



Health Safety & Environment Community Guidelines

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3	1/06/2022	26/09/2022	Vijumal Thajudeen	TECOM Group IPO Announcement

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1. Introduction

Health, Safety and Environment (HSE) Community Guidelines are for Business Partners /Tenants /Leased Parties. This guideline provides minimum standards to ensure Occupational Health and Safety (OHS) to people, property, and equipment and against hazards associated within Business Districts, within TECOM GROUP. It also intends to provide adequate guidance on protection of the natural environment from pollution. These guidelines are developed considering UAE Federal, local HSE requirements and international best practices.

Provisions in these guidelines applies to Business Districts, operated within TECOM GROUP. Requirements may only be excluded where non-applicability manifests. Where an omission in the manual is identified by an interested or affected party, the issue should be managed appropriately. The manual includes legislative obligations under various Occupational Health and Safety and Environmental acts, and legal and “best practice” references are intended as a guide only. Although the information is believed to be current at the time of publication, subsequent changes to referenced legislation, regulations, government policies, publications and new court decisions may necessitate updating of information over time. Therefore, it is recommended that when reading this publication, Tenants, Business Partners and/or contractors refer to the latest amendments or versions of acts and documents referenced.

These guidelines will be periodically reviewed, updated, and made available to TECOM GROUP Business Partners /Tenants & other interested parties as part of HSE responsibility to operate within TECOM GROUP. This is the Second Edition of the manual, dated 01 Jan 2021. Revisions will be dated and numbered consecutively. Any future edition of the manual cancels and replaces previous editions.

For further information, contact TECOM GROUP HSE Department at the following e-mail address: HSE@tecomgroup.ae

1.1. Definitions

Abbreviations		Description
DH	:	Dubai Holding
TECOM	:	TECOM Group
FM	:	Facilities Management
HSE	:	Health, Safety and Environment
EIA	:	Environment Impact Assessment
DCD	:	Dubai Civil Defense
DM	:	Dubai Municipality
TG	:	Technical Guidelines
DEWA	:	Dubai Electricity and Water Authority

2. TECOM GROUP HSE Policy

Classification: Internal



TECOM HSE Governance Charter & Policy

2. Health, Safety and Environmental Policy

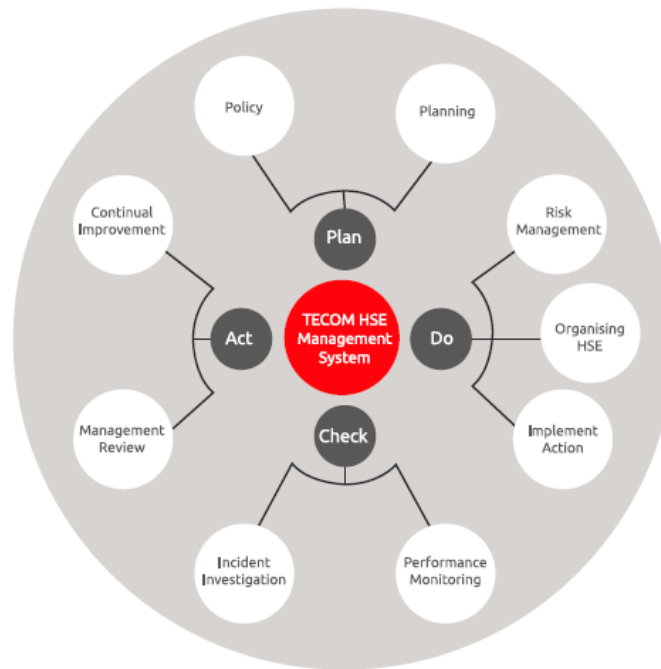
TECOM Group is committed to conduct its business in such a way as to achieve HSE leadership and practice sustainable development. We carefully integrate HSE aspects into our strategic business planning and execution processes to enhance organizational performance.

- We shall proactively reduce injuries and illnesses, promote occupational health & Wellbeing, pursue pollution prevention, waste reduction, encourage re-use and recycling, conserve natural resources, practice sustainability and incorporate state-of-the-art HSE practices into our operations.
- We shall drive employee wellbeing to prevent ill health by conducting risk (Safe working procedures, systems of work) benchmarking gap analysis. The wellbeing strategy includes health factors such as occupational health surveillance and support, mental health protocols & support, promoting healthy lifestyle initiatives.
- We shall meet all applicable HSE regulatory requirements, as well as our own HSE management standards.
- We shall accomplish a high standard of performance through a resilient HSE management system that provide adequate resources and establishes measurable HSE goals and objectives.
- We shall provide safe and healthy working condition, relevant HSE information, instruction, training, and supervision to employees, encourage and implement effective participation and consultation of the employees with Management. Employees have an individual responsibility to follow HSE procedures, participate proactively in our HSE programs and thus eliminating hazards and OHS and Environmental risks.
- We shall communicate applicable information to our interested parties upon request.
- We shall evaluate our own HSE performance as well as our suppliers' and promote continual improvement.
- We shall review the policy periodically to ensure, it remains relevant and consistent to our operations.

2.1 TECOM GROUP HSE Management System

TECOM GROUP HSE Policy is implemented through the below detailed HSE Management System

Embedding HSE into TECOM Culture



Applicable legal and other requirements for HSE Management

- Ministerial Order 32/1982
- Federal law 8/1980,
- Ministerial Order (5/1) 1981
- Ministerial Decision (6/1) 1981
- Dubai Local Order No. 61/1991
- Dubai Municipality, Code of Construction Safety Practice, 1995
- EPSS TG3
- Dubai Development Authority

3. Roles, Responsibilities and Legal Requirements

- Licensee / occupier / owner / contractor are responsible by Law under Ministerial Decision No. 32 of 1982 and other Federal / State Regulations for the protection of their staff from risks at work, injuries, disease, fire etc. and they must take appropriate precautions to the satisfaction of the Authority.

