

A dark blue vertical bar on the left side of the page, with a blue arrow pointing to the right, overlapping it.

Student Safeguarding Policies



Al Mawakeb School

A decorative graphic in the bottom left corner consisting of several thin, curved lines in shades of blue and grey, resembling blades of grass or reeds.

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Section A: General Safety Policy

1.0 Primary Values

Safety, Security, Health, Happiness, Wellbeing, Responsibility, Support.

2.0 Rationale

Al Mawakeb School Al Garhoud (AMG) is committed to maintaining a safe and secure environment for its students and staff. AMG believes that through the coordinated efforts of all stakeholders, safety issues can be addressed in a manner that utilizes all available resources in the school and its community. We believe that the first step in addressing any safety issue is to assess the nature and extent of urgency of the issue, and then plan and implement strategies that promote safety and minimize the likelihood of dangerous situations.

To that end, the school shall implement safety procedures to ensure a safe environment for students, staff, and visitors. This policy complies with the “UAE Fire and Life Safety Code of Practice”¹ and KHDA inspection standards².

3.0 Aims and Objectives

This policy aims to:

- 3.1 Ensure the safety and wellbeing of students, staff and visitors.
- 3.2 Establish and maintain safe working procedures among staff and students.
- 3.3 Maintain all areas under the control of the Facility Manager and Heads of Sections in a condition that is safe and health risk free.
- 3.4 Formulate effective procedures for fire evacuation of the school premises.
- 3.5 Ensure preparedness for emergencies and lay down procedures to be followed in case of an incident.
- 3.6 Form effective partnerships with members of the school community and local and governmental authorities to maintain a safe environment for students, staff, and visitors.
- 3.7 Ensure preventive measures are taken to avoid incidents that may threaten the safety or health of students, staff and visitors.

4.0 Roles and Responsibilities

4.1 Responsibilities of all Staff

All staff are expected to:

¹ UAE- General Headquarters of Civil Defense, UAE Fire and Life Safety Code of Practice, 2011

² UAE School Inspection Framework 2015-2016, p. 72-74

- a. Abide by the school's general safety policy.
- b. Provide all necessary support to ensure the safety of all students, staff and visitors.
- c. Exercise effective supervision over all those for whom they are responsible, especially students.
- d. Be aware of and implement safe working practices and set a good example in doing so.
- e. Report actual and potential hazards to their direct supervisor or to the Facility Manager.

4.2 Responsibilities of the Principal

The Principal shall:

- a. Ensure the proper implementation of the policy.
- b. Report achievements and challenges to the Governing Body.
- c. Ensure that non-compliance is promptly identified and addressed.
- d. Convene a periodical meeting with the SLT for the purpose of reviewing the policy and procedures, and make modifications as deemed necessary.
- e. Ensure that an emergency evacuation procedure is prepared and arrange for periodic practice evacuation drills to take place and for the results to be recorded.
- f. Ensure that regular safety inspections are undertaken.
- g. Make arrangements for the implementation of the local authorities' emergency procedures and policies and draw this to the attention of all staff as necessary.
- h. Identify additional training that might be needed and discuss other related matters as deemed necessary by the participants.
- i. Contribute to the development of this policy.

4.3 Responsibilities of the Facility Manager

- a. Assist the SLT in the implementation of this policy.
- b. Monitor the effectiveness of the safety policy and the safe working practices described within it and revise and amend it, as necessary, on a regular basis.
- c. Ensure the provision of sufficient information, instruction, and supervision to enable staff and students to avoid hazards and contribute positively to their own health and safety.
- d. Make arrangements for ensuring safety and absence of risks to health in connection with the use, handling, storage and transport of materials and substances.
- e. Arrange for the withdrawal, repair, or replacement of any item of furniture, fitting or equipment identified as being unsafe.

- f. Report to the Principal any defect in the state of repair of the buildings or their surrounds and make such interim arrangements as are reasonable to limit the entailed risk.
- g. Monitor, within the limits of their expertise, the activities of contractors and other organizations present on site, as far as is reasonable.
- h. Investigate any specific health and safety problem identified within the school and take or recommend (as appropriate) remedial action.
- i. Carry out regular safety inspections of the school and its premises and make recommendations on methods of resolving any identified problems.

4.4 Responsibilities of the Student

- a. Exercise personal responsibility for the safety of themselves and their fellow students.
- b. Observe standards of dress consistent with safety and/or hygiene.
- c. Observe all the safety rules of the school and in particular the instructions of the teaching staff in the event of an emergency.
- d. Properly use, and not willfully misuse, neglect or interfere with, things provided for safety purposes.

4.5 Responsibilities of the Governing Body

The Governing Body shall:

- a. Review and approve the school's general safety policy on an annual basis.
- b. Oversee the implementation of the policy.
- c. Identify any infringements and address them.
- d. Seek parents' feedback to guide further development of this policy.

5.0 Policy and Procedures

5.1 Emergency evacuation

The school recognizes that its responsibility for the safety of students extends to possible natural and man-made emergencies and that such emergencies are best met by preparedness and planning. Accordingly, the system of emergency preparedness shall ensure that:

- A collaborative effort with community emergency responders is established.
- Students are given the support needed to learn self-reliance and are trained to respond sensibly to emergency situations.

- The system is supported by ongoing training that will include practical application and appropriate "drills" as required.
- Evacuation drills represent actual emergencies, including, but not limited to fire and inclement weather.
- Floor plans of each school are provided to all community emergency responders in support of evacuation procedures.
- All threats to the safety of school facilities are identified by appropriate personnel and responded to promptly in accordance with the plan for emergency preparedness.

5.2 Environmental health and safety issues

The school recognizes its responsibility for the development and implementation of a comprehensive program designed to provide a healthy, safe and secure environment on school premises and at school-sponsored activities. To achieve this, the school shall benefit from the most current, proven technologies in the fields of environmental health and safety.

The school shall implement an environmental health and safety program that is positive, proactive, and integrates responsibilities within the school in such a way that promotes and incorporates the following:

- Procedures describing a hazard identification and abatement program that requires the periodic inspection of school facilities, the implementation of immediate and programmed corrective actions when deemed necessary by such inspections. This program shall also provide procedures for identifying and responding to hazards that are created by outside entities, inspecting activities of contractors, and inspecting new facilities to determine whether or not appropriate requirements for environmental health and safety have been met.
- Procedures that promote environmental health and safety awareness among employees, students, and other stakeholders. These procedures shall include, but not be limited to, the establishment of a school safety committee, and the establishment of a program of regular communication with students, staff, employees and stakeholders about pertinent safety and health issues through available mediums in AMG.
- Procedures directed toward the safety and health of students during transportation to and from school, at school, and during participation in school-related activities. These procedures shall include, but not be limited to, trip risk assessment, promoting bus safety for students, assessing the safety of school traffic patterns, operating school clinics, administering medication and medical treatment, promoting laboratory and workshop safety, promoting safety in sports and other outdoor activities, inspecting playground equipment and promoting safety on playgrounds, and assessing environmental exposure.

- Procedures related to school employee health and safety issues that include, but are not limited to, provision of work areas free from recognized hazards and health related programs that are required by local and governmental law, such as, employee safety and health training and training in hazard recognition, and defining employer and employee responsibilities and expectations related to health and safety.
- Procedures describing an incident reporting and investigation system that provides for identification of root causes, determination of remedial and programmed corrective actions, and provides communication about incidents to stakeholders.
- Procedures that detail plans for foreseeable emergencies and fire prevention.

5.3 Safety Procedures in the Science Laboratory

5.3.1 Laboratories Overview

The school laboratory is equipped with all assets needed to carry on demonstrations, classroom illustrations, designed experiments, and science activities set ahead in the unit plans. This includes apparatus, glassware, chemicals, new kits, multimedia devices, etc. It also contains the following safety equipment: chemical storage cabinets, a fume cupboard, emergency shower, eyewash unit, safety and emergency sign boards and posters, and first aid kits, fire extinguishers, fire blankets, sand buckets, and safety management clothing and supplies such as: eye goggles, disposable masks, chemical and acid resistant gloves, heat resistant gloves, and lab coats that suit all student sizes, and in an enough number to dress all.

5.3.2 General Safety Procedures:

- The laboratory shall always be locked when not in use.
- Neither teachers nor students shall have access to lab storage cabinets. Any needed item shall be requested from the lab personnel through special borrowing forms present at the lab desk.
- Booking for any lab item should be made at least 24 hours prior to item pick up. It is the responsibility of the teacher to return all items borrowed from any of the science labs on time.
- No chemical products, fragile glassware, Bunsen burners, or any other hazardous material shall be available in the elementary laboratory – only suitable plastic ware, foodstuff, safe household, and stationery items are allowed.
- No chemical products, fragile glassware, or sensitive lab equipment shall be carried to the classrooms. No charts, models, or projectors

shall be handed to students. It is the responsibility of the teacher to handle all items borrowed from any of the science labs.

- Testing the viability of an experiment shall be done by the concerned teacher by appointment and in collaboration with the lab supervisor, usually two days prior to the assigned day of the experiment.
- Students shall be informed of the date and the content of the lab activity. They are expected to come to the lab well prepared.

5.3.3 Safety Rules for Students in the Science Laboratory

- Students shall carefully follow all written and verbal instructions and should ask their teacher about any unclear part of the activity before proceeding with it.
- Students shall never work alone in the laboratory. They should only work in the presence of the teacher or lab instructor.
- When first entering a science lab, students should not touch any equipment, chemicals, or other materials in the laboratory area until they are instructed to do so.
- No food or drink is allowed in the laboratory.
- Students should notify the teacher immediately of any unsafe condition they observe.
- Students shall dispose of all chemical waste properly and should never mix chemicals in sink drains. Sinks are to be used only for water.
- Students shall keep hands away from face, eyes, mouth and body while using chemicals or lab equipment and should wash their hands with soap and water after performing experiments.
- A lab coat should be worn during laboratory experiments.
- Student shall learn where the safety equipment is located and how to use it.
- Long hair, dangling jewelry and loose or baggy clothing are a hazard in the laboratory.
- In case of a chemical splash in the eyes or on the skin, the student shall immediately flush with running water for at least 10 minutes. They should immediately report to the teacher and the lab supervisor.
- Any incident in the lab shall be reported using the student incident report form

5.4 Student supervision

Student safety measures will be designed based on the current safety practices at AMSI schools. The school will ensure that all students are under full adult supervision at all times when on school grounds and during all off-campus activities, including field trips and bus rides.

The SLT will be responsible for:

- Designing and monitoring supervision schedules that clearly identify supervision zones and require all supervisors to remain at assigned locations from which they can observe their zone of supervision.
- Assessing the nature of the supervision zone, and, as applicable, the size of the playground area, the playground equipment, the number of areas that are not immediately visible, and the age and special needs of students to determine the appropriate ratio of students to supervisors.
- Ensuring that supervisors receive training in safety practices and in supervisory techniques.

Supervisors will be responsible for:

- Arriving to the playground before students and inspecting the playground for potential or visible hazards.
- Informing the HoS of any hazards identified in the playgrounds.
- Adhering to the supervision schedules and reporting any incident immediately to the HoS.
- Ensuring that students are being properly supervised.
- Walking through all areas of the playground and its perimeters.
- Intervening if children behave aggressively.
- Reporting incidents of misbehavior, aggression or bullying to the HoS.

