Disaster Recovery Plan

Document Control

Document name	Disaster Recovery Plan
Abstract	Guidelines and Processes on Disaster Recovery at Ashoka University.

Approvals (V14092022)

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Table of Contents

# 1.	Introduction

The University may encounter disaster situations when individual members, elements or all of the University community may be adversely impacted by events inside or outside the Campus. If and when these critical incidents occur, it is important that the University responds in a timely, compassionate and effective manner in order to meet the immediate, short and medium-term needs of the community and/or individuals or groups within that community. Thus all the requirements need to be written down within the framework as applicable and made into policy. This policy has two essential components:
- The Critical Incident Response Guidelines, or the plan to be put in place.
- Calling Tree or persons responsible for the implementation of a safe response to the disaster.

## 1.1	Objective

The objective of this document is to ensure the safety and well-being of all personnel by outlining generic guidelines and procedures to be followed in case of emergency. Basic emergency handling procedures will be accomplished by in-service training and periodic drills.

## 1.2	Aim

The aim of this document is to make the disaster recovery procedures known and understood by the University personnel. This enables the University, in times of confusion, stress and anxiety to respond in the least intrusive manner to any critical incident. Additionally, all individual roles are defined.

## 1.3	Definition

A critical incident is defined as an event which causes disruption to the Campus, creates significant danger or risk, and creates a situation where stakeholders feel unsafe, vulnerable or at risk. A critical incident could initiate significant emotional reactions in individuals and/or cause significant disruption to the normal operations of the University.

## 1.4	Critical Incidents (Not Limited to the Following)

- Intruder on Campus
- A terrorist incident in the city/region or one that can potentially target the Universities in Delhi NCR
- Disturbance in the city/riots/bandhs/war which threatens life and property
- Fire, bomb threat, explosion, gas leak, biological toxins, chemical spill or natural disaster
- Assault on any member of the community
- Suicide or attempted suicide by any member of the community
- Vandalism or destruction of property
- Any incident which threatens/adversely affects the reputation of the University like cybercrimes.

# 2.	Sequence of Disaster Management

Prevention: A disaster, whether natural or man-made in design, is often not a pre-planned event. No amount of preparation can make it completely safe, however, awareness of steps to take and practice in taking them can help in preventing catastrophic results and mitigating them.

Preparedness: Drills and information are essential for all stakeholders to participate in and understand their roles and responsibilities.

Response: How the University responds to the disaster will help emergency crews in their response to the situation and in clear, effective communication with all stakeholders.

University should:
- Assess the situation
- Respond quickly
- Notify the disaster response team
- Evacuate if appropriate
- Provide medical aid and evacuate to the hospital if needed
- Follow leadership

Repair/Recovery: A return to normalcy may be determined by the nature of the disaster. As soon as possible, the University should return to learning. The University should continuously audit its stakeholders and facilities for needs while providing support and stress relief.

3.   Fire

Activation of the Fire Alarm - Fire Manual call points (MCP) are in common areas of all floors or near each fire staircase. Pulling down the MCP will activate the audible fire alarm system of the building. The alarm can also be activated from Fire Alarm Panels. These are to be activated only if the fire is spotted.

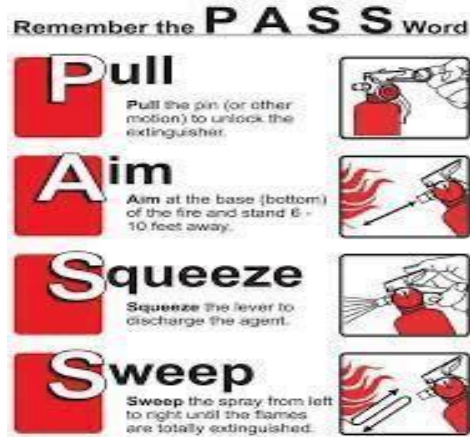**Evacuation Procedure -** Evacuate the building and congregate at the designated assembly area.
- Follow the fire exit signs placed all over the Campus, and walk calmly and quietly to avoid a stampede.
- Keep the centre of the staircase clear for emergency personnel to move upwards.
- Either side of the staircase is used to descend. The central part of the staircase will be kept for ascending firefighters and emergency personnel.
- Do not pick up personal possessions & do not return to your residence halls/ classroom until "All Clear" is given.
- Do not use the lift.
- In case of smoke in the area, remain low and cover your face with a wet towel or cloth to avoid choking.
- The floor in charge will ensure that no one is left behind and people follow the designated route.
- Line up for roll call at the assembly point.
- Wardens/security to take the headcount as applicable.
- Do not re-enter the building until "All Clear" is given by the fire response team.
- Alert the infirmary service provider and hospital with whom we have tied up to attend to the injured persons without delay.
- Emergency assembly points for various buildings are:

S.No.	Buildings	Assembly Point
1	Admin & dining block	In front of the Atrium
2	Faculty towers	Solar Parking in front of the tower
3	Sports block	Parking in front of sports blocks
4	Academic 1, 2, 3 and 4	Common Assembly area in front of the Dining Block
5	Residence Halls	In front of respective RHs

Procedure for Fire Response Team
- Confine the affected area of the building.
- Call the internal fire department for help on priority.

- Members who are trained to activate the firefighting system including the use of fire extinguishers to fight fires and take charge of the area until the help from fire department arrives.

Remember the P A S S Word

Pull – Pull the pin (or other motion) to unlock the extinguisher.

Aim – Aim at the base (bottom) of the fire and stand 6 - 10 feet away.

Squeeze – Squeeze the lever to discharge the agent.

Sweep – Sweep the spray from left to right until the flames are totally extinguished.

