should include the following (in clinic or brought adjacent to the pool area in an emergency event):
- A removable screen or curtain to protect the privacy of the casualty.
- A medical examination couch with blankets and pillows.
- Hot and cold water.
- Good ventilation.
- A nearby toilet.
- Stretcher.



- Chairs.
- Spinal Board.
- AED (Automatic External Defibrillator), Oxygen and Suction Equipment, staff should have been Specialized training in this regard.
- A fully stocked First Aid kit, with clearly defined restocking levels.
- As stated earlier, lifeguards are not required to have a full Occupational First Aid qualification, but they should have a good foundation in First Aid Awareness

Cleanliness

- It is the responsibility of the Pool Contractor and School to ensure that the pool is always kept clean and tidy and that both the water, poolside, changing room and reception areas are cleaned thoroughly and regularly.

Pool maintenance guidelines

- **Daily Routine:** The following routine is to be carried out prior to any swimming activity taking place, and use of the pool must be planned to allow for adequate cleaning / testing and chemical dosing:
 - Water quality checked for ph, chlorine and temperature, twice daily.
 - Pool sides swept and pool base vacuumed.
 - Pool surround cleared.
 - Safety equipment / first aid kit checked and kept in correct location.
 - Chemicals applied as appropriate, water balance re-checked.
 - Operating plant checked for faults / leaks, all faults to be reported to the school and noted on the appropriate form - Pool Operating Daily Checklist.
- **Bi-Weekly Routine:**
 - Backwash filters and replace water as required.
 - Check Cl, Ph, Cyanuric Acid, Alkalinity, Hardness & Saturation Index.
 - Clean filter / filter baskets.
 - Check water for total dissolved solids.
 - Check pool pump and clean pump strainer basket.
 - Wash and clean poolside.
- **Bi-Monthly Routine:**
 - Lab testing of Total Heterotrophic Plate Count, Pseudomonas, Aeruginosa, Total Coliforms, Fecal Streptococci & Fecal Coliforms.



- Chemical Handling / Storage / Application
- Personal protective clothing must be always worn.
- Chemicals should be applied as per the Automatic dosage instructions, by a qualified / competent person.
- All chemicals are to be stored in the chemical storage unit when not in use.
- Any spillages must be dealt with immediately and the area cordoned off until clear.
- In the event of a major spillage / high dosage, the area must be cleared and dealt with as per the emergency instructions.
- All chemicals must be used in strict rotation, according to their use by date.
- Plant and Equipment: A program of visual checks takes place daily, but more stringent checks should be carried out as follows:
 - Visual and manual checks / lubrication / cleaning should take place at the beginning of each month.
 - Annual service of all machinery by an authorized contractor, should take place during the summer break.
 - Annual inspection should take place of all water storage systems by an authorized contractor.
 - Any faults/ defects are to be reported by the Pool Contractor to the School and noted on the appropriate form – Pool Operating Checklist).
 - All safety equipment and the operation of the pool cover is checked daily, and safety equipment is replaced as necessary. This is particularly important in the case of throw lines, which should be used monthly and repacked, preferably by the people most likely to use them in an emergency.
- Escalation Procedure (Contractor and School)
- The school will detail and agree with the contractor an escalation procedure (24/7) for when incidents occur in the pool and corrective action must be taken.

Risk Assessment

- A risk assessment will ensure the Pool Contractor and School to consider all hazards and risks associated with the pool. A “hazard” is anything which may cause harm. A “risk” is a threat, great or small, that can be harmful and dangerous.
- A proper risk assessment has five steps. These are as follows:
 - Step 1 Identify the hazards.
 - Step 2 Decide who might be harmed and how.
 - Step 3 Assess the risks and take preventative action.



- Step 4 Record the findings.
- Step 5 Carry out regular reviews and revise actions taken if judged to be necessary.

- Some of the key areas that feature within your risk assessment will include:
- Safeguarding Children.
- Workforce.
- Structural.
- Environmental.

Lack of Water Clarity

- If the pool is not clear, the pool should not be used. As a rule, no part of the pool should be used if the bottom lines in that area cannot be seen clearly. In that event the pool should be evacuated without delay and until clarity reaches an acceptable level (as a minimum, the ability to see the body of a small child at the bottom of the pool).

Fire Alarm

- This is a continuous ringing bell, and evacuation should be through either:
- The fire evacuation plan and the fire exit signs should be displayed in the pool area.
- The Pool Supervisor will instruct users which exit to take and will then lead them to the assembly point.
- The fire alarm in the pool house is connected to the monitoring station / automatic fire panel board.

Dealing with Blood, Vomit and Feces etc.

- **Diarrhea and Solid Stools:** If a substantial amount of feces, either loose or solid, is introduced to the water, the pool shall be immediately closed to swimmers. The Pool Operator and School maintenance/cleaning staff shall immediately be informed, and they will deal with the situation in the appropriate way.
- **Blood and Vomit:** If substantial amounts of blood or vomit are spilled into the pool, it shall be temporarily cleared of users to allow the pollution to disperse.
- **Spillages of blood or vomit on the poolside** shall be contained and wiped up with the appropriate cleaning cloths. The clothes for this purpose should be safely disposed of immediately. The Pool Supervisor should then complete an incident report.
- In all cases of major contamination, the pool should be closed for up to 24 hours, allowing time for at least one complete filter cycle.

Structural failure: In the event of structural failure, the pool should be evacuated as a matter of emergency.



Tools to Use

Water testing kit, Risk Assessment, First Aid Guidelines and Kit, Escalation Procedure (Pool Contractor).

Communication

The principal communicates with parents on any swimming related activities.

The Lifeguard, Pool Supervisor and Pool Assistant work together as a team when the pool is in use.

The Nurse is available in the event of an emergency and will communicate with the principal and parents.

The Operations team will ensure the Lifeguard is fully trained with certifications and will keep copies of documents. The Operations team will ensure the Pool Contract keeps the pool clean and the water is tested with corrective actions taken as needed.

Metrics and Process Verification**A. Measurements**

Pool Cleaning and Maintenance Logs, Water Testing Reports

Incident Reports will document any issues / incidents and will be track via an Incident Log

B. Reporting

Pool Cleaning and Maintenance Logs, Water Testing Reports Incident Reporting

Process Change Control

This process will be reviewed at least once a year. Updates to this process will be at a minimum reviewed and approved by the Operations Manager and Principal.



Service Guideline 1.W2.002

PROCESS NAME: Emergency Evacuation

CREATION DATE: 9/22/2020

PROCESS

MANAGER: Principal

APPLIES TO:

All Staff
All Children
All Visitors
All Present in School

LAST REVISION: 08/13/2025

NEXT REVISION: 08/12/2026

RELATED

DOCUMENT(S): Health & Safety, Security & Control,
Emergency Review, Yearly Staff
Induction Program

Introduction

This document details the Emergency Evacuation Guideline. An evacuation in the school could be due to fire, gas, or another emergency situation. Evacuations, e.g. Fire Evacuation Drills, will be held at least two times per academic year, good practice dictates termly, as documented in the Health and Safety Guideline. All fire safety equipment and systems are maintained, inspected and tested as detailed in the External Supplier's Contract.

Process Overview

All emergency exit routes along with the Emergency Action Plan are located throughout the school. The assembly point will be at the front of the school along the perimeter wall. Groups will line up along the wall at the assigned Assembly Points.

The evacuation procedure is as follows:

- Sound the alarm in the event of fire, on the sound of continuous ringing, evacuation must begin
- Children will be led out of school by their class teacher or specialist teacher at the time of evacuation
- All children will walk in a line quietly out of school and no running
- Teachers and/or children MUST not go back to collect any belongings from the classroom
- Children will line up at the designated assembly points
- Children with physical disabilities will be carried by an assigned staff member out of school and brought to their designated class assembly point
- If the fire is on the assembly side of the building, the assembly point will be an alternative location
- The assigned Safety Officer will call civil defense to report the evacuation and situation
- Assigned Fire Wardens to put on their Fire Warden vests and check that the building has been completely evacuated



- Class teachers will take count of number of students
- It is the teacher's responsibility to ensure all their class is accounted for
- Once all children are accounted for, the class teacher will raise either a **GREEN (OKAY)** or **RED (HELP)** card into the air
- All staff must be aware of the locations of the various types of fire equipment and their purposes
- All staff must be aware of and use the identified emergency exit route for their class, specialist class or working area

When an alarm sounds during before school and after school activities, the following measures should be adhered to by these providers:

- The person assigned to this group will bring the children in their class to the designated assembly point with their daily class register
- It is their responsibility to ensure all their classes are accounted for
- Once all children are accounted for, the class teacher will raise their hand into the air

If the school is unable to accommodate the children after a fire, they will be taken to a safe site in the front of the school. Parents will then be contacted to come and collect their child.

