



**July to
December
2022**

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Operation & Emergency Magazine

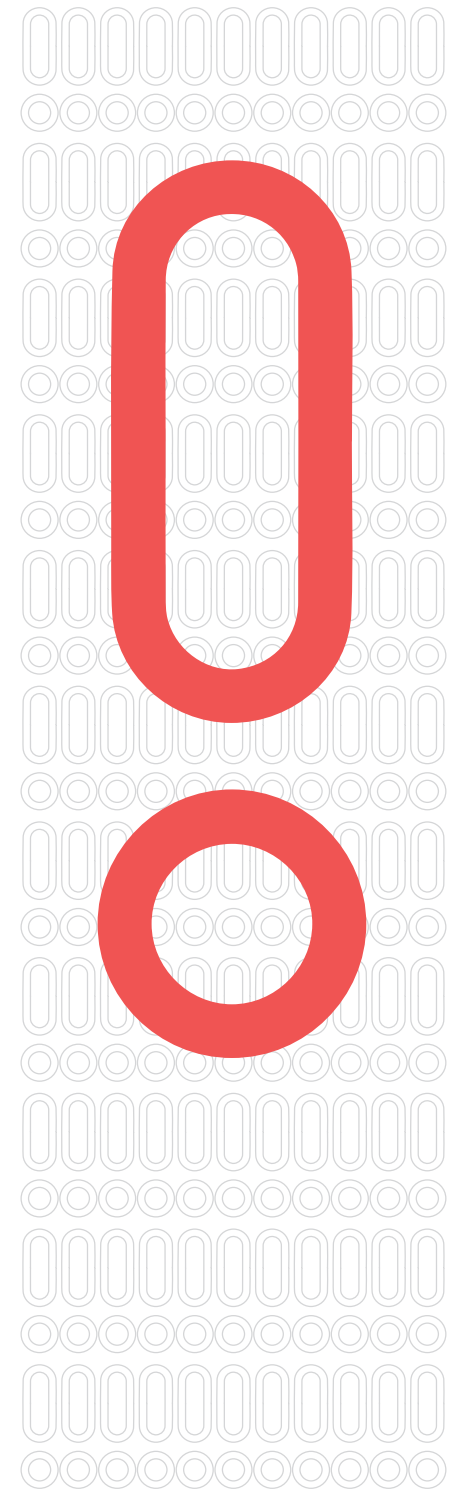


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Vision

**Healthy and safe
community**

Mission

Achieving a stimulating learning environment , safe, healthy risk-free community that supports leadership and innovation in higher education, and community service through the efficient and effective application of service standard.

Overview of operations & Emergency Section

Operation and Emergency Section supervises all aspects of emergencies and crises task in the university and find an integrated mechanism for response and recovery by ensuring the existence of the components and functions necessary for emergency management.



SAFETY IS
OUR TOP
PRIORITY

Aim to promote culture of emergency and crisis in the university community by providing support, skills and knowledge to deal with emergency challenges in cooperation with the authorities concerned with emergency and crisis management and volunteer agencies both internal and external.

Some of SANAD Volunteer Team Activities Include:

- Deploy volunteers (staff and students) to respond to emergency when required
- Organise and launch health and safety awareness campaigns
- Support to increase awareness about health and safety in the university community and preserving public property to promote a safe, accident free environment
- Facilitating emergency and crises response and reducing practices affecting the safety across UAE University Facilities.
- Supporting the existing authorities responsible to respond to emergencies





Collaboration with External Stakeholders



Operations and Emergency Section in cooperation with the Civil Defense to increase safety and security culture across UAE university community by providing training workshops. Among the results of this cooperation, 2 sections of awareness workshops of different titles were presented, benefiting 225 stakeholders from different categories of the university community, as shown on the below table:

Number of participants

Course title

52

Public Safety & Fire Fighting Awareness

173

First Aid Awareness training



FMD appreciated Civil Defense for collaborating with UAEU to increase safety and security awareness



Collaboration meeting with Civil Defense



External Audit it's reward's

Presentation of UAEU ISO 45001:2018 Certificate to FMD by Bureau Veritas

UAE University Occupational Health and Safety Management System is certified for ISO 45001: 2018 standard requirement . The certificate provide support to College Accreditation programs including CAA, WASC, ABET requirements and enhance UAE University local, regional and world University rankings.