5.5 Phase-out/banned products

Any chemicals, pesticide, or other materials that the local or governmental authorities are phasing out or banning by a certain date shall be immediately banned from use on school property.

5.6 Integrated pest management (IPM)

- AMG shall implement a pest management program. This program will include the appointment of a school IPM coordinator, training for janitors, and providing for notification regarding chemical use.
- All businesses and/or persons applying pesticides on school property shall hold the appropriate license/certificate and shall be pre-approved by AMG's IPM coordinator.
- All pesticide materials and application methods must be pre-approved by the IPM coordinator.
- AMG shall periodically review and evaluate progress toward its pesticide use, reduction, and minimization goals.

5.7 Indoor Environmental Quality (IEQ)

To achieve high standards of IEQ, the school shall:

- Maintain environmental conditions in occupied areas that comply with applicable regulations.
- Implement a preventative maintenance program for HVAC systems including, but not limited to, periodic filter replacement, inspection, cleaning and disinfecting processes, and procedures to eliminate the contribution to indoor air quality problems caused by this equipment.
- Implement a system for insuring materials used and purchased for use in construction, furnishing, and maintenance, including cleaning of facilities, do not present a health hazard to staff and students by degrading the quality of indoor air.
- Prohibit activities that may create indoor air quality health hazards or may degrade the quality of indoor air.

5.8 Hazardous Materials and Waste Management

The school shall follow proper procedures to identify, store, control the use of, and dispose of regulated and hazardous material and waste which result from school activities such as labs and clinics. Such procedures shall comply with all local and governmental waste management regulations.

5.8.1 Hazardous Materials

a. Identification

The day-to-day operations of the school involve handling hazardous material (chemicals used in science labs, pesticides, cleaning substances, school clinic waste, etc.). Toxic, ignitable, corrosive and reactive materials are considered hazardous and shall be treated accordingly.

b. Storage

- The lab technician, nurse and Facility Manager shall be responsible for maintaining labeled inventory items for each area of storage of hazardous materials.
- Labels shall include information about product identity, hazard warning, and the name and address of the manufacturer.
- All hazardous materials shall be stored in tight sealed, leak-proof containers in areas that are inaccessible to students.
- In case of a leak of hazardous materials (e.g. in the science labs or school clinics), the Facility Manager shall be informed in order to take proper action.
- A Materials Safety Data Sheet (MSDS) shall be kept accessible in all storage areas of hazardous material.

- Unidentified or unlabeled materials or containers shall not be stored or used.
- The Facility Manager shall inspect all storage areas according to a set schedule.

c. Staff training

- All staff members whose work involves dealing with hazardous material or waste shall be trained on the above procedure as well as the proper handling, storage and use of these materials and waste.

5.8.2 Hazardous and Non-Hazardous Waste

a. Classification

There will be hazardous and non-hazardous waste produced as a result of school operations. This waste can be classified according to the following categories:

- Bio-hazardous/medical waste (e.g. human and animal tissues, body fluids, swabs, syringes, etc.)
- Chemical waste (waste from chemical experiments and projects)
- Universal waste (mercury-containing devices, computer monitors, batteries, fluorescent lamps, aerosol cans, etc.)
- General waste (e.g. waste from construction, horticulture activities, broken glass, office waste, retired furniture, etc.)

b. Storage and Transportation

- All bio-hazardous and chemical waste shall be stored in tight sealed, leak-proof containers in areas that are inaccessible to students.
- Containers shall be properly labeled and color coded:
 - ✓ Yellow colored polyethylene bags clearly marked BIOHAZARDOUS MEDICAL WASTE.
 - ✓ The bags are not to be filled to the capacity and should be stored in designated steel bins in clinics.
 - ✓ Waste is collected from all clinics in the main bigger waste bin with side vents on regular basis.
 - ✓ SHARP YELLOW BOXES, internationally known as sharp object boxes are tightly sealed and must not be stored more than two thirds of capacity (to be disposed when two thirds are filled)

- School clinic staff shall follow all the rules and regulation set by Dubai Municipality (DM) and Dubai Health Authority (DHA) regarding the handling of bio-hazardous waste.
- Clinic staff shall inform the Facility Manager when hazardous waste needs to be collected so that proper action can be taken.
- The Facility Manager shall arrange for the transportation of such waste by a DHA and DM certified company through a service agreement.
- Transportation of bio-hazardous and chemical waste shall be through a fixed schedule or on call in case of an emergency.
- General and universal waste may be stored in designated areas awaiting collection by the municipality or an outsourced service provider.

5.9 Pollution control and prevention

In an effort to comply with environmental policy and applicable regulations, AMG shall develop and implement procedures designed to identify and prevent possible sources of air and water.

5.10 Fire Prevention³

5.10.1 General Guidelines

- Smoking shall be prohibited in AMG.
- All employees shall be trained on fire emergency response and evacuation procedures.
- There shall be a fire evacuation plan which will be posted in every room in the school.
- Emergency fire department phone numbers shall be visibly posted at all times.
- Access shall be maintained at all times to existing or newly activated fire hydrants and/or fire department connections.
- All areas shall be kept free of accumulations of wood scraps, paper and other combustible materials.
- The storage of large quantities of construction debris will be in heavy metal dumpster-like containers.
- Electrical work, installations, and wire capacities, both temporary and permanent, shall be in accordance with local laws and regulations.
- Flammable and combustible liquids shall be stored in approved containers or in approved portable tanks.

³ UAE- General Headquarters of Civil Defense, UAE Fire and Life Safety Code of Practice, 2011

- Welding and burning operations, if needed, shall be authorized and controlled. Combustibles in close proximity of burning or welding operations shall be protected or removed.
- Fires and open flame devices shall not be left unattended.

5.10.2 Fire Extinguishers

- Portable fire extinguishers shall be mounted, located, and identified so they are readily accessible without subjecting the employee to possible injury.
- A portable fire extinguisher maintenance plan shall be established.
- Fire extinguisher maintenance service shall take place at least once a year, and a written record must be kept to show the maintenance or recharge date.
- Fire extinguishers shall be posted as per requirements of the Department of Civil Defense.

5.10.3 Fixed Fire Suppression Systems

- Fixed fire suppression systems shall be designed, installed, acceptance-tested, maintained and inspected in accordance with requirements of the Department of Civil Defense.
- Warning or caution signs shall be posted in areas protected by fixed extinguisher systems, which use agents in concentrations known to be hazardous.
- Fire detection and fire alarm systems shall be designed and installed in accordance with requirements of the Department of Civil Defense.
- Fire detection systems and components shall be restored to normal operating conditions as soon as possible after each test/alarm.
- Fire detection systems shall be maintained in operable condition except during maintenance or repairs.

5.10.4 Fire Drills

- Fire drills are an essential component of the overall fire safety program in any building and must be reinforced through practice.
- A fire drill shall be conducted at least once every year.
- All students, teachers, staff, and visitors are required to leave the building during a fire drill.
- A record of all drills is kept on file in the Principal's office.
- The fire drill will follow the following procedure when the fire alarm sounds:

1. All teachers and students stop their work, and quietly head for the classroom exits.
 2. Each class should move to their assigned exit door in an orderly manner.
 3. Students should not take backpacks, lunches, or any belongings with them.
 4. Teachers should bring their attendance materials with them as they monitor students evacuating the building.
 5. Classroom doors should be closed, but not locked. An **Evacuated/Room Clear** sign must be hung on the door.
 6. After their class arrives at the assembly point, marshals and teachers should take roll and report attendance to the Facility Manager/person in charge.
 7. The attendance report and name list shall include **Ab** if the student is **absent** and **X** if the student is **missing** before being submitted.
 8. Teachers shall stay with students in the lineup to maintain order among students.
 9. When all students, teachers and staff are accounted for, the Facility Manager will announce that the school is all-clear.
- Teachers may return with their classes to the classroom after the all-clear announcement is made.
 - Each teacher shall review fire drill and evacuation plans with the students on a regular basis.

5.10.5 Access, Egress, Exits, and Other Areas

- Exit signs, which can be illuminated by either internal or external lighting, shall be placed over exit doors and at any point where the direction to an exit is not immediately apparent.
- Exit signs shall be appropriately marked and visible in normal and emergency lighting conditions.
- All exit paths shall be unobstructed from each classroom to the exterior of the building. This includes removal of desks or storage in corridors, stairs, and in front of emergency rescue windows in the classrooms.
- Exit doors shall be clear and unlocked.

- AMG will use certain types of locking arrangements that prohibit entry while permitting exit from the building, where applicable. Chains on doors and the use of security grills are prohibited.
- Storage areas, janitorial closets and maintenance shops shall be kept neat with doors closed.

5.11 Insurance and Warranty

There are numerous cases in which a school can be held liable for harm caused to students, staff, or visitors both on and off campus. In an effort to mitigate this liability and ensure that safety risks are minimized, the school shall acquire comprehensive insurance coverage for its staff and students. Types of insurance coverage that will be acquired include but are not limited to:

- General Liability Insurance
- School Vehicle Insurance
- Property Insurance

The school shall also adopt best practice procurement procedures to ensure all acquired school items are covered by an appropriate warranty policy to guarantee optimal performance conditions.

6.0 Policy Review

The Senior Leadership Team will conduct an annual review of the general safety policies and procedures and share suggestions for improvement with the Governing Body.

Section B. Child Protection Policy

1.0 Primary Values

Safety, Security, Health, Happiness, Wellbeing, Responsibility, Support.

2.0 Rationale

The protection of children shall be of paramount concern to all staff of Al Mawakeb School Al Garhoud (AMG). The school recognizes its moral and statutory responsibility to safeguard and promote the wellbeing of all students. To that end, the school shall implement a Child Protection Policy to ensure that children receive effective protection and support while ensuring the welfare, wellbeing, and best interests of the children. This policy complies with KHDA inspection standards⁴.

3.0 Aims and Objectives

This policy aims to:

- a. Support every student's development in ways that will promote security, confidence, and independence.
- b. Provide a safe, effective, and efficient monitoring and reporting system about students known or thought to be at risk from harm.
- c. Raise staff awareness of the need to be cautious and safeguard students, and the importance of reporting possible cases of abuse.
- d. Ensure effective communication between all staff when dealing with child protection issues.
- e. Inform all parties of the correct procedures to use in the case of a child protection issue.

4.0 Scope

This policy applies to all students, staff, child protection specialists, suppliers, and service providers.

5.0 Policy Statement

- 3.1 All children, regardless of their age, gender, ability, culture, ethnicity, origin, language, social standing, and religion have equal rights to protection.
- 3.2 All forms of violence shall be prohibited in the school.
- 3.3 All staff and students shall be made aware of the school's child protection procedures through communications, information sessions and formal and informal workshops.