- Licensee / occupier / owner / contractor are responsible for identifying and updating legal and other statutory requirements applicable to their business.
- Respective licensee / occupier / owner / contractor shall be responsible to ensure that staff are informed of and comply with the applicable legal and other requirements pertaining to their activities.
- Some of the applicable local legislations include but are not limited to the following:
 - Dubai Development Authority Requirements
 - UAE Federal Law No. 8
 - Federal Law No. 24 of 1999
 - Federal No. 1 of 2002
 - Ministerial Order No. 32 of 1982 – Articles 1-29
 - Ministerial Order No. 37/2 of 1982
 - Local Orders, Directives, Code of Practices, Guidelines and Permits issued by any Dubai Government Organization
 - Dubai Civil Defense Requirements
 - Dubai Electricity and Water Authority Regulations
 - Dubai Civil Aviation Requirements

Statutory authorities might conduct a compliance check of the activities / facilities and any non-conformance noticed may lead to issuing violation notices and disciplinary action or other remedial actions.

4. Risk and Environmental Management

Risk and Environmental Impact Assessment

A risk and/or environmental impact assessment is essentially a careful examination of a work area or activity regarding what could cause harm to people, equipment, or the environment, to consider whether the existing precautions are sufficient, or more are required. The aim is to eliminate hazards or reduce the risk to an acceptable level.

EIA defines the mechanism for the identification and significant evaluation of the environmental aspects, to determine those aspects which, have actual or potential significant impacts upon the environment. This covers all activities under normal, abnormal, and emergency situations.

Organizations shall identify environmental aspects and significant impacts by also taking into consideration of legal requirements.

The licensee / occupier / owner / contractor shall, before the commencement of any on-site work, ensure that a competent person performs a high-level risk assessment. The risk assessment shall form part of their HSE plans and shall include the following but not limited to.

- The Identification of all hazards in execution of the processes and activities to which people may be exposed, or that may impact the environment and properties or assets.
- The analysis and evaluation of risks relating to the identified hazards.
- A documented plan of safe work procedures to Eliminate, mitigate, reduce, or control the hazards and risks that have been identified.
- A reassessment of the residual risk, considering the risk reduction measures documented in the plan.
- A plan to monitor and review compliance to the risk reduction measures.

Risk and/or environmental impact assessment can also be used to make a systematic comparison of different risk control/reduction options. It aids the organization in prioritizing any resulting actions to reduce risk.

To perform effective Risk Assessment and Control, licensee / occupier / owner / contractor shall apply following steps.

The process is termed as follows:

- Identify hazards: Identify all significant hazards relating to each work activity.
- Who is going to harm and how? Consider who might be harmed and how this relates to the hazard.
- Evaluate risk: Estimate the risk associated with each hazard, likelihood and consider the consequences of possible failures.
- Determine controls: Identify the risk controls that exist (or are proposed for planned activities) to reduce the risk associated with each hazard.
- Residual risk: Upon identifying the existing and new controls, reassess the risk, likelihood, risk rating and determine the tolerance.
- Applicable Legal Requirements, International Standards and Best Practices:
 - Federal Law No. 8 of 1980 - Safety of personnel shall be ensured by employer
 - Dubai Municipality Technical Guidelines 04 and 53 – Environmental impact of new projects and Environmental Impact Assessment procedure
 - BS EN 1050: 1997 - Safety of machinery and principles for risk assessment

5. Permit to Work (Access Permit & HSE Permit)

A permit-to-work is essentially a document which sets out work to be done, location, personnel responsible to apply, endorse and approve, date and time and the precautions to be taken. It is a clear TECOM GROUP (requesting to reinstate this sentence) defined and taken in the correct sequence. It does not, however, by itself make the job safe. It is the combined efforts of all those involved in the permit-to-work system to ensure that the works are carried out safely. A permit process enables all involved stakeholders, TECOM GROUP facilities manager (account manager) to review the safe system of work of the contractor.

A permit to work shall be obtained prior to commencement of work in TECOM GROUP owned facilities. In general Facilities Department/Mall Management /Tenant Management of TECOM GROUP will be the point of contact for obtaining a permit to work. Facilities Manager/Tenant manager /Mall Manager will be responsible for issuing access permits for the activities in their facilities. An additional HSE permit (other than the usual access permit) will be required for the following activities:

- Entry in to confined spaces
- Work at height (more than 3 meters)
- Spray painting
- Mechanical lifting
- Isolation of services
- Excavation
- Film shooting
- Demolition
- Use of Dangerous Goods
- Any other activity, in which Facilities Manager/Representatives opinion is a high-risk activity

6. Emergency Management

Emergencies can occur at any time without warning. Being physically and psychologically prepared to handle unexpected emergencies is an individual as well as an organizational responsibility of all occupants and businesses within TECOM GROUP.

This Emergency Action Plan and educational guide aims to ensure that all occupants and businesses understand the requirements for protecting themselves and their property during emergencies. Please read this guide thoroughly before an emergency occurs and become acquainted with its contents. The online guide is provided for reference.

Print and prepare a hard copy of these procedures, filling in the respective templates provided for your business/office and keep it in an easily accessible place in your office for immediate reference. Communicate it to all in your office.

When you are familiar with the information, you will be better prepared to protect yourself and your coworkers. Do not count on these web pages to be available during emergencies, natural disasters and power outages could disable the network.

For further assistance, call TECOM GROUP Security Control Room by referring to section 9 for Important Contact Numbers in your respective locations.

What You Can Do Now to Prepare.

- Prepare your business /office Emergency Evacuation Plan in line with the 'Dubai Municipality Emergency Preparedness guidelines' and submit the same to your Business Entity or Security department.
- Emergency action plan requirements shall comply with latest UAE fire and life Safety code requirements.
- Emergency action plan shall also include the latest, Civil Defense and Municipality approved floor plans with locations of main electrical switch board, firefighting equipment, building services control system etc.
- Print and post these emergency procedures information in a visible location in your office/Retail and communicate it to all.
- Become familiar with the quickest exit routes from your office/Retail and building and alternate routes. Next to the elevators and on every floor are Emergency Evacuation Maps to guide you. You can request a soft or hard copy of the map of your floor from the same contact as above.
- Locate the nearest fire extinguisher (normally in the fire cabinets) and Manual Call Point (MCP) station (the little red box on the corridor walls, with either 'break glass' or 'pull lever' fire alarm activation device).
- It is everyone's responsibility to be vigilant for fire, smoke, and smell. Upon discovering fire accidents, nearest manual fire call point (Manual Pull Station, Manual Push Button) shall be activated to confirm the fire and raise the fire alarm to notify the occupants.
- Emergency action plan shall clearly mention the method of initiating these alarms and location of such alarm initiating devices.
- Never use any fire equipment if you are not trained to do so.
- Residence of apartments shall rely on the evacuation plan posted at the common areas and familiarize the same.
- Each entity shall maintain its up-to-date emergency contact numbers applicable at their respective location as referred in section 9 –Important Contact Numbers

When calling for Emergency, provide the following information:

- Type of emergency
- Your name and contact number
- Location of the incident i.e., building, floor, and office number
- Any nearby landmark
- Stay online and follow instructions
- Further details about the Incident and/or condition of the patient if applicable as follows:

Call Civil Defense on 997. When 997 is called follow these simple communication format, clearly.