1. On Wednesday 20th and Thursday 21st July 2022 UAE University had recertification audit of the ISO 45001: 2018 OHS Management System by Bureau Veritas. The objective of the audit was to revalidate the system.
2. The audit started with an opening meeting attended by the top Management and UAEU OHS representatives. Continual improvement was observed and management commitment commented during the audit. Audit was completed without non-conformance.

Joint cooperation between UAEU Operations and Emergency Section & Prevention and Safety Authority of the Government of Sharjah

حكومة الشارقة
هيئة الوقاية والسلامة

Government of Sharjah
Prevention And Safety Authority



RAISE AWARENESS

The Awareness and Forecasting Unit of the Operations and Emergency Section, in cooperation with the Prevention and Safety Authority of the Government of Sharjah continue to increase safety and security culture across the UAE university community by providing training workshops. Among the results of this cooperation, 3 sections of awareness workshops of different titles were presented, benefiting 674 stakeholders from different categories of the university community, as shown on the below table:



NUMBER OF PARTICIPANTS

&

COURSE TITLE

237

EMERGENCY RESPONSE PLAN

178

EMERGENCY EVACUATION

259

BASICS OF OCCUPATIONAL HEALTH & SAFETY

Internal and External Stakeholder OHS Student Internship Training

Program is designed to inform students on OHS requirements within UAE University and requirements in the workplace once graduated.



OHS Workshop

**First Aid Awareness,
Public Safety &
Fire Fighting Awareness**

Operations and Emergency Section in cooperation with Student Health Services, College of Education, and Civil Defense held 4 sessions of OHS Workshop for UAE University student, staff and contractors. The workshop was designed to inform attendees on basic fire and life support.

Workshop benefited 225 stakeholders; participation certificate was issued to all attendees, training hours calculated for staff and volunteer hours calculated for participating students



Among the results of this cooperation, 3 training sections completed, benefiting 9 stakeholders from UAE University and Abu Dhabi Vocational Education and Training Institute (Adveti).



Staff Training



**Practicing Child
CPR**



Student Training

Emergency Response Awareness Campaign

Educating and preparing building occupants for a fire emergency is Operations & Emergency Section priority. Knowing what to do is key to occupant's safety in a fire emergency.

Operations and Emergency Section in cooperation with Sanad team conducted Emergency Response Awareness Campaign at male and female campus on 20th and 21st September 2022. The training provided students with information about UAE University Potential Emergency Response Procedures.

Copy of the building emergency evacuation procedure handed out to students after the training.



Sanad Team



Male Student Presentation



Female Student Presentation

Volunteer Students Support Per Location

22

Maqam 1

18

Maqam 2

14

Maqam 3

18

Maqam 4

8

Tawam

1

Seh Bin
Hammaer



Fire and Emergency Response Drill

According to UAE fire and life safety code; training shall be arranged for building occupants (Staff, Student, Visitors etc.), to familiarize the occupants with building emergency action plan.

Emergency evacuation drills for the 2nd half of the 2022 completed in Maqam 1,2,3,4 , Seh Bin Ammar & Tawam Hostels. Everyone involved displayed good participation across hostel sites the overall response time was commendable.

Volunteer Students were present and supported the drills across male and female hostel



Maqam 2



Tawam



Maqam 3



Maqam 1



Seh Bin Ammar



Maqam 4



Fire and emergency response drills enable UAEU to fulfil legal requirements by familiarising building occupants on safe evacuation procedures.

