EMBRY-RIDDLE
Aeronautical University

EMERGENCY MANAGEMENT PLAN

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Emergency Management Plan

Article I.   Introduction

Embry-Riddle Aeronautical University (ERAU) Asia and ERAU Asia Institute are located in a 3-storey building at 70 Seletar Aerospace View which is within Seletar Aerospace Park, an integrated industrial space for aerospace activities.

ERAU Asia Administration is responsible for promoting and maintaining a safe campus environment for all members of the campus community, and to provide quality service so that each person is afforded the opportunity to achieve their academic and professional goals as they work and learn in our educational community.

Section 1.01   Purpose

This Emergency Management Plan (EMP) is designed to coordinate with comprehensive emergency management plans and programs of the national government. The EMP provides a framework through which ERAU Asia prepares for, responds to, recovers from, and mitigates the impacts of disasters, emergencies and critical events that could adversely affect the health, safety, and general welfare of students, faculty, staff and visitors.

The EMP is operations-oriented and addresses coordinated pre- and post-disaster planning, response, and recovery. It also defines deployment of resources, communications systems and exercises to determine the ability of university, local and national resources to respond to emergency events. It further defines responsibilities for the university departments and outside agencies involved.

The EMP describes the basic strategies, assumptions and mechanisms through which ERAU Asia will mobilize resources and conduct activities to guide and support public safety efforts through response and recovery.

Section 1.02   Situation

ERAU Asia along with its students, faculty, and infrastructure are open to natural, technological and societal (man-made) hazards. Events presenting serious risk have been identified using risk assessment, and likely events have been considered and added to the EMP. The EMP is designed to address major events which damage or render useless communications systems, utilities and facilities the campus depends on in its daily operation.

Section 1.03   Geographical Information

In June 2024, ERAU Asia moved to its new state-of-the-art campus at 70 Seletar Aerospace View, Singapore 797564 where it brings students, staff and faculty under one roof. The new campus leases levels 2 and 3 of Air 7 Asia Building, a 3-storey building housing a hangar. The building is located within Seletar Aerospace Park, an integrated industrial space for aerospace activities, including Maintenance, Repair and Overhaul of aircraft and components; manufacturing and assembly of aircraft engines and components; business and general aviation; and training and Research and Development. Access to the Campus is generally limited to students and employees for the purpose of work, study and other Campus business. Campus operating hours are 8am – 8pm, Mondays to Fridays and 9am – 1pm on Saturdays. The

Campus is closed on Sundays and gazetted Singapore public holidays. Access outside operating hours is with EagleCards. ERAU Asia does not have any campus residential (dorm) facilities.

ERAU Asia also teaches at an offsite location, at Singapore Aviation Academy (SAA). However, all SAA classes have been taught from ERAU Asia's Seletar campus since July 2024 while SAA undergoes refurbishment till 2026. When onsite at SAA again, all ERAU Asia students, faculty and staff there should adhere to SAA's emergency management plan.

Section 1.04   Scope

Singapore is spared from many natural disasters such as major floods, earthquakes and typhoons. With climate change and more unpredictable global weather conditions however, extreme weather events such as tropical storms or typhoons may occur. The country may also experience haze reaching hazardous levels mainly caused by volcanic eruptions and forest clearing in neighboring countries. While man-made crises such as riots and protests are illegal in Singapore, the country is vulnerable to other man-made disasters including fire, cyberattacks, and infectious diseases and pandemics. With radicalism on the rise, terrorism has become a major concern.

The EMP is intended to minimize the effects of these hazards to students, faculty, staff and infrastructure. This plan guides preparedness, response, recovery and mitigation actions and may be activated at the discretion of authorized personnel for an isolated, local or national emergency. In addition, the EMP:

- Establishes fundamental policies, program strategies and assumptions governing ERAU emergency preparedness program
- Define a concept of operations spanning the direction and control of an emergency from initial monitoring through post-disaster response and recovery
- Defines the emergency roles and functions of University departments and outside agencies, private industries and civic organizations
- Identifies actions to be taken by designated departments for effective coordination with state counterparts.

Article II.   Declaration of Campus State of Emergency

Section 2.01   Authority

The Vice Chancellor & Head of Asia (VC & HOA) for ERAU Asia is entrusted by the President of Embry-Riddle Aeronautical University with the wellbeing of the campus community. The VC & HOA, or his designee, is also responsible for declaring the appropriate emergency level and initiating this Emergency Management Plan (EMP).

During an emergency at the ERAU Asia location, leadership responsibility will default to the VC & HOA or his designee. Leadership is responsible for the following:

- Immediate safety of all staff, faculty and students onsite reporting the situation to Worldwide Campus Headquarters as soon as that report can be made.
- Following and directing subordinates to follow the instructions as instructed by building management.

The authority regarding guidance for immediate action steps in an emergency will default in the following order of priority:
- Local Safety Authorities
- Worldwide Campus Headquarters

Section 2.02   EOT Coordination & Emergency Levels

All emergency operations will be coordinated by the ERAU Asia Emergency Operations Team (EOT) comprised of the following people, some of whom are tasked with additional responsibilities (function):

Name	Title	Additional Function
Matthew Flaherty	Vice Chancellor & Head of Asia	Campus Security Authority
		Safe Management
		IT Support
Pablo Alvarez	Assistant Vice Chancellor of Campus Operations	Marketing & Communications
Carol Cheng	Human Resources Manager	Risk Management
		Safe Management
Jack Patel	Academics Officer & Associate Professor	
Frances Chia	Office Manager	Facilities Management
		Safe Management
		Purchasing
		Fire Warden 1
Christina Sim	Manager, Quality Assurance	Fire Warden 2