- a) There is fire accident at XXXXX (Location-Area)"
- b) Mention exact location with Building number, (such as Makhani numbers or any identification numbers, street numbers, landmarks etc.)
- c) Nature of the building (Such as Number of Floors, "Very tall building", "School", "Hospital" etc.)
- d) Your Name and Location

- e) If there are injured or seriously affected or trapped persons in the building.

In addition to dispatching security guards to assist with securing the incident/accident site and providing immediate temporary assistance, the dispatcher in the Security Control Room will also contact, coordinate, and facilitate the activation of Dubai Emergency Service namely:

- Dubai Police and/or (999)
- Unified Ambulance (998)
- Dubai Civil Defense (997)

As soon as Dubai Emergency Service Vehicles enter the Zone, TECOM GROUP security patrol will escort them directly to the incident location/site.

Note:

TECOM GROUP Security is not authorized to provide Emergency Medical, Fire or Police service. However, they assist to:

- Facilitate and assist you in activating Emergency Services appropriately.
- Meet and guide Emergency Service to the scene of the incident.
- Immediately respond to secure the site and prevent as far as practicably possible, any further damage.
- Provide immediate temporary care within the limits of their training.
- Evacuate the premises if deemed necessary according to set procedures.
- The role of Emergency Hotline is not to provide emergency service but to facilitate the arrival of necessary emergency services to the incident site at the earliest.

Preparing on Emergency Evacuation Plan (EEP)

Prepare your business/office or residing unit Emergency Evacuation Plan (EEP). The EEP should include:

- Details of a designated Emergency Coordinator (EC) and alternate EC. This is applicable in Offices and Retail units. Emergency action plan shall clearly designate and appoint personnel with their names, contact details and specific responsibilities.
- Emergency contact information.
- Preferred means of reporting fires and other emergencies.
- Evacuation notification procedures.
- Emergency escape procedures,
- Procedures to be followed by employees who remain to control critical operations before they evacuate.
- Procedures to take head counts account for all employees after emergency evacuation have been completed.
- Rescue and medical duties for those employees who perform them.
- The alarm system shall be fully functional if an independent one is installed by the Business Partner

6.1 Emergency: Evacuation

- Listen carefully to emergency alarm /public address messaging.
- Do not use elevators.
- Close all doors/windows behind you as you leave.
- On exiting, proceed directly to the designated assembly area and report to your Emergency Coordinator.
- Do not gather in or block access roads or entrances to the building.
- Report to the Security and EC any incident, injuries, hazards, or unusual conditions noted while evacuating.

- When the “all clear” is announced, the Tenant Floor Wardens or Security Officers will lead all employees back to their workplaces in an orderly fashion. It will be the responsibility of all returning employees to assist in preventing overcrowding of the elevator cars.
- Occupants shall not re-enter the building, until instructed and guided by the fire response team.

Evacuation from the Zone

In the event of an Evacuation situation during emergency, be alerted on public address system and Site security commands to reach to safe assembly points.

(For evacuation of people with disabilities see the Evacuation for People with Disabilities page 18 Section 6.10 of this guide)

6.2 Emergency: Fire

If You Discover a Fire/Smoke/Alarm

- **Shout** Fire, Fire, and Fire immediately after discovering fire at your vicinity.
- **Alarm:** Break glass or pull lever of the Manual Call Point to sound the alarm and call the Emergency Hotline number by referring to respective location emergency contact number in section 9 from a safe distance, to provide details and precise location of the fire.
- **Assist:** Assist anyone in immediate danger in case of an emergency such as fire – if you can do so without endangering yourself. Exit via a safe exit. Do not use elevators.
- **Confine:** Confine the fire by closing doors and windows on the way out if it is safe to do so and does not cause undue delay in evacuation.
- **Evacuate:** Evacuate the building and alert others as you leave.

Using Fire systems

- Emergency action plan shall clearly mention the method of initiating these alarms and location of such alarm initiating devices.

Using a Fire Extinguisher

- If you have been trained and it is safe to do so, you may fight small and contained fires with a fire extinguisher.

Once Alarm Is Activated

- Walk to the nearest exit, closing doors between you and the fire.
- Assist others without endangering yourself. Notify security and fire personnel if you suspect someone is trapped inside the building.
- Gather at designated building assembly area and immediately report to your Emergency Coordinator/security. Do not attempt to re-enter the building until instructed to do so by Security or fire department personnel.

If Trapped in a Room

- Retreat. Close as many doors as possible between you and the fire.
- Seal the gaps at the bottom with a wet cloth material (if wet is not possible, any available cloth – towel or carpet) to prevent smoke from leaking into the room.
- If you have a landline telephone, call 999 and inform the operator of your location (EX- residence number, apartment, floor, type of fire and number of people trapped.) Stay on the phone until the fire department arrives at your room.

- Ask for help and yell from the window or any other openings to alert passersby and wait for the arrival of firefighters.
- Stay where rescuers can see you through the window and wave a light-colored cloth such as a hand towel to attract their attention. If you have a flashlight, use it to signal at night. If possible, open the window at the top and bottom. Be ready to shut the window quickly if smoke rushes in.
- Do not panic or attempt to jump from the window. Help will be on its way.

If Caught in Smoke

- Drop to hands and knees and crawl towards exit.
- Stay low, as smoke will rise to ceiling level.
- Hold your breath as much as possible.
- Breathe shallowly through nose and use a filter such as a shirt or towel.
- Avoid crawling on your belly, because heavier toxic gases can settle and form a thin layer on the floor.' Smoke and toxic gas usually start collecting from the ceiling down leaving a 30 to 60 cm space of breathable air at the floor level.

