	SMSA P.O. Box 63259 Riyadh 11526, K.S.A.	Document ID	SMSA-HC29
	STANDARD OPERATING PROCEDURE For Emergency Alarm Response System	Revision no.	05
		Effective Date	27-04-2025
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1.0 PURPOSE

- 1.1 To lay down the Procedure for Emergency Alarm Response System.

2.0 SCOPE

- 2.1 This procedure is applicable for Freezer Room, Cold Room Alarm, Fire Alarms and Emergency Door Alarm in SMSA-NUPCO Healthcare Warehouse.

3.0 ABBREVIATIONS/DEFINITION

No.	Term	Description
1	SOP	Standard Operating Procedure
2	°C	Degree Celsius

4.0 RESPONSIBILITY

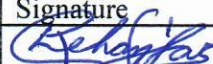
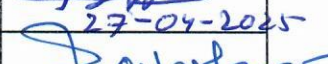
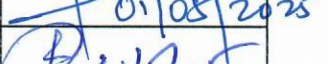
- 4.1 It is the responsibility of the SMSA Utility Executive to respond to Cold Room and Freezer Room Alarm during shift hours.
- 4.2 It is the responsibility of Security officers to respond Fire Alarms and Emergency Door Alarms.
- 4.3 It is the responsibility of Security officers to respond to all the alarm after shift hours.


5.0 PRECAUTION/INSTRUCTION

- 5.1 All Alarm should be attended within 03 minutes of Alarm occurred.
- 5.2 In any emergency call the Emergency contact numbers provided a per Attachment-1.

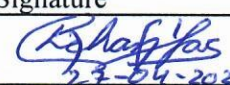
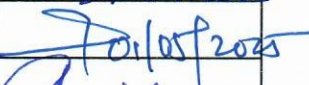
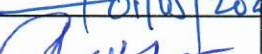
6.0 PROCEDURE


- 6.1 **Freezer Room and Cold Room Alarm System: Working Hours**
- 6.1.1 In case of Alarm from Cold and Freezer room the Siren place at the top of Cold room will give the siren sound which is very loud and can easily hearable from Offices and workstations.
- 6.1.2 As soon as alarm occurs, utility executive or designee shall attend the alarm within 03 minutes.

	Name & Designation	Signature
Author/ Originator of Doc Change	REHAN YAFAI UTILITY EXECUTIVE	 27-04-2025
Reviewer (Process Owner)	M. J. M. Jameel Warehouse Supervisor	 01/05/2025
Approving Authority	JASIR SINGH	 01/05/2025

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- 6.1.3 Utility executive or designee shall identify the alarm coming from which cold or freezer room and reason for the alarm (Temperature out of limit i.e. if more than 8°C or below 2°C for Cold Room and in Freezer room temperature limit i.e. if than -17°C or more than -1°C).
- 6.1.4 Utility executive or designee then acknowledge the alarm from Eliwell Data logger placed in the Cold and freezer room area by pressing the silent button on it.
- 6.1.5 If Temperature is out of limit, then immediately need to transfer all the Items place inside the affected Cold room to spare Cold Room or Freezer Room by noting down the temperature of both cold or freezer room.
- 6.1.6 Raise maintenance request to the contractor for resolution of related problem in Freezer Room or Cold Room.
- 6.1.7 Until room Temperature isn't within limit do not store Medicines in Freezer Room or Cold Room and mark the area by labeling it as "UNDER MAINTENANCE DO NOT STORE ANY MEDICINE".
- 6.2 Freezer Room and Cold Room Alarm System: Non- Working Hours**
- 6.2.1 If there is any alarm in Freezer Room and Cold Room after Working Hours Security should immediately shall identify the alarm coming from which cold or freezer room and reason for the alarm (Temperature out of limit, Cold or Freezer room off etc.) and inform Utility Executive and emergency contact person as per Attachment-1 about the reason of alarm.
- 6.2.2 Security officer then acknowledge the alarm from Eliwell Data logger placed in the Cold and freezer room area by pressing the silent button on it. Once the Utility Executive or any Emergency contact person reached at the site he should follow the procedure as per point 6.1.
- 6.3 Fire Alarm:**
- 6.3.1 In case of any Fire Alarm, firstly need to find where fire has occurred.
- 6.3.2 Anyone who discovers fire need to immediately inform to the concerned person or his Supervisor.
- 6.3.3 If Fire is small and can be removed with help of Fire Extinguisher then try to remove.
- 6.3.4 But if Fire is big and cannot be removed then everyone should evacuate the Fire area and gather at Assembly Point.
- 6.3.5 In Non-Working hours if Security discovers any Fire, they should immediately inform concerned persons listed in Attachment-1.
- 6.4 Emergency Door Alarm:**
- 6.4.1 If there is any Emergency Door Alarm, its responsibility of Security to check the alarming door number on screen and within 3 minutes need to reach the alarming door and check the issue.