Points to remember

- All exits must always be clear all the time (staff's responsibility) .
- All Fire – Emergency Action Plans and Evacuation maps must be left clear and always be visible (staff's responsibility)
- The lift must not be used during a fire evacuation
- Fire doors must be closed once areas are evacuated
- The safety of the children and staff must be ensured before attempting to fight a fire
- Everyone should be aware of the positioning of extinguishers and fire blankets and how to use them
- Safety Officer to report to Civil Defense at time of evacuation
- Fire wardens wear their Fire Warden vests during the entire evacuation
- The school nurse brings a First Aid kit out with her during the evacuation
- Fire extinguishers will be checked quarterly by the External Supplier
- Fire equipment will be checked quarterly by the External Supplier
- Total time of evacuation and results are recorded to identify potential improvements in evacuation procedure
- The school nurse is responsible for ensuring any physically disabled children are accounted for, supported by class teacher



- Staff are required to use the sign in and out sheet at reception in addition to the electronic attendance

Roles and Responsibilities

Safety Officer	Collecting the emergency school mobile and contacting Civil Defense: 047051686;; school code: DENRCD0019043 . Notes start and end time of fire drill (all children, staff and visitors accounted for)
Principal	Confirm all classes are accounted for
Specialist Teachers	Ensure the class they are teaching are taken to designated assembly point to meet their class teacher
Class Teachers	Ensure all their class are accounted for – wave GREEN card (ALL OKAY) or wave RED card (HELP)
Security	Ensure all visitors are at the assembly point and are accounted for
School Doctor and Nurse	Ensures any physically disabled children are accounted for out of the building Brings First Aid kit from the clinic to the assembly point
Fire Wardens	Sweep areas of school to ensure evacuation complete with no one left behind.
Reception (daily)	To ensure accuracy, applies updates to Class Lists, Staff Lists, Timetable Overview as appropriate

Tools to Use

Staff should be familiar with the Fire – Emergency Action Plan along with this procedure. Reception will ensure the Staff List for Fire Drill is reviewed monthly and updated, if necessary. Teachers need to ensure their class attendance registers are with Reception every morning by the specified time frames. When any staff leaves the school, they need to ensure that they Sign In and Out in the logbook at the Reception Desk.

Communication

All Staff will be trained on the Emergency Evacuation guideline as part of Staff Induction.

The Safety Officer will inform Civil Defense. A review of each evacuation will be communicated to all staff to ensure improvements are made where possible.



Metrics and Process Verification

A. Measurements

Staff Induction Program – Agenda to include Staff Training.

At least two evacuation drills will be held during an academic year, with each fire drill reviewed with the Fire Evacuation Drill – Observer Checklist. If possible, drills will take place termly and/or monthly.

Class Attendance Registers and the Staff List will be checked for completeness, e.g. all children and staff marked presents.

B. Reporting

Emergency Evacuation Review will hold the following data: Planned and actual dates of fire drills in an academic year

Actual time taken for each drill

Improvement Observations

External Supplier Inspection Reports

Staff Induction Program – Evidence of Staff Training

Process Change Control

This process will be reviewed at least once a year. Updates to this process will be at a minimum reviewed and approved by the Operations Manager and Principal.



Service Guideline 1.W2.003

PROCESS NAME: Lockdown

CREATION DATE: 9/22/2020

PROCESS MANAGER: Principal

LAST REVISION: 08/13/2025

NEXT REVISION: 08/12/2026

APPLIES TO: All Staff

All Children

Yearly All Visitors

All Present in School

RELATED DOCUMENT(S): Health & Safety, Emergency Evacuation,
Emergency Logbook, Security & Control,
Staff Induction Program

Introduction

This document details the Lockdown Guideline. This guideline is followed on the rare occasions it may be necessary to seal off the school so that it is not possible to enter the interior of the school. This will ensure Staff, Students and Visitors are safe in situations where there is a hazard in the school grounds or outside the school in the near vicinity.

Process Overview

A lockdown is executed when there is a serious safety risk for the premises, for example a chemical spillage or attempted access by unauthorized persons intent in causing harm or damage.

Upon hearing the lockdown notification protocol, staff will initiate lockdown immediately.

Staff will follow the CLOSE procedures:

- Close all windows and doors
- Lock up
- Out of sight and minimize movement
- Stay silent and avoid drawing attention
- Be aware you may be in lockdown for some time

The process will be activated, and the children will be ushered into the school building as quickly as possible and the outer doors locked. Gates will be locked if it is possible to remain safe.

Depending on the nature of the lockdown, the children will remain in the room they are in and staff will ensure the windows and doors are locked. The children need to be positioned away from possible sightlines from external windows/doors. Lights, smart boards and computer monitors are to be turned off. Mobile phones are put on silent mode.



Children or staff not in class for any reason will proceed back to the classroom as soon as possible if safe to do so. If practical, staff should notify the Operations Team if any children are not accounted for.

NO ONE SHOULD MOVE ABOUT THE SCHOOL.

Staff need to support the children to keep them calm and quiet.

Staff will remain in lockdown until informed by the principal that there is an all clear. The sign will be a pre-agreed safe word.

Staff roles:

1. School Administrators / Operations Team need to ensure that the offices are locked, and the police are called, if necessary.
2. Security is to lock the school's main doors
3. Individual teachers, TAs will lock/close classroom doors and windows.
4. Nearest staff member will check exit doors.

Communication with Parents

If necessary, Parents will be notified as soon as it is practical to do so via the school's communication channels (email, parent app, etc.). Parents will be told:

"The school is in a full lock down situation. During this period the phones and entrances will be unmanned, external doors locked, and nobody allowed in or out of the school."

Depending on the type and severity of the incident, Parents may be asked NOT to collect their children from school as it may put them and their child at risk.

Students will not be released to Parents during a lockdown.

Parents will be asked not to call the school as this may tie up emergency lines.

If the end of the day is extended due to the lockdown, Parents will be notified and will receive information about the time and place students can be collected from Staff or Emergency Services.

A letter will be sent home to Parents on the same day of any serious incident to inform them of the context of the lockdown and to encourage Parents to reinforce with their children the importance of following procedures in these very rare circumstances.

Tools to Use

Staff should be familiar with the lockdown protocols and procedure. Lockdown practices will take place at least twice a year to ensure everyone knows exactly what to do in such a situation. Monitoring



of practices will take place and Staff debriefed for positive reinforcement or to identify required improvements.

Communication

All Staff will be trained on the Lockdown guideline as part of Staff Induction.

The school will notify Parents via email, parent app or other school communication methods.

A review of each drill will be communicated to all staff to ensure improvements are made where possible.

Metrics and Process Verification

A. Measurements

Staff Induction Program – Agenda to include Staff Training.

At least two lockdown drills will be held during an academic year, with each reviewed.

B. Reporting

A Emergency Logbook will hold the following data:

Planned and actual dates of lockdown drills in
an academic year Actual time taken for each
drill

Staff Induction Program – Evidence of Staff Training

Process Change Control

This process will be reviewed at least once a year. Updates to this process will be at a minimum reviewed and approved by the Operations Manager and Principal.