- If a fire can't be extinguished and smoke, fume or flames threaten the safety, please evacuate
- Inform the state electricity department about breaks in lines which might present an additional hazard.
- Keep access roads open for emergency vehicles.
- Have fire department officials declare the area safe before allowing University personnel to return to the building.

Types of Fire Extinguishers and their Uses:

Symbols found on fire extinguishers & what they mean	Water	Foam spray	ABC powder	Carbon dioxide	Wet chemical
A — Wood, paper & textiles	✓	✓	✓	✗	✓
B — Flammable liquids	✗	✓	✓	✓	✗
C — Flammable gases	✗	✗	✓	✗	✗
Electrical contact	✗	✗	✓	✓	✗
F — Cooking oils & fats	✗	✗	✗	✗	✓

Additional Safety Measures
- All persons who are injured and cannot walk down the stairs must seek the help of a buddy or roommate to be picked up as a piggyback to the ground floor where a wheelchair is available. Under no circumstance should lifts be used.
- All Ashoka members who are on building evacuation duty will ensure that all toilets are checked. If a female staff member is doing the building sweep, she will shout outside the male washroom to call if anyone is inside, then enter for a safety sweep, and vice versa.
- While all academic staff in classes escort their group down to the assembly point, others are expected to be at the nearest exit points to facilitate the students' movement and then proceed to the Assembly Point.
- HR is required to facilitate orientation on these documents to every new joiner.
- All security guards must carry walkie-talkies while doing building sweeps. Any emergent movement must be shared through a walkie-talkie.

4.   Earthquake

Ashoka University understands that the risks arising out of earthquakes are total/partial destruction of some of its floors/buildings and disruption to its businesses. To minimise the severity of risks arising out of earthquake damages, the University will act in the following manner:

- All its floors/ buildings will not be affected simultaneously.
- In case an Earthquake strikes and destroys or damages its buildings, the surviving buildings will be stability certified and act as alternative sites for its operations.
- The alternative sites will physically house all emergency personnel including medical, IT & finance to manage disasters including people, network and insurance/payment issues.
- The alternative sites are the unaffected buildings of the same location, where buildings are available.
- The present seating capacity (meeting rooms/cafeteria/guest houses) is mentioned below

Capacity as of 2024				
Location	Meeting Rooms / Cabins / Halls / Auditoriums	Person Capacity	Residents Room / Flat	Person Capacity
Sonipat-on Campus	342	2715	1407	2715
Total	**342**	**2715**	**1407**	**2715**

Off-Campus Capacity as of 2024		
Location	**No. of Flats**	**Total Rooms**
Parker Residency, Sonipat	63	191
TDI Residency, Sonipat	115	508
Parker White Lilly, Sonipat	43	107
Total	221	**806**

- The above space data will be reviewed quarterly and, on the acquisition, or surrender of properties.
- The above guiding principles will be applicable across all Ashoka University sites in Haryana & Delhi. Any exception will be specifically sought as a written process from the Vice Chancellor.

Procedure During an Earthquake
· If damage is reported in the city, ask parents to stay calm and wait for the message from the University.

If Inside When the Shaking Starts
- In the event of an earthquake, when tremors are felt, do not panic and do not try to leave the building.
- Instead, duck or drop, cover & hold on

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- If you're in bed, stay there. Curl up and hold on. Protect your head with a pillow
- Take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. This is called the 'Turtle Position'.
- Keep your face away from the window. Avoid dangerous spots near windows or hanging objects, mirrors or tall furniture that can topple.

- Hold this position until the ground stops shaking and it is safe to move.
- Check for any injuries and if so then call for help.

If Outside When the Shaking Starts
- Move to a clear area away from trees, streetlights, overhead power cables and buildings and do not enter the building. Stay there until the shaking stops.
- If you are in a vehicle, look for a clear location and stop. Avoid bridges, overpasses and power lines. Stay in your vehicle until the shaking stops. Then, drive carefully, and avoid bridges and ramps that may have been damaged.
- If a power line falls on your vehicle, do not step out. **Call 0130-23002151**, Ashoka main gate, and wait for assistance.
- Personnel arriving at the Campus will remain outside till the situation is under control.

After the Earthquake
- Exit the building if safe to do so and move to the designated assembly area.
- If the building loses power during the earthquake and you are unable to safely navigate your way out of the building due to low visibility, remain in place and notify Campus security.
- Wardens and security to take the headcount
- Do not re-enter the building until "All Clear" is given by the VP, Special Projects
- Use stairs rather than a lift.
- Infirmary team to get activated and be ready to provide quick medical aid and evacuate the injured person to the hospital
- Once the situation becomes stable, check for structural damage, gas leakage and electrical hazards. If needed, shut off the gas or electrical supply source for recovery work.

5.   Bomb Threat

Bomb threats are most commonly received via phone, but are also made in person, via email, written note, or other means. Every bomb threat is unique and should be handled in the context of the facility or environment in which it occurs. This is a threat which exists and has been felt by the institutions in its many avatars, resulting in an abrupt shutdown of educational institutions, evacuation and fear psychosis. Generally, it is a hoax call about an implanted bomb, which results in the above however no threat can be ignored. Follow the below procedure to mitigate the risk:
- The admin receptionist will remain calm and note down the time of the call.
- Keep the caller on the line for as long as possible. Do not hang up.
- Listen carefully, be polite, and show interest.
- Try to keep the caller talking to learn more information and make a note of these.
- Copy the number on display.
- The most important consideration will be the preservation of evidence especially when the threat comes in as a call or in any form.
- Inform VP, Special Projects.
- In case the call originates from a board number and is not easily identifiable, the receptionist will directly contact the VP, Special Projects (SP), who will evaluate the call sequence by asking a few questions to the receptionist and take the call to evacuate the building or all premises as the case may be.
- VP SP will inform the Police.
- The calling tree will be alerted for handling the situation.
- If an evacuation plan is activated by VP SP, treat this threat similar to that of the fire threat in terms of evacuation.
- VP, SP will ensure that all affected personnel are shifted to alternative locations to the adjoining Universities i.e. IIT, World School of Design, or Dr BR Ambedkar National Law University with