⁴ UAE School Inspection Framework 2015-2016, p. 72-74

- 3.4 The Child Protection Policy shall be shared with parents on the school portal.
- 3.5 The school shall try to detect cases of abuse early, identify the risk factors, and develop the appropriate plans and programs for supporting the students through enhancing the competence of the child protection professionals in the institution and using assessment tools for early intervention and awareness campaigns.
- 3.6 All staff have an equal responsibility to act on any suspicion or disclosure that may suggest a child is at risk of harm.
- 3.7 The school shall notify the competent authority of any suspected critical abuse, or one to which the student is exposed in, around or in the utilities of the school, the transportation bus, or camps and internal and external activities organized by the school according to the applicable legislations and laws.
- 3.8 Students and staff involved in child protection issues will receive appropriate support.
- 3.9 All staff members shall always act in the best interest of the child.
- 3.10 All staff members shall apply the professional code of conduct.
- 3.11 All staff members shall attend all training programs related to child protection.
- 3.12 The school shall not announce the names of students, their families or any sensitive or personal information that could harm the reputation of the child or his family.
- 3.13 Any information provided in suspected cases of abuse shall be reported in complete confidence and the informant's identity may not be disclosed against his/her will.
- 3.14 The identity of all the parties of the incident and witnesses shall not be disclosed in child abuse cases, when using the information in analyses, media reports, and no personally identifying material or information may be published.
- 3.15 The School Leadership shall cooperate with the approved child protection specialists and shall facilitate tasks they are entrusted to carry out inside the school, without any obstacle or hindrance that could result in delay in taking the necessary measures for reported cases or their follow-up.
- 3.16 The school shall keep clear, dated, factual and confidential records of child protection concerns.
- 3.17 The school shall spread awareness among students about child rights and the need to report any type of abuse or suspected abuse they or other students might be exposed to.
- 3.18 The school shall spread awareness among parents about child protection and the importance of their role in protecting children.
- 3.19 The school shall take all the necessary measures to safeguard and

protect the children against substance abuse, including the use of narcotic, intoxicating and stimulant substances, all types of psychotropic substances, or the child's involvement in their production or trafficking.

- 3.20 The school shall obtain consent from a child's parent when necessary to use the child's personal photograph or any information via the media or for any other posts or publications.
- 3.21 The school may not share the personal or medical records of the students except in the following cases or with the following relevant persons and bodies:
- a) Temporary referral or transfer for providing a specific treatment, carrying out diagnostic procedures or in cases of emergency.
 - b) If there is any public health threat when negligence in submitting the information could cause to endanger the student or others and potentially lead to death, severe injury, or infectious disease.
 - c) When working with the Child Protection Unit of the competent authority.
- 3.22 The school staff shall never discuss any existing or closed cases with mass media or third parties, other employees, or unauthorized persons, except when required to do so by investigative bodies and judicial bodies within the limits of legal liability.

6.0 Roles and Responsibilities

6.1 Responsibilities of all Staff:

All staff are expected to:

- a. Abide by the school's Child Protection Policy.
- b. Provide a safe and caring environment in which children can develop the confidence to voice ideas, feelings and opinions.
- c. Treat children with respect within a framework of agreed upon and understood behavior.
- d. Ensure the safety and wellbeing of the students in the school. In doing so, they should seek advice and support as necessary from the Child Protection Coordinator (CPC).
- e. Be aware of symptoms of abuse or neglect and report concerns to the CPC or other members of the SLT as appropriate.
- f. Identify suspected cases of child neglect or abuse and report them to the CPC.
- g. Respect the confidentiality of all concerned regarding the welfare of children.
- h. Attend relevant professional development sessions.

- i. Raise awareness among children on their rights, obligations and duties in the society.
- j. Integrate child protection issues into relevant teaching and learning activities to help children protect themselves.
- k. Raise the child on the sense of morality, particularly the respect of his/her parents and family and social surroundings.

6.2 Responsibilities of the School Governing Body⁵:

The school governing body is responsible for reviewing, developing and monitoring the implementation of this policy. The Governing Body shall:

- a. Approve the school's Child Protection Policy review on an annual basis.
- b. Ensure the policy meets regulatory requirements.
- c. Oversee the implementation of the policy, identify any infringements and address them.
- d. Seek parents' feedback to guide further development of this policy.

6.3 Responsibilities of the Principal⁶:

The Principal will be held fully accountable for the coordination and supervision of this policy. The Principal shall:

- a. Ensure the proper implementation of the policy.
- b. Appoint a Child Protection Coordinator (CPC) in the school.
- c. Allocate sufficient time, training, support, and resources to enable the CPC to carry out his/her role effectively.
- d. Ensure that all staff understand the importance of raising concerns about poor or unsafe practices and that such concerns are handled sensitively.
- e. Ensure that students are provided with opportunities throughout the curriculum to learn about safeguarding, including keeping themselves safe online.
- f. Ensure that anyone who has harmed or may pose a risk to a child is referred to the relevant authorities.
- g. Contribute to the development of this policy.

6.4 Responsibilities of the Child Protection Coordinator (CPC):

The Principal shall take this role or delegate it to a member of staff. The CPC shall:

- a. Encourage a culture of listening to children and taking account of their wishes and feelings.

⁵ UAE School Inspection Framework 2015-2016, p. 102-104

⁶ KHDA- A Guide for the Appointment of a Principal in a Private School in Dubai 2015-2016, p. 7

- b. Be alert to the specific needs of children in need, especially students of determination.
- c. Monitor attendance and development of children who are at risk.
- d. Keep detailed written records of all concerns, ensuring that such records are stored securely and flagged on, but kept separate from, the student's general file.
- e. Ensure that all relevant information about a child is disseminated to appropriate staff within the school.
- f. Refer cases of suspected abuse to Head of Section or Principal.
- g. Ensure that when a student leaves the school, their Child Protection file is passed to the new school (separately from the main student file and ensuring secure transit) and confirmation of receipt is obtained, whenever applicable.
- h. Make staff aware of training courses and the latest policies on safeguarding and provide training, advice and support to staff.
- i. Attend and/or contribute to Child Protection conferences or training.
- j. Ensure parents are aware of the school's role in safeguarding and that referrals about suspected abuse and neglect may be made.
- k. Liaise with external agents such as counselors and psychologists.

6.5 Responsibilities of the Social Counselor:

The Social Counselor shall:

- a. Provide assistance and counseling to students who have been exposed to abuse or neglect and those that have participated in cyber-bullying acts.
- b. Provide in-service training for teachers and administrative staff to recognize and report incidents of abuse or neglect.
- c. Develop and implement programs to reduce incidents of abuse or neglect and create awareness on this topic.
- d. Maintain proper records of incidents of abuse or neglect and report the findings to the Principal and other concerned parties.
- e. Child abuse can leave deep emotional scars and the social counselor should recognize these and help develop a rehabilitation plan in liaison with the CPC and other appropriate staff in the case team.

6.6 Responsibilities of the School Doctor/Nurse:

- a. The school Doctor or Nurse may be requested to provide physical treatment and emotional support after a child has been abused.
- b. The doctor or nurse may be required to conduct an examination if there are physical injuries and write an initial report about the child's physical and emotional condition.

- c. The doctor or nurse can provide positive encouragement to the child, liaise with family members and determine how best to promote the child's safety both at school and at home.
- d. In some cases, the child may have to take medication as a result of the abuse. The school doctor or nurse should ensure that all standards and procedures for administering medications in the school setting are met.

6.7 Responsibilities of the HR Department:

When recruiting any member of the teaching staff or support staff with access to children, all reasonable steps should be taken to ensure compliance with the following:

- a. Provision of an up-to-date police “good conduct” letter and/or criminal records check.
- b. That two or more references are available from previous employers with follow-up questions with regard to the applicant’s compliance with any Child Protection procedures.

6.8 Responsibilities of the School Security Staff:

The security staff shall undertake to be vigilant and adhere to the procedures governing the access, detailed record-keeping, provision of a visitor’s pass to be worn for ease of identification and monitoring of visitors to the school.

6.9 Responsibilities of the Parents:

- a. Be fully responsible towards the child and for the duties entrusted to them in the upbringing, care, guidance, and growth of the child as stated in the applicable law and legislations in the UAE.
- b. Cooperate with the school for creating a safe environment for the child in which the child feels protected against occurrences that may threaten the child’s survival, physical and mental health.
- c. Notify the school or child protection units in case of an occurrence that may threaten the child’s safety, physical, or mental health.
- d. Positively cooperate with the school or child protection units as required in any stage when dealing with a case of abuse where their children are involved.

7.0 Procedures

7.1 Staff should be concerned if a student:

- Has any injury, which is not typical of the bumps and scrapes normally associated with the child’s activities.

- Regularly has unexplained injuries or bruises.
- Frequently has injuries even when apparently reasonable explanations are given.
- Offers confused or conflicting explanations about how injuries were sustained.
- Exhibits significant changes in behavior, performance, or attitude.
- Discloses an experience in which he/she may have been harmed.
- Indulges in sexual behavior which is unusually explicit and/or inappropriate to his/her age

7.2 Dealing with disclosure

If a student discloses that he/she has been harmed in some way, the member of staff should:

- Listen to what is being said without displaying shock or disbelief.
- Accept what is being said.
- Allow the child to talk freely.
- Reassure the child but not make promises that might not be possible to keep.
- **Not** promise confidentiality, as it might be necessary to refer the case to the appropriate authority.
- Reassure the student that what has happened is not their fault.
- Stress that it was the right thing to tell someone.
- Listen rather than ask direct questions and never push for more information.
- Ask open questions rather than leading questions.
- Not criticize the perpetrator.
- Explain what has to be done next and who has to be told.
- Immediately refer to a senior leader,
- Make accurate, factual, signed, dated, and timed written notes as soon as possible of what was said, observed and done.

7.3 Reporting Abuse

When a child reports abuse to a staff member, they will inform the Principal and the CPC within 24 hours if there is reasonable cause to believe that abuse is occurring. The CPC will take initial steps to gather information regarding the reported incident. At this stage he/she will:

- Interview staff members as necessary and document information relative to the case.
- Consult with school personnel to review the child's history in the school.

The CPC will then form a school-based response team to address the report. The response team may include the school nurse, counselor,

teacher, and other individuals as the CPC sees fit. In all cases, follow up activities will be conducted in a manner that ensures that information is documented factually, and that strict confidentiality is maintained.

Based on acquired information, a plan of action will be developed to assist the child and family. Actions that may take place are:

- Discussions between the child and the CPC in order to gain more information.
- In-class observations of the child by the teacher, social counselor, or administrator.
- Meetings with the family to present the school concerns.
- Referral of the student and family to external professional counseling.
- Consultation with local authorities.

Subsequent to a substantiated case of child abuse or neglect, the following actions may take place:

- The CPC will maintain contact with the child and family to provide support and guidance as appropriate.
- The CPC will provide the child's teachers with ongoing support, and provide strategies they can use.
- The CPC will maintain contact with outside therapists, when needed, in order to keep them updated about the progress of the child in school, and to keep the school informed about the progress of the student's therapy.
- The Principal refers the case to local authorities for further action.

7.4 Missing children

The CPC will monitor unauthorized absence and take appropriate action, particularly where children go missing on repeated occasions and/or are missing for periods during the school day.

7.5 Complaints / Grievances

There are instances where a student may make an allegation against a staff member. If such an allegation is made, the staff member receiving the allegation will immediately inform the HoS and/or Principal. Appropriate escalation will follow and then the school shall investigate the case and take proper actions.

8.0 Definitions

The following definitions are used in this policy:

Child: Any person under the age of 18 years.

