American University of Sharjah

Environmental Management System Manual

Revision 7

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Prepared by Sustainability: sustainability@aus.edu

PO Box 26666, Sharjah, U.A.E

Tel: +971 6 515 4243

www.aus.edu

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1.Purpose

This manual defines the scope of the American University of Sharjah (AUS) Environmental Management System (EMS) and provides a linkage of system documents to the various elements of the ISO 14001:20015 standard.

The principal elements of the system described in this manual are:

* Environmental Policy

* Environmental Aspects

* Legal and Other Requirements

* Environmental Objectives and Targets

* Environmental Management Programs

* Organizational Structure and Responsibility

* Training, Awareness, and Competence

* Communication

* Document Control

* Operational Control

* Emergency Preparedness and Response

* Monitoring and Measurement

* Nonconformance and Corrective and Preventive Action

* Records

* Environmental Management System Audit

* Management Review

2. Scope

The AUS EMS provides a mechanism for environmental management throughout all areas and departments. The environmental management system is designed to cover environmental aspects that a facility can control and directly manage and those it cannot control or directly manage but can be expected to have an influence.

3. Issue and Update

The control of this Manual is in accordance with the AUS environmental procedure for Environmental Document Control. All copies of this Manual not marked "CONTROLLED DOCUMENT" are uncontrolled and should be used for reference purposes only. Amendments to this manual will be issued by the Environmental Management Representative (EMR).

4. Environmental Policy

The AUS Environmental Policy is endorsed by the Chancellor. The policy covers all activities at the facility and includes a commitment to continual improvement and prevention of pollution as well as a commitment to meet or exceed relevant environmental legislation, regulations and other requirements. The policy will be reviewed annually by top management, communicated to all employees, and made available to the public in accordance with the Environmental Communication procedure.

See Appendix A - for a copy of the AUS Environmental Policy.

5. Environmental Aspects

The AUS Facilities and Sustainability team identifies the environmental aspects that the facility controls and over which it may be expected to have an influence, and determines which of those aspects are considered significant. Discussions regarding significance are recorded in MEP Sustainability meeting minutes. These aspects are reviewed annually by the Facilities and Sustainability or when there is a new or changed process or activity at the facility. The EMR maintains minutes and other records.

A list of all aspects by area and department is included in Appendix B - Aspects, Objectives, and Targets.

6. Legal and Other Requirements

AUS has established an environmental procedure for the purpose of identifying, accessing, and communicating legal and other requirements that are applicable to the facility. Local regulations are identified, accessed, and communicated by the EMR. At least annually, the EMR will review the most current national, emirate, and local legal and other requirements as applicable to AUS.

See Appendix C for a list of Environmanetal Regulations and Other Requirements

7. Environmental Objectives and Targets

The AUS has developed objectives and targets for each significant environmental aspect. These objectives and targets define:

1. The performance objectives (Investigate/Study, Control/Maintain, or Improve) for each significant environmental aspect;
2. The specific, quantified targets that define those performance objectives; and
3. The planned deadlines for the achievement of those targets.

Objectives and targets are developed considering: significant environmental aspects; technological options and financial, operational, and business plans; and the views of interested parties.

Appendix B—Aspects, Objectives, and Targets identifies the facility's objectives and targets.

8. Environmental Management Programs

The Sustainability team establishes environmental management programs (EMPs) as a means to achieve objectives and targets. These programs define the principal actions to be taken, those responsible for undertaking those actions, and the scheduled times for their implementation.

 The EMPs are in Appendix D—Environmental Management Programs.

9. Organizational Structure and Responsibility

Environmental management system roles, responsibilities, and authorities are defined at relevant functions and levels within the facility. Top management provides the resources essential to the implementation and control of the environmental management system, including: training; human resources; specialty services; financial resources; and technical and informational services. The EMR has primary responsibility for establishing, operating, and maintaining the EMS.

Appendix E – Organizational Structure

10. Training, Awareness, and Competence

AUS identifies plans, monitors, and records training needed for personnel whose work may have a significant impact upon the environment. AUS has an environmental procedure to train employees at each relevant function and level so they are aware of the environmental policy, significant environmental aspects, their roles and responsibilities in achieving conformance the policy and procedures, and with the requirements of the environmental management system. The training coordinators are responsible for maintaining employee training records. Appropriate records are monitored and reviewed on a scheduled basis. Competency is determined by the employee's supervisor.

Lists of all the relevant training courses are available in Appendix F.a: Training, Awareness and Competence.

11. Communication

AUS has established and maintains procedures for internal and external communications regarding environmental aspects and the EMS. Internal communications include providing AUS employees access to information on EMS and environmental performance.

The AUS Sustainability engages the AUS community in campus sustainability using different communication channels such as events and blogs. Emergencies are communicated to the AUS community using the AUS Alert SMS system. EMS enquiries/complaints shall be informed and logged by employees with their corresponding Departmental Director. All enquiries/communications shall be discussed during Sustainability Committee meetings. The EMR shall then determine a corresponding action and maintain relevant records of the response/corrective actions taken.