similar capacity and open grounds. This will prevent the build-up of panic in the surrounding areas.
- Assist Police and bomb squad as required.
- Personnel arriving at the Campus will remain outside till the situation is under control and "All Clear" is given by VP, SP.
- Visitors at the gate will be in the sole custody of the Security team who will accordingly send them off to their respective destinations.
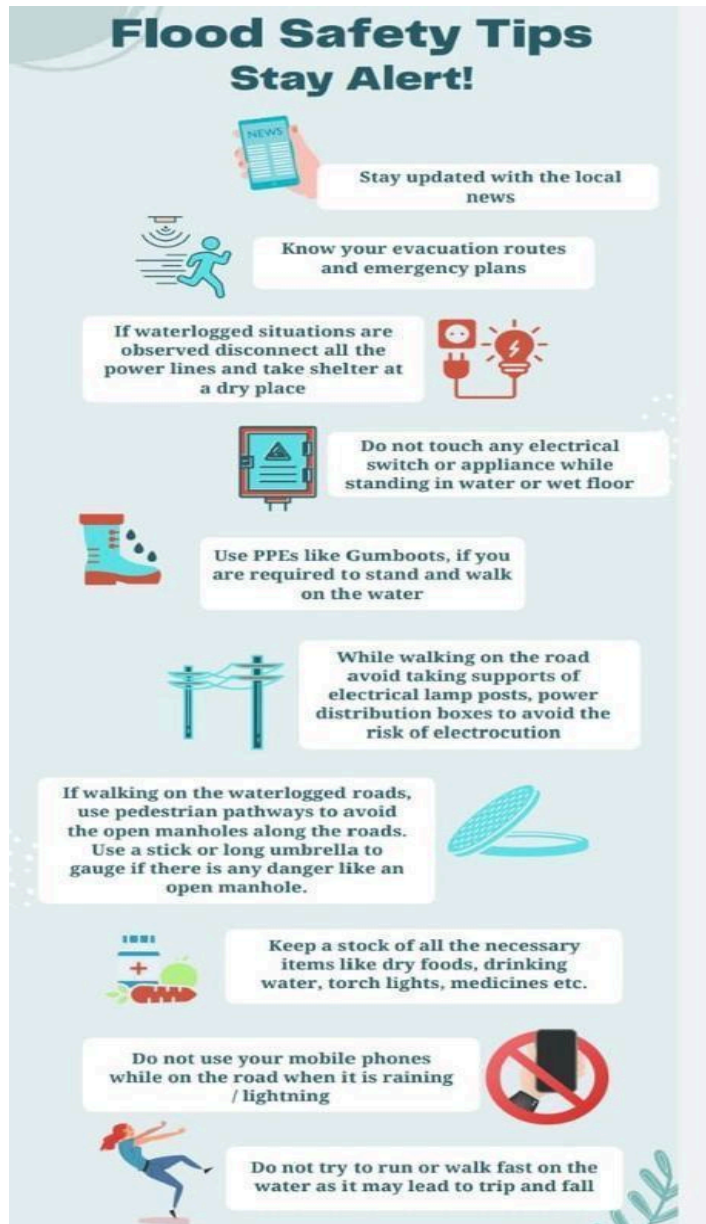
6. Flood

The consequences of a slow or a fast build-up of excess water may lead to flooding of the University Campus and/or its approach. Flooding of the premises will lead to partial/total disruption of services provided by the administration, thus affecting the functions of the University.

Understanding the severity and floods arise only during the monsoon season in India, the average annual rainfall has been as follows:

Annual Rainfall Data	In Millimetres
Sonipat	600
Delhi	800

- Preventive checks of drainage systems must be completed at least a fortnight before the final arrival of the monsoon in that region. The date of arrival of the monsoon will be taken as the date declared by the Meteorological Department of India, which can be seen in leading National Dailies.
- Close liaison with the local administrative authority as dedicated will be done to control the flow of water in the local drainage system wherever applicable.
- Water sump pumps will be operated by the maintenance team and these will be used for dewatering at the advent of heavy showers.

Flood Safety Tips
Stay Alert!

Stay updated with the local news

Know your evacuation routes and emergency plans

If waterlogged situations are observed disconnect all the power lines and take shelter at a dry place

Do not touch any electrical switch or appliance while standing in water or wet floor

Use PPEs like Gumboots, if you are required to stand and walk on the water

While walking on the road avoid taking supports of electrical lamp posts, power distribution boxes to avoid the risk of electrocution

If walking on the waterlogged roads, use pedestrian pathways to avoid the open manholes along the roads. Use a stick or long umbrella to gauge if there is any danger like an open manhole.

Keep a stock of all the necessary items like dry foods, drinking water, torch lights, medicines etc.

Do not use your mobile phones while on the road when it is raining / lightning

Do not try to run or walk fast on the water as it may lead to trip and fall

The sequence and area of responsibility in case of a flood are as follows:

- Security and maintenance will observe water build-up on the roads adjoining the facilities. In case of inadequate flow towards the city drainage system, the Security personnel will inform the on-duty person of BMS.
- The Head of Maintenance or his team member will coordinate with the civil authority for clearance of the choked drainage system.
- The BMS operator will alert the maintenance and housekeeping in charge.
- Under the supervision of the maintenance head, the maintenance and housekeeping force will prevent water flow into the building or basements by building the "bundhs" with sandbags wherever applicable.
- The BMS duty supervisor will monitor the water build-up and continuously give feedback to the maintenance head.
- If the water continues to flow in and the build-up is more than an inch in the basements, water pumps are started for water extraction.