Neglect: The failure of a parent or caregiver to provide for the basic needs of a child in terms of adequate food, clothing, shelter, support and supervision and/or medical care. Signs of abuse could include:

- Constant hunger
- Poor personal hygiene
- Constant tiredness
- Poor state of clothing
- Frequent lateness and/or unexplained non-attendance
- Untreated medical problems
- Low self-esteem
- Poor peer relationships
- Stealing

Physical Abuse: Actual or likely physical injury to a child, or failure to prevent physical injury or suffering. Injury, harm or suffering to a child may be caused through means such as: hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating. Signs of abuse could include:

- Unexplained injuries or burns (particularly if they are recurrent)
- Improbable excuses given to explain injuries
- Refusal to discuss injuries or bruises
- Fear of parents being contacted
- Withdrawal from physical contact
- Fear of returning home
- Fear of medical help
- Aggression towards others
- Self-destructive tendencies

Sexual Abuse: When an adult or older adolescent uses a child (whether or not the child is aware of what is happening), for sexual purposes, including asking or pressuring a child to engage in sexual activities, indecent exposure, intimidation, physical sexual contact with a child, or using a child to produce child pornography. Signs of abuse could include:

- Age-inappropriate sexual knowledge, language, behaviors
- Loss of appetite or compulsive eating
- Regressive behaviors such as thumb sucking, needing previously discarded cuddly toys
- Becoming withdrawn, isolated
- Inability to focus
- Reluctance to go home
- Bed-wetting

- Drawing sexually explicit pictures
- Trying to be 'extra good'
- Over-reacting to criticism
- Have outbursts of anger/irritability

Psychological Abuse: Behavior toward a child that undermines or destroys a child's development or sense of self-worth; can also include unreasonable or excessive demands by a parent or caregiver that are beyond a child's capabilities. Signs of abuse could include:

- Physical/mental/emotional developmental lags
- Admission of punishment which seems excessive
- Over reaction to mistakes
- Fear of new situations
- Inappropriate emotional response to painful situations
- Neurotic behavior (e.g. rocking, thumb sucking, etc.)
- Fear of parents being contacted
- Self-mutilation
- Extremes of passivity or aggression

At risk of abuse: these are situations where children may not have been abused, but where social and medical assessments indicate a high degree of risk that they might be abused in the future. This may include situations where another child in the household has been abused, or where there is a known abuser.

9.0 Failure to report

Article 42 and 43 of the UAE Law No. 3 (2016) (Wadeema Law) stipulates that teachers, physicians or anyone assigned to protect and care for children and any adult to which child abuse has been disclosed to, are obliged to report any child abuse”.

Furthermore, Article 274 of the UAE Law No. 3 (1987) Federal Penal Code stipulates that a person who fails to report a criminal offence is liable to prosecution. In addition, article (61) stipulates a person shall be punished to pay a fine of not less than Dh5,000 and not more than Dh50,000 in case of not reporting suspicion of child abuse and falsely reporting or conveying false information or intending to mislead the investigation authority about a case involving a child.

The Child Protection Center in the Ministry of Interior has been established in UAE to undertake the role of developing, implementing and customizing the initiatives, processes aiming at providing safety, security

and protection for all children living at UAE or even those coming as visitors. Their contact number is +97123333999

10.0 Policy Review

The Senior Leadership Team will conduct an annual review of the child protection policy and procedures and share suggestions for improvement with the Governing Body.

Section C. Cyber-Bullying Policy

1.0 Primary Values

Safety, Security, Health, Happiness, Wellbeing, Responsibility, Support.

2.0 Rationale

Al Mawakeb School Al Garhoud (AMG) recognizes the advantages of modern technology in terms of the educational benefits it brings. However, the school is aware of the potential for bullying to occur. Cyber-bullying is an aggressive, intentional act carried out by a group or individual using electronic communication repeatedly over time against a victim who cannot easily defend himself/herself. To protect students, the school shall implement a cyber-bullying policy to ensure that children receive effective support, protection, and justice. This policy complies with KHDA inspection standards⁷.

3.0 Aims and Objectives

This policy aims to:

- a. Safeguard every student's social and emotional wellbeing in the real and virtual world
- b. Raise the awareness of all members of the school community to the importance of protecting students and reporting cases of cyber-bullying
- c. Prevent incidents of cyber-bullying by providing an effective and efficient monitoring and reporting system

4.0 Roles and Responsibilities

4.1 Responsibilities of all Staff:

All staff are expected to:

- a. Abide by the school's cyber-bullying policy.
- b. Identify and report suspected cases of cyber-bullying to HoS to ensure the safety and wellbeing of the students in the school.

4.2 Responsibilities of the Principal:

The Principal shall:

- a. Ensure the proper implementation of the policy.
- b. Ensure that all staff understand the importance of safeguarding students and reporting any form of bullying.
- c. Ensure that students are provided with opportunities throughout the curriculum to learn about safeguarding, including keeping themselves safe online.

⁷ UAE School Inspection Framework 2015-2016, p. 72-74

- d. Contribute to the development of this policy.

4.3 Responsibilities of the Child Protection Coordinator (CPC):

The CPC shall:

- a. Keep detailed written records of incidents of cyber-bullying; ensuring that such records are stored securely and flagged on, but kept separate from, the student's general file.
- b. Refer cases of suspected cyber-bullying to Head of Section/ Principal and the Social Counselor
- c. Coordinate with the Social Counselor to help the victim of cyber-bullying deal with any emotional or psychological damage that has resulted from such an incident.

4.4 Responsibilities of the Social Counselor:

The Social Counselor shall:

- f. Provide assistance and counseling to students who have been exposed to cyber-bullying and those that have participated in cyber-bullying acts.
- g. Provide in-service training for teachers and administrative staff to recognize and report incidents of cyber-bullying.
- h. Develop and implement programs to reduce incidents of cyber-bullying and create awareness on this topic.
- i. Maintain proper records of cyber-bullying incidents and report the findings to the Principal and other concerned parties.

4.5 Responsibilities of the School Governing Body:

The governing body shall:

- a. Approve the school's revised cyber-bullying policy on an annual basis.
- b. Ensure the policy meets regulatory requirements.
- c. Oversee the implementation of the policy.
- d. Seek parents' feedback to guide further development of this policy.

5.0 Policy Statement

- 5.1 All staff, students and parents shall be made aware of the school's cyber-bullying policy and procedures via the school website and during parent information sessions.
- 5.2 All students shall receive training on the proper use of telecommunications with an emphasis on the serious consequences of cyber-bullying.
- 5.3 All staff members shall be trained to respond effectively to reports of cyber-bullying.
- 5.4 The school shall endeavor to block access to inappropriate websites

- using firewalls, antivirus protection and filtering systems.
- 5.5 The school shall maintain a secure ICT network and shall conduct an annual review of its security arrangements.
 - 5.6 The school shall support victims of cyber-bullying and shall work with parents and authorities to detect those involved in such acts.
 - 5.7 The school shall enforce, as appropriate, the full range of sanctions to correct students who bully peers or staff both in and out of school.
 - 5.8 The school shall confiscate portable electronic devices, where necessary, to prevent students from committing crimes or misusing equipment.
 - 5.9 All members of the school community shall have an equal responsibility to act on any suspicion or disclosure that may suggest a child is a victim of cyber-bullying.
 - 5.10 The school shall keep clear, dated, factual and confidential records of all cyber-bullying incidents.

6.0 Procedures

6.1 Recognizing cyber-bullying

AMG staff, students and parents should be able to recognize the different types of cyber-bullying that occur via electronic media. These may include:

- Bullying by messages or calls on mobile phones.
- Using mobile phone cameras to cause distress, fear or humiliation.
- Using someone's e-mail to message others.
- Hacking/cloning e-mail accounts.
- Posting threatening, abusive, and defamatory or humiliating material on websites, to include blogs, personal websites, and social media forums such as Facebook, WhatsApp, Twitter, Instagram, and Snapchat, etc.

6.2 Reporting incidents of cyber-bullying

6.2.1 Guidance for Staff

- If a staff member suspects or is notified about a cyber-bullying incident using a mobile phone or a computer, he/she should:
 - Ask the student involved to present the evidence he/she has on his/her mobile phone or computer screen.
 - Ask the student to save the text/image or material (for evidence).
 - Accompany the student, with the offensive material, to the Head of Section or Principal.

6.2.2 Guidance for Students

If a student is a victim of cyber-bullying or has witnessed a cyber-bullying incident, he/she are urged to report this incident to his/her teacher, the HoS or the Principal. Students are also urged to:

- Refrain from sharing personal IT details
- Refrain from replying to anyone they do not know
- Refrain from replying to abusive messages or emails and report them to the teacher or HoS
- Save evidence of offensive material until it is presented to the HoS or the Principal

6.2.3 Guidance for Parents

It is vital that parents and the school work together to ensure that students understand the policy and are aware of the serious consequences of getting involved in cyber-bullying acts.

If their child is the victim of cyber-bullying, parents are requested to:

- Save the offensive material and ensure they have all relevant information before deleting anything.
- Contact the respective HoS as soon as possible. A meeting, which may involve other relevant members of staff, can then be arranged.
- Even if the incident happens during holidays, the school reserves the right to take action against bullying perpetrated outside the school which spills over into the school.

6.3 Responding to cyber-bullying

When incidents of cyber-bullying are reported, the CPC will take initial steps to gather information regarding the reported incident. He/she will sit with the student, parents and/or staff members and document information relative to the case. Follow-up activities will be conducted in a manner that ensures information is documented factually and that strict confidentiality is maintained.

Once all the evidence is gathered, instances of proven and intentional cyber-bullying may lead to expulsion of the student(s) involved. Such cases will be referred to KHDA for ratification⁸.

A student who was exposed to cyber-bullying will be referred to the Social Counselor who will develop a plan of action to assist the student. Throughout the counseling process, the Social Counselor will:

- Maintain contact with the child and his/her parents to provide support and guidance as appropriate.

⁸ KHDA Parent-School Contract 2016-2017, Attitudes and behavior

- Maintain contact with outside therapists, when needed, in order to keep them updated about the progress of the student's therapy.

If needed, the Principal may refer the case to local authorities for further action.

7.0 Policy Review

The Senior Leadership Team will conduct an annual review of the cyber-bullying policy and procedures and share suggestions for improvement with the Governing Body.

Section D. Buildings and Grounds Security Policy

1.0 Primary Values

Safety, Security, Health, Happiness, Wellbeing, Responsibility, Support.

2.0 Rationale

The buildings and equipment owned by the school shall be protected from theft, vandalism, or any serious harm in order to maintain the best conditions for carrying out the educational programs. Security shall encompass the maintenance of equipment, elimination of fire hazards, and protection from theft, vandalism, or any damage done to school property. The school shall implement a buildings and grounds security procedures to ensure the security of the school buildings, school grounds, and school equipment based on the Dubai Civil Defense School Building Safety standards and KHDA inspection standards⁹.

3.0 Aims and Objectives

This policy aims to:

- a. Adequately protect and preserve the school's buildings and grounds.
- b. Maintain the best physical conditions for carrying out the educational programs.
- c. Ensure the safety and security of all students, staff and visitors to the school.

