



EMERGENCY MANAGEMENT PLAN

**Property Management
Department**



Contents

1.	Document Control.....	5
2.	References	5
3.	Purpose	6
4.	Emergency Prevention	7
5.	Emergency Management Module.....	8
	5.1 Fire Prevention	8
	5.2 Medical Emergency Prevention	10
	5.3 Major Water Leakage	10
	5.4 Strong Wind and Sandstorms Prevention	10
	5.5 Power Failure Emergency Prevention	10
	5.6 Heavy Rain Emergency Prevention.....	10
	5.7 Bomb & Bomb Threat Emergency Prevention	11
	5.8 Biological / Chemical Attack Emergency Prevention	11
	5.9 Earthquake Emergency Prevention	11
	5.10 Civil Disturbance Prevention.....	11
	5.11 Gaseous Fire Suppression System Release Prevention	12
6.	Emergency Preparedness	13
	6.1 Roles and Responsibilities.....	13
	6.1.1 DIFC Clients' Responsibilities:	13
	6.1.2 Roles of Emergency Coordinators (EC):	13
	6.1.3 Roles of Principal Emergency Coordinators:.....	14
	6.1.4 Role of DIFC and/or its service provider:	14
	6.1.5 Role of Emergency Technical Coordinators (ETC):	15
	6.1.6 Role of HSE:	15
	6.1.7 Roles of Others:.....	15
	6.2 Training Needs:	16
	6.3 Emergency Equipment:	17
	6.4 Emergency Documents:	17
	6.5 Emergency Response Practice (Drills)	18
	6.6 DIFC Assembly points	19
	6.6.1 Gate Building Assembly Point	20
	6.6.2 Gate District 2 Assembly Point.....	20
	6.6.3 Gate District 3 Assembly Point.....	21

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6.6.4 Gate District 4 Assembly Point 21

6.6.5 Gate District 5 Assembly Point 22

6.6.6 Gate Village 1 Assembly Point 22

6.6.7 Gate Village 2 Assembly Point 23

6.6.8 Gate Village 3 Assembly Point 24

6.6.9 Gate Village 4 Assembly Point 25

6.6.10 Gate Village 5 Assembly Point 25

6.6.11 Gate Village 6 Assembly Point 26

6.6.12 Gate Village 7 Assembly Point 26

6.6.13 Gate Village 8 Assembly Point 27

6.6.14 Gate Village 10 Assembly Point 27

6.6.15 Gate Village 11- The Exchange Building Assembly Point..... 28

6.6.16 Gate Avenue Assembly Points 28

6.6.17 Innovation One 29

7. Emergency Response Plan 30

7.1 ERP Organisation Flow Chart:..... 30

7.2 Fire Emergency Response 31

7.2.1 Everyone:..... 31

7.2.2 Emergency Coordinator (EC) 32

7.2.3 Principal Emergency Coordinator (PEC)..... 33

7.2.4 Emergency Response Process for a Fire..... 34

7.3 Medical Emergency Response 35

7.3.1 Everyone..... 35

7.3.2 Emergency Coordinator (EC) 35

7.3.3 Emergency Response Process for a Medical Emergency 36

7.4 Major Water Leakage Emergency Response 37

7.4.1 Everyone..... 37

7.4.2 Emergency Coordinator (EC) 37

7.5 Strong Wind / Sandstorm / Rain Emergency Response: 37

7.5.1 Everyone..... 37

7.5.2 Emergency Coordinator (EC) 37

7.6 Power Failure Emergency Response: 37

7.6.1 Everyone..... 37

7.6.2 Emergency Coordinator (EC) 38

7.7 Bomb Threat Emergency Response 39

7.7.1 Suspect Mail Packages 39

7.7.2 Bomb Threat 39

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7.8 Biological / Chemical Attack Emergency Response: 41

7.9 Earthquake Emergency Response: 41

 7.9.1 Everyone..... 41

 7.9.2 Emergency Coordinator (EC) 42

7.10 Gaseous Fire Suppression System Release 43

 7.10.1 Everyone..... 43

 7.10.2 Emergency Coordinator (EC) 43

 7.10.3 Principle Emergency Coordinator (PEC)..... 43

7.11 Epidemic/Pandemic 44

 7.11.1 Everyone..... 44

 7.11.2 Emergency Coordinator (EC) 44

8. Emergency Recovery 45

9. Appendix 46

 9.1 Evacuation Maps: 46

 9.2 Emergency Contact Numbers..... 46

 9.3 Emergency Escalation Chart 47

 9.4 Emergency Roles and Responsibility Flowchart 48

 9.5 Existing Fire Life Safety Systems in DIFC 49

10. SEGREGATION OF DUTIES 50

11. RECORDS 50

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1. Document Control

- This manual remains the property of DIFC.
- It is available for study by any person who wishes to learn their duties and responsibilities.
- No alteration or amendments are to be made without authorisation of the DIFC in conjunction with HSE - PM department.

2. References

- UAE, Ministry of Labour and Social Affairs, Federal Law No 8, Year 1980 Ministerial Order No. 32 –1982.
- UAE Fire and Life Safety Code of Practice – 2018.
- Dubai Municipality Code of Safety Practice in Construction Site.
- Dubai Municipality Guidelines for Emergency Preparedness.
- ISO 14001:2015 and OHSAS 18001:2007 Clause 4.4.7.

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3. Purpose

Dubai International Financial Centre (DIFC) strives to ensure that all potential emergencies are addressed in a systematic manner and will make all necessary arrangements to prevent the occurrence of any avertable emergencies. Furthermore, all necessary measures required to respond to emergency will be in place to mitigate potential consequences.

To meet the above objectives, DIFC has developed this Emergency Management Plan (EMP) as framework to manage all potential emergencies.

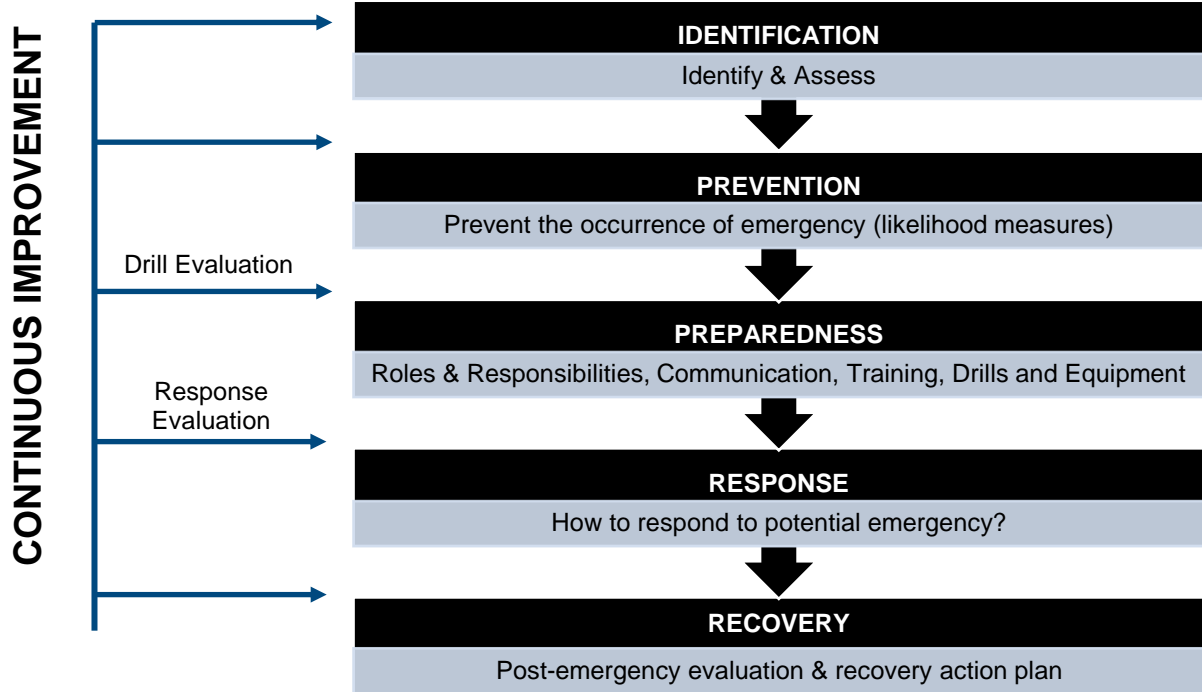
The purpose of the EMP is to describe the various types of emergencies and disasters that could occur and/or impact DIFC; Tenants and Business Partner/Tenants, assign responsibilities to meet these occurrences, establish a plan of action for the effective utilisation of available manpower and equipment, minimise the number of personal injuries, reduce the amount of property damage, and assist in returning the DIFC, tenants and Business Partner/Tenant operations to normal.

The purpose of these procedures is also to provide preparedness and response instructions, information and guidelines to protect the safety and well-being of DIFC tenants and Business Partner/Tenant employees and visitors who may be on the premises at the time of an emergency.

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4. Emergency Prevention



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5. Emergency Management Module

The first step in DIFC EMP is to prevent the occurrence of potential emergencies by ensuring that all required preventive measures are identified, applied and maintained.

5.1 Fire Prevention

Fire is a rapid chemical reaction. For a fire to start, the three elements (called fire triangle) below need to be present:

- Heat (ignition source)
- Fuel (solid, liquid and/or gas)
- Oxygen (from air or any other oxygen source)



To prevent fire, one or more of the above three elements should be eliminated. The elimination of oxygen may not be possible because it is contained in the air, so the best way to prevent fire is by controlling the heat sources as well as fuel sources.