The emergency levels shall be defined as follows:

	Definition	Examples of Situations	EOT Participants
Level 1	An incident that can be met mostly or entirely with a single department's available resources.	• Adverse weather event • Infrastructure failure • Minor injuries occurring on campus that require basic treatment • Burglaries • Large scale events that could become disruptive	• EOC Manager • Campus Security Authority • Administration & Facilities Management • Other departments as appropriate
Level 2	An incident that requires a response by two or more departments above a routine capacity, and/or response by an outside agency to render assistance beyond a routine response	• Severe winds, flooding, haze not requiring campus closure • Injuries resulting in urgent medical care or brief hospitalization • Disruptive issues such as potentially violent behavior, or widespread vandalism	• EOC Manager • Facilities Management • Academic Officer • Human Resources • Campus Operations • Office of Student Success

Level 3	An accident, crisis, or critical emergency that requires an active or immediately readied response by most of the campus departments and/or responses by outside agencies to render emergency assistance	• Death of a student or employee, including suicide • Near-fatal accident of a student or employee resulting in urgent medical care or prolonged hospitalization • Illegal occupation of a premise with resistance • Non-immediate closure of the campus due to forecasted severe weather or environment-related conditions such as severe haze • Serious and/or widespread community health issues nearing a pandemic level	• EOC Manager • University Legal • Most, if not all, EOT departments
Level 4	A serious accident, crisis, or critical emergency impacting a sizeable portion of the campus and possibly the surrounding community. Most departments will have an active role in the response, ceasing their routine operations. The response requires considerable coordination within the University and among outside agencies.	• Severe weather causing the immediate closure and evacuation of the campus • Widespread power outage expected to last several days • Major fire – structure or wild land • Contagious disease outbreak • Bomb threat • Explosion • Armed attacker • Terrorist attack	• Entire Emergency Operations Team, unless otherwise specified by the EOC Manager

Section 2.03   Activation of Emergency Operations Center

The Emergency Operations Center (EOC) may be activated at any time by the VC & HOA, or his designee. If there are conditions that would warrant the activation of the EOC, any EOT member may forward that information to the VC & HOA to recommend an activation of the EOC. This may include the activation prior to the declaration of a major emergency.

In the event of a declaration of a campus emergency by the VC & HOA who is also the EOC Manager, the EOC may be activated as a command post.

The EOC Manager will determine the best location of the EOC for the particular emergency. Factors influencing the selection of the EOC location include the type, location, size, and threat of movement or growth of the emergency. The primary location for the EOC is the Classroom 307 at Level 3, Air 7 Asia Building. This room has video and audio-conferencing abilities. The alternate location is the VC and HOA's room at #311 as it has video and audio-conferencing capabilities.

In the event of activation, preparations and emergency operations will be coordinated by Human Resources (HR), Campus Operations, Facilities Management and the EOC Manager. The EOC will be initially staffed during an emergency by the EOC Manager, Campus Operations, HR, and Facilities Management. Other EOT members will be called upon as needed.

If a campus state of emergency is declared, all pre-arranged personnel will report to the EOC. The EOC will be provisioned and maintained by the EOC Manager, Campus Operations, HR and Facilities Management. Facilities Management is also responsible for maintaining an occurrence log during emergency response operations and recovery.

To activate the EOT, the EOC Manager will work with Campus Operations, HR and Facilities Management to determine the appropriate level of emergency for the given circumstances, based upon the guidelines in the plan. The EOC Manager will determine the appropriate EOC participants necessary. Facilities Management shall then contact each EOT member by phone or WhatsApp text messaging. The information to be communicated includes: an initial briefing of the situation, the EOC location and the timeframe for the activation.

Section 2.04   Coordination with Outside Agencies

During events that extend beyond the ERAU community or events that exceed ERAU resources, the assistance of outside agencies may be required. The response efforts with outside agencies will often be coordinated through the national agencies of the Singapore Police Force or fire and emergency provider Singapore Civil Defence Force (SCDF). These agencies will implement the use of the Incident Command System (ICS). The ERAU Asia EOT will continue to operate independently from the ICS and will designate an ERAU liaison to coordinate response efforts with the outside agencies.

ERAU resources may be requested to assist the outside agencies. Any assistance requests will be coordinated through the Campus EOT.

Article III.   Notification Systems

Section 3.01   ERAU Broadcasts

This section highlights the emergency and subsequent follow-up information capabilities for the campus. These systems allow the EOT to make initial emergency notifications as required, as well as the communication of secondary, follow-up, or non-time sensitive information as determined by the EOT. These systems involve authorization and implementation:

1. **Authorization** is required for use of the specific method for the communication. Those authorized are predetermined and carry the responsibility for approving the message to be sent by the indicated method and for ensuring its prompt launch by the implementer.
2. **Implementation** is the process by which the designated person launches the method. This person has the technical skills and the responsibility for promptly engaging the message through the system after receiving the authorization.

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Implementers must ensure the authorizer is kept abreast of any problems associated with the launch of the message. This includes ensuring the responsible contacts remain current, the procedures are documented and practiced, and the actual event is executed from start to finish.

    a) Notification Methods

The methods of conveying time-sensitive emergency notification for ERAU Asia are:

- Campus social media
- Phone text messages
- Campus email sent to students, faculty and staff
- Campus Homepage
- Written notice on bulletin boards or near entrances and exits
- Canvas/LMS Post

Authorization: Vice Chancellor & Head of Asia
Implementation: Enrollment & Campus Operations Staff

    b) Follow-up Information or Advisories

Non-emergency and post-incident follow-up information may be provided through the following methods. These are prepared jointly by the VC & HOA and Marketing & Communications staff.

