



CRITICAL INCIDENT MANAGEMENT PLAN

VERSION CONTROL

Date	Version No.	Summary of Update	Prepared By	Approved By
01/01/2025	V1.0	General Update	GRC Team	Campus CEO
01/02/2026	V2.0	General Update	GRC Team	Campus CEO

PURPOSE:

This procedure establishes a comprehensive framework for the identification, management, and review of incidents within Curtin Dubai. It provides guidance to staff, students, and stakeholders on responding effectively to situations ranging from minor disruptions to critical life-threatening emergencies. The procedure aims to promote safety, accountability, and a culture of care across all campus activities.

SCOPE:

This procedure applies to:

- All Curtin Dubai students, staff, contractors, and visitors;
- Campus facilities located on the 4th Floor – Blocks 10, 11 and 12, Dubai International Academic City (DIAC);
- University Transportation Services;
- Off campus activities and sports trainings.

DEFINITIONS

Minor Incident

A minor incident refers to any unplanned event or circumstance that disrupts or negatively impacts normal campus operations but does not result in severe harm or extreme distress. Examples include:

- Minor physical confrontation between students;
- First aid requests for incidents not classified as critical incidents;
- Non-critical accidents or injuries during Curtin Dubai sports training sessions, tournaments, industry visits, and other activities;
- University vehicle accidents with minor injuries not requiring hospitalization;
- Academic or general misconduct matters.

Critical Incident

A critical incident refers to a serious event that poses a significant threat to the health, safety, or wellbeing of individuals and may have major psychological, reputational, or operational implications for the campus. Examples include:

- Death or suicide of a student or staff member
- Life-threatening injury or serious medical emergency
- Natural disasters affecting campus operations
- Violent assault or abuse
- War, terrorism, or related incidents affecting the region
- Fire, explosion, or hazardous materials incident
- Hospitalisation or police investigation involving a student or staff member
- Missing student where safety is at risk

INCIDENT MANAGEMENT PROTOCOL

Incident Type	Lead	Support Team
Minor	Manager- GRC & Operations	Incident Response Teams
Critical	Pro Vice-Chancellor & Campus President and Campus CEO	SET, Manager- GRC & Operations, HODs, HOSs, and Incident Response Teams

Incident Reporting and Response Procedure:

- Staff responding to an incident should assess the situation and determine whether there is any risk to their own safety.
- Determine whether the incident is life-threatening.
- If the situation is life-threatening, immediately call 999 and provide the requested information.
- In all cases, notify the Emergency Coordinator (+971 56 515 6242) or the Alternate Emergency Coordinator (+971 50 121 3079), who will manage the incident in accordance with the Incident Management Protocol.

Student Complaint and Misconduct Escalation:

- Students who would like to file a complaint, may access the service here: [Curtin Dubai Student Complaints](#)
- Such complaints will be investigated and addressed as per the process established by Curtin University

Offsite Incidents:

For external visits, sports activities, and university events:

- The University assigns Fire Wardens, First Aiders, emergency first responders (as required) for such activities.
- Sports facilities and external venue providers are equipped with first aid kits and trained first aiders to provide immediate response.
- All incidents must be reported through the established Curtin Dubai incident reporting process.

INCIDENT RESPONSE TEAMS

Curtin Dubai has established Incident Response Teams (IRT) for each floor. An IRT comprises an Emergency Coordinator, Alternative Coordinator/s, Fire Wardens and First Aiders. Members of the IRT are trained to direct and control the University's emergency response procedures until additional support arrives.

Incident Response Team Member Identification	
Emergency Coordinator	Orange Reflective Safety Vest
Alternative Coordinator	Orange Reflective Safety Vest
Fire Wardens and First Aiders	Green Reflective Safety Vest

24-hour Emergency Services Contacts

Agency	Contact Number
Dubai Police	999
Ambulance	998
Dubai Civil Defence (Fire)	997
Search and Rescue	995
Poison Control	800 424
Water Emergency	992
Electricity Emergency	991
Curtin Dubai Emergency Hotline	+971 56 515 6242

Training and Drills

Activity	Frequency	Authority / Certification Provider
Emergency evacuation drills	Minimum once a year	DIAC in coordination with Dubai Civil Defence (DCD)
Incident response training	Once per trimester	Incident Response Team
First aid certification	Every 3 years	Highfield International certification recognised by Dubai Ambulance
Basic fire safety certification	Every 2 years	Dubai Civil Defence (DCD) approved providers

Communication Protocol:

- Only authorised spokespersons may communicate with media or external stakeholders.
- Internal communications to staff and students will be coordinated by the Curtin Dubai Senior Executive Team (SET).
- Communication must comply with Curtin University policies and applicable regulatory requirements.
- Sensitive information must be handled confidentially.