- At three inches of water build-up, the Maintenance Head will alert the VP, SP and at six inches he will take a call on facility shutdown.
- If the facility shuts down at the end of an emergency, insurance damage evaluation would start by the Finance team.

7. Road Accident

1. Objective

Ensure prompt, organised response to road accidents involving students, staff, faculty or University visitors to converse and protect lives and minimise impact.

2. Emergency Contacts

- VP, Special Projects: Will take the lead and make calls as per the Calling Tree.
- Campus Security: Initial responders and site control.
- Campus Medical Team/Infirmary, Doctor on Duty: On-site first aid and triage.
- Local Police: For information and assistance to reach their network in the area of accident such as in Delhi NCR/ NCT to secure the accident scene and manage legal procedures, as the case may be.
- Local Emergency Services: For additional medical or rescue assistance.
- University Safety Officer: Will manage safety procedures and record incidents.

3. Immediate Response

- **Secure the Area:** Campus Security and local police block access to ensure safety.

- **Assess the Victims:**
  - **Campus Infirmary:** The team assesses injury severity and administers first aid.
  - In severe cases, immediately contact the nearest hospital emergency/ trauma centre for ambulance services for hospital evacuation.

- **Contact Families:** University officials inform the families of those involved, as necessary.
- Inform HR for faculty and staff for insurance purposes and BCMS for students for medical insurance.

- **Document and Report the Incident:** Record accident details, actions taken, and any witness statements, and record learnings from the incidents and share as necessary.

4. Post-Incident Actions

- **Medical Follow-Up:** Ensure injured individuals receive appropriate medical treatment and follow-up care.
- Recovery of Vehicle as necessary.
- **Accident Investigation:** The Campus Transport Officer, Safety Officer and local authorities investigate to determine the cause and identify preventive measures.

5. Prevention and Awareness

- **Traffic Management:** Ensure proper signage, speed limits, and designated pedestrian crossings within campus.

- **Regular Vehicle Inspections:** Check University-owned vehicles for roadworthiness and compliance with traffic laws.

6. Documentation and Compliance

- **Incident Records:** Maintain detailed records of the accident, actions taken, and preventive steps implemented.
- **Plan Review:** Review and update the road accident document once in 2 years, annually, or post-incident to incorporate improvements.

8.　Electric　Shock

1. Objective

Ensure a swift, organised response to electric shock incidents to protect affected individuals and reduce future risks.

2. Emergency Contacts

- As per the Calling Tree: First responders and site safety control.
- On-Site Medical Team: Immediate first aid and medical evaluation.
- Facilities & Maintenance: Power isolation and hazard assessment.
- Safety Officer: Incident coordination, reporting, and follow-up.
- Emergency Services: Additional medical/fire support if required.

3. Immediate Response

- Secure the Area: Campus Security clears bystanders and restricts access in case of crowd.
- Power Shutdown: Shift Engineer to disconnect power at the source or breaker.
- First Aid:
    - Check for consciousness, breathing, and pulse; perform CPR if needed.
    - Treat burns with sterile, non-stick material.
    - Place in the recovery position if breathing resumes.
- Notify Emergency Services and Infirmary who will provide medical relief and will contact external emergency responders of our empanelled hospitals for advanced care if necessary.
- Inform the family as necessary and provide necessary relief to the family such as transport.
- Document Incident: Record details including time, actions taken, and witnesses.

4. Post-Incident Actions

- Medical Evaluation: Ensure thorough examination for delayed symptoms.
- Incident Review: The Safety Officer and MEP head investigate the cause, document findings, and implement corrective measures including appropriate PPEs.
- Equipment and System Inspection: Inspect affected electrical systems and repair or replace faulty equipment.

5. Prevention & Training

- Regular Safety Training: Conduct electrical safety workshops for the on-site team.
- Routine Inspections: The MEP team checks all electrical installations periodically, fortnightly.

6. Documentation and Compliance

- Maintain Records: Log all incidents, investigations, and corrective actions.
- Regulatory Reporting: Submit reports to relevant authorities as required.
- Plan Review: Annually review and update the plan based on incident learnings and regulatory changes.

9.   Food   Poisoning

1. Objective

Provide a rapid, organised response to food poisoning incidents to ensure affected individuals receive immediate care and prevent further cases.

2. Emergency Contacts

- Campus Health Centre/ Infirmary: Immediate medical support and evaluation.
- University Dining Officer: Manages incident response, records, and follow-up.
- Cafeteria/Food Services Management: Assesses food sources, and halts further food service if necessary.

3. Immediate Response

- Identify and Isolate Affected Individuals: The Health Centre (Infirmary) assesses symptoms, provides immediate care, and transports severe cases to the hospital.
- Food Service: Cafeteria services halt food distribution, isolate suspected food sources, and remove potentially contaminated items.

- **Medical Treatment:**

- Provide hydration and necessary medications for symptoms like nausea or vomiting.
- Transport individuals with severe symptoms to a hospital if required.
- Incident Documentation: Record time, symptoms, affected individuals, and food items consumed by the dining team.

5. Post-Incident Actions

- Food Safety Investigation: Collaborate with the dining team, and Infirmary to test food samples, investigate preparation/storage practices, and determine the contamination source.
- Follow-Up with Affected Individuals: Monitor health progress, provide additional medical support, and ensure recovery.
- Sanitation & Cleaning: Thoroughly clean and disinfect the cafeteria, kitchen, and dining areas.