	Name & Designation	Signature
Author/ Originator of Doc Change	REHAN YAFAI UTILITY EXECUTIVE	 27-04-2025
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6.4.2 In case if there is some issue with Emergency Door, Security needs to inform concerned persons immediately listed in Attachment-1.

7.0 RECORD

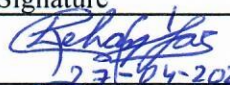
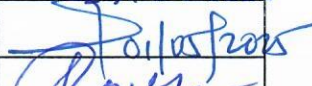
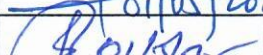
Title of Record	Custodian	Retention Period
Cold Room and Freezer Room Alarm Recording	Utility Executive	Indefinite


8.0 Attachment

8.1 Attachment-1

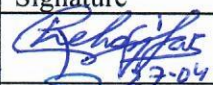
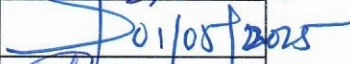

9.0 DOCUMENT CHANGE RECORD

Rev No.	Effective Date	Nature of Change	Document Change Request No:
00	28-11-2017	New Document	NA

	Name & Designation	Signature
Author/ Originator of Doc Change	REHAN YAFAI UTILITY EXECUTIVE	 27-04-2025
Reviewer (Process Owner)	M-J-M. Jareed Warehouse Supervisor	
Approving Authority	DR. J. T. S. 1203	

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01	11-02-2018	Changes Made in the SOP as follows	
02	11-02-2022	<ul style="list-style-type: none"> SOP Document ID amended as SMSA-HC unique ID format for all SOP. Amended point 6.1.3 Temperature limit from -21°C lower and -2 °C higher to -17 °C lower and -1 °C higher. 	
03	13-01-2022	<ul style="list-style-type: none"> Amended point 6.1.3 Removed point 5.2 All alarm should be recorded as per Annexure -1. 	
04	01-05-2025	<ul style="list-style-type: none"> Amended Attachment -1. 	
05	27-04-2025	<ul style="list-style-type: none"> Amended Attachment -1. 	

	Name & Designation	Signature
Author/ Originator of Doc Change	REHAN YAFAI UTILITY EXECUTIVE	 27-04-2025
Reviewer (Process Owner)	M. J. M. Jarred Warehouse Supervisors	 01/05/2025
Approving Authority	JAGDIP SINGH	

Attachment-1
Emergency Contact NumbersSMSA
P.O. Box 63529 Riyadh 11526, KSA.

Type of Alarms→	Freezer Room & Cold Rooms Alarms	Fire Alarms	Emergency Door Alarms
Contact Person Name Mobile Number(1)	Rehan Yafai +966595538701	Security Supervisor +966558822126	Security Supervisor +966558822126
Contact Person Name Mobile Number(2)	Mohammed Jareed +966504240237	Jagjit Singh +966562918749	Jagjit Singh +966562918749
Contact Person Name Mobile Number(3)	Jagjit Singh +966562918749	Mohammed Jareed +966504240237	Mohammed Jareed +966504240237