- ERAU.edu web page: The erau.edu web page and the ERAU Asia homepages may post incident information for the dissemination of important follow-up information.
  Authorization: The VC & HOA
  Implementation: Marketing & Communications

- Campus Email: Campus-wide email updates or advisories may be sent through the campus email system to provide appropriate information
  Authorization: The VC & HOA
  Implementation: Marketing & Communications

- Campus social media: Campus Twitter, Facebook and Instagram accounts may post campus-wide updates or advisories.
  Authorization: The VC & HOA
  Implementation: Marketing & Communications

- Others – Telegram and WhatsApp may be used to help provide information to the campus community.
  Authorization: The VC & HOA
  Implementation: Marketing & Communications

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Section 3.02   Notification of University Administration

The senior-most employee (POC) aware of, or involved in, an incident is responsible for determining when a situation warrants notification of University Administration leadership.

1. Senior-most employee (POC) who first hears of an incident notifies the VC & HOA immediately.
2. VC & HOA notifies the Worldwide Chancellor
3. The Worldwide Chancellor notifies the President. A determination is made whether the BOT should be notified.
4. Other leadership are engaged as well (General Counsel, Communications, Human Resources, Chancellor, Dean of Students, etc.)

If the VC & HOA is not available, the Senior-most employee (POC) who first hears of an incident notifies the Worldwide Chancellor.

If the Worldwide Chancellor is not available, the VC & HOA or Senior-most employee (POC) who first hears of an incident notifies the SVP & CFO. If the SVP & CFO is not available, the COO should be notified.

Article IV.   Crisis Communications/Notification Plan

When the university is to be closed, Campus Security Authority and Marketing & Communications will notify students and employees via campus email or announcement, via campus social media, text messaging via Microsoft Teams or WhatsApp or in ERNIE.

Following this distribution, responsibility to take further action becomes that of individual departments. Department heads should have a plan to quickly notify their staff and take appropriate action during a real-world emergency. To prepare for an emergency, every department should have a plan for notifying department members at home.

When notified of an emergency, department heads should:
- In case of power failure and downed telephone lines, nominate someone to walk through and notify each department member
- Implement the department-specific plan for notifying staff at home, if necessary.

For further information about the disaster, check your email, ERNIE or ERAU Asia's website.

Section 4.01   Media Relations

The university will designate an official University spokesperson who will be responsible for media announcements and emergency communication, in the event of a crisis.

1. Only authorized spokespersons (VC & HOA) will meet, talk or issue press releases with media sources.
2. The VC & HOA and senior administrators are to be informed immediately of media inquiries by Marketing & Communications.
3. All calls from media are to be referred directly to the VC & HOA.

Article V.   Entire Campus Closure or Evacuation

The University President or VC & HOA will determine whether to close the entire campus, and whether the evacuation of the campus, in part or whole, is necessary. This plan anticipates that there will be ample time to prepare and execute an organized evacuation of the campus.

NOTE: For quick notice emergency evacuations, Campus Security Authority will implement evacuation procedures from other trained campus personnel.

1. The University President or VC & HOA decides it is in the best interest of the ERAU community to close the campus.
2. Faculty and staff will be asked to secure their offices, work areas and evacuate the campus until the University reopens the campus. Essential employees who need to remain on campus will be coordinated through the EOC.
3. Students and visitors will be asked not to return to Campus until the University President or VC & HOA has reopened the campus.
4. After the incident, the University President or VC & HOA shall determine when to reopen the campus. Recovery procedures are executed at this time.

Article VI.   Specific Emergency Procedures

Section 6.01   Natural Disasters

Including, but not limited to thunderstorms, tropical storms, typhoons, flooding and hazardous haze levels. In all disasters, the following actions are to be taken:

1. On news of an impending natural disorder, any EOT member may advise the VC & HOA who shall then determine the emergency level and activate the EOC with the appropriate EOT members, in accordance with Article II.
2. Facilities Management will mobilize for the security of campus buildings and personnel, and protection of university property.
3. The EOC Manager, in consultation with EOT members, will identify the impacts upon the various campus departments and activities.
4. Marketing and Communications personnel will concurrently notify students, staff and faculty using the appropriate means identified in Article III.
5. If the emergency persists, Marketing & Communications will provide timely updates using the appropriate means identified in Article III.

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Section 6.02   Tropical Storm/Typhoon/Severe Weather

Additional Preventive, Protective and Mitigating Measures:

The Safe Management Officers will:

1. Monitor the situation regularly via updates from official sources (eg. The National Environment Agency's my ENV App) on:
    a. Weather conditions and Public Safety advisories; and
    b. Disruptions in public transport services and power supply, or road closures
2. Assess the current risk and be prepared to carry out the necessary actions, which could include the following:
    a. Secure loose items placed outdoors
    b. Assess the flood risk for server rooms/consumer switch rooms in low-lying areas, especially if they are on the ground floors or in the basements, and carry out the necessary mitigation measures to prevent water seepage (eg. set up portable flood barriers); and
    c. Move items from low-lying areas (ground floors or basements) onto raised racks or to higher ground.
3. Implement additional mitigation measures as deemed necessary.

If an actual extreme weather event is anticipated, the Safe Management Officers should take reference from national guidelines provided by SkillsFuture Singapore Agency (SSG).

Section 6.03   Medical Epidemics/Disease Outbreaks/Pandemics

This could include a wide range of situations, including mass food poisoning or viral epidemic.

