QHP209

FIRE SAFETY MANAGEMENT
POLICY, PROCESSES AND PROCEDURES

Fire Safety Management Policy and
Procedure
January 2022

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QHP209
Version 3.0

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1. POLICY INTRODUCTION

Fire safety at National Ambulance facilities is important for staff and community safety, asset protection and continuity of business operations, in addition to being a regulatory compliance requirement at both federal and emirate-level.

Fire at key company facilities have the potential to impact delivery of vital medical emergency services to the community, as documented through the company business continuity framework. It is therefore of paramount importance that the company is well-placed to manage fire-related emergency situations, above and beyond safeguarding staff and assets at NA facilities.

This Fire Safety Management Policy and Procedure is a specific emergency management plan developed in accordance with the requirements of OSHAD – SF: Management System Elements, V3.1 - Element 6.

It is intended to improve fire safety at NA workplaces and activities carried out by NA staff where fires may arise.

This policy is relevant to the Organizational Roles and Responsibilities, Risk Evaluation and Management, Implementation Monitoring and Reporting, Auditing and Inspections, and Continuous Improvement Management System Components.

2. SCOPE

The Fire Safety Management Policy and Procedure applies to all National Ambulance activities, staff, contractors, visitors, and premises routinely used or operated by NA including workplaces and warehouse and Vehicles

This policy does not address the emergency evacuation procedures, or fire safety requirements relating to building design and construction.

3. ROLES AND RESPONSIBILITIES

1. All National Ambulance Staff
- Raise the alarm if they observe fire and cannot easily, safely and quickly extinguish it;
- Evacuate from the building upon hearing a fire alarm;
- Participate attentively in all fire drills;
- Complete all mandatory fire safety-related training, annually or as required;
- Obey all fire safety instructions, policies, signs and alarms;
- Report new or uncontrolled fire hazards, or problems related to fire safety equipment
- Reporting non-conformances or improvement opportunities, such as new or changed risks, to the QHSE & BC through submitting a QHF202 QHSE Reporting Form;

2. Managers
- Report fire risks not identified or sufficiently controlled through this policy and procedure;
- Conduct regular team briefings/meetings, and ensure fire safety is addressed at the meeting (can be part of QHSE topic);
- Ensure QHSE periodic inspections are carried out by team where required and according to the schedule, and that inspection reports are maintained, and corrective actions completed;
- Carry out the fire safety initial assessment as per this policy and procedure in cooperation with the QHSE team;
- Reporting non-conformances or improvement opportunities, such as new or changed risks, to the QHSE & BC through submitting a QHF202 QHSE Reporting Form;
- Observe, influence, or report the conduct of NA neighbors or building co-tenants whose activities may increase fire risks to NA staff or facilities;

3. QHSE & Business Continuity Manager
- Provide technical support to NA to increase fire safety, including training content, fire safety assessments and QHSE inspections;
- Monitor completion of evacuation drills, and organize or facilitate where appropriate;
- Maintain records of completed evacuation drills and fire warden training;

- Prepare and make available evacuation maps, fire safety signage and QHSE risk assessments;
- Establish and manage contracts or programs to ensure correct servicing and maintenance of fire extinguishers, smoke/heat detectors, fire control panels, alarm systems, sprinkler systems and fire pumps, fire hose cabinets, break-glass units, and FM200 systems.
- Ensure records are kept of maintenance to fire safety and protection systems;
- Ensure QHSE risk assessments adequately address fire safety;
- Ensure completion of/ review of QHSE risk assessments, assisting or carrying out where necessary;
- Monitor completion of QHSE inspections by teams, and completion of corrective actions;
- Carry out QHSE inspections quarterly at each site, and ensure completion of corrective actions;
- Review and report overall fire safety performance to the Chief Administration Medical Officer as part of QHSE management review.
- Review fire safety performance, including incidents, near misses, QHSE inspections, QHSE risk assessment records, maintenance programs, meeting records, training, drills, on an annual basis or after a significant incident or change in facilities or activities;
- Report on fire safety performance to the Chief Administration Medical Officer at least annually.