If Forced to Advance through Flames

- Hold your breath.
- Move quickly, covering your head and hair
- Keep your head down and your eyes closed as often as possible.
- If clothing catches fire, stop where you are and don't panic. Drop to the ground and cover your mouth and face with your hands to protect them from the flames. Then roll over and over to smother the fire.

Summary / Notes and Precautions:

- Small/Insignificant fires can be extinguished only if you are trained to use a fire extinguisher. However, an immediate evacuation is essential for all fires occurring in the building.
- All fires, even those that have been extinguished, must be reported on the Emergency Hot line.
- Never enter a room that is smoke filled.
- Never enter a room if the door is warm to touch.
- Never take an elevator when leaving a burning building. Instead, go directly to the nearest fire and smoke free stairway.
- Never attempt to return to the building unless it is safe and instructed to do so.

Prepare yourself in advance; know where to go and how to get there. If your workstation is in an office, know exactly how many doors you must pass along your evacuation before you reach the nearest exit door.

This is very helpful if you encounter heavy smoke. When heavy smoke is present, the exit signs above the doors may be obscured by the smoke. If you know how many doors you must pass, you can crawl or crouch low with your head thirty to thirty-six inches from the floor (watching the base of the wall) and count out the number of doors you pass.

This way you will know when you reach the exit door, even if you can't see that it is the exit. Assemble at the area designated in your departmental Emergency Action Plan as assembly point.

6.3 Emergency: Explosion

In the event of an explosion in the building, occupants should take the following actions:

- Immediately take cover under tables, desks, or anything else that provides protection against flying glass and debris.
- Remain calm. Do not panic.

- After the immediate effects of the explosion have subsided, call Emergency Hotline by referring to respective location emergency contact number in section 9
- If possible, activate the building fire alarm system.
- Evacuate the immediate area of the explosion (see Evacuation section of this guide).
- In case a fire alarm is sounded in your building, you must proceed to normal evacuation.
- Observe instructions and directives issued by the building management.
- Take only what you need (medicines and personal identification documents). Do not take too many personal effects in your luggage.
- Walk fast, do not run. Help children, elderly people, and people with special needs.
- Seek out and assist injured and disabled persons in evacuating the building. Exit via the stairway. Do not use the elevator.
- Once outside, move at least 150 feet away from the building and proceed to the designated assembly area of that building. Keep roadways and walkways clear for emergency vehicles.
- Wait for instructions from the security and other emergency personnel to re-enter the building.
- Do a headcount of all the people at the gathering point.
- Call a relative or a friend as soon as possible to reassure them that you are safe.

Offering Assistance:

- In case you are trained in first aid, try to keep any severely injured people calm until response teams arrive on the ground.
- In case you are not trained, leave the danger zone. Recognize the location of any injured people and notify the emergency response personnel.
- Do not go into a structurally damaged building to attend to or rescue victims.
- Ensure your own safety before helping others.

Beware of the following hazards:

- Damaged building, collapsed walls, leaning posts and surfaces.
- Holes in the ground and sharp-edged rubble.
- Scattered glass and glass shrapnel.
- Fires due to overheating.
- Toxic fumes.
- Water and gas leaks due to broken utility lines.
- Uncovered power lines.
- Secondary explosives.

6.4 Emergency: Earthquake**Inside a Building (If you are inside a building during an earthquake)**

- Stay inside, do not run outdoors!
- Take cover underneath a desk or table or against an inside wall, protecting your head and neck.
- Stay away from windows where glass can shatter and from objects that could fall on you.
- Do not use elevators. If you are in an elevator, stop at the nearest floor. Take cover against the wall of the elevator.

Outdoors (if you are outside a building during an earthquake)

- Stay in an open area away from trees, buildings, walls, and power lines. Do not enter building.
- Drop to your knees and get into a fetal position, close your eyes, and cross your arms over the back of your neck for protection.

- Stay in fetal position until the shaking stops.
- In a moving vehicle, stop quickly and stay in the vehicle. Once the shaking has stopped, proceed with caution. Avoid bridges or ramps that may have been damaged by the quake.

After Shaking Stops (if you are inside a building after the earthquake)

- Take a deep breath. Stay calm – there may be aftershocks. Move to the center off the building.
- Do not evacuate until instructed – unless there is immediate danger.
- For most minor earthquakes, it is not necessary to evacuate a building, especially if there are no immediate signs of damage.
- Be prepared to evacuate if instructed to do so. The decision to evacuate a building will be based on the severity of the earthquake and the damage to the buildings. See Evacuation Guide and refer to your business emergency evacuation plan.
- Do not use regular or cellular phones except to report serious injuries.
- Assist in the building evacuation of people with special needs.
- If evacuation has been initiated move away from all buildings and follow outdoor guidelines.
- Tune portable radios to local FM station for updates and follow instructions.
- Security will provide instructions for immediate action by means of door-to-door alert, police-vehicle loudspeakers, fire alarms, and bullhorns.
- Do not enter any building that is deemed to be or appears unsafe. Leave the area if you smell gas or fumes from other chemicals.
- Be prepared for aftershocks.
- Help injured or trapped people. Give First Aid where appropriate. Do not move the seriously injured unless they are in immediate danger of further injury. Call for help.

6.5 Emergency: Flooding

In Case of Minor Imminent Flooding

- Secure vital equipment, records, and chemicals (move to higher, safer ground).
- Shut off all electrical equipment.
- Wait for instructions from the Security for immediate action.
- Do not return to your building unless you have been instructed to do so by Security.

In Case of Major Imminent Flooding

- Evacuate immediately. See evacuation section of this guide.
- Follow instructions from the Security for immediate action.

Minor or area flooding is a likely scenario. This could be the result of major, multiple rainstorms, or a water-main break. In the case of imminent minor, weather-related flooding, the Division of Public Safety will monitor the National Weather Service and other emergency advisories to determine necessary action such as evacuation of areas.

In case of water-main failure, affected areas may need to be evacuated immediately. In this case, refer to the Evacuation section of this guide.

During an Evacuation

- Listen to building/Facility alarm and public address emergency evacuation messages.
- Follow Security instruction and Floor Fire warden instruction.
- If advised to evacuate, do so immediately. Remember to assist anyone who needs assistance.
- Follow recommended evacuation routes -shortcuts may be blocked.