4.0 Roles and Responsibilities

4.1 Responsibilities of all staff

All staff are expected to:

- a. Abide by the school's building and grounds security policy.
- b. Secure the windows and doors before leaving their offices/classrooms.
- c. Report to the Principal any suspicious activity that may be considered as security threat.

4.2 Responsibilities of the Principal

The Principal shall:

- a. Ensure the proper implementation of the policy.
- b. Develop and supervise a program for the security of the school buildings, school grounds, and school equipment.

⁹ UAE School Inspection Framework 2015-2016, p. 72-74

- c. Ensure all staff understand the importance of their role in preserving the safety and security of all students.
- d. Inform the staff of any incident that may have a serious impact on the buildings and grounds of the school.
- e. Authorize individuals who will have access to the building outside normal school hours.
- f. Contribute to the development of this policy.

4.3 Responsibilities of the Head of Section

The HoS shall:

- a. Abide by the school's buildings and grounds security policy.
- b. Take charge and responsibility for all keys assigned to his/her building or office (checking out, checking in, etc.)
- c. Keep a record of key distribution and collect all keys from retiring or resigning staff members.
- d. Report to the Principal any suspicious activity that may potentially compromise school security.

4.4 Responsibilities of the Facility Manager

The Facility Manager shall:

- a. Abide by the school's buildings and grounds security policy.
- b. Devise a schedule for conducting regular inspections of school facilities and grounds and identifying conditions that could potentially compromise school security.
- c. Ensure that school facilities are properly locked and secured before leaving work.

4.5 Responsibilities of the Grounds Security Staff

The grounds security staff shall:

- a. Work under the supervision of the Facilities Manager.
- b. Act only under the statute set forth by the local authorities and local law enforcement agencies.
- c. Demonstrate courtesy in approachability, professional contact/vocabulary, and ethical behavior at all times when they are on duty.
- d. Provide support to other campus personnel.

4.6 Responsibilities of the School Governing Body¹⁰

The Governing Body shall:

¹⁰ UAE School Inspection Framework 2015-2016, p. 102-104

- a. Approve the reviewed school's building and grounds security policy on an annual basis.
- b. Ensure the policy meets regulatory requirements.
- c. Identify any infringements and address them.
- d. Seek parents' feedback to guide further development of this policy.

5.0 Policy Statement

- 5.1 The School has an obligation to ensure provisions for the proper care for the health, safety, security and wellbeing of all students, staff and visitors of the school premises. This obligation entails a responsibility to 'safeguard' all students from any possibility of harm, abuse or nuisance. It is the collective responsibility of the school staff to ensure that this duty is uncompromised at all times.
- 5.2 All buildings and equipment owned by the school shall be protected from theft, vandalism, or any serious harm in order to maintain the best conditions for carrying out the educational programs.
- 5.3 Security shall encompass the maintenance of equipment, elimination of fire hazards, and protection from theft, vandalism, or any damage done to school property.

6.0 Procedures

6.1 Key Distribution

- Each HoS will have complete charge of all keys for his/her section/office.
- Keys shall be issued to employees in accordance with established procedures.
- All keys shall be produced and distributed by the facility management office. No employee shall attempt to reproduce or alter school keys.
- All building/office keys shall be returned to the Principal's office at the end of the school year.
- The Principal may allow staff to keep keys until the following school year.
- A record of key distribution will be kept with the Principal.
- The HoS/VP will collect all keys from exiting staff members.

6.2 Security System

- The school shall install a well-maintained security system in each building/office
- If there has been a breach of the security system, appropriate action shall be taken.
- The school shall maintain a functional fire alarm system and

appropriate fire safety precautions following the advice and guidance of the Dubai Civil Defense. The fire alarm system will sound a local alarm and may be monitored by an external agency (Dubai Civil Defense).

6.3 Grounds Security

- The school shall have a contracted grounds security service.
- The role of the service is to observe, prevent and report any action that might bring harm to the school premises or any of its occupants.
- Grounds security staff shall work under the supervision of the Facility Manager.
- Grounds security staff shall act only under the statute set forth by the local authorities and local law enforcement agencies.
- Grounds security staff shall have jurisdictional limits on campus only.
- The grounds security staff shall demonstrate courtesy in approachability, professional contact/language, and ethical behavior at all time and when they are on duty.
- The grounds security staff shall provide support to other campus personnel and the general community of the school.
- The Facility Manager will be responsible for devising a schedule for conducting regular inspections of school facilities and grounds and identifying conditions that could potentially compromise school security.

6.4 Buildings Security

- Teachers and staff must secure the windows and doors before leaving their classrooms/offices every day.
- No students shall be left in classrooms for completion of activities without teacher supervision.
- Employees and students are encouraged to avoid bringing items of value to school or leaving personal belongings unattended. The school will not be responsible for the damage or loss of personal items.
- Administrators and maintenance personnel shall check to ensure that school facilities are properly locked and secured before leaving work.

6.5 Access to School Premises

- Access to school premises shall be controlled and monitored at all time.
- Any person present on school premises shall be required to visibly wear at all-time a school issued access pass that identifies the

nature of their access to school premises.

- Failure to wear the access pass or follow set procedures while on school premises may result in the person's escorted exit from the school premises.

6.5.1 AMSI and school staff:

- AMSI and school staff shall be issued a blue-colored access pass
- Any staff member who forgets their pass shall report to their respective supervisor where they shall be issued a one-day pass that shall be returned upon signing out of duty.
- Any lost or misplaced pass shall be immediately reported to the direct supervisor.
- A lost pass that is later found shall be returned to the school if a replacement has been issued.

6.5.2 Parents/Guardians and Designees:

- Each family in the school shall be issued a red-colored access pass that identifies the family number, family name, grade level(s) of their child(ren) and their respective section.
- Parents/guardians shall provide the name and Emirates ID number of all persons who will be using the access pass.
- During school-specified drop off/pick up time, any parent/ guardian or designee can access school premises from the designated section entrance, as long as they are wearing their access pass.
- Any other visit to the school during the day, for any other purpose, shall go through the regular school visit procedures.
- One pass shall be issued per family. Any additional pass shall be provided at a cost.
- Parents are required to report any lost pass immediately to the school by calling the school reception.
- Any parent/designee who forgets the pass and requires access to school will have to go through the regular visiting procedure (i.e. through reporting to the main entrance of the school).
- Parents shall return the pass to school at the end of the school year.
- Passes for the new academic year shall be issued upon registration and delivered to parents during distribution of uniform and books.
- A lost pass that is later found shall be returned to the school if a replacement has been issued.

6.5.3 Contractors, vendors and suppliers:

- Contractors, vendors and suppliers, or any person having a similar designation in the school shall be issued a green-colored access pass.

- Failure to wear the access pass or follow set procedures while on school premises may result in the person's escorted exit from the school premises.
- Any lost or misplaced pass shall be immediately reported to the facilities manager.
- A lost pass that is later found shall be returned to the facilities office if a replacement has been issued.

6.6 School Visit Procedures

- Any person requiring access to school as a visitor shall report to the security office at the main entrance of the school to announce the purpose of their visit and get a visit approval.
- Visitors are required to provide a valid photo identification card (e.g. Emirates ID or Driving License).
- Visitor's name, ID number, phone number, purpose of visit and signature shall be recorded in the visitors' log along with the entry and exit time.
- The visitor shall be provided with a yellow-colored access pass that must be visibly worn at all-time while on school premises and returned to the security office upon exiting the school.
- Any lost or misplaced pass shall be immediately reported to the school reception.
- Visitors should limit their visit to the announced purpose and are not allowed to wander around the school premises unless they have the Principal's approval.
- All visitors are expected to abide by the following visit code:
 - Decent clothing must be worn during visit (The Dubai Dress Code)
 - No smoking is allowed in any location in the school
 - No pets are allowed in the school
 - No hot drinks are allowed in locations where students are present
 - All visitors must follow the responsible school staff instructions in case of any emergency

7.0 Policy Review

The Senior Leadership Team will conduct an annual review of the building and ground security policy and procedures and share suggestions for improvement with the Governing Body.

Section E. Transportation and Off-Site Trips Safety Policy

1.0 Primary Values

Safety, Security, Health, Happiness, Wellbeing, Responsibility, Support.

2.0 Rationale

As proper transportation of students is a matter of high importance, it is imperative that all members of staff associated with student transportation adhere to the procedures outlined in this policy to maximize the safety of students. The scope of this policy covers: bus driver requirements, school bus driver cellular phone use, off-site trips and safety rules and bus evacuation procedures. This policy complies with KHDA inspection standards¹¹.

School trips and visits make pleasant changes to classroom-based activities and stimulate the development of a child. However, taking groups of individuals out of school may entail some risk that the school needs to mitigate. We are committed to the safety and security of all students during off-site transportation and trips.

3.0 Aims and Objectives

This policy aims to:

- 3.1 Ensure safety of all students while riding school buses.
- 3.2 Ensure a safe journey for all students during off-site trips.
- 3.3 Maintain school buses in best possible running condition.

4.0 Roles and Responsibilities

4.1 Responsibilities of the School Governing Body¹²:

The Governing Body shall:

- a. Approve the reviewed school's transportation and off-site trips safety policy on an annual basis.
- b. Seek parents' feedback to guide further development of this policy.

4.2 Responsibilities of the Principal:

The Principal shall:

- a. Ensure the proper implementation of the policy.
- b. Identify infringements and address them.
- c. Ensure that all parents and students are made aware of the school's rules and expected conduct during bus rides.

¹¹ UAE School Inspection Framework 2015-2016, p. 72-74

¹² UAE School Inspection Framework 2015-2016, p. 102-104

- d. Ensure the transportation service provider is following the transportation safety rules set out in this policy.
- e. Ensure trip coordinators have the necessary knowledge, experience, and qualifications and that suitable safety measures are provided.
- f. Contribute to the development of this policy.
- g. Seek parents' feedback to guide further development of this policy.

4.3 Responsibilities of the Head of Section:

- a. Ensure that all bussed students board the assigned bus for them.
- b. Read, approve, and sign the trip form for school trips, after ensuring it complies with health and safety regulations.
- c. Ensure that a risk assessment has been done to cover all aspects of a school trip.
- d. Ensure permission is given by parent/caregiver for their child to go on a trip.
- e. Ensure training in risk assessment and appropriate monitoring is provided to staff members.
- f. Ensure that adult supervision is provided for any school trip.
- g. Accompany students on a trip as needed.

4.4 Responsibilities of the Bus Driver:

All bus drivers shall adhere to the responsibilities set by the school in collaboration with the transportation service provider. The bus drivers are expected to:

- a. Maintain all required records and reports.
- b. Maintain the equipment in best possible running condition and report any needed bus repairs daily.
- c. Observe the assigned route closely and make any suggestions which would improve the efficient operation or safety of the route.
- d. Do a walk-through of the bus after each run to ensure that no student is left on board.
- e. Assist the Principal and the Facility Manager in conducting proper procedures for school bus evacuation drills.
- f. Ensure that students embark and disembark only at their assigned bus stop unless the Principal, Facility Manager or designated representative approves a change.
- g. Report acts of student misconduct to the Facility Manager.
- h. Take such steps as are reasonable/necessary to protect the students should an emergency develop.
- i. Refrain from idling the bus engine unnecessarily and shut off the engine during all school loading and unloading operations, if applicable.