“

Reasons for conducting fire drills:

- Raise awareness of unsafe practices by briefing occupants on fire safety, the effect of noise, legal implications of activating false fire alarm and the danger of covering smoke detectors.
- Inform students of UAE University hostel accommodation prohibited items which must be removed to ensure the safety of building occupants, protect property and prevent false fire alarm.
- Train individuals to be able to manage and control a fire emergency incident effectively.
- UAEU also benefit from the exercises by learning how to improve, organise and streamline resources. Highlight areas of the firefighting system that did not work as designed and introduce remedial measures.
- FMDHS key training initiatives is to improve positive Occupational health and safety culture among all stakeholders.



Case Study - Student housing Fire

Two people injured after a fire engulfed a student accommodation block which houses students from the University of Bolton in northern England

- ☑ A student stated that she initially dismissed the alarm because it goes off multiple times a day
- ☑ Other students confirmed they go off almost every day leading to confusion over whether it was drill or false alarm



WHAT YOU MUST KNOW ABOUT FIRE SAFETY IN UAEU

Bakhoor ,Candles and Incense within UAEU premises are banned

Oven, Electric grills & frying pan are banned

Usage of Gas stove and electric stove / cooker within UAEU premises are banned

Smoking in all UAE University Campus premises is banned by law

Cooking inside bedroom is not allowed

Overloading extension of power point using multiple socket is not allowed

Cooking is only permitted inside buildings with a kitchen only using induction cooker

Fridges must be no larger than 60ltr capacity and maximum height of 600mm. Fridge must be stored inside student bedroom

☑ Reference

<https://www.bbc.com/news/uk-england-manchester-50438177>

<https://www.kxly.com/two-injured-after-fire-engulfs-student-flats-in-england/>

Rice cooker, kettles and micro wave must be used in pantry areas

Switch off electric appliance before leaving your bedroom and accommodation.

Never pull down the manual call point unless in a real fire Emergency situation

Do not misuse the fire extinguisher or any firefighting equipment

Do not cover the ceiling lights in the pantry area or corridor with decoration paper

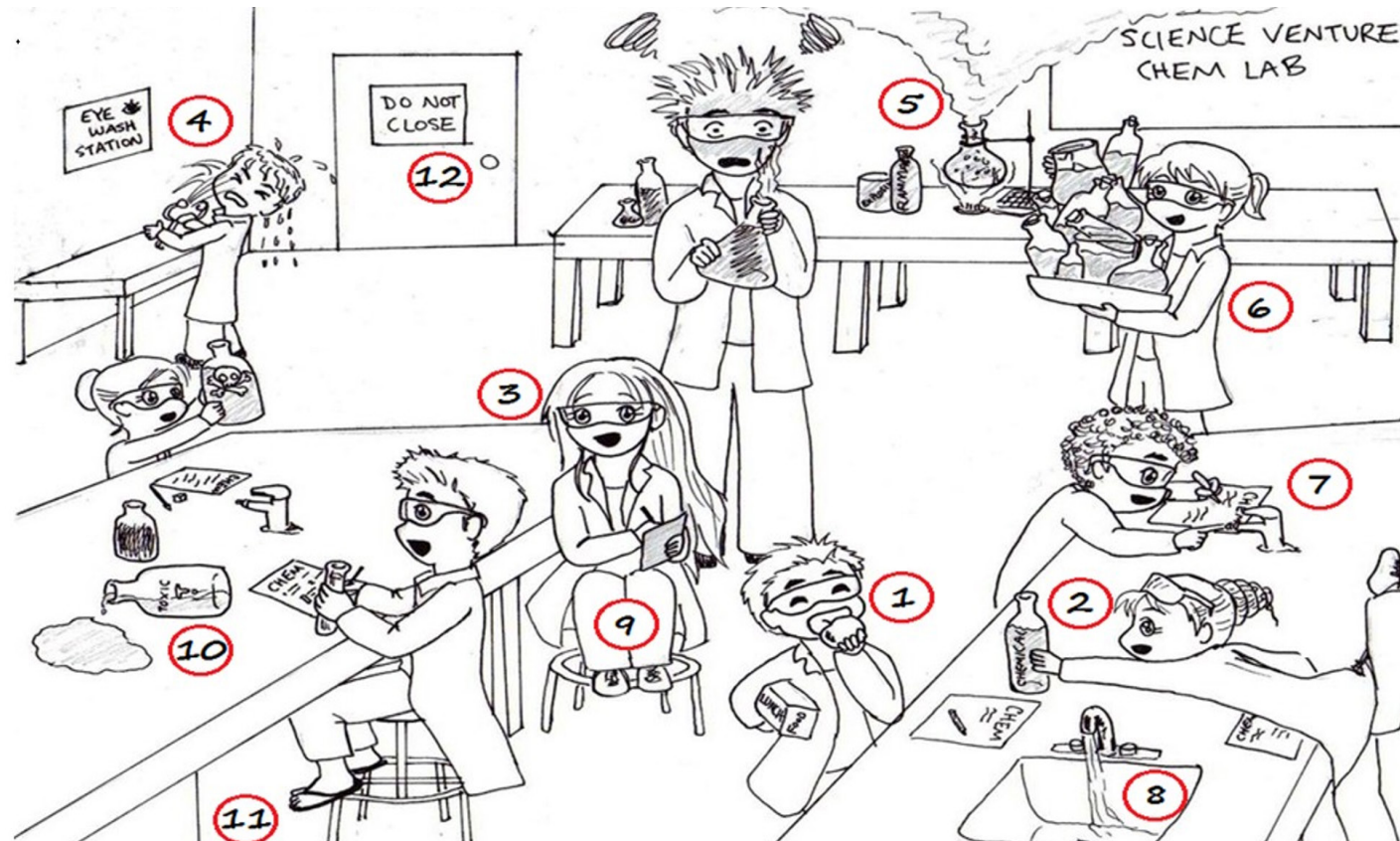
Do not cover the smoke detector, this will impact the safety of all students in the building.