- Leave early enough to avoid being stranded by flooded roads. Evacuation is much simpler and safer before flood waters become too deep.
- If you are in a car and it stalls, abandon it immediately and climb to higher ground. Many deaths have occurred from attempts to move stalled vehicles.
- If walking, climb to high ground and stay there. Avoid walking through flood waters. If it is moving swiftly, even water six inches deep can sweep you off your feet.

After a Flood

- Flood dangers do not end when the water begins to recede. Listen to a radio or television, and do not return to area until authorities indicate it is safe to do so.
- Stay out of buildings if flood waters remain around the building.
- If you are driving slow down as small pools of water accumulated near roundabouts and sidewalks can pose a real hazard.

6.6 Hazardous Material Spill or Emission

Only trained and authorized personnel are permitted to respond to hazardous materials incidents. In case of Hazardous Spills or Leaks:

- Remove yourself from the area and keep others away. Do not walk into or touch any of the spilled substance. Try not to inhale gases, fumes, and smoke. If possible, cover mouth with a cloth while leaving the area. Stay away from the exposed patients until the hazardous material has been identified. Try to stay upstream, uphill, and upwind of the accident.
- Refer to respective location emergency contact number in section 9. Provide dispatcher with information about the spill (location, injuries, type of chemicals, amount).
- Leave immediate area but remain nearby to direct emergency personnel to the affected area.
- Advise others to stay out of the immediate area.
- Assist with obtaining information about the material (material safety data sheet [MSDS], constituents, common use).
- Dubai Civil Defense has personnel trained in the proper cleanup and containment of hazardous spills or releases; Security will facilitate accordingly.

In Case of Non-hazardous Spills or Leaks

- Barricade the area.
- Attempt to contain the spill if possible.
- Wear appropriate personal protective equipment (if necessary) while cleaning the spill.
- Notify facilities management and the Security.

Evacuation

Authorities will decide if evacuation is necessary based primarily on the type and amount of chemical released and how long it is expected to affect an area. Other considerations are the length of time it should take to evacuate the area, weather conditions, and the time of day.

In-Place Sheltering

- Seal space so contaminants cannot enter.
- Close windows and doors.
- Seal gaps under doorways and windows with wet towels and duct tape.
- Seal gaps around window with duct tape and plastic sheeting or other impervious material.
- Turn off ventilation systems.

- Immediately after the in-place sheltering announcement is issued, fill up large containers for an additional water supply, and turn off the intake valve to the building.
- If gas or vapors could have entered the building, take shallow breaths through a cloth or towel.
- Avoid eating or drinking as food and/or water may have become contaminated.
- Don't try to care for the exposed person of a hazardous materials accident until the substance has been identified and authorities indicate it is safe to go near the person. Then you can move the person to fresh air and call for emergency medical care. Remove contaminated clothing and shoes and place them in a plastic bag. Cleanse person who has encounter chemicals by immediately pouring water over the skin or eyes for at least 15 minutes, unless authorities instruct you not to use water on the chemical involved or when there is powder chemical involved.
- It is preferable to wait for Emergency medical Aids during such emergencies if you are not sure about which hazardous material caused the incident.

6.7 Emergency: Power Outage

The inherent danger during a major power outage is panic. Try to remain calm. In the event of a major zone wide outage, most of the facilities have UPS (Uninterruptible Power Supply) and emergency generators that will immediately provide emergency power to selected areas of the buildings. To report a minor, localized power outage, call facilities management. Keep flashlights and batteries in key locations throughout your work area.

In case of a major, Zone wide Power Outage:

- Remain calm.
- Follow directions from Security for immediate action.
- If evacuation has been activated, proceed accordingly.
- Do not use candles or other types of open flame for lighting.
- Unplug all electrical equipment including computers and turn off light switches.
- Do not use elevators.
- Emergency lighting for exit pathways will function for 15 to 30 minutes following a power outage. In areas with poor natural light, evacuate promptly.
- Laboratory personnel should secure all experiments and unplug electrical equipment before evacuating. All chemicals should be stored in their original locations. Provide natural ventilation by opening all windows and doors. If this is not possible or natural ventilation is inadequate, evacuate the laboratory until power is returned.

6.8 Emergency: Elevator Entrapment

What to do if trapped in an Elevator?

- Stay calm. The elevators have built in safety features to prevent them from running when it is unsafe.
- Calm others and assure them that they are safe.
- If there is an emergency phone or intercom use it to alert facilities management and Security.
- Sound the Alarm button
- Call from your cellular phone by referring to respective location emergency contact number in section 9.
- Try pressing and holding the "door open" button. If the door opens and the elevator is level at a floor, exit the elevator.
- Try turning the "emergency stop switches from on to off and back to on. You should hear a bell when the switch is turned to the off position. Press a floor button and hold the "door open" button. The elevator may move when you return the emergency stop switch back to the on position.
- Try pushing the elevator doors so that it closes completely. If the doors are open even slightly the elevator will not run.

- Again, remain calm. You are in no immediate danger. Do not attempt to exit an elevator that is not level with the floor. Wait for the elevator mechanic or security to arrive. Injury can result; stay inside.

What to do if you find someone is trapped in an Elevator?

There is an alarm button in all elevators that will signal if someone in the elevator requires assistance. From the elevator lobby, it will usually be heard as a ringing bell. If you hear the alarm signal:

- Locate the elevator and ask the occupants if they are okay.
- By referring to respective location emergency contact number in section 9. Review with them the steps outlined above.
- Remain outside the elevator and maintain communication with the occupants. Talk to them and reassure them until the elevator mechanic arrives.
- Do not attempt to help them exit an elevator that is not level with the floor as it can result in injury.

6.9 Emergency: Medical Conditions

Real-life emergencies may not be obvious at first sight. Below are few signs and symptoms that may indicate the occurrence of a medical emergency:

- A person in an unusual location or body position, such as lying on the ground.
- A person making strange sounds, movements, or gestures.
- A medical alert bracelet or necklace.
- A vehicle or piece of equipment in an unusual orientation or location.
- Damage to or a change in the environment.
- An odd gathering or small crowd of people.
- A person trying to flag you down or get your attention.

Deciding to Help

Deciding to help those in need is a choice. The choice is made easier when one is trained (with proof of training) and understands the risks and precautions to be followed when getting involved.

The basic step in helping anyone in need of medical attention is to call for trained people in the vicinity and activate the Emergency Plan.