EMERGENCY EVACUATION PLAN

BLOCK 10

Emergency Co-ordinator: Melroy Pinto | +971 56 515 6242

Alternate Emergency Co-ordinator: Ruby Dabu | +971 50 121 3079

Assembly Point: Infront of Block 9 (Facing KHDA Roundabout)

PERSON RESPONSIBLE	AREA TO BE CHECKED, SUPERVISED & EVACUATED	EXIT POINT
Waqas Srijith M	Faculty Area - 10.27 & Learning Space-10.1 & Board Room -10.23 Student study rooms - 10.24,10.25, & 10.26	Exit from door between Block 10 & 11
Sarah George & Walucha Colaco	Learning Space - 10.2,10.3,10.4 & 10.5 Library-10.29	Exit from door between Block 10 & 11
Surjith Veettil & Security	Learning Space - 10.6 & 10.7 Computer Lab - 10.8 & 10.9	Exit from door between Block 10 & 11
Ruby Dabu	Administration Area -10.20 Group Study Room -10.21 & Student Services -10.28	Exit from door between Block 9 & 10
Biju Veettil & Abin Antony	IT Office -10.14 Fluid Mecahanics & Power Lab - 10.14 & Staff Pantry -10.15 Engineering Learning Space -10.11 & 10.12 Wellness Lounge -10.10 & First aid Room-10.17	Exit from door between Block 9 & 10

FIRST AID & BASIC LIFE SUPPORT TRAINED STAFF LIST	TAG EEP TEAM LIST	BASIC FIRE FIGHTING TRAINED STAFF DETAILS
Melroy Pinto 971565156242 Srijith M 971501903616	Ruby Dabu 971501213079 Srijith M 971501903616	Melroy Pinto 971565156242 Jahanzaib Iqbal 971586266890
Waqas Mehmood 971588069822 Mahesh Nagaraj 971527613271	Waqas Mehmood 971588069822 Walucha Colaco 971569872392	Waqas Mehmood 971588069822 Jayarosh Purushothaman 971553883271
Shahra Jafar Ali 971555353120 Walucha Colaco 971569872392	Surjith Veettil 971557160723	Saghir Khan 971555583933 Mahesh Raj Nagaraja 971527613271
Syed Saadat 971551715205 Ram Dangal 971565894259	Biju Veetil 971521043714	Abin Antony 971501990884 Bhakti Ram Adhikari 971569073370
Ruby Dabu 971501213079 Irene Arcobillas 971545678557	Abin Antony 971501990884	Surjith Veettil 971557160723 Moses Eyong 971503130293
Nicholas Greig Brown 971509711872 Ruvimbo Moyo 971523995041	Sarah George 971522280373	Ram Dangal 971565894259 Ruby Dabu 971501213079
Hibba Shahid 971501072693 Shamseera Ummer 971524667262		Syed Saadat 97155171 5205 Miljoy Labtic 971505969789 Muhammad Mobeen 971558562430 Muhammad Bilal 971508325912

LOCATION OF FIRE EXTINGUISHERS IN BLOCK 10

Pantry: 1 no. Fire blanket and 1 no. Fire extinguisher

Exit area Fire Hose Reel Cabinet: Near block 09 & 10: 2 nos. Fire extinguishers inside the fire hose cabinet door | Hose Reel

Exit area Fire Hose Reel Cabinet: Near block 10 & 11: 2 nos. Fire extinguishers inside the fire hose cabinet door | Hose Reel

IDF Room/Passage Door: 4 nos. Fire extinguishers

Server Room: 1 no. Fire extinguisher

EMERGENCY EVACUATION PLAN

BLOCK 11

Emergency Co-ordinator: Melroy Pinto | +971 56 515 6242

Alternate Emergency Co-ordinator: Ruby Dabu | +971 50 121 3079

Assembly Point: Infront of Block 12 near the flag post (Facing Sheikh Zayed Bin Hamdan Al Nahyan Street)