6. Prevention and Awareness

- Food sampling is done for every meal and stored in the walk-in refrigerators for 3 days to monitor any outbreak of food contamination.
- Random sampling by ordering food from outlets within and outside the Campus is done and samples are sent to NABL-authorised labs for testing. If found contaminated, an advisory is sent to the Ashoka Campus.
- Food Safety Training: Conduct regular training for food service staff on hygiene, safe food handling, and storage practices.
- Routine Inspections: Perform frequent inspections of kitchen facilities, food storage, and preparation areas for dining and food outlets on the Campus.

7. **Documentation and Compliance**

- Maintain Records: Maintaining records of all incidents when they come to the infirmary, investigations and medical reports helps isolate the source/origin of the contamination in case a trend emerges. corrective actions are taken based on the reports.
- Reporting to Authorities: Inform the Ashoka Parents Office and VC, Pro VC on the outbreak.
- Review and Update Plan: Annually review the recovery plan to incorporate improvements based on incident learnings and new food safety guidelines.

10.   AQI-related   Breathing   Incidents

1. **Objective**

AU monitors AQI with calibrated AQI monitors installed on the campus and compares it with the local surroundings by reading monitors from the CPCB.
Ensure rapid, coordinated response to air quality incidents to protect students, staff, faculty and visitors from respiratory issues due to high AQI levels.

2. **Emergency Contacts**

- Campus Health Centre/ Infirmary: Provides immediate medical support for respiratory symptoms. There are oxygen cylinders and oxygen concentrators in the infirmary which can be used for treating respiratory disorders due to AQI.
- University Safety Officer: Manages AQI monitoring, incident response, and records. University-wide advisory on AQI is sent during the bad air seasons by VP, Special Projects.
- The Maintenance Team ensures air purifiers and water-based sprinkler systems during high AQI are functional.
- Local Emergency Services: Engaged if severe respiratory distress cases arise.

3. **Immediate Response**

- Issue Health Advisory: Notify students, faculty, and staff to avoid outdoor activities and stay indoors when AQI is poor.
- Provide Protective Gear: Manage the inventory of the N95 masks in the tuck shop as per University protocol when GRAP directions are implemented in NCR and adjoining areas, and reach stage 4.
- Encourage Ashokans to go to Clean Air Zones: Designate indoor spaces with air purifiers and closed windows to act as clean air zones for high-risk individuals (e.g. those with asthma). These spaces are suggested by the AQI advisories.

4. **Post-incident Actions**

- Medical Follow-Up: Offer check-ups for individuals experiencing respiratory symptoms to ensure full recovery.
- Review and Mitigation: Assess the adequacy of indoor air systems (e.g., HVAC filters), improve air purification setups, and identify preventive actions.
- Document and Analyse incidents: Record AQI levels, symptoms reported, and actions taken to refine future response strategies.

5. **Prevention and Preparedness**

- AQI Awareness Campaign: Educate students, faculty and staff on the health impacts of poor AQI, preventive measures, and how to use campus resources during high AQI days.
- Routine Equipment Maintenance: Regularly service HVAC systems and air purifiers to maintain effective air filtration indoors.
- Coordinate with the Sports Department to avoid outdoor sports activities.
- Work with infrastructure to build in PM 2.5 filters in AHUs of all new construction as earlier construction has PM 10 filters only in the AHUs.

6. Documentation and Compliance

- Maintain Records: Document AQI levels, incident responses, medical treatments, and corrective
- actions for each occurrence.
- Annual Plan Review: Review this plan yearly to incorporate new guidelines and best practices for AQI-related health safety.

11.   Paediatric and Geriatric Situations

1. Objective

To ensure an immediate, organised response to health incidents involving children (e.g. from childcare centres i.e. creche) and elderly individuals (e.g. visiting family or elderly staff) to minimise health risks and ensure appropriate care. The risks could be due to falls, strikes, disorientation, or accidents.

2. Emergency Contacts

- Campus Health Centre/Infirmary: Provides urgent medical support and triage to stabilise any health redressal required due to medical care required.
- Campus Security: Ensures a clear path for emergency responders and maintains crowd control.
- University Medical Officer/ Doctor on Duty: Coordinates emergency procedures, documents incidents, and liaises with families.
- Local Emergency Services (Ambulance and Hospital): Ensured for severe cases or if specialised care is required.

3. Immediate Response

- Identify and Respond to Symptoms: Campus Health Centre assesses symptoms such as breathing difficulties, broken limbs, chest pain, dizziness, or loss of consciousness.
- **Provide First Aid and Triage:**
    - Administer immediate care based on age-specific protocols.
    - For Paediatric Cases: Focus on stabilising, hydration, and reducing distress.
    - For Geriatric Cases: Check for vital signs, monitor for underlying conditions, and provide oxygen if necessary.
- Evacuate to an empanelled higher care centre If symptoms are severe, call the campus Infirmary ambulance or alternative taxi for rapid hospital transfer.
- Notify Families and Guardians: Inform the families of affected individuals as soon as possible.

4. Post-incident Actions

- Medical Follow-Up: Ensure thorough follow-up care and monitoring, especially for individuals with chronic conditions or compromised immunity.

- Incident Review and Documentation: The Medical Officer documents the incident, details of the response, medical care provided, and any improvements needed. Do an RCA for the reasons which lead to the trigger of the condition.
- Facility Assessment: Evaluate facilities to ensure easy access, and availability of necessary equipment, and remove any contributing environmental factors (e.g. allergens, mobility hazards).

5. Prevention and Preparedness

- Health Awareness: Conduct sessions for staff on recognising age-specific health issues and emergency first aid for paediatric and geriatric cases.
- Equip First Aid Stations: Stock stations with paediatric and geriatric supplies (e.g. paediatric oxygen masks, low-dose medications, hydration solutions).
- Routine Health Checks: Conduct regular health screenings for elderly staff and, if relevant, for children attending campus daycare.