6.10 Emergency: Evacuation for People with Disabilities

The most important factor in emergency safety for people with disabilities is advanced planning.

In All Emergencies

- Evacuate people with disabilities if possible.
- Do not use elevators, unless authorized to do so by security or fire personnel.
- Check on people with special needs during an evacuation. A buddy system, where people with disabilities arrange for volunteers to alert them and assist them in an emergency, is a good practice.
- Always ask someone with a disability how you can help before attempting any rescue technique or giving assistance. Ask how he / she can be best assisted or moved and whether there are any special considerations or items that need to come with the person.

Note:

If a disabled occupant is unable to exit the building unassisted, the emergency coordinator or designated buddy must notify the Security / Emergency Coordinator / Incident Commander and/or Emergency Response personnel of the person's location. Transporting of disabled individuals up or down stairway should be avoided until emergency response personnel have arrived. Unless imminent life-threatening conditions exist in the immediate

area occupied by a non-ambulatory or disabled person, relocation of the individual should be limited to a safe area on the same floor, near an evacuation stairway.

Information for Physically Impaired Individuals

- Be familiar with your buddy system.
- Be familiar with the nearest fire alarm location and how to activate it.
- Be familiar with all exits and alternate exits to be used during an emergency.
- Do not use elevators, unless authorized to do so by security or fire personnel.
- Instruct co-workers on how they can assist you.
- Do not hesitate to inform others that you need assistance if your regular buddy is absent. Inform people unfamiliar with your needs on how to assist you.

Responses to Different Scenarios in Emergencies

- **Blindness or Visual Impairment**
- **Earthquake, Fire, Hazardous Materials Releases and Power Outages**
 - Offer to lead them out of the building to safety
 - Do not grasp a visually impaired person's arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd.
 - Give verbal instructions about the safest route or direction using compass directions, estimated distances, and directional terms.
 - Give other verbal instructions or information (e.g., elevators cannot be used).
- **Deafness or Hearing Loss**
- **Earthquake, Fire, Hazardous Materials Releases and Power Outages**
 - Get the attention of a person with a hearing disability by touch or eye contact. Clearly state the problem. Gestures and pointing are helpful but be prepared to write a brief statement if the person does not seem to understand.
 - Offer visual instructions to advice on the safest route or direction by pointing toward exits or evacuation maps.
- **Mobility Impairment**
- **Earthquake, Fire, and Hazardous Materials Releases**
 - It may be necessary to clear the exit route of debris (if possible) so that the person with a disability can move out or to a safer area.
 - If people with mobility impairments cannot exit, they should move to a safer area, for example:
 - An office with the door closed, which is a good distance from the hazard (and away from falling debris in the case of earthquakes).
 - Notify security or fire personnel immediately about any people remaining in the building and their locations.
 - Security or fire personnel will decide whether people are safe where they are and will evacuate them as necessary.
 - If people are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate using an evacuation chair or a carry technique.

Power Outages

- If an outage occurs during the day and people with disabilities choose to wait in the building for electricity to be restored, they can move near a window with natural light that is also near a working telephone. During regular working hours, building coordinators should be notified so they can advise emergency personnel.

- If people would like to leave and an evacuation has been ordered, or if the outage occurs at night, call Emergency by referring to respective location emergency contact number in section 9.
- Some telephones may not operate during a power outage, but mobile telephones are likely to operate.

7. Operational Compliance

- Applicable legal and other requirements
- Industry best practices

7.1 Personal Safety

Personal safety is a critical aspect of HSE Management. The following areas shall be considered under personal safety:

- Occupational Health
- Heat stress
- Manual lifting
- Hygiene
- Personal hygiene
- Food hygiene
- Personal Protective Equipment
- Head protection
- Eye and face protection
- Hearing protection
- Foot protection
- Fall protection / safety lines
- Respiratory protection
- Safety of Clients and Visitors

Reference to applicable legal and other requirements

- Federal Law No.8
- Local Order 11
- TG 07: Heat Stress at Work
- TG 14: Personal Protective Equipment - Head Protection
- TG 15: Personal Protective Equipment - Eye and Face Protection
- TG 16: Personal Protective Equipment - Hearing Protection
- TG 17: Personal Protective Equipment - Protective Clothing
- TG 18: Personal Protective Equipment - Hand Protection
- TG 19: Personal Protective Equipment - Foot Protection
- TG 20: Personal Protective Equipment - Fall Protection / Safety Lines
- TG 21: Personal Protective Equipment - Respiratory Protection

7.2 Workplace Safety

Safety in the workplace plays a vital role in the productivity of an organization. Hazards in workplaces vary from life-threatening, chronic and acute injury/illness.

Reference to applicable legal and other requirements

- Federal law No.8
- TG 38: Health & safety in kitchens and food preparation areas

7.3 Mechanical Safety

The potential danger in mechanical safety is in the use of pressure vessel, cranes, lifts, hoists, other lifting appliances, and hand tools. The causes of accidents vary from improper maintenance, non-provision of warning systems and poor upkeep of safety standards. To reduce accidents resulting from equipment's failure, competent personnel shall conduct periodical assessments to evaluate the condition of equipment's and ensure compliance with relevant standards.

Reference to Applicable Legal and Other Requirements

- TG 10: Guarding of Dangerous Machinery
- TG 40: Examination and Certification of Boilers and Pressure Vessels
- TG 41: Examination and Certification of Cranes, Hoists, Lifts and Other Lifting Appliances
- Dubai Local order 61.

7.4 Electrical Safety

Electricity is extensively used in the facilities for various purposes such as for equipment's, machineries, computers and providing general lighting throughout the offices and building premises. Electricity is not dangerous, if used properly. However, if used unwisely, serious accidents can occur.

Reference to Applicable Legal and Other Requirements

- TG 9: Electrical Safety
- DEWA regulations
- Occupational Safety and Health Administration (OSHA)

7.5 Substances Safety

Federal and local regulations require procedures that ensure safe and authorized use of substances at any place of business, research, or manufacturing.