Control of heat sources (ignition sources):

- Smoking is allowed only in outdoor designated areas.
- Hot work activities should not be carried out unless an official permit to work (PTW) is issued.
- Electrical systems and connections should be installed as per DEWA Regulations by qualified personnel only and should be subjected to preventive maintenance programme.
- All machineries and electrical equipment should be used within the rated capacity set forth by the law and the manufacturing and should be subjected to preventive maintenance programme.
- Power extensions should not be used or placed in a manner that exposes it to physical / chemical stressors.
- Office electrical equipment should be switched off whenever it is not in use as appropriate.

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- Security access measures should be applied to prevent any potential arson.
- Electrical sockets should not be overloaded.

Control of fuel:

Ordinary fuel (Combustible materials) such as furniture, decoration materials, papers and plastic cannot be completely eliminated. However, control measures such as the below should be applied as to ensure good level of fuel control:

- Finishing and decoration material should be of type that is fireproof or retardant that will not enhance the spread of fire.
- Adequate and appropriate housekeeping should be applied so as to prevent the accumulation of waste and other material that can be considered as fuel.
- Highly flammable / flammable materials are not allowed in DIFC facilities but if the presence of such materials cannot be avoided then a detailed risk assessment should be carried out and all required control measures should be applied.
- Oxidizing materials are not allowed in DIFC facilities but if the presence of such materials cannot be avoided then a detailed risk assessment should be carried out and all required control measures should be applied.
- Spray painting activity using oil-based paints are strictly prohibited within DIFC premises.
- LPG gas cylinders are not permitted inside units. Main LPG tanks distribute fuel to the applicable food and beverage units only.
- Smoking is limited to designated areas only and prohibited in all internal common areas.

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5.2 Medical Emergency Prevention

Medical emergencies are most often unexpected so it is difficult to have prevention measures in place taking into account that medical emergency can be:

- Work related – as result of work-related accident.
- Non-work related – as result of personal health problem.
- Individual where only one person is affected.
- Collective where more than one person is affected.
- Resulted from another emergency where for example fire emergency may result in collective or individual medical emergency.

For the required mitigation measure in the event of medical emergency please refer to section 6.3.

5.3 Major Water Leakage

Major water leakage can result in major damage to DIFC and DIFC client's assets. To prevent the occurrence of major water leakage emergency the points below should be met:

- All water systems (domestic and firefighting) are subjected to planned preventive maintenance programme.
- No modifications to any water systems within DIFC without a preapproval from DIFCA and or DEWA.
- All leakages should be reported and properly investigated so as to find out the root cause and address it in manner that prevents the recurrence.

5.4 Strong Wind and Sandstorms Prevention

Strong wind / sandstorm is a natural event that cannot be prevented although it can be expected and accordingly the required mitigation measures can be applied.

For the required mitigation measure in the event of strong wind and/or sandstorms please refer to section 6.5.

5.5 Power Failure Emergency Prevention

Power failure emergency can be caused out of the control of DIFC and/or DEWA. To prevent power failure as result of factors under the control of DIFC the points below should be met:

- All electrical systems in DIFC are subjected to planned preventive maintenance programme.
- No modification to any electrical system within DIFC unless preapproval from DIFC and or DEWA.
- Power failures should be investigated so as to find out the root cause and address it in manner that prevents the recurrence of such failure.

5.6 Heavy Rain Emergency Prevention

Heavy rain is a natural event that cannot be prevented although it can be expected and accordingly the required mitigation measures can be applied. The water flood effects of the heavy rains can be mitigated by implementing the below actions:

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- Build bund walls wherever applicable and effective considering the previous water flood events.
- Place Sandbags at all entry locations

For the required mitigation measure in the event of heavy rains please refer to section 7.5.

5.7 Bomb & Bomb Threat Emergency Prevention

Bomb threat is security related event which can real or false. Although it cannot be expected, its occurrence however, can be prevented by ensuring that there are adequate security measures to:

- Control the access of people to DIFC facilities.
- Control the access of vehicles, items and materials to DIFC facilities.
- Be vigilant and report any suspicious activities.

5.8 Biological / Chemical Attack Emergency Prevention

Biological or chemical attack is security related event that cannot be expected but still it is an occurrence that can be eliminated by the control of:

- The access of people to DIFC facilities.
- The access of vehicles, items and materials to DIFC facilities.
- The access to HVAC systems.
- The access to the tanks of domestic water systems.

5.9 Earthquake Emergency Prevention

Earthquake is a natural event that cannot be prevented although it can be expected and accordingly the required mitigation measures can be applied. The response in case of earthquake is explained in section 6.9.

5.10 Civil Disturbance Prevention

Civil disturbance is a social event that has security implications. If such an event happened, it should be an event that occurs within or outside DIFC but still it may affect DIFC. DIFC cannot prevent public civil disturbance, but it can have mitigation measures to reduce the impact on DIFC facilities and operations should such event happened.



5.11 Gaseous Fire Suppression System Release Prevention

Gaseous Fire Suppression System Release due to false alarm or by System Malfunction can be prevented by:

All gaseous fire suppression systems are subjected to comprehensive planned preventive maintenance programme.

Any modifications in the system or the line have to be done only after getting approval from DIFC and Local Authorities.

Untrained or unauthorised personnel are strictly not allowed to handle the controls of the system.

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6. Emergency Preparedness

6.1 Roles and Responsibilities

6.1.1 DIFC Clients' Responsibilities:

- Nominate their emergency coordinators and provide their contact information (including e-mails) to DIFC and DIFC FM Service Provider. (Fire Wardens and First Aiders).
- Ensure the minimum number of emergency coordinators trained and certified is in line with the local regulations.
- The training should be carried out by training providers authorised by local regulating bodies (DCD, DM, Dubai Ambulance etc.)
- Ensure that DIFC and DIFC FM Service Provider are updated in the event of any change in the nominated emergency coordinators.
- Provide DIFC and DIFC FM Service Provider with the information of special needs persons.
- Provide the required equipment and arrangement for the evacuation of the special needs persons.
- Carry out the required emergency related trainings, please refer to point 5.2.
- Provide emergency equipment as required by point 5.3.
- Actively participate in the evacuation drill as per the drill guidance provided by DIFC FM Service Provider.
- Give suggestions and ideas for the improvement of DIFC emergency management plan.

6.1.2 Roles of Emergency Coordinators (EC):

- Emergency coordinators (EC) are those who are nominated by clients, DIFC, FM Service Provider (including sub-contractors). Their roles in relation with emergency:
- Keep copy of the emergency management plan.
- Follow the instructions and the guidance announced by the PEC *.
- Ensure that all emergency equipment in their area of responsibility is in good operational order.
- Maintain accessible and up to date head count list of all those who are within the EC area of responsibility.
- Maintain accessible the emergency board which will be used to gather relevant people at the assembly point.
- Maintain accessible the EC emergency reflective jacket.
- Lead the participation in the evacuation drill as per the drill guidance which will be provided by the PEC.
- In the event of emergency, ensure that all persons in his/her area have evacuated the building, make the head count list at assembly point and provide information of missing persons to PEC at the assembly point.

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- Provide suggestion and ideas to PEC to improve the emergency management plan.

*Note (PEC) Principal Emergency Coordinator is a DIFC Security Representative.

6.1.3 Roles of Principal Emergency Coordinators:

DIFC's Designated Security Personnel and officers are an integral component of DIFC and Business Partner/Tenant emergency response capabilities and are the nominated Principal Emergency Coordinators (PEC). Their responsibilities include but not limited to:

- Be on call 24/7.
- Ensure that all evacuation routes and assembly point all clear and not obstructed.
- Coordinate with client's emergency coordinators as required.
- Receive emergency notification (through system or by call).
- Notification of external emergency responders (Police, Civil Defence and Ambulance) as required.
- Activation of Public address/ Voice Alarms in individual buildings based on the confirmation from Regulatory authorities.
- Take overall control over the affected site.
- Be the head of the command until the arrival of the professional external responders.
- Meet the external professional responders upon their arrival to DIFC site.
- Transfer all required information to the professional external responders.
- Notify DIFC management and DIFC FM Service Provider management
- Guide the evacuees safely to assembly point.
- Communication and logistical support
- Traffic and crowd control
- Incident documentation
- On scene support as requested and/or deemed necessary
- Relocate the evacuation route in the event that the approved route is no longer safe in coordination with HSE.
- Control the movement of vehicles during the emergency in coordination with Zone Parking Team.
- Use the public address manually to announce any required instructions.
- Announce all clear after been ensured that everything is resorted to normal and people can go back to their areas.

6.1.4 Role of DIFC and/or its service provider:

- Review, amend and approve DIFC emergency management plan
- Communicate the approved client specific emergency management plan to all DIFC clients
- Respond to DIFC client queries regarding the approved emergency management plan
- Train principal emergency coordinators on the emergency management plan

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- Ensure that all DIFC's clients carry out the required emergency related trainings as per 5.2
- Establish DIFC annual evacuation drill plan and communicate it to DIFC tenants
- Liaise with relevant government bodies regarding the execution of the evacuation drills
- Review the emergency management plan every year or whenever there is evidence that the plan or part of it becomes invalid

6.1.5 Role of Emergency Technical Coordinators (ETC):

Emergency Technical Coordinators are DIFC FM Service-Provider engineering team and specialised sub-contractors.

