

Atulaya Healthcare Pvt Ltd Emergency Preparedness and Response Plan

FY 2022-23

Original Issue Date	25.04.2022
Current Approval Date	25.04.2022
Prepared By	Finance and Legal Department
Reviewed By	Senior Management
Approved By	Board of Directors

Version	Date	Summary of changes
1.0	25.04.2022	

Introduction and Purpose

Atulaya Healthcare is committed to the safety and well-being of its staff and Patients. Upholding this commitment requires planning and practice. This plan exists to satisfy those needs and to outline the steps to be taken to prepare for and respond to an emergency affecting the Organisation

Goals

The goals of Atulaya Healthcare in responding to an emergency situation include:

- The safety of all staff and Patients.
- The physical and emotional well-being of staff and Patients.
- The timely stabilization of an emergency situation.
- The protection of Atulaya's facility, property, and the belongings of staff and Patients

Applicability and Scope

This plan applies to all employees of Atulaya Group.

The scope of this plan is intended to encompass all hazards. This plan may be consulted when responding to any and all emergencies. When encountering a situation which has not been expressly addressed in this plan, use good judgment and the guiding principles outlined below.

Responsibility

The Risk Management Committee is responsible to review and update this plan at least once annually. Revisions will be made as needed throughout the year. Any suggestions, comments, or questions should be directed to Risk Management Committee.

Emergency Response Team

An emergency response team (ERT) is formed to handle the above-mentioned emergency situations. In case of any of the above emergency situations, the ERT team is responsible for coordinating with the employees, management, visitors, and contractors as well as with public emergency contacts, including the fire brigade, police, hospital, etc.

A list of designated ERT team members with their picture and contact details should be attached to this plan and must be displayed on the notice boards in the organization's premises (at corporate and other branch office locations).

An Emergency Response Team shall be formed for each of its offices and branches, based on the following structure:

S. No	Team	Roles and Responsibilities
1.	ERT Leader	<ul style="list-style-type: none"> • The ERT Leader is mainly responsible for organizing the ERT at the corporate office and assign specific responsibilities at branch offices. • The ERT team leader is part of the ERT team at the corporate office.

		<ul style="list-style-type: none"> • The team leader is responsible for coordinating with the facility management or the building owner. • He is responsible for assessing the situation to the type of emergency and implementing the relevant response plan. • He is also responsible for coordinating with the Corporate office and public emergency contacts such as fire brigade, hospital, etc. as relevant.
2.	Emergency Controller	<ul style="list-style-type: none"> • The emergency controller is responsible for coordinating with the team leader and other members of the emergency response team. • The person is responsible for assisting the ERT Leader in controlling the situation from the emergency assembly point. • The person is also responsible for directing other team members for implementing the relevant response plan
3.	Fire Fighters (ERT Members)	<ul style="list-style-type: none"> • Firefighters are responsible for the evacuation at the time of the emergency. • These members are required to check evacuation from each department and ensure a 100% evacuation. • The team members will assist the employees in evacuating the premises from the nearest exits. • All members will coordinate with the emergency controller.

The emergency response team structure is dependent on the number of employees working in the respective office premises.

- In case the number of employees, vendors, and visitors in a premise at any given point of time is more than 100, then all the above three positions must be identified to define an ERT. The number of Fire Fighters is determined in a ratio of 1 person (trained in firefighting procedures) for every 20 employees.
- In case the number of employees, vendors, and visitors in a premise lies between the range 25 - 100, the emergency response team shall only include the team leader, who will be solely responsible for the entire emergency response of the office. He/She will undertake all the activities (those listed against team leader, emergency controller, and firefighters) as described in the above table.
- In case the number of employees in a premise lies between 0-25, then there is no requirement to form an ERT. All the employees shall undergo periodic training on the Emergency Response Plan procedures and will be responsible for:
 - Communicate the emergency to ERT at the Corporate office and with the local public departments.
 - Immediately respond to the situation (evacuation or taking appropriate shelter) as described within this plan or as communicated during the time of emergency.
 - Ensure the life, safety, and well-being of any vendors or visitors on the premise and of fellow colleagues.