PERSON RESPONSIBLE	AREA TO BE CHECKED, SUPERVISED & EVACUATED	EXIT POINT
Nella Basco	Front Desk & Future Student's Centre - 11.1 Visa Services - 11.2 & Transportation - 11.3 Quiet Study Space 11.4 & 11.5 & Mental Health Space -11.6 & Marketing HQ -11.7	Exit from door between Block 10 & 11
Security	Learning Space - 11.8 & 11.9 & 11.23 Learning Space - 11.23	Exit from door between Block 10 & 11
Miljoy Labtic & Nicholas Greig Brown	Learning Space - 11.24 & 11.25 Computer Lab - 11.22 & Administration - 11.20 Collaboration Space - 11.18 & Board Room - 11.19	Exit from Door between Block 11 & 12
Syed Saadat & Shagir Khan	Collaboration Space - 11.18 & Board Room - 11.19 Faculty Room - 11.17, Academic Services - 11.17.1 Informal learning commons - 11.10 TLC - 11.11, Group Study - 11.12 & First Aid - 11.13 Staff Pantry -11.15, Student Lounge - 11.14 Learning Space - 11.16	Exit from Door between Block 11 & 12

FIRST AID & BASIC LIFE SUPPORT TRAINED STAFF LIST	TAG EEP TEAM LIST	BASIC FIRE FIGHTING TRAINED STAFF DETAILS
Melroy Pinto 971565156242	Srijith M 971501903616	Nicholas Greig Brown 971509711872
Waqas Mehmood 971588069822	Mahesh Nagaraj 971527613271	Syed Saadat 971551715205
Shahra Jafar Ali 971555353120	Walucha Colaco 971569872392	Shagir Khan 971555583933
Syed Saadat 97155171 5205	Ram Dangal 971565894259	Miljoy Labtic 971505969789
Ruby Dabu 9715012 13079	Irene Arcobillas 971545678557	Nella Basco 971557552670
Nicholas Greig Brown 971509711872	Ruvimbo Moyo 971523995041	Melroy Pinto 971565156242
Hibba Shahid 971585996086	Shamseera Ummer 971524667262	Jahanzaib Iqbal 971586266890
		Waqas Mehmood 971588069822
		Saghir Khan 971555583933
		Abin Antony 971501990884
		Surjith Veettil 971557160723
		Ram Dangal 971565894259
		Syed Saadat 97155171 5205
		Muhammad Mobeen 971558562430
		Jayarosh Purushothaman 971553883271
		Mahesh Raj Nagaraja 971527613271
		Bhakti Ram Adhikari 971569073370
		Moses Eyong 971503130293
		Ruby Dabu 971501213079
		Miljoy Labtic 971505969789
		Muhammad Bilal 971508325912

LOCATION OF FIRE EXTINGUISHERS IN BLOCK 11

Pantry: 1 no. Fire blanket and 1 no. Fire extinguisher

Reception: 2 nos. Fire extinguishers

Exit area Fire Hose Reel Cabinet: Near block 10 & 11: 2 nos. Fire extinguishers inside the fire hose cabinet door | Hose Reel

Near DB-03 outside Rec Area: 2 nos. Fire extinguishers

Exit area Fire Hose Reel Cabinet: Near block 11 & 12: 2 nos. Fire extinguishers | Hose Reel

IDF Riser/Passage Door: 2 nos. Fire extinguishers

Near DB-02 outside 11E - Lecture Theatre: 2 nos. Fire extinguishers

Server/IDF Room: 1 no. Fire extinguisher

EMERGENCY EVACUATION PLAN

BLOCK 12

Emergency Co-ordinator: Melroy Pinto | +971 56 515 6242

Alternate Emergency Co-ordinator: Ruby Dabu | +971 50 121 3079

Assembly Point: Infront of Block 12 near the flag post (Facing Sheikh Zayed Bin Hamdan Al Nahyan Street)

PERSON RESPONSIBLE	AREA TO BE CHECKED, SUPERVISED & EVACUATED	EXIT POINT
Security	Engineers' Launchpad - 12.1 Collaborative Learning Space - 12.2	Exit from door between Block 11 & 12
Moses	The Cafe The Forum - 12.3 Collaborative Learning Space - 12.4	Exit from Block 12 side door
Irene Arcobillas & Thomas Albert Lobl	Boardroom - 12.7 The Oasis - 12.8	Exit from Block 12 side door
Srishti Chetty & Shamseera Ummer	Engineer's Studio - 12.9 Design Lab - 12.10 Computing & Design Suite - 12.11 Student and Academic Services - 12.12, 12.12.1, 12.12.2, 12.12.3	Exit from Door between Block 11 & 12