1. The Human Resources Manager (HR) will coordinate with the VC & HOA in recommending a declaration of crisis and implementation of this policy.
2. HR will notify Marketing & Communications and Campus Security Authority of a medical crisis and implementation of this policy. The EOC may be activated at this stage. The VC & HOA shall determine the emergency level and activate the EOC with the appropriate EOT members, in accordance with Article II.
3. In the event of a communicable disease outbreak/epidemic, the relevant government agencies, eg., MOH, MOE, NEA would direct ERAU Asia on matters of control and containment. HR, Campus Operations and FM will assist with reporting, identifying and notifying contacts, isolation practices, mass immunizations, and updated advisories.
4. Marketing & Communications will coordinate with the VC & HOA to establish a media staging area and prepare a statement.
5. During an emergency, Marketing & Communications and Campus Operations will provide timely updates to the media and campus respectively, in accordance with Articles III and IV.
6. In accordance with directives received, the Safe Management Office will obtain required assistance for managing the emergency.

7. In preparation for multiple victims, additional supplies may be obtained through purchasing. The medical supplies normally on hand are only adequate for minor injuries to a limited number of victims.

8. In the event of an unplanned disaster, the staff will assist with triage and first aid to the extent possible while relying on community agencies and other medical providers for primary care and transportation of victims. Human Resources and Office of Student Success will assist with crisis intervention counselling.

Section 6.04   Spontaneous Disasters

Spontaneous disasters are not predictable. Efforts to minimize their consequences are primarily the responsibility of Human Resources, Campus Operations and Facilities Management. Other departments will be made available in accordance with instructions issued by the VC & HOA or designee, through the communications of the EOC.

Procedure:

To report an emergency requiring immediate attention, contact HR, Campus Operations or FM on their mobiles.

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Section 6.05   Responses to Fires, Environmental Health, Safety & Security Incidents

For fires, environmental health and safety and security issues requiring building evacuation, follow the Emergency Evacuation Procedures listed below.

Procedure:

a) **Emergency Evacuation Procedures**

1. **General.** All university employees and students should be aware of emergency evacuation procedures. Facilities Management has developed and posted general evacuation procedures and each department should supplement these procedures with departmental specific information.

2. **Process**. Each department is responsible for ensuring that their employees and students are aware of their proper emergency evacuation procedures. Each department should also consider the particular activities being conducted in the department, as well as a means to account for all individuals after an evacuation.

3. **Evacuation Plans**

   Facilities Management is required to establish and maintain an evacuation plan consisting of written statements describing exit routes and the expected response to an alarm or other call for evacuation.

   a. The evacuation plan should address, as appropriate, the following situations:

   - The needs of persons with disabilities, i.e., mobility, visual, or hearing impairments.
   - Hazardous or volatile substances in use or process in progress.
   - Classes in progress
   - Sensitive or valuable items to be secured.
   - Assembly areas after evacuation and accounting for personnel.

   b. All staff should be familiar with evacuation plans through training sessions provided by Facilities Management.

   c. Copies of the plan should be posted in the work area.

4. **Procedures.** All occupants must evacuate the building immediately when a fire alarm sounds, or other evacuation signal is given.

   a. **If you discover a fire or see smoke:**

   - Do not panic.
   - Alert others of the fire by shouting.
   - If there is no building alarm, activate the closest manual call point.
   - Close all doors to the room of fire origin or other hazard when leaving.
   - Call 995 and building management.
   - Evacuate the building in an orderly manner via the stairs; do not use the lift.
   - Do not return to the building until the authorities announce it is safe to do so.

b. **If building fire alarm is activated:**
- **First Alarm:**
  - Remain in place. Do not immediately evacuate.
  - Investigate: Designated personnel (eg. fire wardens, floor monitors) will investigate the source of the alarm.
  - Listen for announcements: pay close attention to any announcements made over the building's public address system or by authorized personnel.
  - Prepare for evacuation: If the situation is deemed serious, prepare to evacuate calmly and in an orderly manner.
- **Second Alarm:**
  - Evacuate immediately: Upon hearing the second alarm, or being instructed to do so by authorized personnel, evacuate the building immediately.
  - Follow evacuation routes: Use the designated evacuation routes and stairwells. Do not use elevators.
  - Assist those who need help: If possible, assist anyone who may need help evacuating, such as people with disabilities.
  - Assemble at the designated assembly point: Once outside, proceed to the designated assembly point and report to your supervisor or designated personnel for a headcount.

c. **If caught in a smoke-filled room:**
- Cover your nose and mouth with a wet cloth and avoid inhaling through the mouth.
- Get down, keep close to the ground and crawl towards the point of escape under the smoke.

d. **If trapped in a fire:**
- Enter a safe room, preferably one with open windows, good ventilation and overlooks a road.
- Shut the door behind you and seal the gap beneath the door with a wet cloth material to prevent smoke from entering the room.
- Go to the window, shout for help to alert others of the fire and dial 995 for the SCDF if you are able to do so safely.

e. **Clothing on fire:**
- Stop, Drop and Roll-on floor while covering your face with your hands to smother the flames.

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f. Using a fire extinguisher:

- Only use a fire extinguisher if the fire is very small and you have been trained to do it safely. If you are unable to put out the fire, leave immediately and make sure the building alarm is activated and emergency personnel are notified. DO NOT PUT YOURSELF IN DANGER TO FIGHT A FIRE UNLESS IT IS NECESSARY TO CLEAR AN ESCAPE ROUTE.
- Fire extinguisher quick training for emergencies: Remember to "PASS":
  Pull safety pin from handle
  Aim at base of fire
  Squeeze the trigger handle
  Sweep from side to side at base of fire

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Section 6.06   Bomb Threat Response

The national agency, Singapore Police Force (SPF), is the primary responder for bomb threats or reports involving the detection of suspicious devices or packages and must be notified immediately of such a situation.