External communication includes email and phone interactions and active AUS collaboration with local environmental organizations for events and programs.

Sustainability Outreach Publications - Appendix G.b.2.4

12. Environmental Management System Documentation

This Manual identifies all documents relevant to the EMS. A copy of EMS documents, other than visual aids and records, can be obtained from the EMR.

System procedures and forms are provided in Appendix G—Procedures and SOPs

13. Document Control Procedure

This procedure describes the control system for preparing, approving, distributing, revising and updating documents that are required under the Environmental Management System (EMS).

Document Control Procedure – See Appendix H

14. Operational Control

The Office of Chief Operating Officer is responsible for identifying operations and activities associated with significant environmental aspects that require operational controls in procedures, work practices, or environmental management programs. These documents define the mechanisms for the establishment, implementation and maintenance of the EMS and ensure that the system is maintained in accordance with the environmental policy, objectives, and targets and is communicated to suppliers and contractors.

System Procedures – See Appendix G

15. Emergency Preparedness and Response

AUS has an environmental procedure to identify the potential for and to respond to accidents and emergency situations and for preventing and mitigating the environmental impacts that may be associated with them. Emergency methods are reviewed by AUS on an annual basis and after the occurrence of accidents or emergency situations.

Emergency Preparedness and Response Plan – see Appendix I

16. Monitoring and Measurement

AUS has established an environmental procedure to monitor and measure the key characteristics of its operations and activities that can have a significant impact on the environment. This procedure includes calibration and maintenance requirements and ensures that records will be retained. The report results will be submitted to the management on annual basis.

For Monitoring and Measurement procedure see Appendix J

17. Nonconformance and Corrective and Preventive Action

AUS has an environmental procedure for defining responsibility and authority for handling and investigating nonconformance, for taking action to mitigate impacts, and for initiating and completing corrective and preventive action. Any changes in procedures resulting from corrective and preventive actions are implemented and recorded. These records will be well maintained.

For Nonconformance and Corrective and Prevention Actions see Appendix L.

18. Records

AUS has an environmental procedure for the identification, maintenance, and disposal of environmental records. These records include training records and the results of audits and reviews. They are readily retrievable and protected against damage, deterioration, and loss. The areas and departments maintain their own environmental records. Record and document retention is also specified in the procedure.

A list of relevant records is provided in Appendix H —Master Records List.

19. Environmental Management System Audit

Periodic system audits are conducted to ensure that the EMS has been properly implemented and maintained. The results of these audits are provided to management. Audits are performed according to a schedule that is based on the environmental importance of an activity, the results of previous audits, and the audit schedule. The internal and external audits are scheduled on an annual basis. Each department has documentation on how they conduct audits and their timeframe of implementation.

For the Environmental Management Audit procedure see Appendix L

20. Management Review

Senior management reviews all elements of the EMS once every year to ensure its continuing suitability, adequacy and effectiveness. These reviews are documented and kept with the EMR.

Appendix A

A.a. Environmental Policy

Policy Title	AUS Environmental Policy
Policy Number	01
Initiated by	AUS Sustainability
Unit Responsible	Facilities Department
Approved by	Björn Kjerfve
Date Approved	March, 2016
Date of Latest Revision	July, 2018
Date of Next Review	June, 2019
Website Where Available (Link)	https://www2.aus.edu/sustainability/
Status	Active

I.   Policy Statement

The Vision and Strategy of the American University of Sharjah strives to deliver excellent education and research in a sustainable manner. The university recognizes its responsibility to the environment and aims to continuously reduce the impact of its activities. By implementing proper practices AUS aspires to attain sustainable use of natural resources, and to prevent any wasteful or polluting exercises.

AUS endeavors to exceed the environmental legal requirements, and aims to manage its operations in ways that are environmentally sustainable, economically feasible and socially responsible. Thus, this policy is part of a broader sustainability vision and action plan that will be revised and re-evaluated periodically.

The university is committed to prevent pollution, reduce waste and minimize the consumption of resources. Such an environmental statement imposes implications on the behavior between the university and staff, and its relationship with the local community. AUS will educate, train and motivate employees to carry out

tasks in an environmentally responsible manner. Also, AUS shall encourage environmental protection among suppliers and subcontractors.

The American University of Sharjah is committed to continual improvement of its environmental performance. This policy will be communicated to all AUS community, contractors and suppliers, and will be available for the public at large.

II.   Procedure for Implementing Policy

For Implementation Procedure, please refer to the Environmental Management System Manual available with the AUS Environmental Management Representative at AUS Sustainability.