FIRST AID & BASIC LIFE SUPPORT TRAINED STAFF LIST		TAG EEP TEAM LIST	BASIC FIRE FIGHTING TRAINED STAFF DETAILS	
Melroy Pinto 971565156242	Srijith M 971501903616	Security 971563478071	Melroy Pinto 971565156242	Jahanzaib Iqbal 971586266890
Waqas Mehmood 971588069822	Mahesh Nagaraj 971527613271	Moses Eyong 971503130293	Waqas Mehmood 971588069822	Jayarosh Purushothaman 971553883271
Shahra Jafar Ali 971555353120	Walucha Colaco 971569872392	Irene Arcobillas 971545678557	Saghir Khan 971555583933	Mahesh Raj Nagaraja 971527613271
Syed Saadat 97155171 5205	Ram Dangal 971565894259	Thomas Albert Lobl 971507032347	Abin Antony 971501990884	Bhakti Ram Adhikari 971569073370
Ruby Dabu 9715012 13079	Irene Arcobillas 971545678557	Srishti Chetty 971501903616	Surjith Veettil 971557160723	Moses Eyong 971503130293
Nicholas Greig Brown 971509711872	Ruvimbo Moyo 971523995041	Shamseera Ummer 971524667262	Ram Dangal 971565894259	Ruby Dabu 971501213079
Hibba Shahid 971585996086	Shamseera Ummer 971524667262		Syed Saadat 97155171 5205	Miljoy Labtic 971505969789
			Muhammad Mobeen 971558562430	Muhammad Bilal 971508325912