Their roles in relation with emergency:

- To be on call 24/7.
- Provide PEC with all required information regarding the readiness of emergency equipment and systems.
- Provide PEC with required drawings, please refer to point 5.4
- Provide technical support to PEC and/or professional external responders in the event of emergency.
- Participate in the evacuation drill preparation as required by the PEC

6.1.6 Role of HSE:

DIFC HSE is responsible in overseeing the implementation of this EMP requirement.

Responsibilities include:

- Provide guidance on the general implementation of the Policy and Emergency Preparedness Programme.
- Revise and update the ERP Procedure to comply with all applicable local regulations and requirements.
- Conduct periodic audits, exercise and testing of site ERP plans to monitor compliance.
- During emergency drills, assume a role of Emergency Drill Observer and / or nominate person for observing drill and may records drill observations in a provided format

6.1.7 Roles of Others:

- Follow the instructions of your emergency coordinators.
- In the event of evacuation, evacuate the building through the approved evacuation routine and go to the amble point. In the assembly point report yourself to your emergency coordinator.
- Follow any instructions that provided through the public address.
- Report any defect related to emergency equipment or escape doors / routes.

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6.2 Training Needs:

The training programmes below need to be carried out:

- 1 in 10 employees should be first aid trained
- 1 in 10 employees should be fire warden trained

DIFC Clients to train their nominated emergency coordinators (fire wardens) and such training to be provided by qualified and approved training provider.

Each EC to make all those who are in area covered by him/her aware of:

- How to raise the fire alarm in the event of fire.
- What to do if heard fire alarm or any instructions through the public address.
- Location of assembly point.
- How to reach assembly point through all assigned routes.
- What to do when reach the assembly point.
- What to do if they have any emergency preparedness related query.

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6.3 Emergency Equipment:

The emergency equipment below should be provided and maintained in good functional order:

Emergency Equipment	Function	Provided and Maintained by
<p><i>Basic Emergency Co-ordinator kit contains:</i> One EC reflective jacket. One flashlight. Two sets of batteries for flashlight. Whistle. Gathering at Assembly Point Board. Up to date head count list. Copy of DIFC emergency management plan.</p>	<p>Assist the EC to carry out his / her roles</p>	<p>Each party to provide these items to their EC (one kit per EC)</p>
<p><i>Life safety systems:</i> Fire alarm and detection system (not local). Sprinkler system. Smoke control system as applicable. Escape doors and routes. Assembly points. Public address. Emergency lighting.</p>	<p>Early detection and announcement of fire, safe escape routes and safe gathering area</p>	<p>DIFC</p>

6.4 Emergency Documents:

The documents below should be maintained up to date by the EC:

- Security Contact Numbers mentioned in section 8.2.
- Evacuation routes from their respective building to the relevant assembly point.
- Office floor plan including location of restrooms and pantry
- Location of control panels of fire alarm and detections systems.
- Location of Fire Extinguishers and First Aid boxes.
- Emergency head count list.
- The documents below should be maintained up to date by the PEC:
- Contacts of Police, Civil Defence and Ambulance.
- Evacuation routes from each building to the relevant assembly point.
- Location of control panels of fire alarm and detections systems.
- Location of tanks, loading area, main and sub-main valves of LPG systems.
- Location of tank, pumps, main and sub-main (zone valves) of sprinkler systems.
- Locations of main power switch of each building.
- Location of standby generators.

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- Location of dry and wet risers.
- Location of public address control panels.
- Location and contact numbers of those with special needs plus the contact number of their EC.
- Location of roof access key / authority.

6.5 Emergency Response Practice (Drills)

The main practice that should be carried out and which will be part of almost all potential emergencies is the evacuation of the building.

The evacuation of the building should be practiced at minimum once every year where:

- Drills can be announced drills.
- Drills must cover the entire building including the retailers.
- Drill performance must be measured, and the outcomes of such measurement should be used in the improvement of the evacuation.
- All persons in the building that will be subjected to drill are required to participate except:

People of Determination who are required to carry out horizontal evacuation only (from office to the door of escape route within the same level and to office once again).

Critical operation staff (those who needs to stay in office to carry out critical activities that cannot be done after the drill) who are required to carry out an ad hoc drill where after the drill their EC must show them how to evacuate the building and reach the assembly point. It is highly recommended to keep the number of critical operation staff to minimum.



6.6 DIFC Assembly points

Building Name	Assembly Point Reference	Location
Gate Building East	Point B	In front of Gate Building Right Side
Gate Building West	Point A	In front of Gate Building Left Side
Gate District 2	Point B	In front of Gate Building Right Side
Gate District 3	Point B	In front of Gate Building Right Side
Gate District 4	Point A	In front of Gate Building Left Side
Gate District 5	Point A	In front of Gate Building Left Side
Gate Village 1	Point B	In front of Gate Building Right Side
Gate Village 2	Point B	In front of Gate Building Right Side
Gate Village 3	Point B	In front of Gate Building Right Side
Gate Village 4	Point B	In front of Gate Building Right Side
Gate Village 5	Point B	In front of Gate Building Right Side
Gate Village 6	Point C	Roadside Adjacent to GV8 Valet Drop Off
Gate Village 7	Point C	Roadside Adjacent to GV8 Valet Drop Off
Gate Village 8	Point D	Roadside Adjacent to GV6 Taxi Rank
Gate Village 10	Point D	Roadside Adjacent to GV6 Taxi Rank
The Exchange	Point B	In front of Gate Building Right Side
Gate Avenue Zone A	Point E	Adjacent to GD4
Gate Avenue Zone A	Point F	Adjacent to GD3
Gate Avenue Zone B	Point G	Main Parking
Gate Avenue Zone B	Point H	Valet Parking
Gate Avenue Zone C	Point I	Zone C outside revolving door
Gate Avenue Zone D	Point J	Zone D Parking

NOTE: If overcrowding becomes a concern at Assembly Point A, then Assembly Point B can be utilized (or vice versa).

This decision must be made by the Principal Emergency Coordinator and their team.

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6.6.1 Gate Building Assembly Point

**ASSEMBLY POINTS
GATE BUILDING**

Evacuees from **Gate Building West** will proceed through the emergency exit routes to **Assembly Point A** in front of The Gate, towards the landscaped area.

Evacuees from **Gate Building East** will proceed through the emergency exit routes to **Assembly Point B** in front of The Gate, towards the landscaped area.

difc.ae | @difc

6.6.2 Gate District 2 Assembly Point

**ASSEMBLY POINT
GATE DISTRICT 2**

Evacuees from **Gate District 2** will proceed through the emergency exit routes to **Assembly Point B** in front of The Gate, towards the landscaped area.

The route will take evacuees past the Standard Chartered building, turning left through to the landscaped area in front of The Gate.

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6.6.3 Gate District 3 Assembly Point

**ASSEMBLY POINT
GATE DISTRICT 3**

Evacuees from **Gate District 3** will proceed through the emergency exit routes to **Assembly Point B** in front of The Gate, towards the landscaped area.

The route will take evacuees out in front of Al Fattan Currency House, turning left through the internal road and towards Al Bursa Street. Then past the Standard Chartered building, turning left again through to the landscaped area in front of The Gate.

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6.6.4 Gate District 4 Assembly Point

**ASSEMBLY POINT
GATE DISTRICT 4**

Evacuees from **Gate District 4** will proceed through the emergency exit routes to **Assembly Point A** in front of The Gate, towards the landscaped area.

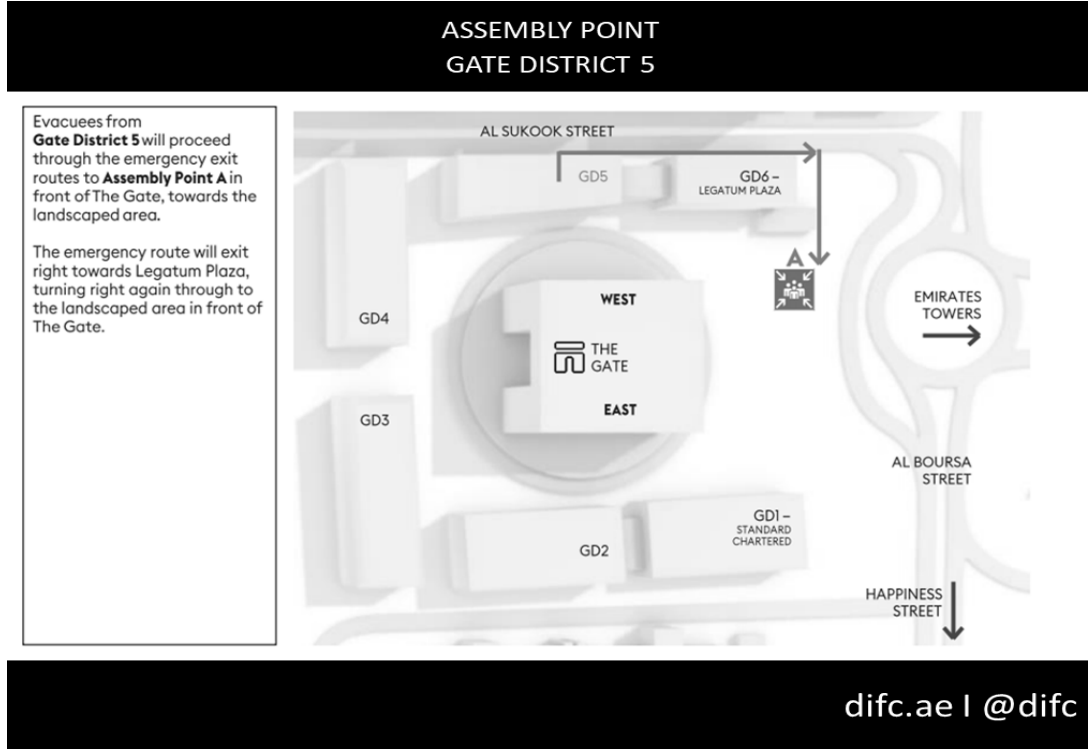
The route will take evacuees out in front of The Ritz-Carlton Hotel, turning right towards Gate District 5. Then straight past Legatum Plaza, turning right again through to the landscaped area in front of The Gate.