SCHOOL EMERGENCY RESPONSE PLAN**SG1.W2.004**

School: VERNUS INTERNATIONAL PRIMARY SCHOOL	
Address: HESSA STREET DUBAI SILICON OASIS	
Completed by JACQUELINE B.SMITH	
Date Sep.6, 2023	
Potential emergency (e.g. power outage, flood, fire, robbery) Refer to your risk / hazard assessments to determine which hazards could require rescue or evacuation	Power outage and Fire



List and location of emergency equipment and facilities

Emergency equipment including fire protection requirements (e.g. alarms, fire extinguishers, hoses, fire doors)	Equipment	Location	Operating procedures
	Fire Extinguisher	Corridor's, Reception and Offices	Fire Warden is in charge.
	Fire Hoses	Corridor Hall	Fire Warden is in charge.
	Fire Door/ Exit Doors	2 exit doors on the backside	Exit signs are on place in the building.
First aid (e.g. first aid kit – type and location; blanket, first aiders, other information)	First aid kit		Location
	First Aid Kit AED		Swimming Pool, Clinic, PE Area & Reception
	First aid supplies		Location
			Clinic
	First Aiders		
List and location of emergency facilities	1 Name / Mobile Helen Balaoro 056 393 4859	2 Name / Mobile Mohamed El Hadad 054 355 4419	3 Name / Mobile Fariha Rasheed 050 864 2483
	Other: Sunil Bhandari 054 725 3609		
	Facility name		Address/distance
	Symbiosis Medical Centre		Cedre Villas, Cedre Shopping Centre -

(e.g. fire station, hospital, police)		1.4KM
	Dubai Smart Police Station	Cendre Shopping Centre- 1.4KM



Alarm and emergency communication requirements	Test the alarm system with a fire drill one or twice in a month. Fire warden should know how raise the alarm and know the fire alarm location in the building. Review drill after every test. Keep review in file.		
Rescue and evacuation procedures	Procedures		
	Raise the Alarm in terms of fire, go directly through the nearest exit point following the exit signs to the assembly point. Plans updated around the school yearly		
Emergency response procedures (Detailed procedures to be followed for each identified emergency)	Emergency	Procedures	
	Child Incident inside School Missing Child Lockdown Intruder	First aid be given by school nurse/doctor, school Incident written report, inform parents by call or email in case no one answer. Follow missing child guideline Follow lockdown guideline – test school response termly Follow lockdown process	
Emergency response training and requirements (list the positions or names of workers trained to use each type of emergency equipment and those trained in rescue and evacuation procedures)	Position or name		Training received
			Frequency
	Jacqueline B. Smith		Fire Safety Training
	Sunil Bhandari		Fire Safety & First Aid
	Helen Balaoro		First Aid & fire safety
	Mohamed El Hadad		Fire Safety & First Aid
	Fariha Rasheed		First Aid & fire safety



Emergency Team

Management

SLT	ALL SLT
	ALL SLT

Health & safety committee members or representative

Name Jacqueline B. Smith	Position School Principal
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Staff

Name Sunil Bhandari	Position Facilities Supervisor	Shift 7am - 5pm
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Fire | Police | EMS

Name	Phone
Name	Phone
Name	Phone

Dubai Municipality	Name: DM
	Phone : 800900

Police	999
Emergency Medical Services (Ambulance)	998
Fire	997
Poison control	80011111



School contacts

Principal	Jacqueline B. Smith
Operations	Abdelhadi Ghannam
Health and Safety coordinator	Jacqueline B. Smith
Maintenance	Sunil Bhandari
Security	Hikmat Kunwar
Doctor/Nurse	Helen Balaoro
Other	Mohammed Khawaja

Company contacts

Power company	DEWA
Gas company	N/A
Telephone company	Etisalat Company
Insurance company	Al SAGAR



Emergency Training

Training Provider Noor Safety Consultants				BASIC FIRSTAID				
				BASIC FIRE SAFETY				
Training Provided								
Staff's name	Training completion date							Date
	Standard first aid		Rescue and Evaluation	Emergency Warden	Fire Extinguisher	Emergency Response Plan	Other	
	Initial	Recertify						
ALL STAFF	*							20 TH SEP2024



Emergency response plan – Record of drill (template)

Leader conducting drill:		
Staff Recorder (results):	Drill date	
Type of drill:		
Participants: All Staff & Students		
Evacuation time:		
Items done well:		
Items requiring improvement: None		
Corrective actions	Assigned to	Target date
Scheduled date of next drill:		
Comments		
Reviewed by		Date
_____ _____ Name Signature		



Use the following checklist to help you decide whether or not your organization is prepared for an emergency.

Checklist	YES	NO
Is there a written emergency response plan for each work site aligning with the risks / hazards at the site?	☐	☐
Does this plan include:		
A list of potential emergencies?	☐	☐
Procedures for dealing with the identified emergencies?	☐	☐
A list of responsible emergency response personnel?	☐	☐
Procedures for rescue and evacuation?	☐	☐
A list of designated rescue and evacuation workers?	☐	☐
Emergency response training requirements?	☐	☐
Alarm and emergency communication requirements.	☐	☐
Fire protection requirements.	☐	☐
Identification, location and instructions for use of emergency equipment and facilities?	☐	☐
Emergency contact information?	☐	☐
Do your first aid suppliers and facilities meet legislated requirements?	☐	☐
Do you have the required number of trained first aiders?	☐	☐
Do workers understand their responsibilities under the plan?	☐	☐
Have workers been trained in their individual responsibilities?	☐	☐



Are emergency response drills conducted regularly?	☐	☐
Are all records of emergency response activities (including drills) reviewed to identify gaps?	☐	☐
Is the plan current? (Review each 6 months / update each Academic Year.)	☐	☐



PROCESS NAME: Preventive Maintenance**CREATION DATE:** 9/23/2020**PROCESS****MANAGER:** Process Owner**LAST REVISION:** 08/13/2025**APPLIES TO:** School Operations Team**NEXT REVISION:** 08/12/2026External Supplier –
Service Providers**RELATED DOCUMENT(S):**Health and Safety,
Swimming Pool
Safety &
Escalation, Clinic
Procedure -
Precautions in
Handline &
Disposing Medical
WasteFacilities
Management
Contract OverviewWork Permit,
Building &
Office Inspection
Form,
Operations
Incident &
Issue Reporting

Introduction

Planned Preventive maintenance (PPM) is the pro-active care and servicing by personnel for the purpose of maintaining equipment and facilities in satisfactory operating condition by providing for systematic inspection, detection, and correction of incipient failures either before they occur or before they develop into major defects.

Repair & maintenance (R&M) involves fixing any sort of mechanical, plumbing, or electrical equipment in case it should become out of order or broken (known as repair, unscheduled or casualty maintenance). All (capital) improvements to land & buildings works are to be considered within R&M.



PROCESS OVERVIEW

A 52-week Planned Preventive Maintenance (PPM) program is prepared in advance on the complete Mechanical, Electrical, and Plumbing (MEP) system. PPM programs have to be implemented in all schools, regardless of if repair & maintenance is being provided by the school directly or by an external third-party service provider as part of a facilities management agreement (FM). Completion of PPM tasks to be updated on a daily, weekly, and monthly basis.

The PPM programs and R&M tasks completed, including all records (checklists, licenses, certificates, procedures, etc.), on each MEP system have to be kept on record for a minimum of 3 years for school operation audit purposes. PPM and R&M activities & works conducted outside the FM agreement are required to be scoped in detail and the related costs to be approved in advance via purchase requests and local purchase orders. PPM and R&M activities & works must be performed without disturbance to the school operations. Completed PPM and R&M works have to be signed off for satisfactory completion by the third-party PPM service provider supervisor and School Operations Manager (or designate). During and after PPM and R&M works, the areas have to be kept in a clean, tidy, safe, and hygienic condition.

All third-party service providers have a child protection policy in-place. All third-party service provider workforces will only be allowed on school premises with valid personal identifications. The detailed records on workforce movements have to be kept with the School Operations Manager. All PPM and R&M workforces to have functioning personal protective equipment (PPE), including clothing / uniform, masks, goggles, shoes, etc.

Emergency break-down repair services to be attended on a 24*7 basis. Emergencies are classified as situations where the school is unable to operate in a healthy & safe condition.

Firefighting & Fire Alarm system

To ensure a fully operational & functioning fire detection-, and fire suppression system. All fire related equipment / systems, part and parcel should never remain out of order, malfunctioning, or functioning with fault. It is the responsibility of the service provider / facility management company to monitor the school during a down period via physical presence of fire warden until the situation has been rectified.