Media Inquiries

Inquiries from the media during or after an emergency will be addressed by Emergency Response Team (ERT)

Emergency Contact Directory

Name	Primary Phone	Secondary Phone
Fire Department	101	
Ambulance	102	
Police	100	
Disaster Management	108	
National Emergency Number	112	

Emergency Protocols

1. Fire and Evacuation

In the Event of a Fire:

Pull the **Fire Alarm** and Call Fire Department – 101 & Police Department-100

If you see smoke or flames:

Use **CARE**:

- **Contain** the fire by closing all doors as you leave
- **Activate** the nearest Fire Alarm pull station (Pull stations are located near all building exits)
- **Report** the fire by dialing 101
- **Evacuate** or extinguish (In most cases, it is best to Evacuate)

Use a **Fire Extinguisher** only if:

- You have been trained
- You have your back to an unobstructed exit
- You have a fully charged and proper type unit for the fire you are fighting
- The fire is contained, and you have reported the fire by **Fire Alarm** or **101**
- Everyone else has left the area
- There is little smoke or flames

Never fight a fire if:

- You lack a safe way to escape should your efforts fail
- It has left its source of origin
- You are unsure of the type of extinguisher you need or have
- If you can't control the fire within 30 seconds, abandon your efforts, close the door(s) and evacuate immediately.

2. Building Evacuation

You should familiarize yourself with the evacuation routes posted in all campus buildings. If an evacuation order is issued for your building, or if it were necessary to evacuate due to an emergency, fully cooperate with Safety and Security/emergency personnel and:

- Take only keys, wallets and essential belongings with you
- If possible wear weather appropriate clothing
- If you are the last one to exit your room close, and lock doors
- Leave the building immediately
- Do not investigate the source of the emergency
- Walk, don't run, to the nearest exit
- Use stairs, not elevators
- Assist people with special needs
- Get input from the individual how you can help before attempting any rescue technique or giving assistance. Ask how he or she can best be assisted or moved and whether there are any special considerations, methods, or any items that need to be brought with the person during the evacuation.

Individuals who are Blind or have a Visual Impairment

- Ask the person who is blind/VI if s/he would like assistance or guidance in leading her/him out of the building to the Emergency Evacuation Meeting Location.
- Give verbal instructions to the person who is blind/VI regarding the safest exit route by using compass directions, estimated distances, and directional terms
- Do not walk up and grasp the arm of a visually-impaired person and attempt to lead her/him out of the building. First ask if s/he would like to hold onto your arm as you exit, especially if there is debris in the area or you need to exit through a crowd.
- Give other relevant verbal instructions or information (e.g., "elevators cannot be used", "door handle is on the left and the door opens outward", "this exit leads to the eastside of the Collis Center", etc.).

Individuals who are Deaf or Hard of Hearing

- Get the attention of a person with a hearing disability by either touch or by making eye contact.
- Clearly state the situation and reason for evacuation. Have a pen and paper handy to write a brief statement if the person does not seem to understand.
- Offer visual instructions by pointing toward exits or evacuation maps showing the safest exit routes.
- If there is imminent danger and evacuation cannot be delayed, the person with a disability should be carried or helped from the building in the best and fastest manner (the person with the disability is the best authority as to how to be moved out of the building)
- If you are unable to evacuate, call Fire Department at 101
- As you make your way out, encourage those you encounter to exit as well

- Follow instructions of the Department of Safety and Security or other identified emergency personnel
- Wait for instructions before returning to your building after an evacuation

3. Medical Emergency

If someone is injured or becomes ill:

- Stay Calm
- Dial **102** and explain the type of emergency, the location, condition, and number of victims
- Let the dispatcher know of any safety hazards - chemical spill, fire, fumes, etc.
- Do not hang up unless told to do so by the dispatcher
- Do not move the victim unless there is danger of further injury if s/he is not moved
- Render first-aid or CPR only if you have been trained
- Do not leave the injured person except to summon help
- Comfort the victim until emergency medical services arrive
- Have someone stand outside the building to flag down the ambulance and/or Safety and Security when they reach the vicinity

4. Bomb Threat

If you receive a bomb threat, **remain calm** and:

1) Obtain as much information as possible:

- Write down the number from where the call is coming
- Write down the exact time of the call
- Write down as accurately as possible the statements made
- Listen to the voice to determine the sex, age, accents, lisps, tone, etc. (Note any distinguishing feature)
- Listen for background noises
- Try to signal a for someone else to also listen on the telephone line, if possible
- Do not hang up and stay on the line as long as possible; wait for the caller to hang up

2) Keep the bomb threat caller talking, and ask as many questions of the caller as you can:

- When will the bomb go off? How much time remains?
- Where is the bomb located?
- What does it look like?