4. Chief Administrative Medical Officer

- Ensure budget allocation for fire safety equipment, training, maintenance, investigation and review;
- At least annually, review fire safety performance and adequacy of actions across the organization, based on advice from the QHSE & Business Continuity Manager , and report to the Chief Executive Officer;
- Procedure review and approval.

4. PROCEDURE

4.1. RESPONSE TO FIRE

Staff may observe a fire by:
- Visually seeing the flames
- Hearing the fire burning or explosions
- Seeing or smelling smoke
- Smelling other 'burning smell' from chemicals, fuel, plastics, etc
- Feeling abnormal heat
- Unexplained electrical outages

If a fire is observed, staff must immediately:

If in Building,

1. Don't panic
2. Raise the alarm by shouting "FIRE! FIRE! FIRE!" to colleagues;
3. For buildings that have a fire alarm break-glass unit (manual call point) – use this to activate the fire alarm;
4. Evacuate to assembly point, and advise other staff close-by to evacuate as well, following the 'Emergency Evacuation Plan QHF222';
5. Call 997 to contact Civil Defence for emergency response;
6. **For a small fire:** you can extinguish small fire, if you are trained and know how to use a fire extinguisher and it does not pose an immediate danger.
7. Staff must never endanger themselves or their chance to evacuate in order to fight a fire, or retrieve personal items, company equipment or vehicles.

If in Emergency Vehicle,

1. Don't panic
2. Raise the alarm by shouting "FIRE! FIRE! FIRE!" to colleagues;
3. If the vehicle is moving, stop in a safe place if possible
4. Evacuate the vehicle as soon as possible from the nearest exit
5. If there is a patient on board, try to evacuate the patient if you can

6. If the ambulance door is not opening in the patient area, use a hammer and break the glass window
7. Call 997 to contact Civil Defense for emergency response;
8. Call ACC to report the incident immediately
9. Stay far away from the burning vehicle
10. **For a small fire:** you can extinguish small fire, if you are trained and know how to use a fire extinguisher and it does not pose an immediate danger
11. Staff must never endanger themselves or their chance to evacuate in order to fight a fire, or retrieve personal items, company equipment or vehicles.

4.2. RESPONSE TO FIRE OR SMOKE ALARM

If a fire or smoke alarm is heard:

Building,

1. Don't panic
2. Evacuate to assembly point, and advise other staff close-by to evacuate as well , following the 'Emergency Evacuation Plan QHP222';
3. If you see the fire while evacuating, use the activation fire alarm manual call point nearby you and continue to evacuate the area
4. Call 997 to contact Civil Defence for emergency response;
5. Wait in the assembly point until the Civil Defense announcement.
6. **For a small fire:** you can extinguish small fire, if you are trained and know how to use a fire extinguisher and it does not pose an immediate danger
7. Staff must never endanger themselves or their chance to evacuate in order to fight a fire, or retrieve personal items, company equipment or vehicles.

4.3. GENERAL FIRE SAFETY REQUIREMENTS

The following requirements apply to all NA workplaces:
*   Raise the alarm if you observe a fire;
*   Evacuate from the building or vehicle upon hearing a fire alarm;
*   Participate attentively in all fire drills;
*   Complete all mandatory fire safety-related training, annually or as required;
*   Obey all fire safety instructions, policies, signs and alarms;
*   Report new or uncontrolled fire hazards;
*   Report any damaged or missing fire safety equipment, for example, smoke alarms, break-glass call points, fire cabinets and hoses, emergency exit signs, fire extinguishers;
*   Report electrical sparking, exposed or damaged wiring, and electrical faults from equipment or facilities immediately;
*   If you observe behavior of building co-tenants that may increase fire risks, ask them to stop, or report to your Manager;
*   Remove items stored in fire evacuation routes or fire escape stairs, or report to your Manager or QHSE team;
*   Handle oxygen cylinders carefully, and only with clean hands free of hand lotion/ oil;
*   If you observe gas leaks – do not use your mobile phone or electrical switches in the area, try to switch off the gas, open windows or doors, leave the room/ building and report for maintenance / emergency;
*   Do not smoke inside any NA workplace;
*   Do not bring or store flammable, oxidizing or explosive substances in your workplace without approval or in accordance with approved company procedures;
*   Do not leave food being cooked unattended;
*   Do not store any items, even temporarily, in fire evacuation routes or stairs.