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6.6.5 Gate District 5 Assembly Point



6.6.6 Gate Village 1 Assembly Point

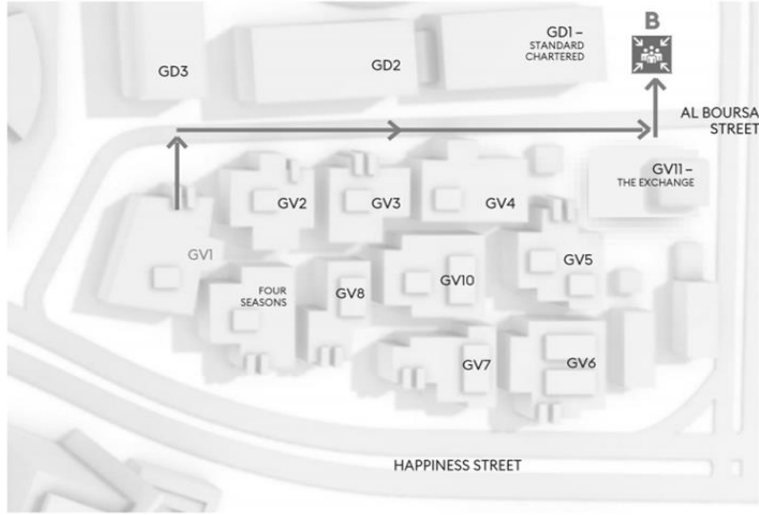
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ASSEMBLY POINT GATE VILLAGE 1

Evacuees from **Gate Village 1** will proceed through the emergency exit routes to **Assembly Point B** in front of The Gate, towards the landscaped area.

The emergency route will exit right on to the internal road and towards Al Boursa street, then turning left after Standard Chartered through to the landscaped area in front of The Gate.



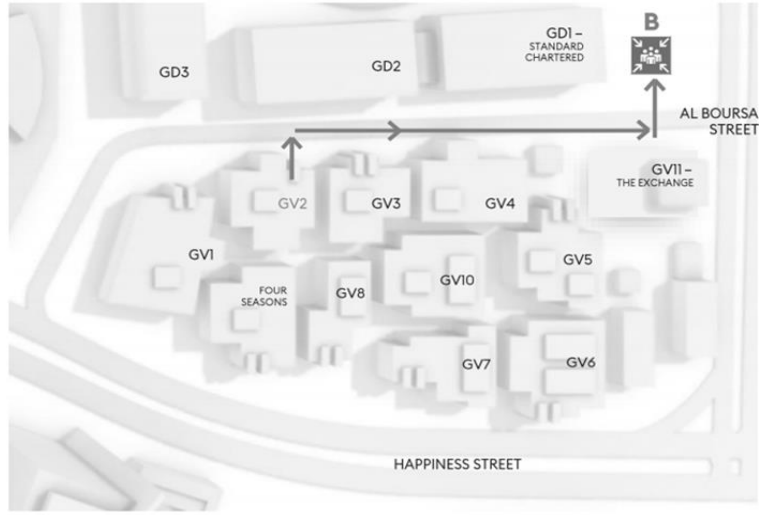
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6.6.7 Gate Village 2 Assembly Point

ASSEMBLY POINT GATE VILLAGE 2

Evacuees from **Gate Village 2** will proceed through the emergency exit routes to **Assembly Point B** in front of The Gate, towards the landscaped area.

The emergency route will exit right on to the internal road and towards Al Boursa street, then turning left after Standard Chartered through to the landscaped area in front of The Gate.

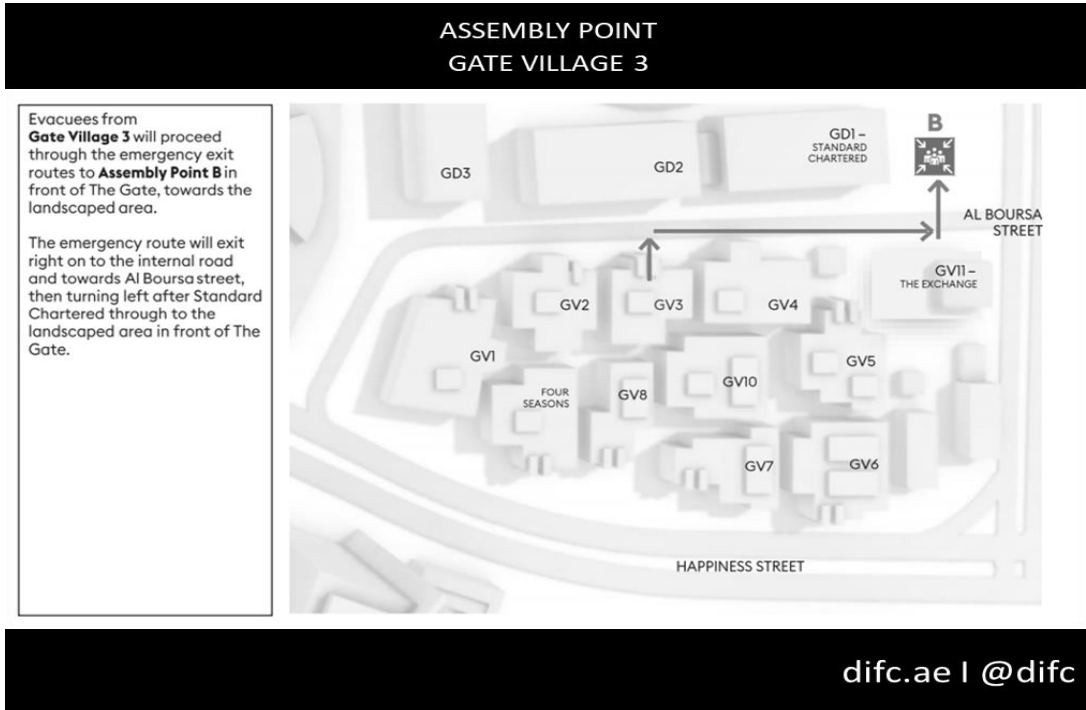


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6.6.8 Gate Village 3 Assembly Point



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6.6.9 Gate Village 4 Assembly Point

**ASSEMBLY POINT
GATE VILLAGE 4**

Evacuees from **Gate Village 4** will proceed through the emergency exit routes to **Assembly Point B** in front of The Gate, towards the landscaped area.

The emergency route will exit right on to the internal road and towards Al Borsa street, then turning left after Standard Chartered through to the landscaped area in front of The Gate.

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6.6.10 Gate Village 5 Assembly Point

**ASSEMBLY POINT
GATE VILLAGE 5**

Gate Village 5 will proceed through the emergency exit routes to **Assembly Point B** in front of The Gate, towards the landscaped area.

The emergency route will exit evacuees onto the Podium level of Gate Village. They will then proceed past Gate Village 4 towards the Gate Village steps down onto the internal road. Evacuees will turn right towards the Standard Chartered building and then left through to the landscaped area in front of The Gate.

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6.6.11 Gate Village 6 Assembly Point

**ASSEMBLY POINT
GATE VILLAGE 6**

Evacuees from **Gate Village 6** will proceed through the emergency exit routes to **Assembly Point C** in front of Gate Village 8, adjacent to the valet parking.

The emergency route will exit evacuees onto Happiness Street. They will then turn right and proceed towards the assembly point in front of Gate Village 8 on the paved area.

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6.6.12 Gate Village 7 Assembly Point

**ASSEMBLY POINT
GATE VILLAGE 7**

Evacuees from **Gate Village 7** will proceed through the emergency exit routes to **Assembly Point C** in front of Gate Village 8, adjacent to the valet parking.

The emergency route will exit evacuees onto Happiness Street. They will then turn right and proceed towards the assembly point in front of Gate Village 8 on the paved area.

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6.6.13 Gate Village 8 Assembly Point

**ASSEMBLY POINT
GATE VILLAGE 8**

Evacuees from **Gate Village 8** will proceed through the emergency exit routes to **Assembly Point D** in front of Gate Village 6.

The emergency route will exit evacuees onto Happiness Street. They will then turn left and proceed towards the assembly point in front of Gate Village 6 on the paved area.

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6.6.14 Gate Village 10 Assembly Point

**ASSEMBLY POINT
GATE VILLAGE 10**

Evacuees from **Gate Village 10** will proceed through the emergency exit routes to **Assembly Point D** in front of Gate Village 6.

The emergency route will exit evacuees onto through the podium, down the long staircase, onto Happiness Street. They will then turn left and proceed towards the assembly point in front of Gate Village 6 on the paved area.

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6.6.15 Gate Village 11- The Exchange Building Assembly Point

**ASSEMBLY POINT
GATE VILLAGE 11- THE EXCHANGE**

Evacuees from **The Exchange** at Gate Village 11 will proceed through the emergency exit routes to **Assembly Point B** in front of The Gate, towards the landscaped area.