Reference to Applicable Legal and Other Requirements

- Federal Law No.8 of 1980
- Local order no.61 of 1991
- TG 06: Industrial Compressed Gas Cylinders
- TG 22: Safe Use of Industrial Organic Solvents
- TG 46: Clearance of Dangerous Goods
- TG 48: Safety in Handling Asbestos
- TG 55: Replacement of CFCs in Degreasing and Cleaning
- TG 57: Bund wall for Storage Tanks and Transfer Facilities
- TG 58: Policy on the Control of Ozone Depleting Substances
- TG 65: Liquefied Petroleum Gas Cylinders
- TG 66: Protection against Ionizing Radiation
- Code of Practice for Management of Dangerous goods in the Emirate of Dubai

7.6 Fire Safety

Fire is identified as a considerable risk in any organization that has a large building infrastructure. It's the organization's responsibility to ensure a comprehensive fire safety for persons and property, to tackle fire safety problems quickly and effectively, to ensure compliance with minimum legal obligations in relation to fire safety and to train and inform employees on fire safety.

Reference to Applicable Legal and Other Requirements

- UAE Fire and Life Safety Code of Practice
- Dubai Civil Defense requirements
- National Fire Prevention Association (NFPA) requirements
- NCEMA – Management of Crisis, Emergencies and Disasters

7.7 Air Management

Air pollution is a major environmental and health problem affecting people and communities. Increasing amounts of potentially harmful gases and particles are being emitted into the atmosphere from various activities resulting in damage to human health and the environment.

Reference to Applicable Legal and Other Requirements

- TG 29: Requirements for the discharge of waste gases, fumes, and dust to the atmosphere
- Ministerial order No.32 of 1982: The determination of retentive methods and measures for the protection of workers from the risks of work
- Federal Law No. 24: Protection and Development of the Environment
- Local Order 61 of 1991: Environment Protection Regulation

7.8 Noise Management

Noise emitted from production, processing, servicing, construction, demolition, and entertainment activities pose noise induced deafness and disturbance to adjacent Business Units. To minimize noise impacts, it's very much essential to control and restrict noise emission from its source.

Noise induced hearing loss is the damage caused to the internal components of the ear that result in a reduced ability to hear sounds in a specific range.

Reference to Applicable Legal and Other Requirements

- Local order 61/1991: Environment protection regulations in the emirate of Dubai
- TG 44: Requirements for the reduction of construction/demolition noise
- TG 45: Requirements for the control of entertainment noise
- Ministerial order No. (32) Of 1982: The determination of retentive methods and measures for the protection of workers from the risks of work.

7.9 Soil Management

Soil management involves strategies for prevention of soil contamination. Soil contamination (soil pollution) is caused by the presence of human-made chemicals or other alteration in the natural soil environment.

This type of contamination typically arises from the rupture of underground storage tanks, application of pesticides, and percolation of contaminated surface water to subsurface strata, oil, and fuel dumping, leaching of wastes from landfills or direct discharge of industrial wastes to the soil.

Soil contaminants can have significant deleterious consequences for ecosystems. There are radical soil chemistry changes which can arise from the presence of many hazardous chemicals even at low concentration.

Reference to Applicable Legal and Other Requirements

- TG 1: Discharge of wastewater to Sewer, Land & Marine Environment
- TG 28: Waste Minimization
- TG 54: Cleanup of contaminated land

- TG 57: Bund wall for storage tanks and transfer facilities
- Federal Law 24, Chapter – 3
- UK Environment Protection Act 1990.

7.10 Waste Management

Waste management is the collection, transport, processing, recycling or disposal, and monitoring of waste materials.

The term usually relates to materials produced by human activity and is generally undertaken to reduce their effect on health, the environment or aesthetics. Waste management is also carried out to recover resources from it. Waste management can involve solid, liquid, gaseous or radioactive substances, with different methods and fields of expertise for each.

Reference to Applicable Legal and Other Requirements

- Federal Law no.8
- Local order no.61 of 1991
- Local order no. 11 of 2003
- TG 2: Waste audit requirements
- TG 24: Sampling of hazardous wastes
- TG 26: Application for approval to dispose of hazardous wastes
- TG 27: Annual approvals for hazardous waste disposal
- TG 28: Waste minimization
- TG 33: Disposal of outdated pharmaceuticals & medicines
- TG 46: Clearance of dangerous goods
- TG 48: Safety in handling asbestos
- TG 49: Hazardous waste exemption policy
- TG 59: Management of medical waste from clinic and laboratories

7.11 Water Management

Water management is planning, developing, distributing, managing, and optimum use of water resources under defined water polices and regulations.

Reference to Applicable Legal and Other Requirements

- Federal Law no.8 of 1980
- Local order no.61 of 1991
- Local order no. 11 of 2003
- TG 1: Discharge of wastewater to sewer, land, and marine environment
- TG 62: The re-use and irrigation of wastewater and sludge
- Code of practice for management of legionella in water systems

8. TECOM GROUP Requirements and Suggested Best Practices

All the federal and local Health Safety and environment regulations are applicable in TECOM GROUP. (Please refer to the legal requirement section for more details). Following is some of the TECOM GROUP requirements / best practices which occupants / businesses shall follow:

Emergency Coordinator

The occupant / business shall appoint at least two emergency coordinators for each workplace. The emergency coordinator shall be aware of and address the HSE requirements of the organization. (Refer to the emergency management section for more details).

General Maintenance

- TECOM GROUP requires all occupant / businesses to appoint a general maintenance company to provide annual maintenance contract (AMC) with monthly inspections and servicing of systems that are installed by the tenants (FLS, Kitchen Hood, LPG, Grease Trap etc.) The maintenance contract must be valid and specifically cover Periodic, Preventative Maintenance (PPM).
- Copies of the maintenance contract and visit/inspection reports to be held within the unit and submitted to the TECOM GROUP team upon request.

Fire Prevention and Protection

- Occupant / businesses to ensure there is a portable fire extinguisher approved by DCD and must be properly mounted and clearly visible.
- It is the occupant / business responsibility to maintain the usability of all fire-fighting equipment.
- Inspection of the fire extinguishers shall be carried out by an Approved DCD service provider and valid inspection tags displayed on the extinguishers
- Shelves, furniture, equipment's, and stacked materials must not obstruct emergency exits, fire protection and detection systems
- All fire/emergency exits and fire protection system to be suitably marked and kept free from obstruction.
- No flammable items i.e., fuel, paint, thinner etc. and combustible materials should not be stored in the unit.

Fire Warden

The occupant / businesses must ensure the required number of personnel/staffs are trained on firefighting and first aid as per the DCD guidelines.