4.4. FIRE SAFETY - INITIAL ASSESSMENT

Fire safety measures will be applied based on a fire safety assessment, carried out by Managers in cooperation with the QHSE Team. This assessment considers the factors below, with each of the sub-points indicating that additional or specific control measures should be applied.

1. Type of the facility, for example:
   - Warehouse
   - Clinic with patients
   - IT Room
   - Vehicle
2. Location of the facility, including:
   - In a building shared with other tenants
   - In an industrial zone
   - Within 50 metres of bulk chemical or flammable goods storage
   - In a building more than 2 x stories high
3. Activities being carried out
   - Work involving heat sources or generating sparks (eg use of generator, welding, cutting)
   - Cooking (eg hot plate, stove top, toaster). Excluding electric kettle and microwave oven
   - Compressed gas storage and handling
   - Flammable liquid storage greater than 205 litres
   - Warehouse bulk goods storage
   - IT server operation or data storage
4. Number of people,
   - 5 or more NA staff, contractors or visitors normally at that site or residing there
5. Criticality of facility to priority services
   - Primary ACC
   - Warehouse
   - IT Server Room or data storage site
   - Pharmacy

Note that this assessment is not a replacement for a full QHSE risk assessment.

4.5. FIRE SAFETY - CONTROL MEASURES

A suite of mandatory and additional fire control measures have been adopted by National Ambulance, and are available for implementation at specific sites and activities (refer to Table 1). Measures that are indicated as 'mandatory' in Table 1 must be undertaken at the applicable site or by the relevant staff, and other measures will be required dependent on the assessment of the factors listed in Section 4.4.

Selection of control measures presumes structural requirements for fire safety at workplaces are compliant with UAE 'Fire and Life Safety Code of Practice' (2018) requirements and have Civil Defence approval.

Table 1: Fire Safety Control Measures

Ref.	Fire Safety Control Measures	Mandatory	Frequency
1	**Training**		
1.1	QHSE Induction Training	Yes	Annual
1.2	QHSE Warehouse Induction		Annual
1.3	Fire Safety Training	Yes	Annual
1.4	Fire Warden Training	Yes	Annual
1.5	Material Safety Data Sheet Training	Yes	Annual
1.6	OPP120 Hazardous Materials Training	Yes	Annual
1.7	Compressed Oxygen Handling & Storage Training		
1.8	Other – give details		
2	**Policy & Procedures**		
2.1	QHF222-XX Emergency Evacuation Plan (location specific)	Yes	
2.2	QHF 222-XX-X Emergency Evacuation Map (location specific)	Yes	