1. System testing in Auto and manual needs to be witnessed by the School Operations Manager and the Security officer before signing off the service order for satisfactory completion.
2. The School Operations Manager should be well informed of the status of the fire Alarm / suppression systems in writing after every task attended.
3. It is the basic fundamental responsibility of the service provider / facility management company that the School Operations Manager and any other as nominated by the school.

Air conditioning maintenance

To ensure a fully operational & clean air-conditioning system. This AC system guarantees comfortable indoor temperatures, humidity levels, and safe indoor air quality as per the ASHRAE* standards. (*ASHRAE: American Society of Heating, Refrigerating and Air-Conditioning Engineers (<http://www.ashrae.org/>))



1. Operational parameters before and after the PPM is to be recorded, checked and signed off by service Engineers / Technicians, ensuring that system performance meets its designed condition saving the deration in time.
2. Pan treatment to be carried out on all units.
3. All outdoor indoor units to be maintained as new as possible, all doors, panels seals should always be in place and intact.
4. Proactive servicing to be carried out after every sandstorm.
5. Fresh air dampers wherever should remain open.
6. Condensers fins to be combed always and air passage to remain clear.
7. Condenser fans to be clean and tidy.
8. Random measure the parameters and record.
9. Surrounding areas of the roof units to remain clean and tidy always.
10. All insulations to be repaired and maintained as necessary.
11. All controls, 3-way valves, thermostats, double regulating valves (DRV) to be maintained in working order.
12. Regular cleaning and painting are to be part of PPM.
13. During and after works carried out by a sub-contractor, senior personnel from service providing company must be available to certify the satisfactory completion.

Electrical system maintenance

To provide safe, continuous operations in the normal and maintained power (generator) to the end users in all MEP equipment and systems associated with low voltage (LV) electricity

1. In strict all electrical engineering practices to be performed by qualified and skilled Engineers / Technicians.
2. Operational parameters before and after the PPM is to be recorded, checked and signed off by service providers Electrical Engineers, ensuring that system performance meets its designed condition saving the deration in time / age.
3. All necessary safety tests to be carried out including Earth resistance tests, Thermography test and other tests necessary.
4. All Electrical LV panels Main Distribution Boards (MDB), Sub-Main Distribution Boards (SMDB), Distribution Boards (DB), Earth Leak Circuit Breakers (ELCB), Residual Current Breaker with Overload (RCBO), Capacitor Banks, Meters, Gauges, and other electrical fixed accessories should be in proper operational status.
5. All Electrical LV panels to be serviced, tested and tuned annually.
6. All controls such as water tank water level, pumps flow switches, alarm are to be maintained in working order.
7. Generator and its Automatic Transfer Switch (ATS) should be maintained appropriately as per schedules.
8. Regular cleaning and painting are to be part of PPM.
9. During and after each and every works carried out by the sub-contractor, senior personnel from service provider must be available to certify the satisfactory completion.
10. No equipment or system to be replaced without the prior approval from GEMS corporate even if it is budgeted.



11. PPM to be carried out on all classroom, kitchen, laundry, portable equipment, electrical fixtures and equipment.
12. All lighting external and internal systems to be maintained regularly.
13. All roof electrical panels to be maintained well and weather proofed.
14. All roof pump rooms electrical to be maintained well.
15. Electricals associated with Liquid Petroleum Gas (LPG) auto shut off maintained - emergency shut to remain operational.
16. Electrical equipment in the recreation / gym area to be maintained periodically.
17. Automatic gates / barriers must be maintained periodically.
18. Electrical in Irrigation systems are to be maintained periodically.

Cleaning Water tanks

To conduct potable water tank cleaning and meet local and international standards to provide clean, safe nonpathogenic potable water to the school 24 X 7 as per the World Health Organization (WHO) standards.

1. A water tank and system cleaning program to be established two times a year.
2. All water tanks need to be inspected for any corrosion of metal parts and replaced / rectified as necessary.
3. All water tanks need to be kept locked.
4. Tanks to be disinfected after cleaning and neutralized before filling / use.
5. Pictures are to be taken before and after the tank cleaning.
6. During cleaning if any part or full of the tanks needs any repairs - it is to be carried out.
7. Check and seal any in / out tank penetrations.
8. All water tanks base frames and other associated external parts / fixtures (not in touch with water to be removed of any corrosion and painted.
9. All water tests to be conducted by independent laboratories, test should be carried out 4 x /year (quarterly).
10. All-important water tests to be carried out, not limited to E Coli, Salmonella, Shigella, pseudomonas, before and after water tank cleaning.
11. Water samples from the tank to be tested for legionnaires pneumophila bacteria.
12. Copy of water test certificates to be shared / copied to the schools and kept on record (minimum 3 years).
13. Water samples should be taken four times a year (every quarter)

Pest Control

To ensure the school premises are free from any pests, flying or crawling within the school perimeter. The treatment carried out should be safely without causing any harm to human & environment.

1. Pest control Schedule to prepare for the full year, month by month, treatment area to be scheduled.
2. Pest control to be conducted at least on a monthly basis.



3. Service provider to provide the Material Safety Data Sheet (MSDS) of all chemicals to the School of all chemicals.
4. Service provider to provide the concentration of chemicals used during treatment.
5. A copy of all chemical approved by the local authorities to be handed over to the School MSO.
6. All safety precautions to be taken before and after treatment.
7. Traps / glues etc. should be accounted strictly and should be removed during school hours.
8. Treatment procedures must be approved by the school.
9. No chemicals to be ever stored at the school premises.
10. All treatment personnel to be equipped with PPE.
11. Antidotes of the chemical used for treatment to be known to the school MSO and the School Medical personnel.
12. Captured / trapped pests should be removed from site immediately and the place be disinfected.

Testing Potable Water

To ensure potable water is regularly tested for safe consumption. It should be free from physical, chemical and microbiological contaminations and pathogenic organisms.

1. Potable water tests to meet local and international standard requirement, test copies to be sent to relevant governmental departments.
2. All tests must meet WHO standards.
3. Samples must be taken at multiple locations.
4. Followings tests are mandatory but not limited:
 - E Coli tests
 - Salmonella tests
 - Shigella tests
 - Pseudomonas tests
 - Legionella nemophila tests
 - Total Heterotrophic plate count
 - Total Dissolved Solids (TDS) / pH tests
 - Total suspended solids
 - Odor tests
 - Turbidity tests
 - Random dip slide tests to be carried out for total count ■ Residual disinfectant tests

Lift / Elevator Maintenance

To ensure a safe elevator travel at any time.

1. To carry out planned preventive maintenance through the lift / elevator manufacturer / agent who have commissioned the machine.
2. Daily / weekly / monthly / annual PPM to be in-place.
3. Ensure that the elevators are leveling is within +/- 0.5mm at all landings.
4. Ensure that the emergency landing devices (ELD) are always operational.
5. Annual third part testing and certification.



6. Annual load test and governor trip test.
7. Ensure that cleanliness exists in car and the pit.
8. Ensure that all rescue operations tools are promiscuously displayed with operational instruction.
9. Ensure that at least 5 are trained well in rescue operations.
10. Ensure that the elevator communications are operational always.

Swimming pool maintenance

To provide 24 X 7 a clean, safe, hygienic, and non-pathogenic swimming pool for the users.

1. To maintain a minimum swimming pool temperature of 27 degree Celsius.
2. Pool chemicals to be dispensed / dosed automatically. No manual dosing.
3. Maintain potable water quality.
4. To maintain residual chlorine level between 2 ppm +/- 0.2
5. To maintain pH level between 7.2 and 7.4
6. All pool safety equipment should be in place in good usable condition.
7. No algae / molds, mild dew to be present.
8. Carry out economical back wash by visually checking the back wash outgoing water to drains.
9. Do not use drain line for filtration / circulations.
10. Check monthly the ELCB operations.
11. Ensure that depth markings are conspicuous.
12. Carry out monthly shock treatment and record the dosage used.
13. The pool deck area to be clean and safe.
14. The overflow / gullies / skimmers / break tanks to be clean.
15. All systems are operating in automatic mode.
16. Safety signage regulations are in place.
17. Anti-vortex / anti-entrapment devices are in place.