Contractors / Sub-contractors / Visitors

All contractors / visitors to the premises of an occupant / business in TECOM GROUP shall abide by the HSE requirements as set in these guidelines as well as the conditions that may be issued by the occupant / business during the period of his visit and/or work at the lessees' premises.

Deliveries

- Delivery of materials and equipment to be coordinated strictly in accordance with the Management (TECOM GROUP), using designated access points and routes. Unloading is the responsibility of the occupant / businesses
- All occupant / business / suppliers are required to use trolleys to transfer deliveries from vehicles to units. It is compulsory for all trolleys to have rubber non-marking wheels. In the event of any damage caused to floors or common areas, because of not complying with the above, applicable disciplinary action will be taken.
- Occupant / businesses are responsible for ensuring their employees clear the loading area immediately and efficiently. Delivery items must not be left unattended in the loading area, back of house or outside the premise.
- Delivery of food items must be in accordance with Dubai Municipality regulations. Therefore, food must be delivered in closed containers and if chilled or frozen it must be transported in the appropriate refrigeration packs. Employees are required to always wear gloves when dealing with delivery of food items.

Littering / Waste Disposal

It is prohibited to dispose, place, abandon or discharge any materials, wastes in public, communal, private areas (e.g., roads, sewers, open lands, roofs, etc.). All the wastes should be disposed of in accordance with Dubai Municipality requirements at the appropriate locations.

Cleanliness

It is the responsibility of the occupants / business to maintain proper housekeeping in their premises and to keep the areas clean, tidy, and hygienic.

Disease control

It is the responsibility of the Business Partner to ensure employees/contractor are not affected from any pandemic diseases and facilitate adequate measure to maintain hygiene as advised by Dubai Health Authority or WHO.

Advertisements

It is prohibited to fix any bill, notice, placards, or any other means of advertisement on the facilities, without taking approval from TECOM GROUP Advertising & Venue Management Services (AVMS) /or other relevant department as applicable.

Pet Animals

No pet animals, birds or livestock are allowed to be kept or fed on the premises without prior permission from the Partner Relation department. Treating pets shall be in line with respective Dubai Municipality guidelines / or any applicable requirements.

Public Nuisance

No activities shall be carried out by occupants/business that shall cause potential hazards or nuisance to the neighboring occupant. Such instances could be air pollution/emissions, noisy operations, improper storage, poor housekeeping, waste discharges, odorous releases etc. All occupants / businesses shall ensure that their operations are carried out safely and in an environmentally sustainable manner with due consideration to their community and public health.

Noise Levels

- All occupants / businesses are required to be mindful of visitors and neighboring tenants by conducting business in a way that does not cause loud noise or nuisance.

Smoking

Smoking is prohibited in all indoor locations and vehicles of TECOM GROUP and its Business Entities, including owned or contracted sites and vehicles, except within clearly designated smoking areas.

First Aid

As a best practice, it is advised to keep a first aid box in the occupied facility and send 10% of staff of each business unit for basic first aid training through approved provider by Ministry of Health or Dubai Health Authority (DHA).

Fun Fair Rides

All Fun fair rides shall comply with EN 13814 and obtain Dubai Municipality approval prior to operation.

Maintenance and Inspections

Maintenance and inspection of all equipment's shall be carried out as per the manufacturer's recommendations. If any additional Fire Alarm panel installed inside Business Partner Premises, a valid Annual Maintenance Contract shall be in place by DCD approved contractor.

Storing hazardous substances

- An occupier must obtain prior approval from the Environmental Protection and Safety Section, Dubai Municipality if the occupier proposes to keep dangerous goods more than the quantities specified in the below Table.
- Any premises licensed to store dangerous goods shall conform to the specifications detailed in the DM Code.
- Any modification to the facility shall be approved by Dubai Civil Defense and Dubai Municipality.

Class	Dangerous Goods	Minimum Quantity	Minimum Separation from Public Frequented Areas (Meters)
1	Explosives		50
2	Gases	20 cylinders	5
	Flammable gases		5
	Non-flammable compressed gases		15
	2Toxic gas		
3	Flammable liquids	50 drums or 10,000 liters in bulk *	10
4	Flammable solids	500 kg.	5
	Spontaneously combustible		
	Dangerous when wet		
5	Oxidizing agent	1 ton. or 1 m3	5
	Organic peroxides		
6	Toxic gas	5 ton. or 5 m3	5
7	Radioactive substances		Depending on activity level
8	Corrosive substances	10 m3	5
*Excludes petroleum sales outlets			

Electrical / Electronic Signage

All electrical signage installed in the zone must be approved by TECOM GROUP AVMS and Facilities Management departments. An annual maintenance contract of the signage should be submitted to the business unit for approval.

Event Management

All events held in TECOM GROUP venues shall be approved by TECOM GROUP Advertising and Venue Management Services Department (AVMS)/and or any other relevant department as applicable and shall be conducted in adherence to DDA event management guidelines.

Waste Recycling

TECOM GROUP Practices Reduce, Reuse, and Recycle, Rethink and Responsible disposal programs. In liaison with major recycling companies in Dubai, TECOM GROUP runs recycling programs across the zone. All Business Partners/Tenants are advised to participate in the programs and avoid dumping recyclables into the general waste.

9. Important Contact Numbers

External	
POLICE	999
AMBULANCE	998
DUBAI CIVIL DEFENSE	997

Commercial – Internal	
Emergency (Injury illness, fire etc.)	777 / 04-3601 777
Security Control Room	04- 3602262
General Enquiries	04- 3911 111
Contact Centre	04- 3911 111
Facility Maintenance (IDAMA)	04- 390 2000
Duty Supervisor 24/7 - DSC	055-4149256
Duty Supervisor 24/7 - DPC	055 4149257
Duty Supervisor 24/7 - DMC	Day 052 8148445/ Night 052 4958896
Duty Supervisor 24/7 - DSP	055 4149255
Duty Supervisor 24/7 - DI	0554149258
Duty Supervisor 24/7 - DIAC	Day 052 1530364/ Night 056 9370167
Duty Supervisor 24/7 - DOC	Day 055 2944256/ Night 054 3004505
Duty Supervisor 24/7 - DIC	0554149250
Duty Supervisor 24/7 - DKP	Day 056 3525442 / 058 2515205
Duty Supervisor 24/7 –D3	0522395484