Unauthorized items will be immediately removed without informing you

If you hear a fire alarm in your building, safely evacuate the building immediately and muster at the Assembly Point.

PUZZLE

Laboratory Safety

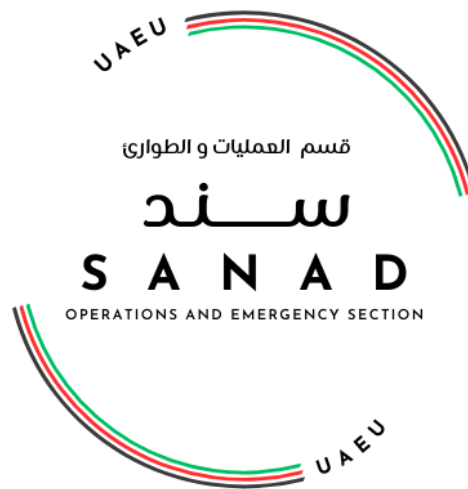


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Identify the Hazard

Answers will be revealed in next magazine

O&ES – National Day Celebration



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Operation and Emergency Section trained and tasked SANAD volunteer students to increase OHS awareness during the national day celebration.

OHS Awareness is aimed to provide stakeholders with the necessary information and prevent or reduce unsafe acts reported on Safety Hazard Observation Card / Incident reports. The awareness covered the following topics;

- UAE University Potential Emergency Response Procedure
- Specific Occupational Health and Safety Controls including personal protective equipments.



H. E. Zaki Anwar Nusseibeh - Cultural Adviser to H. H. the President of the UAE and Chancellor of the United Arab Emirates University said: "He was happy to see professional work that supports the student experience. This was reflected in the UAEU news social media account."

National day celebration included participation by United Arab Emirates University stakeholders (national and international). SANAD volunteer students provided and issued gifts to attendees. Feedback from the attendees was very positive.



The students developed awareness materials including Game, Safety Slogan, and both Arabic and English videos.

Scan Here to Watch the Video



Achievement in the Operations and Emergency Section

Performance Leading Indicators
July 2022 to December 2022

79

SHOC

41

OHS
Training

222

OHS
Inspection

4

Safety
Audit

35

Committee
meeting

41

Training Sessions

Internal & External
trainers

7

No of Different Courses

Wide range of OHS training
material provided

2720

People Trained

UAEU Staff and stake holders
benefit from OHS knowledge
transfer

Achievement in the Operations and Emergency Section

Promoting redistribution of unwanted or surplus materials & ensuring waste is segregated appropriately prior to disposal across new and external campus laboratories.