Medical- and Chemical- waste disposal

To dispose periodically all hazardous (medical and chemical) waste in order to ensure a safe environment.

1. Strictly follow local / federal authority technical Guidelines.
2. Only use approved and licensed medical-, and chemical- waste management companies.
3. Proper safe containers to be used for disposals.
4. Medical waste disposal containers to be used.
5. Medical waste to be disposed on daily basis.
6. Chemical waste to be disposed as and when desired or on expiry.
7. Appropriate PPE is to be used while disposal.
8. Medical- and chemical- waste never to be mixed and / or disposed together with general waste.



General- and Recyclable- waste disposal

To dispose periodically all general and recyclable waste in order to ensure a safe environment.

1. Strictly follow local / federal authority technical Guidelines.
2. Only use approved and licensed general waste management companies.
3. Proper containers to be used for disposals.
4. Waste to be disposed on agreed timings during the week.

Garden Maintenance

To ensure that all landscaping looks clean, tidy evergreen and young, all landscaping / greenery / plants / trees are watered on regular basis, allowing economical water consumption. Keeping all landscaping to great aesthetical values for the parents, children and for any visitor to appreciate.

1. Appropriately set watering timing, such as not watering at sunny times because the water evaporates.
2. Irrigation water management by setting automatic irrigation timers.
3. Avoid hose pipe watering.
4. Ensure suitable quality of water. Treated grey water is encouraged.
5. Resort to sub soil / drip irrigation wherever possible.
6. Professional pruning and grooming to be carried out at regular intervals without harming the plants to gain natural aesthetical values.
7. Removal of dry leaves essential on daily basis.
8. Replace as and when dead / rotten plants.
9. Supply / add manure as and when required.
10. Supply / add soil as and when required.
11. Ensure through the contractor that no unwanted garden bugs / ants / termites, mosquitos are present which can harm humans.
12. Ensure that there are no rodents / rodent holes in place. If required install scarecrow to avoid crows or other repellents
13. Proper organic pest control carried out as per standard intervals and in emergencies.
14. Avoidance of artificial plants.

Tools to Use

School Staff and /or External Suppliers will carry out all of the PPM detailed tasks as described. Contracts with Suppliers will be reviewed each year.

Work Permit, Building & Office Inspection Form, Operations Incident & Issue Reporting Forms can be used to document work and issues in the school

Communication

School staff and / or External Suppliers will report back to the School Operations Manager. The Principal and Staff will communicate any observations to the School Operations Manager. Issues will be rectified.



Metrics and Process Verification

A. Measurements

Reports to show activities have taken place on a regular basis will be submitted. Results of Testing will also be provided. **B. Reporting**

Reports, Logs, and Results will be filed.

Process Change Control

This process will be reviewed at least once a year. Updates to this process will be at a minimum reviewed and approved by the Operations Manager and Principal.



BUILDING OFFICE INSPECTION FORM
SERVICE GUIDELINE 2.C1.001

Date Assessed:					
Location Assessed:					
Assessed by:					
Reviewed by:					
Assessment Reason:					
		Y	N	NA	COMMENTS
KEY H&S Essentials					
All external and internal doors are closed and can't be opened without card.					
There are no dangerous objects left around the school (look particularly for anything that could have been left by contractors)					
No cleaning materials or chemicals are in the class					
All Housekeeping doors are locked					
The swimming pool doors are locked					
All electrical sockets have a cover					
Any sharp objects are away from students (guillotines/scissors)					
COVID Essentials					
Masks being worn					
Parents have masks on					
Sanitizer in dispensers					
A. Walking Surfaces					
1. Aisles established and clear					
2. Tripping hazards are eliminated (i.e., placement of electrical cords, equipment, boxes)					
3. Floors even (no holes or cracks)					
4. Carpets and rugs secure					
5. Floors kept dry – not slippery					
6. Entrance mats available (wet weather)					
7. Leakages observed					
8. Outside walkways and stairs in good repair					
9. Electricity Connection					
10. AC Condition					
11. Cleanliness					
B. Bookcases, Shelves, Cabinets (Classrooms)					
1. Wall shelves designed for intended load (heavy duty hardware / brackets for heavy loads, i.e., for book storage)					
2. Shelves not overloaded					
3. Heavy storage cabinets, bookcases and file cabinets secured to the wall to prevent tipping					
4. File drawers closed when not in use (only one open at a time to prevent tipping)					
5. Cartons, supplies, etc. stacked carefully - won't fall					



6.	Cleanliness				
7.	Ac condition				
8.	Electricity connection				
9.	Board smart tv connection				
10.	Students' health and safety hazards				
11.	Garbage disposal check empty bins				
C	ELECTRICAL HAZARDS				
1.	No extension cords				
2.	Equipment power cords in good condition-no splices or broken insulation				
3.	Plugs in good condition-no exposed wires (where plug is joined at the cord)				
4.	Wall outlet covers and junction box covers in place (prevents accidental exposure)				
5.	Circuit breaker panels clear (nothing blocking access, at least 30" open area) and labeled to indicate area served				
6.	The use of multi-plug electrical outlet adapters to obtain more outlets is not permitted				
7.	Circuits not overloaded all multiple strips equipped with overload protection				
8.	Multiple outlet strip is not plugged into another multiple outlet strip.and only one multiple outlet strip is plugged into dual electrical outlet.				
9.	Wires or extension cords are prohibited from being placed under carpets or rugs, through doorways, or placed in other traffic areas (fire hazard)				
10.	Ground fault circuit interrupters (gfcis) installed where required				
11.	electrical tools and equipment grounded or of the double -insulated type (ul listed)				
D.	STAIRWAYS,RAMPS,CORRIDORS,STORAGE AREAS				
1.	Adequate lighting in place, including emergency lighting. (If accessible, check emergency lighting.)				
2.	Ramps have non-slip surface				
3.	Stair treads in good condition				
4.	Stairway clear – not used for storage (including under the stairway)				



5.	Handrails installed – in good condition (i.e., sturdy no rough edges)				
6.	Guardrails installed (where needed)				
7.	Corridors kept clear of equipment and supplies (areas with an occupancy load of > 50 people, 44” required) (areas with an occupancy load of < 50 people, 36” required)				
8.	Storage within 18 inches of sprinkler heads prohibited (24” from the ceiling where no sprinkler system exists)				
9.	Ladders provided for high storage areas (Never use top step or rung)				
E.	Office Equipment				
1.	Chairs in good condition and adjustable (when appropriate)				
2.	Paper cutter equipped with guard – blade spring functioning				
3.	Step stools available for use, where needed				
F.	Fire Prevention, Emergency Exits, Housekeeping				
1.	Fire equipment is accessible (not blocked or obstructed) [i.e., extinguishers, pull stations, fire hoses]				
2.	Fire extinguishers have current inspection tags (Annual inspection - outside company / monthly – Facilities Team)				
3.	Fire extinguisher wall-mounted in readily accessible				
4.	Fire hose inspection tags current				
5.	Fire doors are kept closed (not blocked open)				
6.	All doors close and latch properly				
7.	Exits to buildings are accessible (not obstructed and not locked , making emergency exit possible)				
8.	Exits properly marked, exit signs illuminated				
9.	Directions to exits marked with visible signs, when not immediately apparent (in corridors)				
10.	Are doors or stairways that are neither exits not access to exits appropriately marked, “Not an Exit”, “To Basement”, etc.				



11.	Good housekeeping practiced – excess paper, cartons, and trash removed				
12.	Office has current “In Case of Emergency” sign posted in area (i.e., near phone, exit, or pull station)				
13.	Is there any equipment out that would cause injury or hazard?				
14.	Emergency evacuation routes posted in hallways				
15.	Combustible materials are kept out of boiler, mechanical, or electrical equipment rooms				
16.	Are all CCTV cameras in place and hanging properly?				
17.	AC air vents are clean				
G.	Classroom, place of assembly				
1.	Desks are in good condition (No broken legs and tops, splintering, sharp edges)				
2.	Chairs are in good condition (No broken legs and seats, splintering, sharp edges)				
H.	Miscellaneous				
1.	Smoking is prohibited in the building				
2.	Exposed steampipes insulated from accidental contact				
3.	ceiling tiles are in good condition (not water damaged or missing)				
4.	Inspection stickers in elevators are up to date				
5.	Pictograph sign posted over elevator call station, on all floors, showing “in case of fire, do not use elevators, use stairways				
I.	Swimming pool facility				
1.	Check pumproom				
2.	Check washroom cleanliness				
3.	Ac condition				
4.	Electricity connection				
5.	Check water temperature				
6.	Changing rooms cleanliness				
7.	Child lockers				
8.	Lights				
J.					
1.	Safety hazards on surroundings, debris, sharp materials on ground.				