Procedure:

a) **If you see a Suspicious Object or Device**
   - Dial the SPF at 999 immediately; provide details such as the shape, size, color and location of the suspected bomb. DO NOT DISTURB THE OBJECT OR DEVICE.
   - Inform building management.
   - Identify the area as a danger area and secure the area from entry. Move away from it and warn people in the area to stay away from the suspected bomb. Question all room occupants, where possible, for knowledge concerning the object.

b) **If you receive a Suspicious Letter or Parcel**
   It may be a bomb if it has:
   - Excessive postage despite its weight
   - Misspellings of common words
   - Excessive weight
   - An odd shape, size or rigid feel
   - Unfamiliar, handwritten or poorly typed address
   - Oily stains or discoloration
   - Metal contents whereby gently shaking the article produces metallic sounds
   - An excessive amount of securing material used, such as masking tape, string, etc.
   - Incorrect titles
   - An unusual odor that smells like almonds
   - Protruding wires or tinfoil

c) **Handling Suspicious Packages**
   - Do not try to open the letter or parcel if you suspect it to contain explosives; most bombs are designed to detonate when the outer wrapping is torn or cut open. If you are unsure of the origin and you have reason to suspect it to be a bomb, call the Police at 999 immediately.
   - Inform the building management and security personnel, providing clear details on the location of the letter or parcel bomb.
   - Do not carry or show to others.
   - Do not sniff, touch or taste.
   - Do alert others in the area.
   - Leave the area, close doors and prevent others from entering by using signs or guarding.
   - Wash hands with soap and water.
   - Create a list of persons in the room where the package was received.

d) Bomb Threat Call Checklist

(It is recommended that you print this out so that you have it handy in case of such a threat)

If possible, get someone nearby to call 999 to make a police report immediately and inform the building management if you can. Keep the caller talking for as long as possible to buy time and try to take note of the exact words used by the caller in the threat.

Questions to ask:

- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- Why?
- What is your address?
- What is your name?
- Exact wording of the threat:

Sex of caller: _____ Race: _____ Age: _____ Length of call:_____

Number at which call is received: _____ Time: _____ Date: _____

Caller's Voice:

Calm _____ Nasal_____ Angry ___ Stutter _____ Excited ___ Lisp _____ Slow _____

Raspy _____ Rapid_____ Deep _____ Soft _____ Ragged _____ Loud _____ Crying ___

Clearing Throat_____ Laughter _____ Deep Breathing _____ Cracking Voice _____

Normal _____ Disguised _____ Distinct ___ Accent _____ Slurred _____ Familiar _____

If voice is familiar, whom did it sound like?

Background Sounds:

Street Noises _____ Factory Machinery _____ Crockery _____ Animal Noise _____

Voices_____ Clear _____ PA System _____ Static _____ Music _____

Local_____ House _____ Machinery _____ Other _____

Threat Language

Well spoken (educated)_____ Incoherent _____ Foul _____

Taped _____ Message read by threat maker _____ Irrational _____

Remarks: _____

Report call immediately to the police at 999.

Date: / / _____ Name: _____ Position: _____

Section 6.07   Armed Attacker Response

An armed attacker is a rare but extremely dangerous situation. An armed attacker or assailant is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, there is no pattern or method to their selection of victims.

Dial 999 and Campus Security immediately. Provide any and all information to the 999 dispatcher and Campus Security, regardless of how insignificant it may seem.

In the event this incident occurs, "Run, Hide, Tell":

- **RUN** away from danger. Do not surrender or attempt to negotiate.
- **HIDE,** if escape is not possible. Find cover and stay out of sight. Be very quiet and switch phones to silent mode. Lock yourself in and stay away from the doors. If possible, place heavy objects in front of doors.
- **TELL** the police, when it is safe to do so. Call the Police at 999, or SMS 71999 or use the SGSecure App if it is not safe to talk. Provide details on your location and the attackers.
- While hiding, if you encounter any casualty who is bleeding profusely, you should carry out **IFAS** (Improvised First Aid Skills) by using commonly available items to stop the bleeding, without drawing attention to yourself.
    - **Press** directly on the wound to stop the bleeding using items such as a handkerchief or cloth
    - **Tie** above the wound using items such as a necktie, belt or sling of a bag to stop any excessive bleeding.
    - **Tell** the SCDF Emergency Responders about the injury and the time when you tied the wound.

Section 6.08   Shelter in Place

For some situations, the best course of action may to be stay indoors and not evacuate the building. This may be caused by severe weather, armed attacker in outside your building, dangerous chemicals, or any situation where evacuating the building would put the building occupants in greater danger than staying inside.

In the event of a **shelter-in-place** situation, Campus Security will work with University Administration and agency emergency responders to identify the need and implement a shelter-in-place condition. Depending upon local events, Campus Security could be notified by the SCDF, Singapore Police Force or other emergency personnel and directed to shelter-in-place.

Safe rooms should be designated for people in the building to hide in should evacuation become impossible.

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Procedure:

1. Proceed to an emergency shelter area until Campus Safety advises it is safe to leave.
2. Close all windows and exterior doors.
3. Attempt to seal outside doors, windows and elevator shafts with tape, if available.
4. Turn off outside ventilation systems (i.e. air conditioning, heat, attic fans, etc.)
5. Do not use elevators.
   Follow all campus emergency information sources.