25

Safety Data Sheet

25

Control of Substance Hazardous to Health

Community Engagement / Awareness Program

437

Behaviour Based Safety Management (BBSM)- A Tool to Achieve Safety Excellence Concept

Achieving higher safety performance is always a vision of management commitment to implement effectively OH&S system and there by inculcate safety as a culture within the organization and improve further towards excellence. Though the OH&S system is defined, established, implemented, and maintained throughout the organization and progressed well in raising the safety standard to a significant extent, still some of them have realized that safety level reaches a plateau curve over a period of time. Organization came to know that traditional method of safety management focusing on working environment and safe system of work are not able to control the seemingly stubborn unsafe behaviours of community. Let's analyze this trending topic further to explore the reasons and look for a paradigm shift

in traditional approach. Organizations look for various traditional means/methods to improve the safety performance periodically and have been attempting to improve safety by way of instructions, education, reward, and punishments... etc. However, such methods of attitude change have limitations. According to Thomas R Krause, "The goal is to change safety related behaviour and usually organizations post slogans, hold meeting, urging people to have change of thinking about safety. Behaviour science points out that when a change of behaviour is the goal, there is good possibility that "CHANGED BEHAVIOUR WILL ALSO CHANGE ATTITUDE".

Unsafe Behaviours

It has been observed that most of the cases people tend to do/repeat unsafe act due to ignorance/ unaware of consequences, oversight, complacency, enthusiasm, and prejudice.

Over a period of experience at work people tend to go in a mode of complacency and due to over confidence, they tend to do unsafe act because they might not have experienced any type of injury or incident.

But the majority of behavioral/ attitude issue needs to be addressed in a scientific way for better result.

Here it comes the concept of Behaviour-Based Safety Management (BBSM) and its application in organizations. The basic purpose of this concept is to influence the people for safe work habits. It is a PROACTIVE APPROACH to genuinely help people to follow safe work practice on the jobs. Here the shift in approach is to focus on number of safe/ positive behaviour in a task rather than highlighting on unsafe behaviour/act, however during the course of program providing on the spot feedback with caring approach to correct at unsafe behaviours and repeating the exercise over a period of time.

PRACTICE

THE APPLICATION OF THIS METHOD INVOLVES 4-STEP METHOD:



STEP 1

Define Behaviour Tasks and Prepare Checklists



STEP 2

Observe Behaviours and Record



STEP 3

Intervene and Influence to Correct Unsafe behaviour



STEP 4

Measure Results and Monitor Trend



CALCULATION OF PERFORMANCE INDEX

$$\% \text{ of Safe Behaviour} = \frac{\text{Total Number of Safe Behaviours}}{\text{Total no. of Safe Behaviours} + \text{Total no. of Unsafe Behaviours}} \times 100$$

As time goes, the percentage is likely to improve and reflect in reduction of unsafe act. The trends are monitored and program correction applied as necessary after say 8 to 12 months.

Organization can decide various methods of motivation/schemes to improve further percentage of safe behaviour or increase in rate of improvement in safe behaviour of an individual.

Behaviours with positive consequences tend to be repeated, whereas behaviours with negative consequences tend to be avoided. Instead of making people avoid unsafe behaviours, if an endeavour is made to yield visible benefits of safe behaviour, employees will tend to repeat safe actions. Thus, in the long run, with consistent efforts safety becomes a habit or culture of each employee.

IMPLEMENTATION REQUIREMENTS

- 01 Top Management personnel are exposed first concept
- 02 In-plant training
- 03 Select observers
- 04 Preparation of a project report
- 05 Consultation and make it a people program
- 06 Formation of steering committee
- 07 Expression of management commitment and support



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Safety Management cannot achieve its stated purposes by responding alone, since that will only correct what has happened. Safety management must instead be proactive.

Ref: The Past and Future of Safety Management by Mr.Erik Hollangel



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