LOCATION OF FIRE EXTINGUISHERS IN BLOCK 12

Pantry: 1 no. Fire blanket

Entrance Block 12: 2 nos. Fire extinguishers and Fire Hose Reel

Exit Block 12: 2 nos. Fire extinguishers and Fire Hose Reel

Corridor Area Outside 12.3: 2 nos. Fire extinguishers

The Cafe Dinning Area: 2 nos. Fire extinguishers

Student & Academic Services: 4 nos. Fire extinguishers

Corridor Area Outside 12.2: 2 nos. Fire extinguishers

Common Area Sitting Place : 8 nos. Fire extinguishers

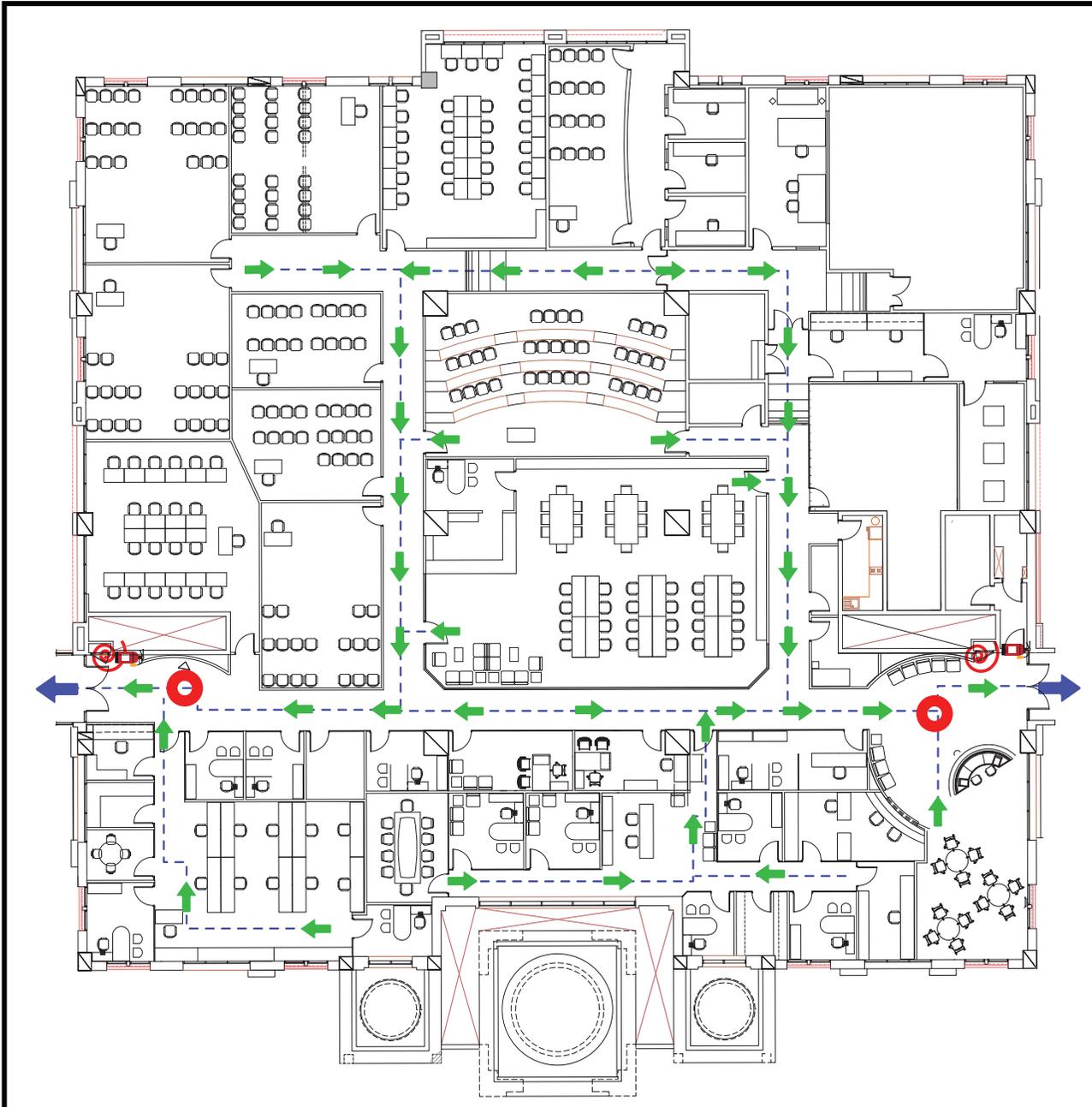
GENERAL EVACUATION PROCEDURES

The following is a step-by-step guide to be followed during an evacuation:

1. Walk calmly and proceed quickly to the nearest safe and available exit. Do not run.
2. Never enter a room that is smoke-filled or if the door is warm to the touch.
3. Do not use the elevator under any circumstances.
4. Use only designated stairways when exiting the building.
5. Maintain a calm and orderly manner while evacuating.
6. Proceed to your designated Evacuation Assembly Area and contact the Emergency Coordinator (EC) or alternate EC. Await further instructions from the EC, Building Coordinator, Security, or Dubai Civil Defense (DCD).
7. Do not gather or obstruct access roads or building entrances that may be needed by emergency vehicles.
8. Familiarize yourself with primary and alternate exits, evacuation routes, and assembly areas. Floor plans indicating escape routes and assembly points should be clearly posted within the building.
9. Report any incidents, injuries, hazards, or unusual conditions encountered during the evacuation to your Emergency Coordinator.
10. If the designated assembly area is unsafe or inaccessible, move to an open area away from the building and trees.
11. When re-entering the building, assist colleagues in avoiding overcrowding of elevators.
12. In the event of a missile attack, drone attack, air strike warning, or similar external threat, the standard fire evacuation assembly procedure must not be followed. Instead, staff and students must move to a designated protected shelter area, such as the DIAC basement or other secure internal location, as instructed by authorities or the Emergency Coordinator.



BLOCK 10



EMERGENCY EVACUATION PLAN

KEY

-  You Are Here
-  Fire Hose Reel
-  Direction to Exit
-  Exit
-  Fire Extinguisher

IF THERE IS AN EMERGENCY

- Sound fire alarm
- Assist persons with disabilities
- Exit the building using the nearest exit
- **DO NOT USE ELEVATORS!**
- Report to the nearest designated outside assembly area
- Do not re-enter until authorized to do so