There are two exit routes from the building:

- The main route exits on to road level (Al Boursa street). Evacuees will then proceed left and towards The Gate to the assembly point.
- The secondary route exits from the Gate Village podium level. Evacuees will proceed towards the Gate Village staircase, by Gate Village 4 and down onto the internal road, turning right past the Standard Chartered building. Then left towards The Gate to the assembly point.

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6.6.16 Gate Avenue Assembly Points

**ASSEMBLY POINTS
GATE AVENUE**

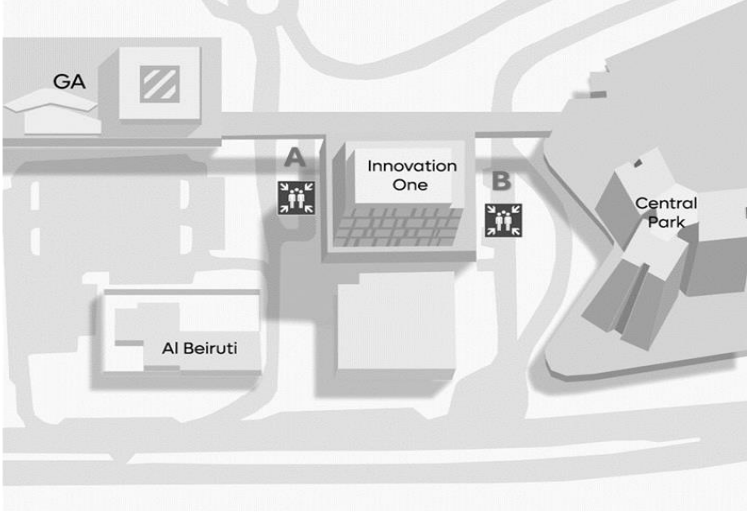
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6.6.17 Innovation One

**Assembly Points
Innovation One**

Evacuees from Innovation One shall proceed through the emergency exit routes to the assembly points on both sides of the building



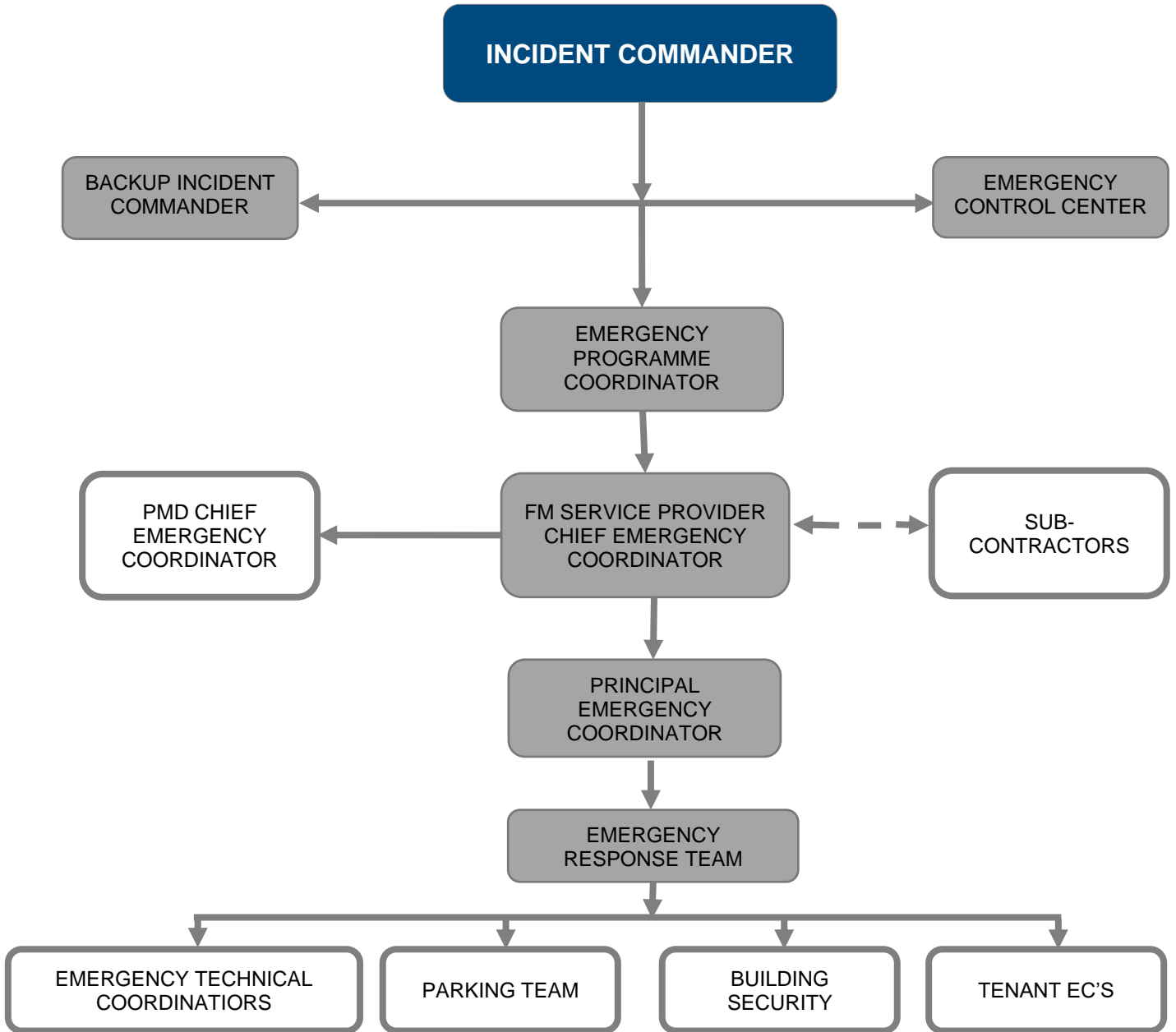
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7. Emergency Response Plan

7.1 ERP Organisation Flow Chart:



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7.2 Fire Emergency Response

7.2.1 Everyone:

If you discover a fire:

- Sound the alarm (operate the nearest manual call point by breaking the glass).
- Attempt to extinguish the fire only if you are properly trained to use fire extinguishers.
DO NOT TAKE PERSONAL RISKS IN ATTEMPTING TO PUT OUT THE FIRE!
- If you used two (2) extinguishers and fire still not extinguished, evacuate the building, please refer to point (b) below for evacuation procedure.

If you hear a fire alarm:

- Stay calm and do not panic.
- Follow the instructions given by your Emergency Coordinator (EC).
- Keep noise minimum and listen for instructions announced through the public address (PA).
- Collect your keys and mobile phone if it is safe to do so.
- If it is safe, switch off electrical appliances but leave lights on.
- Move quickly but do not run.
- Feel each door with the back of your hand to ensure the door is not hot because of fire that may be behind it. If it is hot do not go through it. If it is cool open it slowly.
- Close doors behind you as you leave the area, but do not lock them.
- Before entering the evacuation staircase, remove high-heel or awkward shoes to avoid tripping and fall.
- While evacuating through the evacuation staircase always keep to the right side of the staircase in single file so that any responding fire fighters or rescue team are not obstructed.
- Do not smoke.
- When you exit the building move away from it as soon as possible. Be careful of falling glass.
- When you reach the assembly point gather close to your EC.
- Dispel rumours and false information.
- Do not re-enter the building unless all clear announcement is announced by the PEC.
- Do not go to car park to drive your car but go to the assembly point as stated above.
- Refer to appendix-1 for evacuation map of you building.

If you are faced with smoke:

- Go the alternative route which may be smoke free.
- If you must move through smoke, crawl and keep your head as close as possible to the floor.

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- If smoke is coming up the staircase, evacuate upward and enter any safe floor or the roof. If you enter safe floor, follow the precautions mentioned in point (d) below.

If you faced / trapped by a fire:

- If trapped in room, close all doors and seal the bottom of the door with clothing or alike. If phone is working notify DIFC security room and Dubai Civil Defence (details in section 8.2).
- If you can reach exterior window, try to signal for outside assistance by placing a sign against the window or waving with something brightly coloured. Windows should not be broken unless breathing becomes difficult.
- Do not attempt to go through fire.
- If your clothing catches fire, stop, drop and roll.

7.2.2 Emergency Coordinator (EC)

Once there, fire alarm is activated:

- Wear your reflective jacket.
- Collect you head count list, gathering board, whistle and pen.
- Ask everyone in the area of your responsibility to evacuate.
- Allocate the required assistant to those with special needs.
- Check that everyone is evacuated.
- Follow the evacuated person to the assembly point.
- Hand the gather board in manner that everyone can see it so your evacuated person can gather close to you.
- Carry out head count list.
- Provide the assembly point Principal Emergency Coordinator (PEC) with the information of any missing persons (name, phone, office location).
- Ensure all the evacuees assemble in a straight line behind their respective fire wardens
- Say in the assembly point with your persons and do not allow anyone to re-enter the building unless all clear announcement is announced by PEC.



AN INCIDENT HAS BEEN DETECTED IN THE BUILDING. PLEASE EVACAUTE IMMEDIATELY.