6. Documentation and Compliance

- Maintain Incident Records: Document each incident, response measures, medical treatments, and follow-ups.
- Annual Plan Review: Update the plan annually to reflect best practices in pediatric and geriatric care and align with health regulations.

12.   Storm

1. Purpose and Objectives

- To ensure the safety of students, faculty, and staff.
- To protect university property, data, and resources.
- To resume essential operations promptly following a storm.
- Dust storms, thunderstorms, and heavy rainfall are the three categories in which storms are classified in NCR.

2.   Risk Assessment and Preparedness

- Risk Identification: Storms reaching between 50 – 70 km/hrs can cause uprooting of trees and thus collateral damage too. These storms are generally announced on the radio or on television. Once these storms are announced we have to ensure the following on campus - no cars are parked below the trees and very importantly all doors and windows on the campus buildings are firmly closed and all works at the construction sites on a height are stopped, especially external facing.
- Communication Plan: VP, Special Projects will send out a communication/ advisory to all Ashokans. Precaution is to be taken for the impending storms.
- Equipment: Ensure availability of storm response kits, including flashlights, first-aid kits, backup power, and ropes. Alert the campus infirmary to be alert or respond to storms. Follow-up with SPOC on the external accommodation's alertness.

3. Roles and Responsibilities

- These storms can lead to physical injuries due to debris, trees and also eye injury due to dust and sand.

- Disaster Response Team (DRT): Comprising University Infirmary and health personnel, administration, campus security, IT, and maintenance.
- Emergency Coordinator: The Security Team will immediately, on the announcement of the storm, patrol the University premises to see for cars parked near trees, and ask owners to move the cars to the basement from the ramp going below hostel-02.
- The Security Team will also check for open doors and windows in academic blocks.
- Hostel wardens will check the respective hostels for open windows and doors.
- The Housekeeping Team will check for and secure doors and windows of FH -01 & FH-02 and the sports complex.

4. Pre-storm Preparations

- Monitor Weather: Use meteorological services to stay updated on potential storms.
- Secure Property: Store outdoor equipment, reinforce windows, and cover sensitive equipment i.e. baggage scanner machines.
- Communication Check: Test communication channels and verify emergency contacts.

5. Response During Storm

- Activate Emergency Protocols: Initiate communication through public announcement systems, SMS, and email.
- Shelter-in-Place: Designate safe areas for shelter, such as basements or dedicated on-campus rooms such as 100 seaters, 200 seaters, Dr Reddy's, MPH and Hostels.
- Power Management: Shut down non-essential systems and run critical equipment on backup power if a main power source cutoff is needed.
- Medical Assistance: Ensure medical team availability in case of injuries.

6. Post-storm Recovery

- Damage Assessment: Facilities and safety teams (HK Manager, Civil Engineer, Head Safety, Fireman supervisor, and Fireman) assess buildings, utilities, and equipment.
- Provide medical assistance on or off campus as a need may be with ambulances and vehicles.
- Clearance and Cleanup: Remove debris, pump out water if flooding has occurred, and secure unsafe areas. Be especially alert of snapped electrical wires.
- System Restoration: IT restores data and systems, prioritising student and operational records.
- Counselling and Support: Offer psychological support to those affected by the storm.
- Inform families and relatives of impacted individuals.
- Debrief and Analysis: Conduct a debrief with the Disaster Response Team to evaluate the response and improve future readiness.
- Do a structural analysis for buildings which are damaged before undertaking the repairs.

7. Documentation and Review

- Document all actions taken and damage assessments.
- Regularly update and test the disaster recovery plan to incorporate new learnings and adapt to changing environmental risks, especially before the onset of storm months.

(Structural stability certificate for Ashoka University for all buildings, circa 2024 attached for references)

13.   Intruder   on   Campus

Objective:

To protect students, staff, and visitors by quickly containing, neutralising, and recovering from an intruder incident on campus.

1. Preparation and Risk Mitigation
- **Risk Assessment:** Identify vulnerable areas, including entry points and isolated buildings.
- **Security Measures:** Install surveillance, alarms, and access control systems; ensure guards are strategically deployed.
- **Training and Awareness:** Regularly train staff and students on intruder detection, lockdown, and reporting.
- **Emergency Contacts:** Display emergency numbers for campus security and local law enforcement.

2. Detection and Response
- **Intruder Detection:**
  a. **Reporting System:** Enable a security extension or mobile number for reporting suspicious activity.
  b. **Access Control:** Secure visitor access with ID checks and badges.
- **Response Protocols**
  a) **Lockdown or Evacuation:** Initiate a campus-wide lockdown or selective evacuation depending on the intruder's location.
  b) **Law Enforcement Coordination:** Contact police immediately with details of the intruder's location and threat level.
  c) **Safe Rooms:** Direct individuals to designated safe rooms if evacuation isn't feasible.

3. Communication
- **Emergency Alerts:** Issue immediate notifications via phone calls, SMS, and email.
- **Command Centre**: Coordinate real-time information between campus security, University leaders, and law enforcement.
- **External Communication:** Keep parents and media updated through a designated spokesperson.

4. Recovery and Support
- **All-Clear Announcement:** Issue an "All Clear" only when the area is secured.
- **Medical and Counselling Support:** Arrange for first aid and trauma counselling for those affected.
- **Facility Inspection:** Secure and repair any damages; conduct a safety assessment.
- **Incident Review:** Document response effectiveness and update protocols as needed.

5. Ongoing Training
- **Drills:** Conduct semi-annual intruder drills for campus-wide preparedness.
- **Review and Update Plan:** Regularly update this plan to address any identified weaknesses.

14. Suicide or Attempt to Suicide

Objective:

To handle suicide or suicide attempts with compassion, privacy, and effective support, ensuring the well-being of students, staff, and families.