- j. Attend and participate in relevant in-service training programs required by the school.

4.5 Responsibilities of Trip Coordinator

The trip coordinator shall:

- a. Ensure that all procedures have been followed for identifying safety needs.
- b. Ensure that supervision of students is provided throughout the trip.
- c. Take regular head counts at the beginning, throughout the duration and at the end of the visit.
- d. Ensure First aid kits are available for the trip.

4.6 Responsibilities of the Student:

While on the bus, each student is expected to:

- a. Abide by the school bus transportation rules and policies.
- b. Recognize that riding a school bus is a privilege and that repeated or serious misconduct may incur loss of the bus riding privilege.
- c. Carry only items that can be held in the lap or stored under the bus seat; items specifically excluded from the school bus include but are not limited to large instruments and oversized backpacks.
- d. Ride only the assigned school bus and be present at the assigned bus stop a minimum of five (5) minutes before the scheduled arrival of the bus.
- e. Refrain from carrying any item prohibited from being in the student's possession while attending school.
- f. Understand that the same student rules to be adhered to while at school shall pertain to riding on the school bus.
- g. Use appropriate occupant safety equipment (Seat belt).

4.7 Responsibilities of Parent Volunteers:

Parent/Volunteers who accompany school trips and outings must:

- a. Accept normal common duty of care throughout the entire journey and activity, and to act as a responsible parent towards all the children, particularly those placed in their care by the Head of Section.
- b. Be prepared to follow the instructions of the Head of Section, always keeping to the arrangements made for the group.
- c. Always maintain good order and discipline.

5.0 Policies and Procedures

5.1 Rules for discipline:

The following shall be deemed as justification for refusing a student the privilege of riding a school bus or other carrier:

- Yelling, cursing, obscene language;
- Throwing objects on the bus or out of the windows;
- Extending head, arms, or hands out the windows;
- Fighting, scuffling, smoking in the vehicle;
- Moving about in the vehicle while it is in motion;
- Damaging property;
- Any other conduct which might jeopardize the health, safety, welfare, or rights of other people on the bus.

Within the legal limits, the person responsible shall pay for any damage done to a transportation vehicle.

5.2 Bus/Car Driver requirements:

It is the policy of the school to assure that the following requirements are adhered to:

- All bus drivers should have proper certification complying with standards for school bus drivers established in government laws.
- The school reserves the right to ask for the official documentation of each driver's driving license at any time. Any employee who knowingly operates a school bus with a suspended or revoked license shall be subject to dismissal.
- A driver involved in a preventable accident, or who is issued a citation for a traffic violation, shall be subject to disciplinary action.
- A driver must conform to the provisions relating to controlled substance use and testing. A driver testing positive for a controlled substance under legal provisions shall receive a termination.

5.3 Bus Driver cellular phone use

- Cellular phone use while driving has been proven to contribute to accidents. The use of a cellular phone while driving is a distraction from the driving environment.
- Drivers shall not use a cellular phone anytime the school bus/car is moving, whether with or without students on board. If the driver has a critical reason for using a cellular phone while performing bus-operating duties, the driver will depart the roadway, stop the bus/car in a safe area, and then use the cellular phone.

- The driver is required to keep a cellular phone with a battery charger on the bus/car to avoid any loss of communication caused by a completely discharged battery.
- Safety will always be the priority for any driver while operating a school bus/car. Any deviation from the above procedures will result in disciplinary action.

5.4 Off-site trips

5.4.1 Risk Assessment

Risk assessment is a key part of preparing for a school journey/visit. This is particularly important when dealing with some students of determination who may have little or no sense of danger and often do not understand what is appropriate and inappropriate in public places. To ensure maximum safety, the trip coordinator shall:

- visit the trip venue prior to the visit
- ensure that the venue management is aware that the children are visiting and when they will be arriving.
- take the following steps to assess the possible risks:
 - Look for hazards
 - Decide who might be harmed and why
 - Evaluate the risks and decide whether the existing precautions are adequate or whether more should be done
 - Record the findings
- submit a Risk Assessment Form prior to proceeding with the activity.

5.4.2 Responsibility

- As student safety is of high importance during any school trip, the trip coordinator shall be responsible for ensuring that all procedures have been followed for identifying safety.
- The trip coordinator shall be responsible for ensuring that adult supervision for the trip is provided.
- The recommended ratio of supervisors to students is 1:10. However, the Principal may decide to increase/decrease the number of supervisors, depending on the nature of activity.
- In case the trip coordinator is unable to participate, a substitute teacher or staff member shall replace him/her with the approval of the Principal.
- Family members and friends of staff members shall not participate in a field trip unless there is pre-approval from the Principal.

5.4.3 Safety rules

- The school transportation policies and procedures shall apply to school trips.
- Students must be supervised at all times while at any school event, and supervisors must be readily available to respond to student requests and provide a balanced supervision.
- Staff members shall ensure that all regular school rules are followed during the trip.
- For all overnight or out-of-country trips, there shall be a nurse or an adult with an approved First Aid certificate accompanying the students.
- Supervisors must ensure that all participants in outdoor activities have clothing, footwear, and equipment which are suitable to the nature of the activity.
- School buses shall be the primary and preferred transportation mode for trips; however, private vehicles may be used when deemed appropriate and approved in advance by the Principal after the parent fills the Field Trip Consent Form.
- Travel will usually begin and end at the school. Students will not be picked up or let off at other locations, unless the Principal is aware and granted his/her approval.
- The trip supervisor must carry a list of passengers travelling in each vehicle used on a trip and ensure that all students are accounted for on that vehicle prior to movement.
- Supervisors must ensure that all participants are aware of procedures to be followed should separation or an accident occurs during the trip.
- Except for emergency reasons, there shall be no variation from the scheduled route of the trip.
- At least two members of staff should carry charged mobile phones.
- In the event of an emergency while on a school trip, the staff member in charge will notify his/her supervisor and arrange for promptly notifying parents of all students involved in the student trip activity.
- In the event of an injury/illness during the activity, the Principal, HoS, and supervisor, along with the parents, decide on how/when/where to transport the injured/ill student.
- A complete report of the incident shall be submitted within three days using the Incident Report Form.
- Provisions of food activities provided during the trip shall adhere to the rules governing the Food Safety Policy of the school.

5.5 Bus Evacuation Procedures

5.5.1 When to Evacuate the School Bus:

It is important to note that bus evacuation is not an automatic procedure that needs to be implemented with every collision or incident. Sometimes it is safer for students to remain in the bus and wait till a replacement bus arrives (e.g., a minor “fender-bender” bus accident)

Cases that require emergency evacuation include:

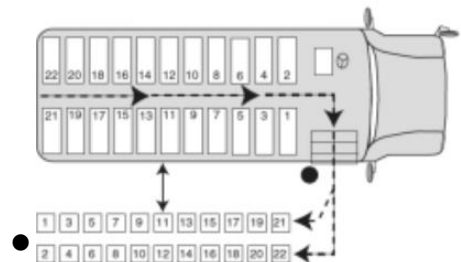
- 1) A fire or detected smoke on the bus
- 2) Noticing a strong fuel smell or the smell of something hot indicating a suspected fire (happening or about to happen)
- 3) A broken-down bus in danger of being hit by other vehicles (e.g., on a highway, on a sharp curve, heavy fog conditions, etc.)
- 4) Flooding conditions due to heavy rains, if deemed necessary.

5.5.2 Responsibilities of the Driver and Conductor:

• During Evacuation:

The bus driver, with the help of the conductor (Nanny), should ensure the following procedure is implemented:

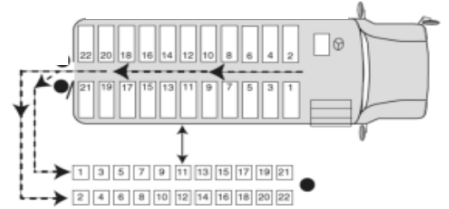
- 1) Park the bus as close to the shoulder of the road as possible.
- 2) Turn hazard lights on
- 3) Set the parking brake
- 4) Turn the engine off
- 5) Stand facing the rear of the bus and issue the following instruction: “Remain seated; prepare to evacuate.”
- 6) Turn toward the front of the bus.
- 7) Move backwards to the first occupied seat.
- 8) Starting with either the left or the right seat:
 - Address the person nearest to the aisle “Go” to indicate that the passengers in that seat can start leaving the bus.
 - Keep the passengers in the seat opposite in their seat by holding the hand palm out in a restraining gesture until the aisle is clear.
 - Move out the passengers in the opposite seat, using the same signal as above
 - Move backwards down the aisle, repeating this procedure at each seat until the bus is empty.
- 9) Once all aisles have been evacuated, the driver checks the bus from the very back seat to the front, making sure it is empty. The driver



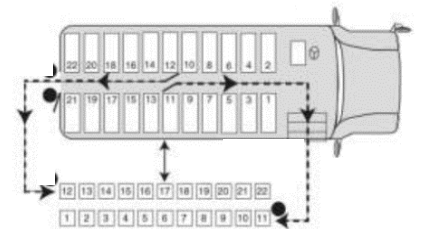
then removes the keys from the ignition, and if needed, the fire extinguisher and/or first aid kit will also be removed.

- **Use of Exits:**

- If the front entrance of the bus becomes unusable due to a fire or a barrier, the emergency door can be used to exit the bus. In that case, the driver will conduct the same procedure starting from the last seat.



- If the situation is an emergency that requires evacuation from two exits (front and emergency exits), the driver and the conductor will work together, with the conductor working forward seat by seat and the driver working backward seat by seat (as described in step 8 above).



- If the bus is on the side, use the roof hatches as well as the emergency doors on the upside to evacuate students. The windshield and rear windows can also be pushed out to facilitate evacuation.
- In case of a sudden disability of the driver, the conductor shall handle the evacuation procedure described above. The driver should be removed by older students if he is assessed to be in further danger by remaining on the bus.

- **After evacuation:**

The bus driver, with the help of the conductor, should ensure the following procedure is implemented:

- 1) Ensure that students as a group stay at a safe distance (a minimum of 30 meters) away from any dangerous area.
- 2) Keep an eye on the students while removing the fire extinguisher or first aid kit, if needed.
- 3) Call or have someone call 999 and the school (use ICE number) and inform them of the exact location of the bus, the situation creating the emergency, the type of assistance needed and a notification that the bus is being evacuated.

5.5.3 Responsibilities of the students

- 1) Stay calm, don't panic, and follow the driver's instructions.
- 2) Leave all belongings behind.

- 3) Exit the bus safely.
 - Use the handrails to avoid falls.
 - Watch for broken glass, passing vehicles, or other dangers.
 - When exiting the bus, be careful that clothing, backpacks or purses with drawstrings or straps don't get caught in the handrails or doors.
 - Exit seat by seat alternating rows.
 - Leave the bus quickly without pushing or shouting.
 - Walk to a safe place and stay together.

- 4) Move to the safe assembly area.
 - Be sure that the bus driver can see you, and you can see the bus driver.
 - Walk at least three giant steps away from the side of the bus.
 - If you must cross the street in front of the bus, walk along the side of the road to a point at least five giant steps (3 meters) ahead of the bus before you cross. Wait for the driver to signal that it is safe to cross.
 - Never stand or walk behind the bus.
 - If you drop something near the bus, tell the bus driver. Never try to pick it up because the driver may not be able to see you.