EMERGENCY NUMBERS

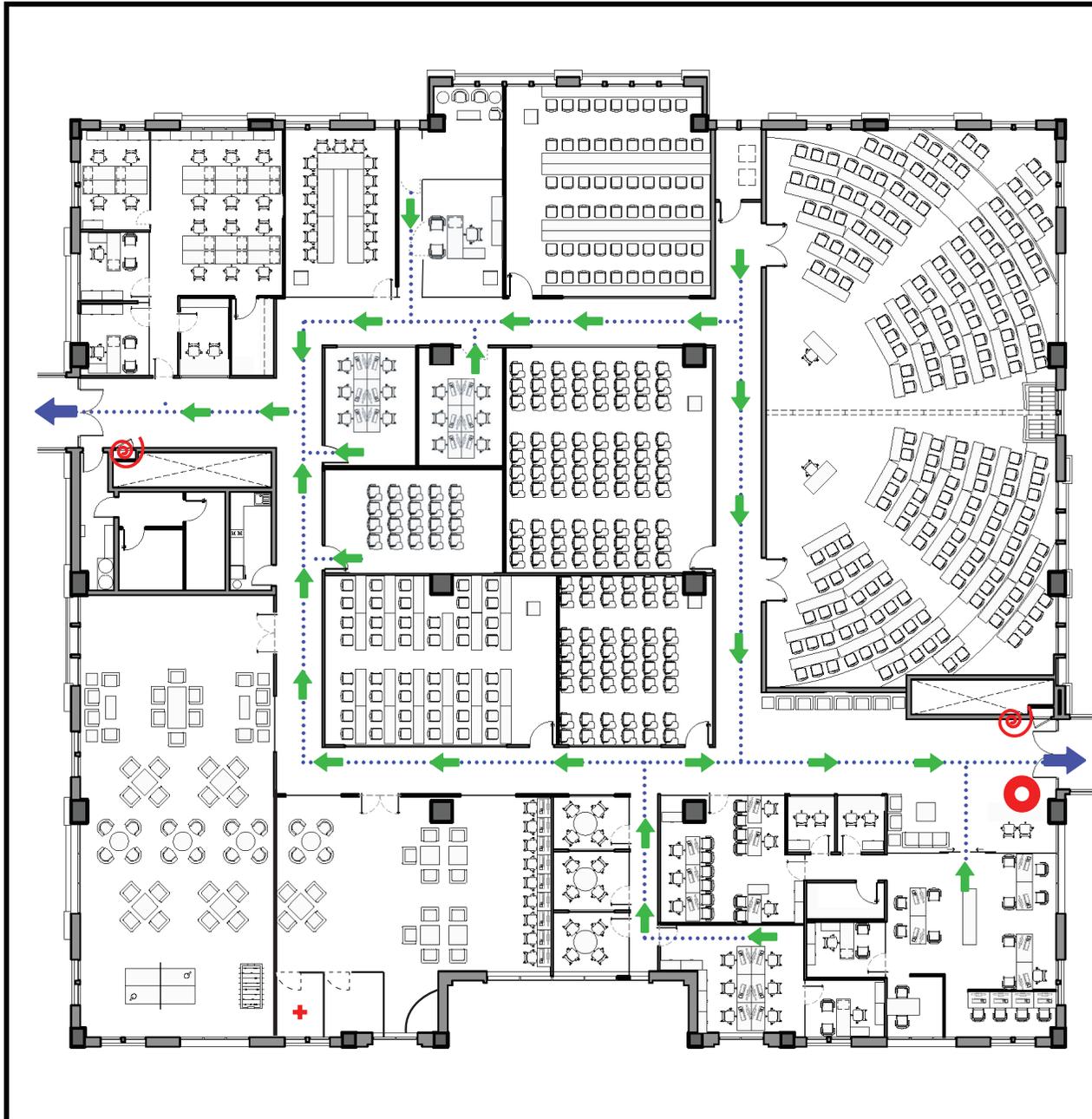
- Police 999
- Ambulance 998
- Fire Department (Civil Defence) 997
- Curtin Dubai +971 4 245 2500



Curtin University

Dubai

BLOCK 11



EMERGENCY EVACUATION PLAN

KEY

-  You Are Here
-  Fire Hose Reel
-  Direction to Exit
-  Exit

IF THERE IS AN EMERGENCY

- Sound fire alarm
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DO NOT USE ELEVATORS!
- Report to the nearest designated outside assembly area
- Do not re-enter until authorized to do so.