Section 6.09   Terrorist Attack & Weapons of Mass Destruction

A terrorist attack would likely come without warning. The following specific action will be taken to promote the safety of ERAU students, faculty and staff.

a. Preparation

1. Be alert and aware of your surroundings. Report anything suspicious to the police and the Campus Security Authority. Whenever possible, provide information using the "T.E.L.L" framework:
   - **T**otal number of attackers
   - **E**quipment or weapons being carried
   - **L**ook of attackers
   - **L**ocation of attackers (where they are now and where they are moving towards)
2. BE familiar with the Emergency Response Plans.
3. Know the emergency exits of the buildings
4. Do not open mail that looks suspicious (eg. excessive postage, unknown origin).

b. During the incident

1. Never rush into a suspected terrorist event. Take time to evaluate the situation, if it is safe to do so. Consider the safety of sheltering in place versus attempting to evacuate the area. Do not become a victim!
2. Decrease your time, increase distance and shielding from the suspected incident.
3. If you are exposed to a chemical agent, do not flee the scene; you may expose others.
4. If an emergency responder directs you to do something, do it immediately.

c. After the incident

1. If you are a victim of a terrorist chemical incident, expect to undergo decontamination on scene. This will probably involve emergency personnel using water to wash you down.
2. Do not try to enter the scene from a safe location to help affected individuals. You may become a victim yourself. Report any suspicious activity to the police.
3. Remember, some of the apparent victims may actually be suspects.
4. It may be necessary to "shelter in place" if a weapon of mass destruction incident occurs. Please follow the shelter in place plan.

Section 6.10   Civil Disturbance

Civil disturbances include riots, demonstrations, threatening individuals, crimes in progress or assemblies that have become significantly disruptive. Should a disturbance occur, notify Campus Security immediately.

If a disturbance occurs and seems to threaten or disrupt the occupants or an area or a facility, take the following actions:

- Notify Campus Security immediately.
- Alert all persons in the area of the situation.
- Lock all doors and windows.
- Close blinds to prevent injury from flying glass.
- If evacuation is necessary, follow the building evacuation plan or the entire campus evacuation plan, as appropriate.

If you are near the civil unrest, leave the area immediately. Do not stand around to observe. You could be injured.

Section 6.11   Medical Emergency & Injuries

For life-threatening cases such as cardiac arrest, active seizures, breathlessness, major traumas and stroke, call 995 immediately. Follow the following procedure to facilitate a faster response to the patient:

- Identify yourself and provide a telephone number
- Provide the location and specific address
- Describe the patient's signs and symptoms briefly, e.g. male, Chinese, 42 years old, experiencing severe chest pain for 2 minutes, breathless and sweating.
- Stay calm and follow instructions of the call taker. Do not hang up the telephone unless told to do so by the call taker.
- Inform the Campus Security Authority when able to do so.
- Keep area clear. In general, victims should not be moved unless other hazards pose an immediate threat to life. If possible, have someone stay with the victim.
- Have someone waiting at the entrance to direct emergency personnel to the victim(s). Remember, seconds count.
- Offer first aid, including CPR/AED if trained, willing to do so, and aid is needed and allowed.
- Follow any further instructions received from emergency personnel.
- Use protective equipment, if possible, to avoid being exposed to blood or other infectious materials through the provision of first aid or through a needle stick.
- Do not drive a medical emergency victim to the hospital or allow them to drive. Wait for an ambulance.

Section 6.12 Suicide

a) Response after Suicide Attempt

If a suicide attempt has already been made, follow the Medical Emergency response procedures in Section 6.11. If a suicide attempt has been made and emergency response is on the way, attempt to get the details of the timing and method (i.e., item ingested, amount taken, weapons used, etc.). Perform first aid if trained. After emergency personnel have arrived, provide any other additional information.

b) Response to Suicide Threats

When a threat is immediate, but no suicide attempt has occurred, stay with the person or have someone stay with him/her and get immediate assistance. Contact SCDF at 995.

If time permits, contact non-emergency resource: Office of Student Success

Establish a caring, supportive, assuring, accepting and firm relationship. Elicit suicidal thoughts and do not remain vague. If the person says, "I wish I were dead," respond, "Are you thinking of suicide?" You will not contribute to a suicide by discussing these feelings directly; you may well prevent a suicide.

Contact Office of Student Success for confidential assistance in all suicide threats or with general questions or concerns.

Section 6.13 Death

Follow the steps below after the medical response steps in Section 6.10 have been completed.

1. Do not move the body.
2. Contact 995.
3. Secure area and keep crowds at a safe distance.
4. The EOC Manager or his designee shall notify law enforcement to ensure appropriate notification procedures are arranged and completed for all deaths on campus. This may include:
   a. Establishing the need to call an EOT meeting.
   b. Notification of the next of kin following established policy.
   c. Notification to University officials, closely affected campus population and the entire campus community.
   d. Ensure any affected areas re-mediated.
   e. Publish fact sheets to be released as needed.
   f. Immediate notification to HR must be made for any work-related death of an employee.
5. Refer affected students to the ERAU Asia Office of Student Success or off-campus confidential supporting services at the Worldwide Campus. Affected staff and faculty can contact HR at ERAU Asia for assistance.

Section 6.14   Mass Casualty Incidents
1. Call SCDF at 995.
2. Contact the Campus Security Authority
3. Do not move the victims.
4. Designate an area for triage and medical treatment.
5. Secure area and keep crowds at a safe distance.
6. For any deaths, reference section 6.13 of this plan.