5.6 Evacuation Drills:

School bus evacuation drills shall be conducted at least once a year. The purpose of this exercise is to instruct students on how to exit a school bus quickly, safely and in an orderly manner during regular bus trips as well as extracurricular activities.

5.7 Medical Emergencies on School Bus

Medical emergencies can happen on school buses, and it's important for bus drivers and conductors (Nannies) to be prepared to respond quickly and effectively. Below are the steps to follow in the event of a medical emergency on a school bus:

1. **Assess the Situation:** The first step is to assess the situation and ensure the safety of all students on the bus. If the bus is moving, the driver shall pull over to a safe location and put on hazard lights. If possible, put the bus in park gear and turn off the engine to reduce noise and distractions.
2. **Call for Help:** Dial 999 or emergency services immediately to request medical assistance. Provide them with the exact location and a description of the situation, including the number of students involved and the nature of their injuries or symptoms.

3. **Notify School:** Inform the designated point of contact for emergencies (ICE number) of the situation so they can coordinate with emergency services and the parents of the affected students.
4. **Stay Calm and Reassure Students:** Stay calm and reassure the students on the bus. Let them know that help is on the way and that you are there to assist them.
5. **Administer Basic First Aid:** Assist the injured or ill students only (if trained). This may include CPR or applying pressure to control bleeding from an open wound. Do not perform any medical procedure beyond training.
6. **Cooperate with Emergency Responders:** When emergency personnel arrive, provide them with all the information they need and follow their instructions. This may include helping to load students onto ambulances or providing information if requested.
7. **Keep Records:** Document the incident, including the names of the students involved, their symptoms, and any first aid or medical assistance provided. This information will be important for school and medical personnel.
8. **Keep Parents Informed:** As soon as it is practical and appropriate, a designated person from school will contact the parents or guardians of the affected students to inform them of the situation and provide them with information about where their child is being taken for treatment. This person might be required to meet the parents at the location of treatment.
9. **Follow Up:** After the emergency has been resolved, follow up with the school administration to provide any additional information and support that may be needed.

5.8 Medical Emergency Drills:

Conducting a medical emergency drill on a school bus is essential to ensure the safety and well-being of students in the event of a medical crisis. Below are the steps to plan and execute a medical emergency drill on a school bus:

5.8.1 Preparation:

- Identify a suitable date and time for the drill. The school shall decide on a date and a time when students are on the bus.
- Notify all relevant parties, including bus drivers, school staff, and emergency responders, about the drill.
- Ensure that necessary medical equipment and supplies are available on the bus, such as a first aid kit and emergency contact information.

5.8.2 Briefing and Training:

- Gather all involved personnel, including the bus driver, conductors, and other designated staff, for a pre-drill briefing. Explain the purpose and objectives of the drill.
- Train involved personnel on how to use the medical equipment and conduct basic first aid procedures.
- Assign specific roles and responsibilities to each staff member during the drill, including communication with emergency services.

5.8.3 Scenario Development:

- Create a realistic medical emergency scenario, such as a student experiencing a severe allergic reaction, fainting, or a seizure.
- Ask a student volunteer to play the role of the injured student.
- Ensure that the scenario includes specific details, such as the student's seat on the bus, symptoms, suggested bus location, and any relevant medical history.

5.8.4 Execution of the Drill:

- The drill will be conducted in the bus area in the school.
- Initiate the drill by simulating the medical emergency scenario while the bus is in motion.
- Encourage the bus driver to follow proper safety procedures, such as safely stopping the bus and activating hazard lights.
- Instruct conductor/designated person to provide immediate first aid and assistance to the simulated injured student.
- Test the communication systems to contact emergency services and provide them with accurate location information.

5.8.5 Evaluation and Debriefing:

- After the drill is completed, gather all participants for a debriefing session.
- Discuss what went well and what could be improved during the drill.
- Identify any issues or challenges that need to be addressed, such as communication breakdowns or equipment malfunctions.
- Make necessary adjustments to the emergency response plan and update staff training as needed.

5.8.6 Documentation:

- Document the results of the drill, including any observations, lessons learned, and recommendations for improvement.

- Keep records of staff attendance, equipment checks, and emergency response times.

5.8.7 Regular Practice:

- Conduct medical emergency drills on school buses periodically to ensure that staff remain prepared and familiar with the procedures.

6.0 Policy Review

The Senior Leadership Team will conduct an annual review of this policy and procedures and share suggestions for improvement with the Governing Body.

Section F: Food Safety Policy

1.0 Primary Values

Safety, Health, Happiness, Wellbeing, Care, Responsibility, Support.

2.0 Aims and Objectives

This policy aims to provide safe foods, by controlling hazards that may occur or be introduced into foods anywhere along the flow of the food from receiving to service.

3.0 Roles and Responsibilities

3.1 Responsibilities of the School Governing Body:

The school Governing Board is responsible for reviewing, developing and monitoring the implementation of the policy. The Governing Body shall:

- a. Approve the revised school's food safety policy on an annual basis.
- b. Oversee the implementation of the policy.
- c. Identify any infringements and address them.
- d. Seek parents' feedback to guide further development of this policy.

3.2 Responsibilities of the Principal:

The Principal shall:

- a. Ensure the proper implementation of the policy.
- b. Ensure that the school, as specified in the "Guide of Health and Nutritional Practices of School Canteens", follows all requirements, standards and procedures for school cafeteria facilities, hygiene, safety and food supplier requirements.
- c. Assign a member of staff to monitor food safety activities and issues and liaise with the catering company and regulatory authorities on behalf of the school.
- d. Ensure that any inspection required by the Food Control Department of Dubai Municipality is facilitated.
- e. Ensure full compliance with the process for responding to cases of food poisoning or cases of suspected food poisoning.
- f. Contribute to the development of this policy.

3.3 Responsibilities of the Service Provider:

The catering company is expected to fully comply with the food safety and hygiene requirements of the Dubai Municipality¹³, by ensuring:

- a. Food handlers are medically fit and undergo appropriate food hygiene

¹³ Dubai Municipality- Dubai Health Authority- Guide of Health and Nutritional Practices of School Canteens, 2011

- training and licensing.
- b. Adequate storage, ventilation and washing facilities are available.
- c. Proper cleaning, sanitizing and pest control procedures are applied.
- d. Suitable equipment and protective clothing is available.
- e. Food safety hazards are identified and controlled.

3.4 Responsibilities of the Company Representative:

The company representative shall:

- a. Monitor and evaluate the food service operations on behalf of the catering company to ensure that objectives and requirements are met.
- b. Maintain records of all food-related complaints and procedures duly taken in that regard.
- c. Follow the recommendations of Dubai Municipality Food Inspection Officers.
- d. Respond to and follow-up on cases of food poisoning with the Food Control Department of Dubai Municipality.

3.5 Responsibilities of the Person in Charge (PIC):

The PIC shall:

- a. Monitor and evaluate the food safety activities on behalf of the school.
- b. Periodically visit the caterer to ensure that food products are produced, stored and transported safely.
- c. Maintain records of all food-related complaints, violations and corrective actions.
- d. Report incidents or violations immediately to the Principal.
- e. Liaise with the catering company and regulatory authorities to provide support where needed.
- f. Assist the PIC in following-up on the application of corrective actions for cases of food poisoning.

4.0 Policy Statement

- 4.1 The food service provider shall be approved by the related authorities and must meet all safety and hygiene requirements set by these bodies.
- 4.2 The food service provider shall be compliant with the food safety and hygiene requirements as stipulated in the Dubai Municipality's "Guideline to Healthy and Nutritious Food Practices in School Canteens".
- 4.3 The food service provider shall be required to apply a food safety system based on the principles of hazard analysis and critical points

“HACCP” system.

- 4.4 The school shall monitor cafeteria operations, maintain inspection records, and address any violations immediately.
- 4.5 The school shall visit the caterer periodically to ensure meals are produced, stored, and transported safely.
- 4.6 The school shall respond to and follow up on cases of food poisoning with the catering company and the Food Control Department of Dubai Municipality.

5.0 Procedures

5.1 Health and control

In order to provide healthy and safe food for students, the school shall follow the health and control procedures as outlined in the “Guide of Health and Nutritional Practices of School Canteens”¹⁴:

- The SLT members receive and discuss the list of food items and meal options provided by the licensed catering company on an annual basis.
- If they are compliant with the Dubai Municipality nutritional guidelines¹⁵, the Principal approves the food lists while ensuring that prices are affordable for all students.
- Once the food lists are approved by the Dubai Municipality, the Person In Charge (PIC) handles all food related activities in the cafeteria according to approved requirements.
- Upon receiving inspection and evaluation reports from the Dubai Municipality, the PIC, with the support of the Principal and the School Representative, performs the necessary changes based on the recommendations of the Food Inspection Officers.
- In case of any violation, the PIC, along with the Principal and the School Representative, decide on and apply corrective actions pertaining to violations.

5.2 Food borne illnesses

In order to respond to food borne illnesses, the school shall follow the procedures outlined in the “Guide of Health and Nutritional Practices of School Canteens”¹⁶:

¹⁴ Dubai Municipality- Dubai Health Authority- Guide of Health and Nutritional Practices of School Canteens, 2011, pp.31

¹⁵ Dubai Municipality- Dubai Health Authority- Guide of Health and Nutritional Practices of School Canteens, 2011, p. 27-30

¹⁶ Dubai Municipality- Dubai Health Authority- Guide of Health and Nutritional Practices of School Canteens, 2011, p.13-14

- In case of suspected food poisoning, the student is directed to the school doctor for diagnosis and treatment.
- If symptoms of food poisoning are detected, the PIC:
 - Records the case in a food poisoning form which includes information about the sick person and the symptoms.
 - Ensures there are no other cases have been missed out among students.
 - Recalls suspected food and stores them in a way to maintain specifications.
 - Informs the Food Control Department if more than one case of illness were suspected after consuming the same food.
- The Food Health Officer from the Dubai Municipality inspects the cafeteria and takes corrective action, if needed.
- The school doctor transfers the affected student to medical centers for tests and treatment.
- The PIC follows up on the application of corrective actions with the school representative and the Principal.
- The PIC and the school representative close the case and record the results.

6.0 Policy Review

The Senior Leadership Team will conduct an annual review of this policy and procedures and share suggestions for improvement with the Governing Body.

Section G. Preventive Maintenance and Repair Policy

1.0 Primary Values

Safety, Security, Health, Happiness, Wellbeing, Responsibility, Support.

2.0 Rationale

AMG is dedicated to ensuring safe and secure school premises and a healthy environment that accommodate students and staff and facilitate the teaching and learning process. Accordingly, this policy sets the guidelines for performing the services designed to keep the school facilities in good working conditions. The scope of this policy covers the building, the fixed equipment, and other components of the facility's infrastructure, as well as a variety of technical and support functions based on the Dubai Civil Defense School Building Safety standards and KHDA inspection standards¹⁷.

3.0 Aims and Objectives

This policy aims to:

- 3.1 Protect and preserve the school's property, assets and facilities adequately.
- 3.2 Maintain the best conditions for carrying out the educational programs.
- 3.3 Extend the useful life of building and other facility assets.