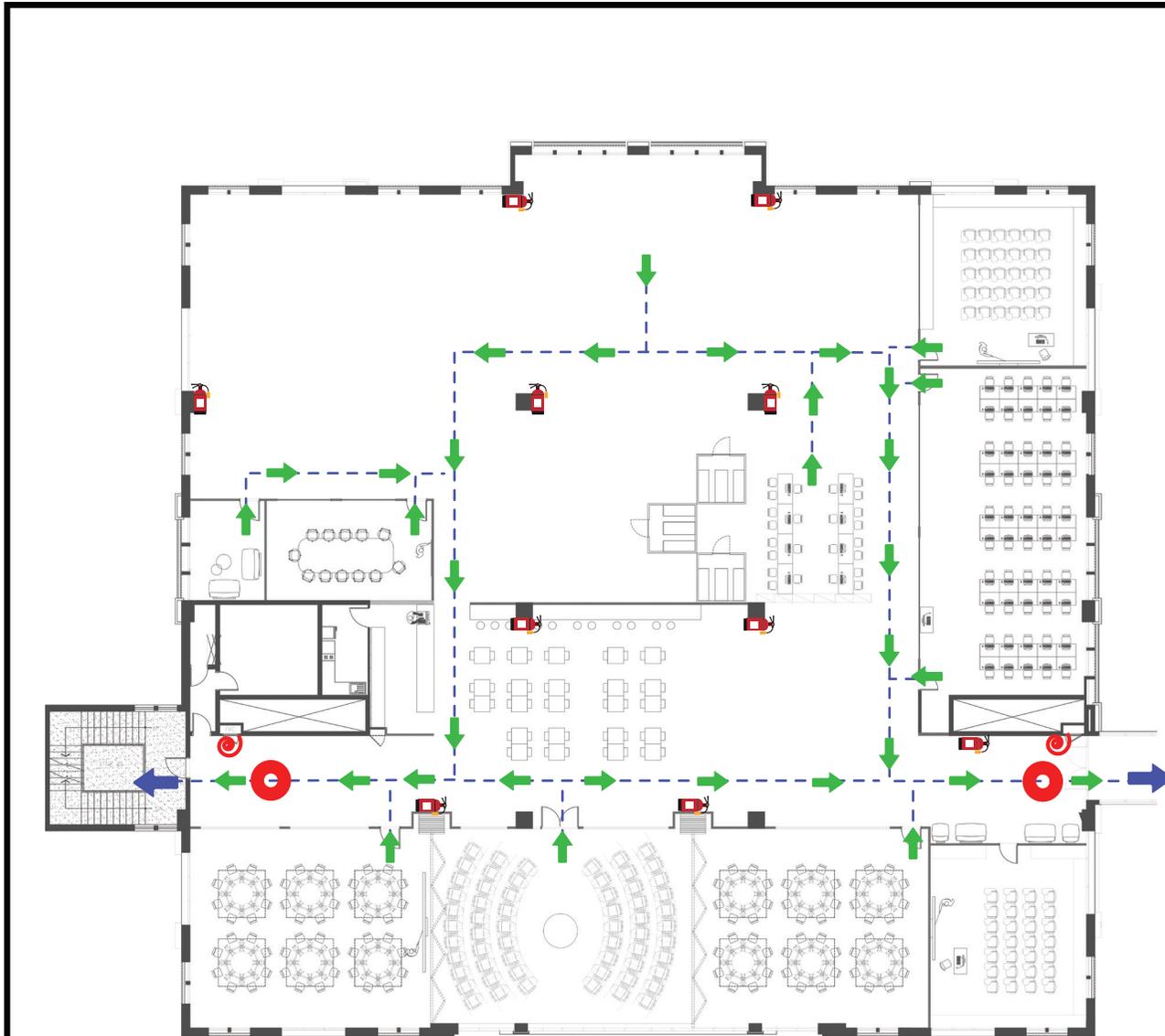
EMERGENCY EVACUATION PLAN



Curtin University

Dubai

BLOCK 12



EMERGENCY EVACUATION PLAN

KEY

-  You Are Here
-  Fire Hose Reel
-  Direction to Exit
-  Exit
-  Fire Extinguisher

IF THERE IS AN EMERGENCY

- Sound fire alarm
- Assist persons with disabilities
- Exit the building using the nearest exit
DO NOT USE ELEVATORS!
- Report to the nearest designated outside assembly area
- Do not re-enter until authorized to do so

EMERGENCY NUMBERS

- Police 999
- Ambulance 998
- Fire Department (Civil Defence) 997
- Curtin Dubai +971 4 245 2500



Curtin University

Dubai