Section 6.15   Psychological Crisis
A psychological crisis may exist when the individual is threatening to harm self or others or is out of touch with reality due to severe drug reactions or a psychotic break.
Procedure
If a psychological crisis occurs:
1. Remain calm. Do not attempt to handle a dangerous situation. Evacuate immediate area if needed.
2. Notify the Campus Security Authority Safety. Call the Police at 999 if immediate threat to safety. Provide the following information:
   a. Your name
   b. Precise location
   c. Observed symptoms of behavior and whether the subject is armed
   d. Individual's name, if known.
   e. Until help arrives, be pleasant, considerate, and understanding to avoid aggravating the
3. Do not argue with the individual. Try to determine and recognize the individual's point of view. Do not confront/detain the individual.

Have someone meet the Police at the entrance to the building and provide updated information.

Section 6.16   Classroom Accident Response/Prevention
Every member of the faculty, staff, and student body is required to report any potentially dangerous situation to the immediate supervisor, instructor, Department Head, or Campus Security Authority.

ERAU Asia does not have any labs where hazardous or volatile materials are handled. It is useful, however, to be aware of general accident response guidelines.

Procedure
- **Accident Response**
   1. Immediate attention to injured person(s) or crime scene(s)
   2. Contact Facilities Management who will contact building management
   3. Evacuate area if hazards to health and wellbeing exist
   4. Clean up by removing any hazard or equipment involved in the accident.
   5. If classes are to be relocated, contact the appropriate personnel.
   6. File accident report on ERNIE.
   7. Take steps to prevent recurrence of accident.

- **Expectations for Employees and Students**
  Faculty/staff members should inspect facilities assigned to them regularly and report potential hazards to the Department Head or Facilities Management immediately. Ensure the general cleanliness and orderliness of the working environment, the use of personal protective equipment where necessary, and the proper maintenance of equipment in the classrooms, laboratories, and studios. Faculty/staff must also ensure that only authorized or adequately trained individuals be allowed to use or operate specialized equipment.

- **If a Hazard Exists**
  Employees should report all potential safety hazards to their supervisor, Department Head, or Facilities Management. For hazards involving specialized equipment, the manufacturer and/or an external repair service may need to be contacted.

  Safety information must be presented by the faculty or staff to students at the beginning of each semester or at the beginning of any new class of students.

- **Responsibility and Control**
  i. *Department Head or Supervisor*
     - Has the ultimate responsibility for the safety of his/her area
     - Must ensure that an effective safety program is in place and supported by all departmental personnel.

  ii. *Course Director, Instructor*
     - Ensures that faculty, staff, and students are aware of health, safety, and security policies and responsibilities therein.
     - Ensures that regular inspections of the facility are planned and carried out.
     - Informs students of the location of safety and/or first-aid equipment/supplies.
     - Follows appropriate procedures when traveling with students on field trips.

  iii. *Students*
     - Adhere to all health, safety, and security policies.
     - Use classroom or laboratory equipment properly and only for the manufacturer's intended use.
     - Follow the instructions of faculty or staff regarding proper classroom/laboratory procedures.
     - Follow all university safety protocols.

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iv. *Employees*
- Adhere to all health, safety, and security policies.
- Follow appropriate procedures when working in potentially hazardous settings.
- Follow all university safety protocol.
- Report any potential safety hazards or accidents immediately to the Department Head, or Facilities Management as appropriate.

Article VII.   Recovery Procedures – After Emergency Situation

If the campus is closed and evacuated due to an emergency, Facilities Management and the EOT must inspect areas to be sure the buildings and grounds are safe for the return of the university community.

1. No one is allowed on campus except prior designated essential personnel such as EOT staff, Facilities Management and Campus Security Authority.
2. ERAU Asia students and employees should check their e-mail, ERNIE, text messaging via Microsoft Teams or WhatsApp and the university's website for information on the reopening of campus.
3. Buildings may not be occupied until officially approved for occupancy by Campus Security Authority, and Facilities Management who will confer with the national agency, SCDF, when necessary.
4. Employees will not be allowed access to their offices until the university is officially open. Stay tuned to, email, university website and local media for broadcasts.
5. A Survey Team will be assembled immediately after the event to survey the campus for hazardous conditions, roof and window damage, debris blocking access roadways, and assessing the extent of the loss. Team consists of Facilities Management and Risk Management. Other EOT members may assist.
6. Videos of damaged buildings and areas on campus will be taken by the EOT for record and for emergency management and insurance purposes.
7. Human Resources will immediately notify the university's insurance carrier and provide details of the situation as appropriate and available. HR will assist insurance adjusters, as appropriate. The insurance adjusters will appraise the extent of the damage and place a value on the loss.
8. Marketing & Communications will handle all media responses.
9. Once employees return to campus, they will assess their areas for missing or damaged equipment. Any damage or loss is to be reported immediately to Facilities Management. Based on the extent and severity of damage, Facilities Management will prioritize building repairs and restoration processes in consultation with the EOT.

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Article VIII. General University Policies – Recommendations

The following information is extracted from the ERAU administrative policies and procedures manual (APPM) 8.7.1, reviewed on 16 Feb 2021:

Purpose & Scope

This policy outlines the University emergency closure pay policy for all employees. Should any University location be closed due to a significant emergency, the following pay policy will be followed.

Policy

a) *Employee Pay*
   <u>Essential Personnel</u>
   Each department head is responsible for identifying essential employees who are to report to work when a University location is closed as a result of a significant event. Examples of reasons for such campus closures or evacuations include, but are not limited to, significant events such as:

   - Building fire
   - Major floods, and/other natural disasters
   - Disease outbreaks, etc.

   Closures for less significant events such as days with hazardous haze levels or heavy thunderstorms are merely precautionary and/or in alignment with local school systems and not necessarily based on level of threat to the University community, are not considered emergency closures.

   ERAU Asia has no residence (dorm) facilities and does not have essential staff who need to be physically present at campus.