4.0 Roles and Responsibilities

4.1 Responsibilities of the School Governing Body¹⁸:

The school Governing Body is responsible for reviewing, developing and monitoring the implementation of the policy. The Governing Body shall:

- a. Review and approve the school's maintenance and repair policy on an annual basis.
- b. Ensure the policy meets regulatory requirements.
- c. Oversee the implementation of the policy.
- d. Identify any infringements and address them.

4.2 Responsibilities of the Principal:

The Principal shall:

- a. Ensure the proper implementation of the policy.

¹⁷ UAE School Inspection Framework 2015-2016, p. 72-74

¹⁸ UAE School Inspection Framework 2015-2016, p. 102-104

- b. Ensure the adequate maintenance of the school and the early detection of building problem areas and the quick response to necessary repairs.
- c. Contribute to the development of this policy.

4.3 Responsibilities of the Facility Manager

The Facility Manager shall:

- a. Abide by the school's maintenance and repair policy.
- b. Plan, implement, and oversee maintenance and operations activities that are in the best interests of the school and its stakeholders.
- c. Handle the following:
 - **Physical Condition:** Operations and maintenance activities that aim at ensuring all inventory and non-inventory assets are sound, in good physical condition, and operating in excellent condition.
 - **Functional Performance:** Operations and maintenance activities that aim at ensuring that inventory and non-inventory assets facilitate the educational process and function in a most economical and most efficient way.

5.0 Policies and Procedures

5.1 Maintenance Plan

- The school shall implement a scheduled predictive/preventive maintenance and reactive maintenance plan for all facilities owned by the school.
- Files containing information defining the type of predictive/preventive maintenance work being performed and the dates on which it was completed shall be documented and kept.

5.2 Inspection, Cleaning, Servicing and Repair of HVAC Systems

- Ventilation, exhaust and air-conditioning systems shall be inspected, cleaned, and serviced annually by properly trained personnel.
- Split and packaged units shall be inspected annually.
- Boiler systems shall only be maintained by licensed and trained personnel.
- Specified levels of fresh air intake shall be maintained to ensure proper system operations and reduce the potential for poor interior air quality.

- Thermostat levels shall be maintained as appropriate with limited access to controls.
- Cooling levels shall be adjusted when building or spaces are not in use in an effort to conserve energy.

5.3 Inspection and Repair of Electrical Systems

- Electrical systems shall be inspected and repaired by trained personnel only.
- Outlet boxes shall be inspected for proper installation.
- Every component of an emergency system shall be serviced and assured that it is in constant working order.
- Panels and breakers of distribution switchboards shall be secure, in serviceable condition, and are upgradable.
- Protection of grounding against electrical shock caused by lightning shall be ensured.
- Interior lighting fixtures: appropriate levels of illumination for various purposes shall be maintained throughout the school at all times.
- Lightning protection: protection against electrical surges that can threaten life, equipment, and school property shall be ensured.
- Miscellaneous electrical equipment: general serviceability and safe use of electrical equipment or appliances as the situation warrants shall be ensured.
- Personnel qualifications: certified in-house staff or contracted labor shall be available to adequately maintain every aspect of the facility's electrical infrastructure.
- All critical electrical equipment and systems shall be visually inspected while they are in operation. Inspections shall be performed at least once a year to ensure proper working order of system components.
- All electrical panels, disconnects, and related equipment shall be properly identified and labeled, and all lockout tags shall be properly installed.
- Installation and operation of surge protectors for all sensitive electrical equipment and emergency systems shall be verified.

- A comprehensive list of deficiencies for inclusion on future work orders shall be noted as required.

5.4 Inspection and Repair of Data, Communication, and Related Systems

- Proper installation of cables, wiring, and fixtures for data, communication, and alarm systems shall be verified and shall be compliant with applicable codes.
- Installation and connection of uninterrupted power source and surge protection shall be verified.
- Security of all sensitive data and communications equipment shall be ensured.
- Regular inspections of each system component to verify proper working condition shall be conducted.
- Unobstructed access to all cable runs and equipment shall be maintained.
- System testing shall be coordinated on a yearly basis, or as required by installer, equipment manufacturer, or applicable code.
- All deficiencies, problems, or code violations shall be documented and reported to proper administrators/supervisors.

5.5 Inspection and Repair of Fire Alarms

Licensed service providers shall test fire alarms annually. Equipment such as pull stations and alarm bells shall be checked as well as strobe light indicators, where applicable. Smoke and heat detectors and ductwork shall be inspected and cleaned to prevent false alarms from occurring. Control panels shall be accessible and clear of materials and supplies but they will be restricted to authorized personnel only.

5.6 Inspection and Repair of Fire Extinguishers and Kitchen Hood Vent Suppression Systems

Fire extinguishers and kitchen hood vent suppression systems shall be inspected by trained personnel and checked annually by the service provider. Extinguishers must have a current year inspection tag fastened to them and must be inspected and recharged or pressure tested, at least annually, if needed.

5.7 Inspection and Repair of Emergency Lighting and Exit Light Fixtures

Emergency lighting and exit light fixtures shall be inspected and tested during fire extinguisher inspections. Wiring and batteries shall be inspected for corrosion and leakage.

5.8 Inspection and Repair of Plumbing

- Plumbing within all facilities shall be inspected periodically including, but not limited to, piping and insulation, toilets, urinals, sinks, strainers, floor drains, flush valves, and faucets.
- Shut-off valves and back flow devices for all types of equipment shall be fully operational in each building.
- Emergency shut-off valves for all gas-fired equipment utilized in kitchens, labs, shall be verified for proper operating order.
- Potential problem areas where old or outdated service lines exist shall be identified.
- Periodical checks shall be conducted for leaks and signs of problems associated with moisture from plumbing lines.
- Sewer drains shall be cleaned on a frequent or an as-needed basis to ensure proper working order.

5.9 Inspection and Repair of Roofs

- Roofing shall be inspected biannually (winter and summer breaks).
- Penetrations including, but not limited to, HVAC roof curbs and ductwork, gas lines, electrical conduits, and roof drains shall be checked for watertight seal.
- Any ponding water on flat roof areas shall be addressed to prevent future deterioration of roof surfaces and possible problems with indoor air quality.
- Gutters and downspouts shall be checked for debris and leaking joints.
- Metal roofs shall be checked for screws, fasteners, and panels that may have worked loose due to the expansion and contraction of the roof. Only sealant recommended by the manufacturer shall be used on metal surfaces.
- Roof leaks shall be repaired as soon as possible to prevent deterioration of the building and damage to the contents. If leaks

occur, damaged materials such as drywall, ceiling tiles, insulation, and carpet shall be cleaned, repaired, and/or replaced to prevent the possibility of mold and other indoor air problems.

5.10 Inspection and Repair of Stairwell Areas

Stairwell areas shall be inspected to verify that adequate lighting is being provided and that all hand railing is positioned correctly and is secure. Stair treads shall be level and secure and the surface condition shall be satisfactory for the type of location.

5.11 Inspection and Repair of Doors and Windows

Doors and windows shall be inspected including, but not limited to, jambs, frames, hinges, thresholds, closing devices, lock sets, latches. Doors, windows, and hardware shall be functional and in good repair.

5.12 Inspection and Repair of Floor Covering

- Floor coverings shall be maintained as recommended by the product manufacturer.
- Transitions from surfaces shall be maintained level and smooth to prevent trips and falls. Damage to floor, which presents a trip hazard, will be repaired immediately.

5.13 Inspection and Repair of Masonry and Concrete Building Exteriors

- Masonry and concrete building exteriors shall be inspected bi-annually (spring and fall) for open expansion joints, cracking, and porosity.
- Surfaces shall be washed at regular intervals to remove accumulated dirt, mildew, and stains from surface.
- A flood coat of an approved type of sealant shall be applied every three to five years to protect exterior surfaces from damage caused from moisture.

5.14 Inspection and Repair of Interior and Exterior Finishes

- Painting of facilities, interior and exterior, shall be performed or supervised by trained and experienced painters.
- Paints and solvents will be stored away from all student areas in a container authorized for “Flammable Material” and they will be disposed of properly.
- Proper ventilation shall be utilized during painting operation.

5.15 Inspection and Repair of Kitchen Equipment

- Kitchen equipment shall be inspected biannually (summer and winter breaks).
- All electrical supply cords and connectors on equipment shall be inspected.
- Fan blades shall be inspected and motors shall be lubricated where applicable.
- Refrigerators shall be cleaned and sanitized annually.

5.16 Inspection and Repair of Sidewalks, Driveways, Parking Areas, and Paved Play Areas

- Parking areas and paved play areas shall be inspected biannually and as needed.
- Surface areas shall be level, free of holes and depressions and provide smooth transitions to all areas to prevent trip and fall hazards.
- Cracks and expansion joints in concrete shall be cleaned and filled with an approved sealant to prevent moisture from entering.
- Asphalt shall be inspected for cracking indicating sub-surface failures, where applicable.
- Proper treatment shall be applied to all surfaces approximately every three years.

5.17 Identifying and Marking Parking Lots, Fire Lanes, Drives, Assembly Points Etc.

- Parking lots, fire and emergency vehicle zones, and bus and car loading/unloading areas shall be marked as needed to provide information identifying these areas as such.
- Marking shall be repainted as needed to maintain good appearance and visibility.

5.18 Inspection and Repair of Playground Equipment

- Playground equipment shall be inspected monthly for wear and tear or damage.
- Repairs shall be made immediately, or equipment must be disabled or removed from use until repairs can be made.

- Proper fall surfaces and zones shall be checked and corrected if found insufficient.
- Field areas must be maintained to provide a smooth and level playing area.

5.19 Grounds Maintenance Standards

- Grounds shall be inspected and trash picked up daily. A schedule of grounds mowing shall be established.
- Trees and large shrubbery shall not be planted close to the buildings as this may create damage to the foundations from the root systems as well as damage to roofs and gutters from limbs and foliage. Trees shall have branches pruned high enough to allow for mowing equipment to pass under them.
- Proper drainage shall be provided to prevent water from ponding and erosion from occurring around the buildings.
- Fencing and gates shall be maintained in good condition at all times to discourage unauthorized access and prevent injuries.

5.20 Athletic Field Maintenance

- Athletic field maintenance varies with the type and use of the athletic field. Mowing schedules shall be at the demand of the athletic staff/coaches.
- Swells or holes that could be hazardous to players/users shall be repaired immediately.
- Procedures and schedules shall be developed for grounds maintenance to include, but not be limited to, top surface fertilizing, weeding, nutrient schedules and leveling playing fields.
- Non-grounds structures such as structures for players and storage, fences and goal posts shall be inspected regularly to ensure compliance with applicable codes and serviceability.

6.0 Policy Review

The Senior Leadership Team will conduct an annual review of the maintenance and repair policy and procedures and share suggestions for improvement with the Governing Body.

Revision History:

Revision	Date	Description of changes	Requested By
0	02/09/2016	Initial Release	CAO
1	01/10/2018	General Review, became an independent policy	School Principal
2	1/09/2019	General review, moved lockdown policy to crisis management policy	CAO
3	24/10/2022	Updated Child Protection Policy to align with the UAE National Policy	School Principal
4	25/09/2023	Updated Transportation Policy to align with the RTA requirements on drills	School Principal