1. Preparation and Prevention
- **Mental Health Awareness:** Conduct regular workshops on stress management and mental health awareness for students and staff.
- **Counselling Services:** Ensure access to 24/7 mental health counselling and a crisis hotline.
- **Staff Training:** Train faculty and staff to recognise warning signs of mental distress and understand reporting protocols.
- **Peer Support Groups:** Facilitate peer-led groups and wellness programmes to encourage open discussions about mental health.

2. Immediate Response

A. Suicide Attempt:
- **Medical Assistance:** Call emergency medical services immediately to provide urgent care.
- **Secure the Area:** Ensure privacy by limiting access to the scene.
- **Notify Key Personnel:** Inform counselling services, campus security, and administration discreetly.
- **Family Notification:** Notify the family compassionately, ensuring confidentiality.

B. Suicide:

- **Secure and Limit Access to Area:** Maintain privacy by restricting access.
- **Law Enforcement Coordination:** Involve local law enforcement and follow necessary legal protocols.
- **Family Contact:** Inform the family with sensitivity and offer support resources.
- **Counselling Support:** Provide immediate counselling to affected friends, classmates, and staff.

3. Communication and Confidentiality

- **Confidential Handling:** Limit information sharing to essential personnel; maintain privacy for the individual and their family.
- **Campus Notification (If Needed):** Announce support resources without disclosing details, encouraging affected individuals to seek help.
- **Media Management:** Designate a spokesperson to handle media inquiries sensitively, respecting the privacy of the individual and family.

4. Post-Incident Support

- **Extended Counselling Services:** Offer increased counselling sessions for students, staff, and those directly affected.
- **Peer and Faculty Support:** Facilitate peer groups and support services for faculty and staff who may be impacted.
- **Wellness Checks:** Conduct follow-ups with students and faculty impacted by the incident.

5. Review and Policy Enhancement

- **Incident Review:** Confidentially assess the incident response with security, counselling, and administration to identify improvements.

- **Policy Updates:** Revise policies and training protocols based on insights from the incident review.
- **Preventive Enhancements:** Expand mental health programmes and resources based on findings to better address campus wellness needs.

15. Terrorist Attack

Objective:

To provide a swift, coordinated response to protect lives and restore safety during and after a terrorist attack on campus. This plan outlines emergency actions, communication protocols, and recovery measures to ensure the safety of students, staff, and visitors.

1. Preparation and Prevention

- **Risk Assessment and Security Infrastructure:** Identify vulnerable areas, enhance surveillance, and ensure secure access control at all entry points. Regularly assess and upgrade physical security measures, including metal detectors and emergency alarms.
- **Emergency Response Training:** Conduct annual training for staff, faculty, and students on identifying suspicious activities, evacuation routes, and lockdown procedures.
- **Coordination with Local Law Enforcement:** Establish a close partnership with local police and emergency services, conducting joint drills and response planning.
- **Awareness Programs:** Implement awareness programmes that inform students and staff on recognising potential threats and understanding emergency protocols.

2. Immediate Response Protocols

- **Alert and Secure:**
a) **Notification of Incident:** Upon identifying an active threat, notify campus security immediately and activate the campus-wide emergency alarm system.
b) **Lockdown Initiation:** Lock down the campus and instruct individuals to seek shelter in secure rooms, avoiding windows and doors. Use SMS, PA systems, and email alerts to communicate lockdown orders.
c) **Evacuation and Safe Zones:** If feasible, guide individuals to pre-designated safe zones away from the threat. Mark evacuation routes clearly and provide emergency exit guidance.
d) **Law Enforcement Involvement:** Immediately contact local law enforcement and provide detailed information about the threat, including location, suspected weapons, and number of assailants.

- **B. Medical Assistance:**
a) **On-Site First Aid:** Deploy campus medical staff to assist with injuries as safely as possible while awaiting emergency responders.
b) **Coordination with Hospitals:** Coordinate with nearby hospitals to prepare for potential casualties.

3. Communication During Crisis

- **Emergency Alerts:** Use multi-channel alerts (SMS, email, loudspeaker announcements) to update students, faculty, and staff on lockdown, evacuation routes, and emergency instructions.

- **Family Notifications:** Set up a dedicated hotline to provide families with accurate information and support.
- **Media Management:** Appoint a spokesperson to handle media inquiries, ensuring accurate information without compromising ongoing response efforts.

4. Post-incident Recovery

- **All-Clear Signal:** Issue an "All Clear" only after law enforcement confirms the campus is safe.
- **Counselling and Support Services:** Offer trauma counselling and mental health support for students, staff, and faculty affected by the incident. Organise group counselling and support sessions for those needing assistance.
- **Medical Care:** Provide immediate medical care to any injured individuals, coordinating long-term care as needed.
- **Facility Inspection and Repairs:** Conduct a thorough inspection of campus facilities and secure or repair damaged areas. Reinforce security in any compromised entry points.

5. Review and Policy Improvement

- **Incident Review:** Conduct a formal review with law enforcement, campus security, and administrative leaders to evaluate the response, and identify any gaps or delays.
- **Policy Update:** Update emergency procedures and security protocols based on the findings, ensuring continuous improvement.
- **Community Debriefing:** Organise a debriefing session for the campus community, informing them about updated safety measures and providing a forum for feedback.
- **Ongoing Training and Drills:** Increase the frequency of active shooter and terrorist threat drills for students, staff, and faculty to reinforce preparedness.

16. Assault on Any Member of Campus

Objective:

To respond promptly and supportively to incidents of assault on any member of the University community, ensuring safety, offering compassionate support, and restoring normalcy while preventing future incidents.