2.	Gates make sure lock is in good condition, backside gate make sure locked all the time				
3.	Empty bins in play area				
4.	Window glass leakage and clean				
K.	Parking area				
	Entrance a-d doors check				
	Signage in good condition				
	Lights				
	Entrance gates motor must be always in good condition				
	Sideways area check for safety hazards debris or sharp material on the ground.				
	Garbage area make sure waste is collected daily				
	Designated car parking area make sure its clear and safe.				

L.	ROOF TOP AREA (3 times a day)				
	Pump Area Condition				
	FAHU Condition				
	Water Heater Condition				
	Lift Room Condition				
	Area / Surface Condition				
	Electrical DB Condition				



M. Additional Comments or Recommendations:
N. Corrective Actions Identified and Target Date for Completion:

Please make any corrections that have been noted. Indicate “corrected” and sign the form. Return the form to the Operations Manager on completion.

Admission Manager Signature: _____

Date: _____

Assessor Signature: _____

Date: _____



1.W42.C5.000.002

PROCESS NAME:	Procurement	CREATION DATE: 9/24/2020
PROCESS	Operations Team	LAST REVISION: 08/13/2025
MANAGER:		NEXT REVISION: 08/12/2026
APPLIES TO:	All Staff	RELATED
	Principal	DOCUMENT(S): School Budget,
	Operations Team	Request Form , Inventory ,
	Finance Team	Tracking logs
	External Suppliers –	
	Goods & Services	

Introduction

This document details Procurement activities. Staff submit requests detailing what resources are needed. When a request for a specific item(s), that isn't readily available, is submitted, a minimum of three quotations will be requested from different suppliers. Once the Principal approves a quotation the Operations team will raise an LPO for purchase. The Operations Team will track the order from request to fulfillment.

Process Overview

This procedure details how staff request items for purchase. All products needed by staff (the Requestor) in the school will be ordered following this process. The school has some items held in stock in the Storeroom (water, hygiene products, classroom resources, etc.). The Operations Team supplies orders with in-house stock before a new order is submitted to new and preferred suppliers.

The Principal and School Management will set and approve a budget for each Academic Year.

1. When an item(s) is/are required, the Requestor first checks the Resource Store to see if the item is available onsite for fulfillment. If held within the Resource Store, it will be immediately supplied.
2. If an item is not available, the requestor will discuss with their immediate leader to determine if the item(s) required is/are approved for purchase request.
3. The Requestor will populate the Request Form based upon what they need to order. The principal will review the Request Form to ensure complete and approve the resources required for purchasing.
4. The Operations Team will use the principal reviewed and approved Request Form for the order fulfillment process.

For orders that can be managed with petty cash, it will take a minimum of one working week to fulfil. It may take longer if a purchase order needs to be raised. The Requestor is notified to collect their



requested item(s) when available. It is their responsibility to organize a suitable time with the Operations Team for collection.

The Request Form must have the following information detailed:

- Requestor – Staff requesting order
- Department – Admin Staff Member or Classroom Teacher / Specialist Teacher
- Date Submitted – date given to Operations Team
- Item, Unit and Quantity – what product is needed, the unit (packs, sheets, etc.) and how many
- Additional Remarks – special considerations and/ or suppliers requested.

For all Academic, Classroom, Specialist, Play resources and large purchase requests (additional furniture, equipment, etc.), the Request Form must be first reviewed and approved by the Principal. This is the authorization for the order to be supplied.

Once Operations receives the completed Request Form, they will log receipt and, if necessary, follow up with the Requestor if there are any questions based upon the order.

For specific items where a quotation(s) is (are) required from a supplier, the Operations Team will contact the supplier for a quotation and if accepted by school management a purchase order will be raised in conjunction with the Finance Team.

For consumable refilling of existing assets in the school, e.g. water for dispensers, hygiene products for dispensers, etc. orders will be placed, as required. These orders are placed at a minimum weekly and are based upon relationships with preferred suppliers. Inventory controls are in place to manage these items and track usage and expenditure. Improvements are made where possible.

For other consumables, like Stationery products and Exercise books, these will be ordered with a preferred supplier, once a quotation exercise is completed and a preferred supplier selected (based upon products provided and pricing). The preferred supplier relationship will be managed (and tested) on a yearly basis to ensure the school is getting the best quality and pricing on products. Prior to consumable orders being placed the Operations Team will request Principal approval of purchasing.

Once the supplies are delivered, the Operations Team checks the delivery note to ensure the order is correct and complete. Operations Team signs off the delivery note (and Invoices, as required) and provides to the Finance Team. The request will be closed once supplied and documentation will be saved in the shared School Procurement Folder.

The Operations Team will track, and managed ordered products as directed based upon yearly allocated budgets. The Finance Team will have ultimate responsibility to manage finance items and provided detailed reports to School Management.

Tools to Use

Staff use the Request Form for requests. The immediate leader and/or Principal will be approved requests prior to submission.



For requests where a quotation is provided by a supplier, a purchase order will be raised to order the items. Quotations and Purchase Orders will be filed in the Procurement file.

Communication

When an order is delivered to the school fulfilling a Purchase Order, The Operations Team will either bring the selected items to the Requestor or will notify the Requestor to collect the order.

Metrics and Process Verification

A. Measurements

- Allocated budgets v. Actual Spend, as required
- Inventory Lists and Orders

Order data will be used to determine yearly requirements for budgets and resources.

B. Reporting

Inventory Tracking Lists and Asset Lists

Process Change Control

This process will be reviewed at least once a year. Updates to this process will be at a minimum reviewed and approved by the Operations Manager and Principal.



Service Guideline 1.W4.003

PROCESS NAME: School Transport

CREATION DATE: 9/24/2020

PROCESS MANAGER: PROCESS OWNER

LAST REVISION: 08/13/2025

NEXT REVISION: 08/12/2026

APPLIES TO:

Principal
Operations Team
All Staff
All Children, All Parents
Service Provider –
Transport

RELATED

DOCUMENT(S): Emergency Contact Information
School Transport Form, Incident
Form,
Issue/Complaints Form, Service
Provider documentation

Introduction

Bus Transport for students is an outsourced service with the aim of providing quality and safe service as per the regulations of the Local Transport Authority. Support staff on the buses, in their capacity as bus assistants, also ensure care of the students, as well as assisting with discipline.

If children are not using Bus Transport services, they will be brought to school by a private vehicle.

The following are the key principles:

- Parents are responsible for deciding for their children to get to school and to get home after school.
- Students should arrive at school safely and on time.
- At all times that they are in the school, the student's safety should be the highest priority.
- All buses should be double-checked so that no students are overlooked in transit between home and classroom.
- Owners and drivers of private vehicles, dropping off and collecting students, should always take student safety, and other road users, into consideration.
- Transport needs to be timely and efficient to minimize disruption to the teaching and learning process and the structure of the day.

Students who arrive late to school, or who are forced to leave school early owing to transport issues, participate less in the teaching and learning process. This will have a negative influence on their academic progress.



Process Overview

At the beginning of the academic year, the following details will be collected and entered into the school student register for all students: Student Name, Mode of Transport, Emergency Contact Person, Emergency contact telephone number. Students who arrive at school after the beginning of the academic year will also be required to submit this information when they enroll. This information will be stored in their student files and/or the School Management System.

Bus Transport Service is provided by a Third Party supplier. Transport Fees are charged for each term.

Parents submit a completed Transport form to the operations to request bus services. The transport service provider will work to schedule Transport requests on the available school bus routes. In some instances, bus scheduling will not be possible. If this occurs the school and transport service provider will work together with parents to see if there is a feasible solution for transport. Bus services are available on a first come/first served basis. Any changes in address should be brought to the notice of the school and transport provider, immediately and in writing. No telephone calls and verbal instructions for change in the transport schedule will be accepted.