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7.2.3 Principal Emergency Coordinator (PEC)

Once fire alarm activated and fire confirmed:

- Call Dubai civil defence.
- Allocate team to the relevant assembly point(s) and provide him/her with megaphone.
- Allocate team to control the vehicles movement including the parking in/out movements.
- Allocate team to assist the evacuation of the affected building.
- Meet and guide the external professional responders.
- Coordinate between all allocated ECs

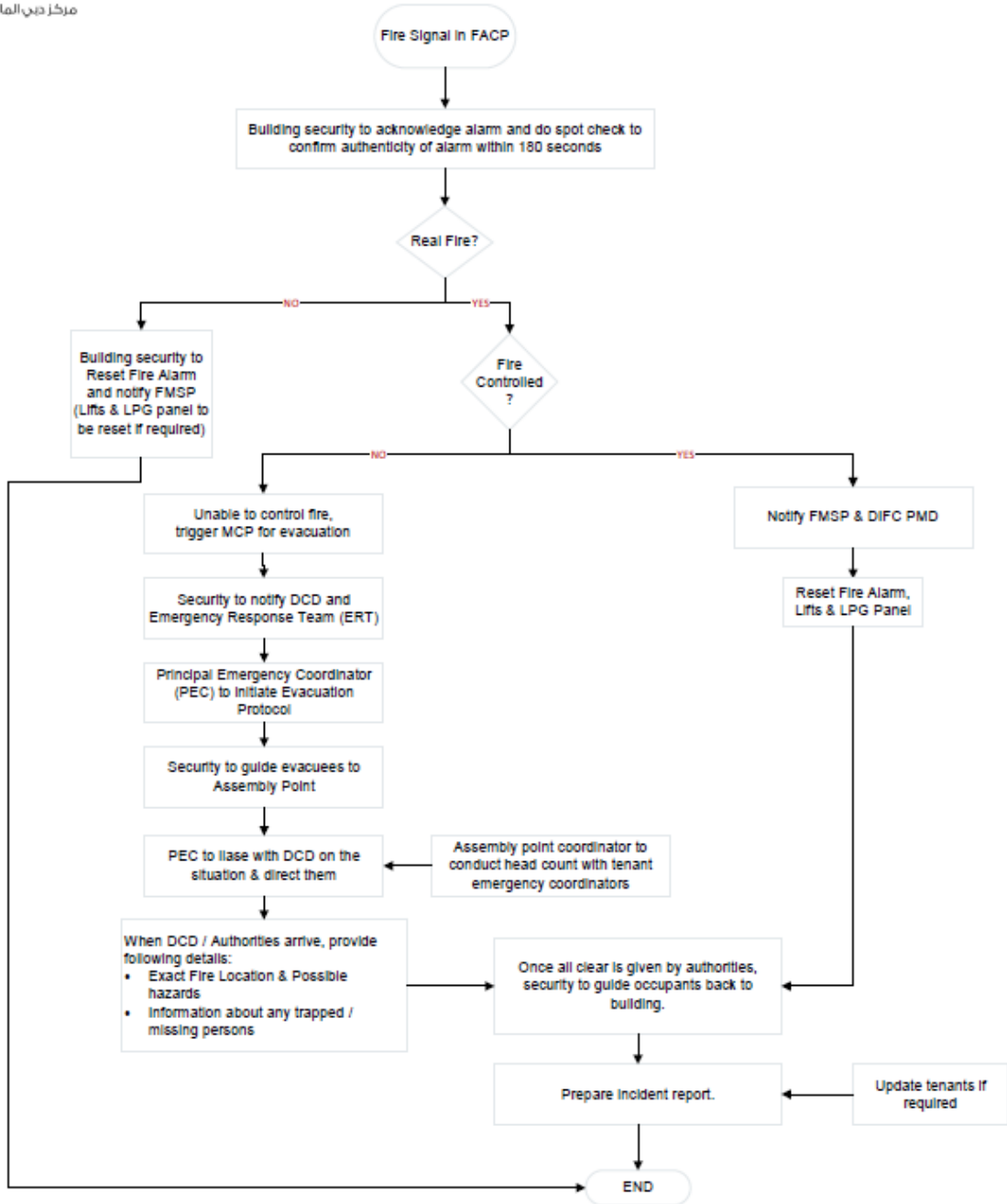
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7.2.4 Emergency Response Process for a Fire



Fire Alarm Response



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7.3 Medical Emergency Response

7.3.1 Everyone

- Ensure emergency contact details are displayed in a visible location.
- Update the contact details of their respective emergency coordinators (EC)

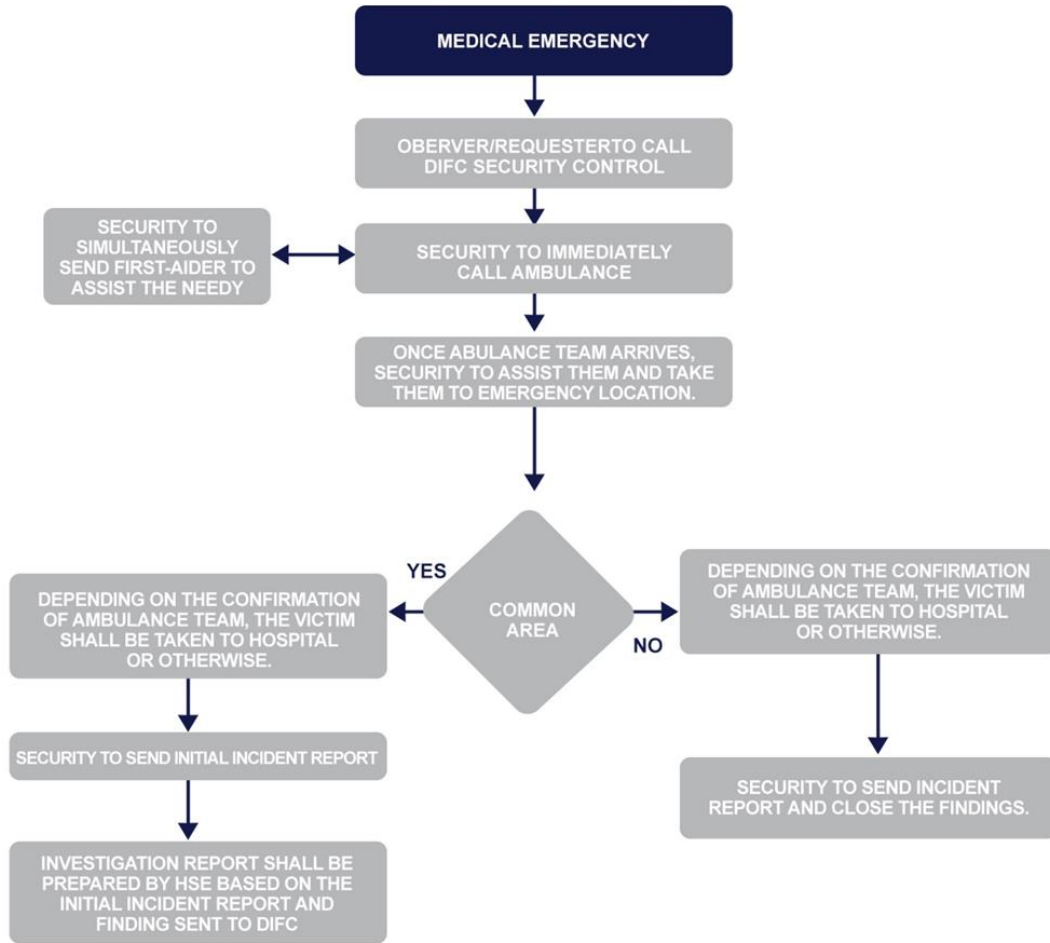
7.3.2 Emergency Coordinator (EC)

- Call and notify DIFC security providing the complete details (24/7: Gate district: 04 362 2 299 or 04 365 8 136 / Gate Village: 04 362 2 399).
- Provide first-aid treatment until the arrival of emergency responders.
- Ensure the victim gets fresh air and adequate attention.
- DIFC security to meet ambulance upon their arrival and to take them to the emergency area.

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7.3.3 Emergency Response Process for a Medical Emergency



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7.4 Major Water Leakage Emergency Response

7.4.1 Everyone

Report it to Security and FM Service Provider call centre immediately.

7.4.2 Emergency Coordinator (EC)

Ensure that all announcements made by PA or directly from PEC are followed by all persons in your area.



AN INCIDENT HAS BEEN DETECTED IN THE BUILDING. PLEASE REMAIN WHERE YOU ARE WHILE THIS IS INVESTIGATED. STANDBY FOR FURTHER INFORMATION.

7.5 Strong Wind / Sandstorm / Rain Emergency Response:

7.5.1 Everyone

- To ensure that their office windows and doors are properly closed / locked.
- Avoid the opening of windows.
- Ensure that emergency teams mobilisation plan is well defined and conveyed to all interested parties
- Place Wet Floor Signage in common areas and bridges including drain pits (if open).
- Place Rubber Mats for all the entrances' locations.
- Bringing All External Elevators on top Floor and Turning them off
- Turning off the Water Features/FAHUs during rain/windy weather (depending on the status)
- Regular communication to all stakeholders with situation updates
- Close Gate village 6 and 7 parking entry (depending on the status)
- Arrange Stand-by generator, Dewatering and petrol pumps and keep them ready on site
- Ensure all the emergency materials and other tools are readily available and usable
- Follow instructions announced though PA.

7.5.2 Emergency Coordinator (EC)

Ensure that all announcements made by PA or directly from PEC are followed by all persons in your area.

7.6 Power Failure Emergency Response:

7.6.1 Everyone

Report it to security and FM Service Provider call centre (The Link) immediately.

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7.6.2 Emergency Coordinator (EC)

Ensure that all announcements made by PA or directly from PEC are followed by all persons in your area.