   <u>All Employees</u>
   Employees who are regularly scheduled to work but are not required to report to campus when the campus is closed will coordinate with their supervisors and make attempts to work from home or from another remote location if appropriate. If supervisors are unable to make any appropriate accommodation, then employees will receive their regular base pay for up to one (1) <u>month</u>. At the end of one month, the VC & HOA, in consultation with the HR Manager and Academic Officer, will determine any further continuance of pay and benefits. All benefits will continue while pay is continued.

   When the Campus is officially reopened, employees are expected to report to work at the beginning of their regular starting time. If they are unable to report to work, employees will be expected to use personal leave (PL) until they are able to report. If they have exhausted their PL, leave will be without pay.

Responsible Authority: VC & HOA and HR Manager

b)   *Trauma Assistance*

Students: ERAU Asia provides limited pastoral and professional counsel through its Office of Student Success. While additional services are being provided in Asia, all students have access to off-campus confidential supporting services at the Worldwide campus. Contact the Worldwide Dean of Students for more information at +1 386 323 8775 or wwsdos@erau.edu.

Faculty/Staff: HR will contact the Employee Assistance Program (EAP) provider. The EAP will provide psychological assistance to employees and families traumatized during a disaster. HR and EAP provider will form a crisis team to assess the situation and respond with group and/or individual intervention assistance, as necessary and appropriate.

c)   *Records Preservation (to be determined by each Department)*

d)   *Cancellation of Classes (to be determined by the VC & HOA and Academic Officer)*

Article IX. Departmental Responsibilities

The Vice Chancellor & Head of Asia is responsible for subordinate departments as noted in the body of the Plan outlining basic procedures. The VC & HOA is also the Authority on Campus Security.

Campus Security Authority is responsible for coordinating the activities related to Campus safety and security. In addition, Campus Security is responsible for:

- Receiving and responding to requests for emergency services
- Dispatching and coordinating fire, emergency medical, and Law Enforcement resources made available to the university
- Coordinating with Marketing & Communications to maintain radio and telecommunications contact with national agencies, as needed, and to route incoming requests for information
- Acting as the liaison between emergency services and other expert services that may be necessary during the pre-crisis or crisis phase to assure the most efficient use of personnel and material resources.

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Department Heads are responsible for establishing specific plans, plans, procedures, and checklists to accomplish responsibilities during preparation phases, the disaster, and recovery phases. They are further responsible for:

- Directing and controlling emergency operations of their respective divisions and the implementation of emergency orders and decisions from the EOT
- Devising a plan for notifying employees how and where to report to work and identifying possible alternative work sites
- Maintaining a current roster of key personnel for call-back purposes
- Establishing procedures to review, update and improve the annexed plans, procedures, and checklists
- Developing building evacuation procedures.

Facilities Management will act as Co-Coordinator, with the Campus Security Authority, for all emergency management and recovery operations. Facilities Management also assumes the Purchasing role at ERAU Asia. Responsibilities include:

- Logistically supporting other agencies to the maximum extent possible
- As soon as possible after a disaster, assigning engineers to determine the extent of damages for insurance purposes in coordination with the Risk Manager

Human Resources is responsible for defining and administering an Employee Assistance Plan for marshaling resources to deal with psychological trauma in the event of a disaster. They will also recommend policy for back-up timekeeping and pay policies in the event of a disaster. At ERAU Asia, HR also assumes the responsibilities of Risk Management.

Marketing & Communications is responsible for developing a Crisis Communication Plan. Additional tasks are:

- Providing information to the media
- Maintaining and updating a crisis information website linked to the university's website
- Preparing an official message for the status of the university
- Posting updates to e-mail, ERNIE, and the university's website

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Office of Student Success is responsible for the well-being of students and reassurance to families of students in the event of a disaster. Responsibilities may include:

- Limited pastoral and counselling service to students traumatized during a disaster.

- Informing parents about the university's plans for dealing with natural disasters, and advising them of the unlikelihood of reaching their children by phone if such situations hit the area.

- Establishing a pool of persons (RAs or staff members) who will handle calls from parents concerned about their children, when the load of calls cannot be handled through normal channels

- Advising students that the university does not carry insurance on personal property which might be damaged or destroyed in a crisis.

Purchasing is responsible for the emergency requisitioning, procuring and issuing of specialized equipment and supplies and working with IT Support at ERAU Asia as may be needed.

Risk Management is responsible for processing all claims for losses involving university property. Claims for destroyed or damaged university equipment will be coordinated with the university insurance agent and insurance carrier. Risk Management will assist the Emergency Co-Coordinators as appropriate.

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Article X.   Emergency Contacts

Section 10.01   University Emergency Operations Team (EOT Staff)

Office	Name	Office Number	Mobile Number
Vice Chancellor & Head of Asia (also Campus Security Authority; IT Support; and Safe Management)	Matthew Flaherty	+65-69339582	
Assistant Vice Chancellor of Campus Operations (also Marketing & Communications)	Pablo Alvarez	+65 6933 9599	
Academic Officer & Associate Professor	Jack Patel	+65-69339531	
Executive Assistant & Office Manager (also Facilities Management; Purchasing; Safe Management; and Fire Warden)	Frances Chia	+65-69339585	
Human Resources Manager (also Risk Management; and Safe Management)	Carol Cheng	+65-69339598	
Manager, Quality Assurance (also Fire Warden)	Christina Sim	+65-69339587	

Section 10.02   Emergency Management Resources

Police Emergencies	**999**
Police Emergency SMS	**71999**
SCDF Fire & Ambulance	**995**
Non-Emergency Ambulance	1777
Police Hotline	1800-255-0000 (non-emergencies)
Traffic Police Information Hotline	65470000

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