1. Preparation and Prevention

- **Awareness and Training Programs:** Conduct regular training for students, staff, and faculty on recognising, preventing, and reporting assault. Include self-defence sessions and situational awareness workshops.
- **Campus Security Measures:** Enhance security through surveillance cameras, well-lit pathways, and secure access points. Ensure emergency call stations are accessible throughout campus.
- **24/7 Security Presence:** Deploy security personnel in high-traffic areas, dormitories, and isolated locations. Conduct routine security patrols, especially during late hours.
- **Clear Reporting Channels:** Establish a confidential reporting system for assault cases, including a dedicated hotline, mobile app, or email for immediate assistance.

2. Immediate Response Protocol

- **Incident Reporting and Response:**
 a) **Medical Assistance:** If the victim is injured, call for immediate medical help. Ensure campus health services or local emergency services respond without delay.
 b) **Secure the Scene:** Campus security should secure the area to prevent further harm, protect evidence, and limit access to the scene.
 c) **Law Enforcement Notification:** Report the incident to local police, providing detailed information to ensure a swift investigation.
 d) **Provide Safe Shelter:** Offer a secure, private space for the affected individual to wait for assistance and begin receiving support.

- **B. Emotional Support and Care:**
a) **Crisis Counselling:** Arrange for immediate counselling services for the victim, offering emotional support through trained campus counsellors.
b) **Family Notification (If Necessary):** With the victim's consent, inform their family or emergency contact, especially if medical intervention is required.

3. Communication and Confidentiality

- **Confidential Handling:** Protect the victim's identity, sharing details only with essential personnel. Maintain strict confidentiality throughout the process.
- **Campus Notification (If Needed):** If the assault impacts campus safety, issue a brief notification encouraging caution and informing the community of additional support services, without compromising confidentiality.
- **Media Management:** Appoint a spokesperson for media inquiries, ensuring all statements respect the privacy and dignity of the victim.

4. Post-incident Support and Recovery

- **Ongoing Counselling:** Offer continuous access to counselling for the affected individual and, if needed, their close friends or colleagues.
- **Safety Measures Review:** Increase security in the area where the incident occurred and consider adding more surveillance, lighting, or security personnel as necessary.
- **Community Support:** Organise awareness workshops and Support Sessions to help the community process the incident and learn about support resources.
- **Academic and Workplace Adjustments:** Provide any necessary academic or work accommodations to help the victim recover without additional stress.

5. Review and Policy Enhancement

- **Incident Review:** Convene a review team to evaluate the response, including security, counselling, and administrative input, identifying improvements and prevention strategies.
- **Policy Updates:** Revise policies and response procedures to address any gaps found during the review.
- **Reinforce Training:** Enhance training for security, faculty, and staff based on lessons learned, and ensure students understand the support resources available.

17.   Calling Tree

- Calling Tree is a structured response system for people who will be handling emergencies.
- Level 1 or the person overall responsible takes charge of the emergency. This person is available from the beginning of the emergency till the "All Clear" is declared at the end of the emergency.
- Levels 2 & 3 keep level 1 abreast of the developments and assist with information on the progress of the situation and the action taken, initiated and handling of the situation.
- IT, HR, Ashoka Parents Office, and Communication Dept. are called by the VP, Special Projects immediately for information related to their domain.
- Roles of various departments:

Department	Person Responsible	Area of Responsibility
PR and Communication	JD	Managing communication with external agencies and media
Parents Office	AS	Managing communication with parents and relatives
Department of Student Affairs	SM, PM	Handling student-related queries and preparing internal responses
IT	AM, AB, CS	Safety of data and securing business during emergencies
Operation	HS	For coordinating operational requirements.
Finance	MM, MG	Evaluating and reducing business-related risks arising out of emergencies, especially preparing for insurance claims and related documentation. Initiate insurance claim as applicable.
Maintenance	BS, DR	Setting response teams for handling the emergency
Security	GBK	Managing security of the Campus and handling emergencies. Avoiding and controlling crowds. Prevention of trespass and regulated media access in consultation with ML.
EHS	NM	Managing, and handling fire and emergency situations with the internal teams safely, liaison with civil admin authorities. Keep VP Special Project updated on the progress of all aspects of every department.
Overall Coordination	BKM	Keep abreast of all activities on emergency handling along with NM. Periodically update PRS, SRC, SS and SB on the current status of the emergency.

Emergency Response Calling Tree

Jasrita Dhir (PR & Communication) 9811888051	Sachin Sharma (Registrar)	Anu Singh Parents Office 9560384553

Bhaskar K Mishra (VP Sp. Project) 9717030933

Ganesh Bahadur Khatri (Head Security)	Narender Malik (EHS) 9802235699	Balbir Singh Jangra (Maintenance) 9654422639	Himanshu Sachdev (VP Ops) 9315739206	Ruchika Malhotra (Medical)
Security Officer 01302300253	University Emergency Number (24x7) 7496099984	Deepak Rao -Maintenance 7082000415	Dibendu Dey Director Campus Services 7419748953	Infirmary 8199977073 013023002550
Gate No -01 (Gate Management) 01302300251		MEP Shift In charge 8199977084	Pankaj Sehrawat (Food) 9711558497	
Gate No -02 (Gate Management)		BMS Room 013023002429	Yogender Sharma (Food) 9870166471	

18.   Emergency Contacts

Services	Contact Number
Security	0130-2300151/+918199977071.
Infirmary	01302300550/+918199977073
BMS Room/Maintenance Helpdesk	0130-2300429/+918199977074

FIMS Hospital, Sonipat	0130-220 5000
Tulip Hospital, Sonipat	0130-223 2211
MAX Hospital, Shalimar Bagh, Delhi	011-66422222
Fortis Hospital, Shalimar Bagh, Delhi	011-45302222
CATS (Centralised Accident and Trauma Services) AMBULANCE	1099 / 23971099 / 23981099
AMBULANCE	102
FIRE	101
POLICE	100