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7.7 Bomb Threat Emergency Response

In the event of any unusual or suspicious packages/items are found immediately contact the closest security personnel and also contact the following numbers:

Call DIFC security (24/7):

- 04 362 2299 (GATE DISTRICT)
- 04 362 2399 (GATE VILLAGE)
- 04 362 2498 (GATE AVENUE)
- 04 362 2497 (TRUCK TUNNEL)

7.7.1 Suspect Mail Packages

Potential warning signs in relation with suspect mail packages are:

- Addressee unfamiliar with name and address of sender or package / letter has no return address.
- Addressee is not expecting package / letter or expects different size package.
- Improper or incorrect title, address or spelling of name of addressee.
- Addressee title but no name given, or wrong title given
- Handwritten and/or misspelling of common words.
- Return address and post marks are not from same area.
- Excessive postage or unusual stamps used versus metered postage.
- Special handling instructions on package like (to be opened by Addressee only) or restrictive markings like (Personal, Confidential).
- Excessive securing material such as wrapping, tape or string.
- Oddly shaped/unevenly weighted package and/or bulky, lumpy or rigid envelopes.
- Oily stains or discoloration.
- Strange odours, visual distractions or protruding wires/metals.
- Mail arrives before or after a telephone call from unknown person who asks whether the recipient has opened it or who request that he or she opens it.

7.7.2 Bomb Threat

- If you received a bomb threat information report it to DIFC security immediately
- Do not take any action.
- Follow any instructions given by security (by phone or through PA).
- Vital actions in the event of bomb threat call:
- Keep caller on the line as long as possible. Ask him/her to repeat the message. If possible, record the conversation (recorder or by writing).
- If the caller does not indicate the bomb's location or the time of possible detonation, ask for this information.
- Inform the caller that the building is occupied, and the detonation of a bomb could result in death or serious injury to many innocent people.
- Pay particular attention to background noises such as motors running, music playing, and any other noise that may give a clue as to the location of the caller.

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- Listen closely to the voice (male or female), voice quality (calm or exited), accent and any speech impediment.
- Immediately after the caller hangs up pass this information to security by calling the number indicated above.

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7.8 Biological / Chemical Attack Emergency Response:

- In the event of any biological / chemical attack or threat, report it immediately to security.

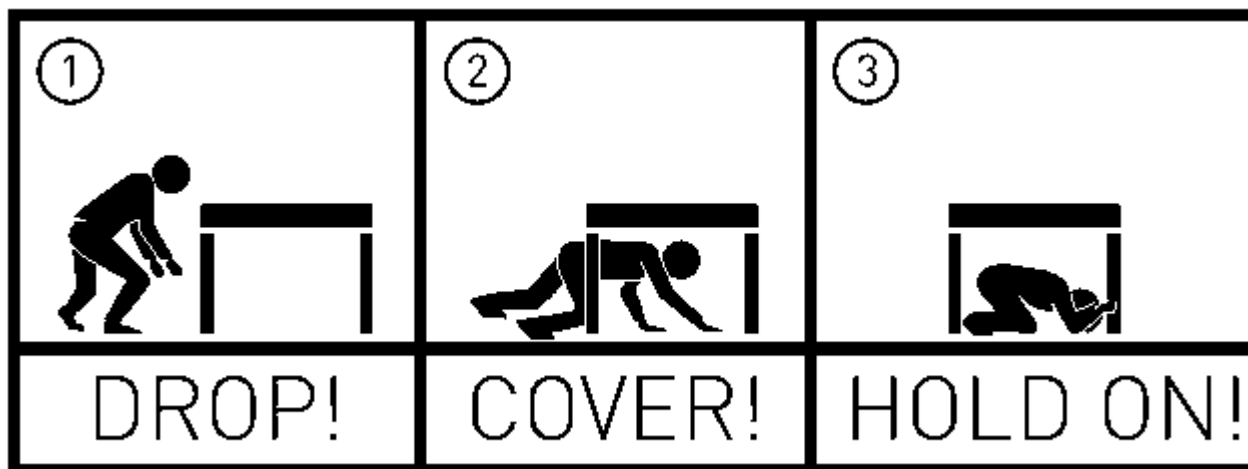
7.9 Earthquake Emergency Response:

7.9.1 Everyone

Inside a building:

- If you are inside, stay inside. DO NOT run outside or to other rooms during shaking.
- DROP down onto your hands and knees before the earthquake knocks you down. This position protects you from falling but allows you to still move if necessary.
- COVER your head and neck (and your entire body if possible) under the shelter of a sturdy table or desk. If there is no shelter nearby, get down near an interior wall or next to low-lying furniture that won't fall on you, and cover your head and neck with your arms and hands.
- HOLD ON to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around.
- If possible, within the few seconds before shaking intensifies, quickly move away from glass and hanging objects, and bookcases or other large furniture that could fall.
- DO NOT stand in a doorway.
- DO NOT PANIC and do not rush to the emergency exit as the likelihood and consequence of stampede increases.
- DO NOT EVACUATE without any public address as the evacuation time will be higher than that of the earthquake time.
- The building evacuation can be done only after the shaking stops following the announcement from emergency coordinators/ security.
- If you must leave a building after the shaking stops, use the stairs, not the elevator.
- If the staircase doors are locked, break the "Emergency break glass" located close to the exit doors by pushing the glass.

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Outside a building:

- If you are outside, stay outside, and stay away from buildings utility wires, sinkholes, and fuel and gas lines.
- The area near the exterior walls of a building is the most dangerous place to be.
- Move away from buildings, trees, streetlights, and power lines
- Windows, facades and architectural details are often the first parts of the building to collapse.
- Many injuries occur within 10 feet of the entrance to buildings. Bricks, roofing, and other materials can fall from buildings, injuring persons nearby.
- Proceed to the assembly point until a further clearance has been issued by the Emergency Coordinator.

Inside a carpark:

- Stay close to walls or large pillars.
- If the lights fail, stay calm and wait for the emergency lighting to come on.

If you are in car:

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

7.9.2 Emergency Coordinator (EC)

Train all employees within their office premises with respect to DIFC's earthquake response plan.

Practice drop, cover, and hold-on at least twice a year. Frequent practice will help reinforce safe behaviour. When an earthquake or other disaster occurs, many people hesitate, trying to remember what they are supposed to do. Responding quickly and automatically may help protect you from injury

Take in full control of the emergency situation.

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- Activation of Public Address/ Alarms in individual buildings based on the confirmation from Regulatory authorities.
- Guide the evacuees safely to assembly point. (If evacuation required)
- Communication with regulatory authorities (DCD, Dubai Police, Dubai Ambulance etc.)
- Provide clearance at the assembly point.

7.10 Gaseous Fire Suppression System Release

7.10.1 Everyone

If you are inside the Gas Suppression System Protected area:

- Immediately Leave the room and close the door behind
- Call DIFC security and report the incident
- Do not go back inside the area where the Gas Suppression has just released until told to do so by PEC

7.10.2 Emergency Coordinator (EC)

- Ensure everyone is safely out of the contaminated zone
- Notify Technical team to provide technical report
- Carry out investigation once it is confirmed safe by PEC to enter the premise

7.10.3 Principle Emergency Coordinator (PEC)

- Verify if fire has spread outside the activated zone:
If yes, follow 6.2 Fire Emergency Response
- If fire has been contained within the activated zone:
Notify DCD and external responders
Notify Facilities management Technical team

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7.11 Epidemic/Pandemic

7.11.1 Everyone

The most important aspect during any epidemic or pandemic is to ensure that local and national information and circulars are followed from official entities and avoid to fake news. Updates are through official government entities and should be followed from the below:

- Dubai Health Authority (DHA) – www.dha.gov.ae
- UAE Ministry of Health and Prevention (MoHAP) www.mohap.gov.ae
- World Health Organisation (WHO) www.who.int

In the rare event of an Epidemic/Pandemic it may require difference advice and guidance, therefore it is imperative that the guidance from the relevant authorities is followed by all individuals.

DIFC will send out notifications and information through the Corporate Communications department when applicable based on the guidance of the local authorities.

Key contact numbers for information during such events are:

- “Estijaba” service at the operation centre for the DHA – 800 1717
- Ministry of Health & Prevention - 800 11 111
- Dubai Health Authority – 800 342
- DIFC Call Centre – 04 362 2222

7.11.2 Emergency Coordinator (EC)

- Update the PEC, DIFC HSE & Security on any developments with regards to suspected or confirmed cases of virus/disease
- Take the necessary action as advised by the local authorities on proactive and reactive measures
- If lockdown or quarantine of tenanted area is carried out, DIFC and PECs should immediately be informed



8. Emergency Recovery

Emergency recovery starts during the emergency response and ends after the restoration of the facility to its normal condition.