- What kind of bomb is it?
 - How do you know about this bomb?
 - Why was it placed here?
 - Who are you?
 - What is your name?
- 3) Call **100** immediately and inform about the call received

5. Hostile Intruder/Active Shooter

If a hostile intruder/active shooter is Outside your building:

1. Get to a room that can be locked; close and lock windows and doors
2. Turn off the lights
3. Try to get everyone down on the floor (so that no one is visible from outside the room)
4. Call 100. The Dispatcher will ask for, at least, the following information:
 - a. Your name
 - b. Location of the incident (be as specific as possible)
 - c. Number of shooters (if known)
 - d. Identification or description of shooter
 - e. Number of persons who may be involved
 - f. Your location
5. Stay in place (calls from unfamiliar voices to come out may be the attacker attempting to lure you)
6. Do not respond to any voice commands until you are sure that they come from a Police Officer, or a Campus Safety & Security Officer

If a hostile intruder/active shooter is INSIDE your building:

1. Exit (get out of) the building immediately
2. Notify anyone you may encounter to exit the building immediately
3. Call 100. The Dispatcher will ask for at least the following information:
 - a. Your name
 - b. Location of the incident (be as specific as possible)
 - c. Number of shooters (if known)
 - d. Identification or description of shooter

e. Number of persons who may be involved

f. Your location

If exiting the building is not possible, the following actions are recommended:

1. Go to the nearest room or office

a. If you are locked out of all rooms, seek refuge in the nearest restroom,
lock yourself in a stall and keep quiet

2. Close and lock the door and/or block it (try barricading the door with desks and chairs)

3. Cover the door windows

4. Call 100 (the Dispatcher will gather information from you)

5. Keep quiet and act as if no one is in the room (silence cell phones)

6. DO NOT answer the door

7. Stay in place (calls from unfamiliar voices to come out may be the attacker attempting to lure you)

8. Do not respond to any voice commands until you are sure that they come from a Police Officer, or a Campus Safety & Security Officer

If a hostile intruder/active shooter Enters your office or classroom:

1. Remain calm

2. Dial 100 (if you can't speak, leave the line open so the Dispatcher can listen to what's taking place)

3. Try to escape, but if unable, you must take action to survive!! Make a quick survival decision, either:

a. Try to negotiate with the hostile intruder/active shooter (perhaps not the most effective measure), or

b. Try to hide; bear in mind that being hidden (i.e. behind a wooden door) is not the same as being covered (i.e. behind a steel door), or

c. Play dead (pretend to be unconscious), or

d. Try to overpower the hostile intruder/active shooter by force (use anything at your disposal and fight for your life); **Only you can decide if this is something you should do**

e. If someone other than yourself acts to overpower the hostile intruder/active shooter it is recommended that you assist, as this will increase the chances of success and survival. **Again, only you can decide if this is something you should do**

If the hostile intruder/active shooter leaves your area, and as soon as it is safe to do so:

1. Close and lock the door and/or block it (try barricading the door with desks and chairs)

2. Call 100 (if not on the line already)

3. DO NOT answer the door and stay in place behind cover

4. Do not respond to any voice commands until you are sure that they come from a Police Officer, a Campus Safety & Security Officer

If you decide to flee during a hostile intruder/active shooter situation:

1. No matter what the circumstances, make sure you have an escape route and plan in mind
2. Do not attempt to carry anything while fleeing
3. Do not attempt to remove injured people (leave wounded victims where they are and notify authorities of their location as soon as possible)
4. Move quickly, keep your hands up high and visible
5. Follow the instructions of any Police Officers you may encounter

What to expect from responding police officers:

Police Officers responding to an active shooter are trained in a procedure known as "Rapid Deployment" and proceed immediately to the area in which shots were last heard. Their purpose is to stop the shooting as quickly as possible. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers after areas have been secured to treat and remove injured persons.