Ref.	Fire Safety Control Measures	Mandatory	Frequency
2.3	OPP120 Hazardous Materials Policy	Yes	
2.4	Other – give details		
3	**HSE Inspections, Risk Assessments & Briefing**		
3.1	QHSE periodic inspection including fire safety – QHSE staff	Yes	Quarterly
3.2	QHSE monthly Inspection including fire safety – activity staff		Monthly
3.3	QHSE risk assessment addresses fire safety	Yes	Annual
3.4	Team briefings – fire safety on agenda or can be raised	Yes	
3.5	Other – give details		
4	**Evacuation Drills**		
4.1	Evacuation drill – all types	Yes	Semi Annual
4.2	Evacuation drill - planned with pre-drill briefing		
4.3	Evacuation drills – unannounced		
4.4	Evacuation drills – coordinated with other building occupants		
4.5	Evacuation drills – coordinated with Civil Defence		
4.6	Evacuation plan (map) posted	Yes	
4.7	Assembly point assigned	Yes	
4.8	Other – give details		
5	**Signage**		
5.1	Emergency escape route location signs	Yes	
5.2	Emergency exit location signs	Yes	
5.3	Fire extinguisher location signs	Yes	
5.4	Fire extinguisher instructions	Yes	
5.5	Break-glass call point location signs		
5.6	No smoking signs	Yes	
5.7	Back-up power to emergency exit signs		Quarterly
5.8	Emergency exit lights		Quarterly
5.9	Fire hose reel cabinet sign		Quarterly
5.10	Other – give details		
6	**Fire Detection Equipment**		
6.1	Smoke detectors	Yes	Quarterly
6.3	Heat detectors		Quarterly
6.5	Other – give details		
7	**Alarm Equipment**		
7.1	Fire alarm control panel	Yes	Quarterly
7.2	Fire alarm control panel connection to Civil Defence	Yes	Quarterly
7.3	Alarms sounders / audible alarms	Yes	Quarterly
7.4	Oxygen monitor with alarm		
7.5	Break-glass call points	Yes	Quarterly
7.6	Warden vests	Yes	
7.7	Evacuation kits (backpacks)	Yes	
7.8	Other – give details		
8	**Fire-Fighting Equipment**		
8.1	Fire extinguishers in buildings	Yes	Quarterly
8.2	Fire extinguishers in ambulances and other vehicles	Yes	Semi Annual
8.3	IT room fire-suppression system (FM200 system)	Yes	
8.4	Fire hoses in cabinets		
8.5	Automatic sprinklers		
8.6	Fire service booster pump		

Ref.	Fire Safety Control Measures	Mandatory	Frequency
8.7	Other – give details		
9	**Fire Safety Equipment Maintenance**		
9.1	Fire extinguisher inspections & servicing	Yes	Semi Annual
9.3	FM200 system inspection & servicing	Yes	Quarterly
9.5	Fire hoses and cabinets inspections	Yes	Quarterly
9.6	Smoke and heat detector inspection (visual check)	Yes	Quarterly
9.7	Smoke and heat detector testing/servicing	Yes	Quarterly
9.8	Fire alarm inspections	Yes	Quarterly
9.9	Fire alarm testing	Yes	Quarterly
9.10	Sprinklers system and fire pump servicing	Yes	Quarterly
9.11	Fire panel testing and servicing	Yes	Quarterly
9.12	Break-glass call points inspections and servicing	Yes	

4.6. FIRE SAFETY MONITORING AND REVIEW

The adequateness of these fire safety measures will be monitored and reviewed through the mechanisms listed below:
- QHSE risk assessments (QHP201 QHSE Risk Management Policy and Procedure);
- QHSE inspections and audits (QHP202 Audit Inspection and Non Conformance Policy and Procedure);
- QHSE incident and near miss reporting and investigation (QHP201 Risk Management Policy);
- Team meetings.

These policies and procedures are managed through the QHSE Management System (refer to QHP103 QHSE and BC Management System Manual).

Where the control measures in Table 1 have been correctly implemented according to the location and activity, but the residual fire risk is unacceptable based on the QHSE risk assessment outcome, or if there is incident/near miss investigation indicating inadequate fire safety controls, further control measures will be identified and implemented to improve fire safety to a suitable and sufficient level.

5. RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

Code, Name of Legislation	Jurisdiction
UAE Fire and Life Safety Code of Practice Sep-2018	UAE

6. RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy

Policy & Procedure /Form
QHP201 QHSE Risk Management Policy and Procedure
QHP202 Audit Inspection and Non Conformance Policy and Procedure
QHF202 QHSE Reporting Form

7. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to qhse@nationalambulance.ae

8. DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- QHSE & BC Manager

Change Brief

Version No.	Date	Change
1 .0	January 2017	New Document
2.0	November 2019	Change from Supervisors to Managers, removal of DPE, removal of shared accommodation, other minor changes, Added Emergency Vehicle fire safety
3.	January 2022	Added roles and responsibilities to QHSE and BC Manager changes in the table of the fire safety control measure

CEO Approval

Board Member Verification