Emergency recovery must include the tasks below:

- Damage evaluation.
- Damage repair action plan.
- Response evaluation.
- Improvement of emergency management plan based on the findings of response evaluation

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9. Appendix

9.1 Evacuation Maps:

The Evacuation Route Maps for DIFC buildings can be found in the DIFC Website and in section 5.6 - <https://www.difc.ae/community/health-safety-environment>

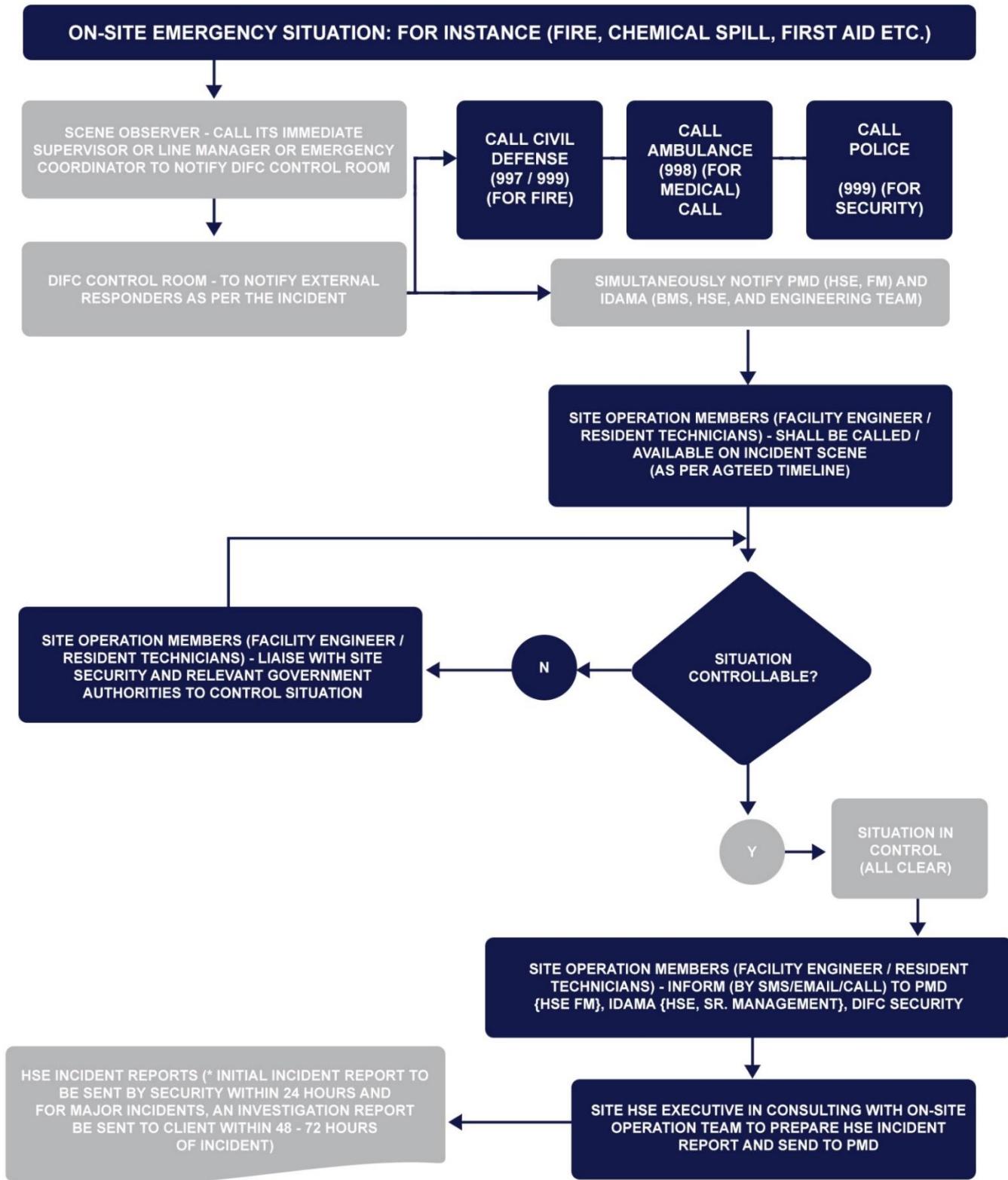
9.2 Emergency Contact Numbers

POLICE	999
AMBULANCE	998
DUBAI CIVIL DEFENCE (FIRE)	997
DEWA	991
DIFC SECURITY	04 362 2299 (GATE DISTRICT) 04 362 2399 (GATE VILLAGE) 04 362 2498 (GATE AVENUE) 04 362 2497 (TRUCK TUNNEL)
DIFC CALL CENTRE	04 362 2222
ZONE PARKING	600 541006
GAS	800 5224
MINISTRY OF HEALTH & PREVENTION	800 111 11

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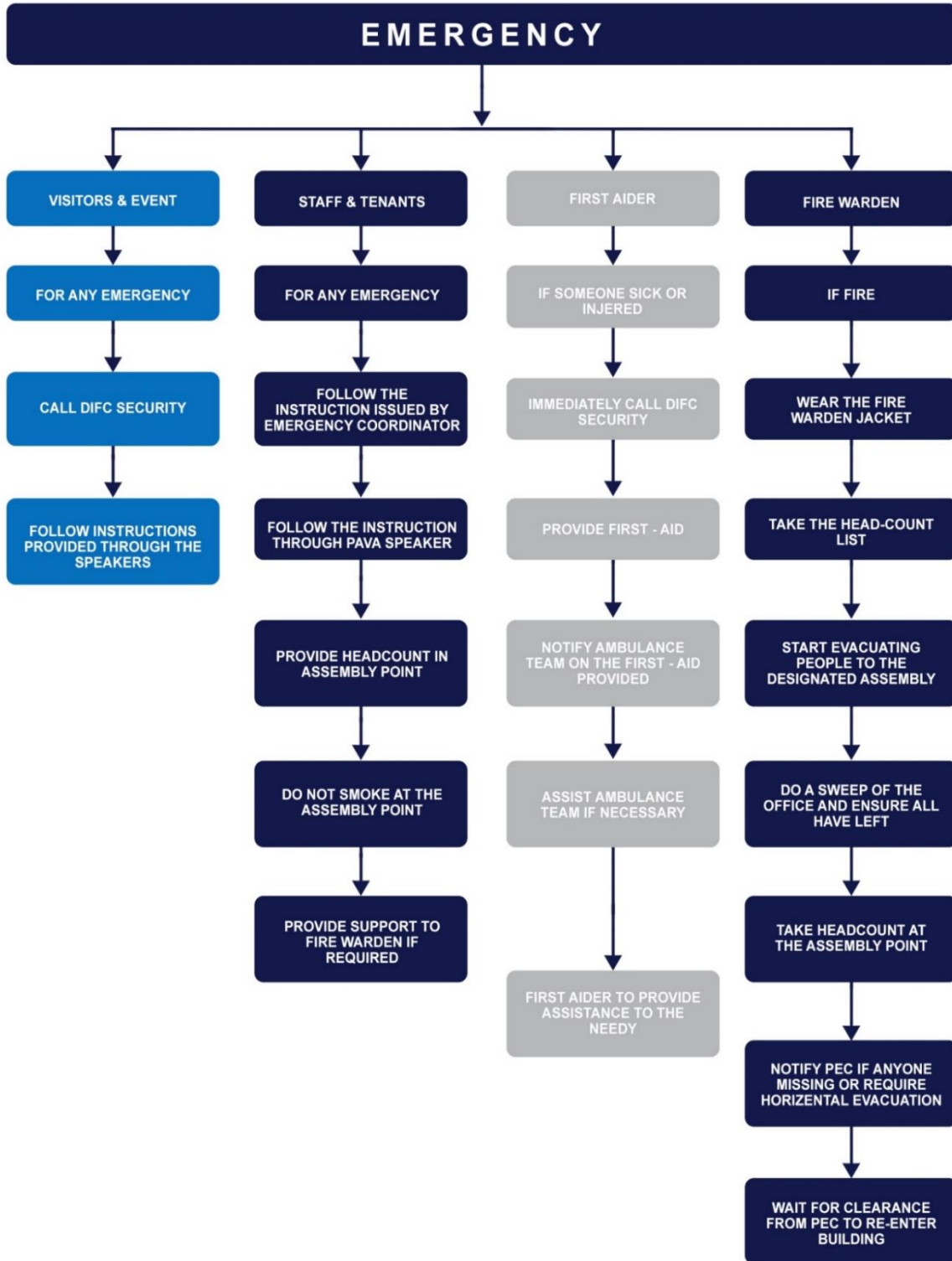
9.3 Emergency Escalation Chart



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9.4 Emergency Roles and Responsibility Flowchart



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9.5 Existing Fire Life Safety Systems in DIFC



Smoke Detector installed (as per DCD requirements) all around the building for early detection of Fire/Smoke.



Manual Call Point Notifies Location of Fire if broken. If MCP is broken the building fire alarm system immediately enters evacuation mode triggering sounders and PAVA systems.



Conventional sounder, a device designed to alert building occupants of an emergency.



Building is covered with Automated Fire Sprinkler Network which are maintained and inspected quarterly as part of an effective Fire Fighting Setup.



Emergency Door Release switched installed at all fire exit doors which are electromagnetic locked. When the glass is broken, it releases the door to be used if the door didn't open automatically in case of emergency



Speakers installed around DIFC and linked to fire alarm system, alerts and notifies the building occupants of the emergency situation.



Fire Rated Doors installed throughout service corridors to ensure compartmentalization of fire in case of any.



Emergency call button switch inside all lift.



24x7 Manned Security Control Room ensuring real time monitoring of activities inside DIFC. Fire and life safety systems are connected to Dubai Civil Defense through a "DCD 24x7" panel which is monitored in real time 24 hours a day

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10. SEGREGATION OF DUTIES

	Creator	Reviewer	Approver
Requesting Department	√	<input type="checkbox"/>	<input type="checkbox"/>
Head of Department	<input type="checkbox"/>	<input type="checkbox"/>	√

11. RECORDS

Sr.No.	Name of Document	Retention Period
11.1	Emergency Management Plan	10 Years

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