Bus fees are invoiced and paid before the start of each term. Payment options are communicated to parents at time of invoicing.

Bus fees paid for the term is non-refundable and withdrawal from School Transport is permitted only at the end of the term. Invoicing and payment receipt for School Transport is managed by the school.

The school will organize:

- Entry and exit routes for the school bus and private vehicles
- A beginning-of-the-day arrival and end-of-school departure staff rote for each day - staff will be required to undertake this duty as part of their daily duty
- Bus assistants to accompany buses when students are on-board travelling to and from locations
- A transport register for students travelling by school bus
- Contact details for providers of school transport
- Contact details for parents of those students travelling by bus
- Reporting procedures for transport incidents as part of an Emergency Bus Procedure

SCHOOL STAFF

Undertake bus duty as per the school rota, checking safety and that no children are overlooked.

Support assigned bus assistants when on bus duty.



Monitor students embarking, disembarking, and moving to and from the school buildings

Monitor and advise the principal of transport issues that may be hazardous to the school community

Time their arrival and departure from the school to avoid busy drop-off and collection, times as far as possible STUDENTS

Follow the rules of safety when embarking and disembarking the bus, and walking to the school building

Follow the rules of safety while travelling on the bus to and from school (staying seated throughout the journey, not throwing items, or distracting the driver in any way)

Follow the procedures and directions of the adult in charge, during the bus ride and in case of emergency

Be respectful of the bus interior, the driver, bus assistant and other students Helping other students and staff, wherever possible

PARENTS AND COMMUNITY

Share with their children the rules of being a traveler on the school bus

Ensure that their children are on time to meet the bus in the morning, or ensure that they get their children to school on time, if providing private transport

Ensure that they enter and exit the school grounds in a safe manner, and follow the directions of the staff on duty

Provide the school with accurate contact details

Arrival at School

On arrival at the school, buses will enter the school premises using the assigned bus gate.

The security guard will allow only buses to enter, to prevent safety issues with other drivers.

After disembarkation, bus drivers will check and verify that the bus is empty.

Duty staff will monitor the entry and exit of buses, to ensure pedestrian safety.

Duty staff will usher students from the bus arrival area into the school building.

Bus drivers and/or bus assistants will report any serious incidents occurring during the journey to duty staff – if necessary, duty staff will check the bus to inspect reported damage by a student.

Records will be kept of incidents or misbehavior.

Embarkation



At the end of the school day, students will move to the bus embarkation zone and load the appropriate buses.

Duty staff will ensure the orderly and safe loading of students onto the buses.

When all students are accounted for, the buses will be cleared for departure.

Bus assistants will ensure that students are seated prior to departure. Bus drivers will only start their journey when it is safe to do so.

Bus assistants will have an incident report form and mobile contact number, in case an incident needs to be reported to the school - bus drivers are aware of Emergency contact numbers, in the event of a serious accident.

Private Vehicles

Students who are transported to and from school should disembark the vehicle outside the school grounds / in the drop-off area, as directed.

Drivers of vehicles who deliver or collect students from school are expected to abide by local law, and police intervention will be sought where dangerous, reckless or intimidating use of a motor vehicle is evident.

Students should enter the school grounds via the assigned school gates.

Note: The school has no legal responsibility for students' welfare when they travel in private transport.

Bus Transport School Trips

The school will work with the School Transport provider on scheduling transport for students for any school trips that occur during school hours. They will also arrange all after-school activities and event transport. Parents will be notified in advance on any school transport activities and permissions required prior to the event.

Emergency Transport Issues (School Bus)

In the case of a transport emergency involving a school bus, the bus driver or bus company will contact emergency services as required and then inform the Operations team of the emergency details.

The Operations team will inform the principal of the emergency.

The Operations team will liaise with the bus company, emergency services, the principal, and emergency contacts until the crisis period has passed.

If a bus breaks down before picking students up, the driver will call the bus company headquarters and the company will inform the school - the bus will be repaired, or a replacement provided.

If a bus breaks down, the students will stay on the bus until the replacement bus arrives, or the bus is repaired.



If the bus is involved in an accident with the students on the bus, the driver or monitor will call the police and an ambulance if required. The bus driver will immediately inform the school, so that parents can be notified. The bus company will also be called after emergency contacts are completed.

Terms and conditions of bus use for parents:

Our goal is to provide a route with the best interest of all students, i.e. timings, routing & convenience. The route is finalized by the Bus Supervisor & cannot be changed or altered based on request from parents. The Bus Supervisor will ensure that the route based on new or dropout students will be updated throughout the academic year.

- The Bus Supervisor will return the child to the school in the case there was no available adult to receive the child. We will not drop a child if there is no authorized adult/guardian/parent to collect the student. It will be the parent's responsibility to collect the child from school premises.
- The Bus Supervisor is not allowed to leave the bus except in emergencies. Under no circumstance will the Supervisor escort a student from the bus to the front door of the student's home. A parent or appointed guardian (in writing) must escort the student from the bus to the front door of the student's home.
- Students should arrive at their bus stop five (5) minutes before the bus is scheduled to arrive. Changing roads and traffic conditions make it impossible for the bus to arrive at the same time every day.
- To avoid penalizing other students who are on time, the Bus Driver will not wait for any child who is late beyond the designated pick-up time; the driver will leave no later than three (3) minutes after the agreed pickup time.
- The Parent/Guardian acknowledges and agrees that the student must comply with the School Bus Safety Rules and School Bus Protocol while being transported to and from school.
- Neither the Bus Company nor the school will be responsible for the loss of any items left on the bus. All items are responsibility of the child.
- In case of change of residence, provision of transport service will be subject to the availability of seats on established routes. The request needs to be put in writing at least 2 weeks before anticipated date of change. We CANNOT guarantee continued provision in the circumstance of student's residence changing.
- Registrations for the bus are for full-term transport. Once registered for the term there will be no refunded payments. If you wish to withdraw from the service, you are required to put this in writing to operations@vis-dubai.ae and you will be withdrawn the following term.
- Payment is paid on a termly basis and on receipt of the invoice it is due 10 days later. If payment is not received the bus service for your child will be withdrawn.



- If Bus privileges are suspended, the parent must arrange the child's own transportation to and from school.

Tools to Use

School Transport Form, Transport Provider System (if in place), Bus Schedules (Daily and Trips), School Trip Request Form

Complaints / Issues Form, Incident Form, Tracking Log (incidents, issues and/or complaints).

Communication

The Operations Team will work with the School Transport Provider and parents to ensure set up of bus services is completed. The Operations Team will work with the School Transport Provider on any incidents / issues / activities they need help with. The Operations Team will manage any complaints from parents arising from the School Transport provider. Metrics and Process Verification

A. Measurements

School Transport Schedule created. Daily Schedules – timings for pick up and drop off (adherence).

B. Reporting

Bus Schedules are reviewed at end of each term with the bus transport company to determine any changes required to bus schedules. Actual times are used as input to this review as well as any changes in bus riders for that term. Incidents, complaints / Issues will be managed and reported to the principal.

Process Change Control

This process will be reviewed at least once a year. Updates to this process will be at a minimum reviewed and approved by the Operations Manager and Principal.



PROCESS NAME:	Outsourcing Services	CREATION DATE:	9/24/2020
PROCESS MANAGER:	Operations	LAST REVISION:	8/13/2025
APPLIES TO:	Principal Operations Team Finance Team Service Providers	RELATED DOCUMENT(S):	Click here to enter text.

Introduction

The school outsources services to ensure that they are providing the best and most responsive provider at a more economical cost which will leading to cost savings for the school. Outsourcing of services will include, but not be limited to the following areas: Transport, Canteen, Uniform, Cleaning, Security, MEP / Facilities Management, Doctor Services, etc. Outsourcing also includes the community use of facilities, where outside bodies use the school's facilities for local community activities. The Operations team manage the outsourcing / external provider relationship and ensure optimization occurs.

Process Overview

For each service that is outsourced by the school, the Operations team will request from a minimum of three potential service providers a proposal with quotation. The Operations team will review proposals and pricing with School Management and provide a recommendation for selection.