Please understand that the police will be treating all those they encounter (including you) as possible suspects. When you encounter the police:

1. Remain calm
2. Do as the officers tell you
3. Put down any bags or packages you may be carrying
4. Keep your hands up and visible at all times
5. If you know where the hostile intruder/active shooter is, tell the officers
6. Once out of harm's way remain at whatever assembly point authorities designate
7. Keep in mind that the entire area is still a crime scene; police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned
8. Do not leave until you have been interviewed and released

6. Utility Failure

Utility Failures

These may include electrical outages, plumbing failure/flooding, ventilation problems, elevator failures, etc. Dartmouth's Facilities Operations and Management (FO&M) has procedures and personnel to deal with utility failures and resumption of service. For your personal safety, in the event of a utility failure:

- Remain calm
- Immediately notify Fire Department 101

- If the building must be evacuated
- Unplug all electrical equipment (including computers) and turn off light switches
- Use a flashlight: Do not light candles or use other kinds of flames for lighting
- Laboratory personnel:
 - Secure all experiments, unplug electrical equipment, and shut off research gases prior to evacuating
 - Close all fume hoods and chemical containers
- Elevators:
 - If passengers are trapped in an elevator, advise them to stay calm and tell them you are getting help
 - If it is safe for you to stay in the building, stay near the passengers until assistance arrives
- If you are trapped in an elevator, help will be there soon:
 - Remain calm
 - Use the Call Button of Phone to call for help
 - Do not try to climb out or exit the elevator without assistance

7. Natural Disaster

7.1 Floods

Minor or area flooding on campus could occur as a result of a water main break, loss of power to sump pumps, or major multiple rainstorms. Safety and Security monitors the National Weather Service, and other emergency advisory systems to stay abreast of weather and alert related conditions and will provide instructions should they be necessary. For imminent or actual flooding, and only if you can safely do so:

- Secure vital equipment, records, and other important papers
- If present in your area, report all hazardous materials (chemical, biological, and/or radioactive)
- Move to higher, safer ground
- Shut off all electrical equipment
- If in a lab, secure all laboratory experiments
- Do not attempt to drive or walk through flooded areas
- Wait for further instructions on immediate action from Safety and Security
- If the building must be evacuated, follow the instructions on Building Evacuation
- Do not return to your building if you have been evacuated by flooding until you have been instructed to do so by College personnel
- If you are assisting with flood cleanup, report immediately to Environmental Health and Safety any oil, chemical, or radioactive materials suspected of mixing with flood waters

7.2 Earthquakes

Earthquakes are more common in the North of India, In the event of an earthquake:

- Stay away from large windows, shelving systems, or tall room partitions
- Get under a desk, table, door arch, or stairwell

- If none of these is available: move against an interior wall and cover your head with your arms
- Remain under cover until the movement subsides
- After the shaking stops, survey your immediate area for trapped or injured persons and ruptured utilities (water, gas, etc.)
- If damage has occurred in your area, inform Disaster Management at 108
- If it is safe to do so, remain at your location and await further instructions from College personnel
- Do not evacuate until instructed by emergency personnel
- If out in the open:
 - Stay in an open area away from buildings, power lines, trees or roadways
 - If in a car, pull over and stop. Do not park under an overpass or near a building. Be cautious about driving again, in the event roads are damaged
- After an earthquake:
 - Put on enclosed shoes to protect against broken glass
 - If the power is out use a flashlight. Do not light a match or candle
 - Be alert for safety hazards such as fire, electrical wires, gas leaks, etc.
 - Check on others. If there are injuries or other urgent problems, report them to National
 - Give or seek first aid. Assist any disabled persons in finding a safe place for them
 - Evacuate if the building seems unsafe or if instructed to do so:
 - Use stairs, not elevators
 - Unplug small electrical appliances
 - Bring keys, purses, wallets, warm clothing
 - Be prepared for aftershocks
 - Cooperate with emergency personnel, keep informed, and remain calm

8. Suspicious Package or Object

If you have any reason to believe that a letter or parcel is suspicious, **DO NOT** take a chance or worry about embarrassment. Call immediately Police Department at **100**

- **DO NOT** touch the package or object.
- **DO NOT** tamper with the package or object.
- **DO NOT** attempt to move the package or object.
- **DO NOT** open the package or object.
- **DO NOT** put the package or object in water or an enclosed space, such as a drawer or box.
- Isolate the package or object and evacuate the immediate area.