Once a provider is selected, the Operations team will work with the service provider to finalize the detail of services being provided with a contract. Service measure will be identified and reporting requirements established. Contracts should be looked at to be for one academic year only. In some instances, where the service provider makes a substantial investment, for example Uniforms, the contract may be requested to be between three and five years. The Operations team will need to ensure to contract is detailed enough so that if problems arise in longer contracts that the school has a possibility to cancel prior to contract end. Where possible, a return/profit payment for the school will be negotiated.

The Principal and appropriate School Management will sign a final contract and the Finance team will ensure financial procedures are in place and communicated to the supplier selected.

The Operations team will work with the service provider on setting up the service and induction of team. Policies and procedures will be shared and/or detailed to ensure both the school and service provider are clear on requirements and expectations. For service providers providing manpower to the school, copies of valid IDS and certificates will be provided to the school. All service providers will ensure that they either provide Child Protection & Safeguarding training to their staff and/or request the school to provide this training. For service providers that have to meet governmental regulations,



for example canteen and doctor services, it is the requirement of the service provider to provide the correct documentation and certifications of governmental body approvals for those services being provided to the school.

For instances where the outsourcing is actually the community use of school facilities, the Operations team will work with the external organization to ensure all facilities requirements are addressed and planned for to support the use of facilities. The Operations team will either put an agreement (free of charge) or contract in place for facilities usage. Any local or federal approvals will also be achieved.

The Operations team will consolidate all contracts and create an overview with all contract details and contact information. A schedule for planned services will be created and maintained. The Operations team will work in partnership with each service provider to ensure all contracted services are provided to the school and managed. The Operations team will file copies of all reports provided by service providers as part of their contracted activities.

The Operations team will monitor and manage all services being provided, as well as community use of facilities; and will review contracts on a yearly basis to determine if new service providers should be evaluated for the school.

The Operations team will close out contracts and perform an end of contract review to identify improvements and further opportunities.

Tools to Use

Service Provider Contracts, Contract Overview, Schedule of Services and timings, Schedule of Community Use of Facilities.

Communication

The Principal will discuss with the Operations Manager service levels, complaints and improvement requests. The Operations team will manage each relationship and ensure regular meetings and communications occur.

Metrics and Process Verification

Measurements

Individual service provider measures specified in contracts

Reporting

Individual Reports from service providers

Process Change Control

This process will be reviewed at least once a year. Updates to this process will be at a minimum reviewed and approved by the Operations Manager and Principal.





PROCESS NAME:	Cleanliness	CREATION DATE:	9/24/2020
PROCESS MANAGER:	Principal	LAST REVISION:	8/13/2025
APPLIES TO:	School Operations Team External Supplier – Service Providers	RELATED DOCUMENT(S):	Child Safeguarding, Health and Safety, Clinic Procedure - Precautions in Handling Blood and Body Spillages and Disposal of Medical and hazardous Waste

Introduction

One of the most straightforward ways to create a safe and healthy school environment which runs smoothly and safely is to improve everyday maintenance and keep school facilities clean. Adequate cleanliness, tidiness and waste disposal are major factors in minimizing injuries and illnesses.

'Cleaning' is the removal of soil and the reduction of the number of germs from a surface. 'Disinfection' is the inactivation of bacteria, viruses and fungi and can be achieved by boiling or by chemical means.

Thorough cleaning should occur prior to disinfection where disinfection is required. Proper cleaning and disinfection are primary controls in infection control. Standards are monitored through periodic inspections by the Operations Team.

Process Overview

Definitions

Disinfectants: are chemicals that destroy or inactivate microorganisms. Disinfectants are classified as low, intermediate, or high level depending on their ability to inactivate or immobilize some (low or intermediate level) or all (high-level) microorganisms (but not all spores). Phenols, chlorine or chlorine-containing compounds are classes of disinfectants frequently used to clean non-critical surfaces such as floors, walls and furniture.

Source: http://www.reproline.jhu.edu/english/4morerh/4ip/ip_manual/Glossary.pdf • Sanitizers: Chemicals that reduces the number of bacterial contaminants to safe levels on inanimate objects based on public health requirements (i.e. a chemical that kills 99.999% of the specific test bacteria in 30 seconds under the conditions of the test.) Source: http://www.reproline.jhu.edu/english/4morerh/4ip/ip_manual/Glossary.pdf

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Soaps and Detergents (terms used interchangeably): are cleaning products (bar, liquid, leaflet or powder) that lower surface tension, thereby helping remove dirt, debris and transient microorganisms from hands. Plain soaps require tension (scrubbing) to mechanically remove microorganisms; antiseptic (antimicrobial) soaps kill or inhibit the growth of most microorganisms. Source: http://www.reproline.jhu.edu/english/4morerh/4ip/ip_manual/Glossary.pdf.



All areas of the school will be subject to appropriate cleaning, tidying and waste disposal. All people on the school site must be aware of and abide by the guidelines set by the school. This includes staff, students, visitors and occasional maintenance personnel. The school will provide an adequate number and type of rubbish bins for the size of the campus, the number of people present and the activities that take place. Waste materials will be removed on a frequent basis as determined by the school. Material and equipment will only be stored in appropriate locations as determined by the school. Equipment will be kept clean and in good working condition and maintained in accordance with school procedures. Individual work areas should be kept clean and tidy. All elements of the school buildings and grounds will be regularly inspected and reported on through the school risk-assessment and maintenance processes so that unsafe and deficient situations can be rectified.

School cleaners are responsible for maintaining high standards of cleanliness throughout the school. Cleaners provide a range of cleaning services throughout the day in a manner that accommodates daily curriculum activities and after school activities. During school holidays "deep cleaning" will take place throughout the school to ensure a more thorough cleaning of the school is achieved. Cleaners, who use tools, chemicals, and equipment will be adequately trained and prepared for their work, and monitored for compliance.

Cleaning in the school involves the following tasks:

- Cleaning across the school in all utilised classrooms, office spaces, the canteen, multi-purpose hall / gym and outside the school
- Vacuuming carpeted areas and washing floors
- Sweeping uncarpeted areas
- Emptying and cleaning bins
- Spot cleaning of spillages
- Cleaning desks, seats and skirting boards
- Cleaning toilet areas and replenishing toiletries
- Cleaning doors and windows
- Checking stock levels of cleaning materials
- Report all defects/hazards immediately to their Supervisor or directly to the assigned Operations Team Member

GENERAL SAFETY

Cleaners must ensure the health & safety of the school, and therefore must:

- exercise all reasonable health & safety precautions while working within the school
- use only approved cleaning substances & equipment
- ensure so far as is reasonably practicable that all materials and equipment are adequately and securely stored when not in use
- be familiar with the location of the first aid box
- require that material safety data sheets (MSDS) are provided by the suppliers and are readily accessible at the site of each hazardous chemical.

The Operations Team will ensure the cleaners are aware of the activities expected of them and that they are trained sufficiently in cleaning the school and managing hazards and emergency situations. The Operations Team meets periodically with the Service Provider to ensure both parties are in agreement of the standard of service being provided.



The Health and Safety team as part of their daily walks, will check on the cleanliness of the school and report back any issues to be resolved. Spot checks are regularly carried out by both operations and the school principal to ensure high standards are being maintained.

Tools to Use

Sign Off Sheets are in place across the school for cleaners to sign when they are cleaning specific area.

Periodic checks across the school are performed by the Operations Team and feedback is provided to cleaners.

The Nurse provides any on-the-job training to the cleaners with respect to infection control and proper clean-up of bio-spillages.

General Waste and Medical Waste contracts are in place to ensure timely collection of waste from the school.

Communication

The Operations Team communicates on a daily basis with the cleaning team.

Staff communicate directly to the Cleaners when they need help and support with cleaning..

Metrics and Process Verification

Measurements

Cleaning Sign-off Sheets

Periodic Checks of Site and Cleaning Standard

Reporting

Completed Sign-off Sheets will be filed by the Operations Team

Service Reports from General and Medical Waste providers

Meetings and reviews are held with cleaners

Process Change Control

This process will be reviewed at least once a year. Updates to this process will be at a minimum reviewed and approved by the Operations Manager and Principal.