Appendix B

B.a. Environmental Aspects

AUS Environmental Aspects
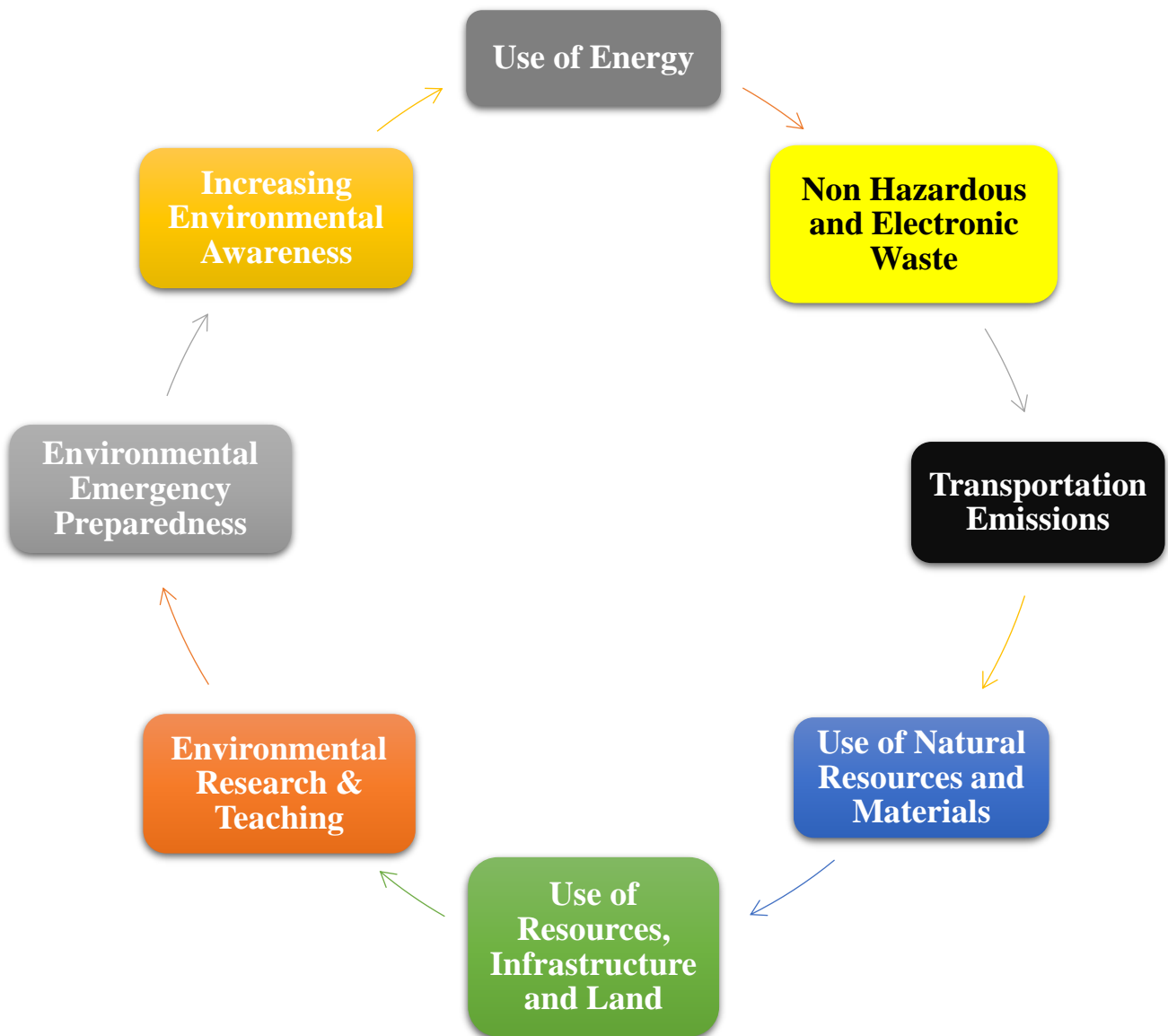
Use of Energy

Objectives:

AUS is committed to continue its efforts in implementing energy efficient consumption methods, conserving natural resources, minimalizing environmental impacts and mitigating its greenhouse gas emissions. The Energy Management

Plan will allow AUS to exceed the legal environmental requirement, through better management of resources and best practice implementation.

Target:

To regularly measure and implement initiatives to reduce overall energy consumption. To consider obtaining energy from more sustainable sources. To incorporate green building design features. To increase the efficiency of HVAC systems.

AUS aimed to reduce 30% of its energy consumption from 2010-2013. The university had achieved a 24% energy reduction by the end of the 2013. AUS Sustainability team and Facilities team aim to continuously reduce the university's energy consumption. AUS is undertaking a solar feasibility study of the campus, to help reduce the university's reliance on the grid in the future. By obtaining energy from a renewable resource such as solar, AUS aims to reduce greenhouse gas emissions and achieve significant reduction in AUS' environmental footprint.

AUS aims to incorporate green building standards and energy efficiency features into all its new construction and building renovation projects, in accordance to Estidama standard by Abu Dhabi Urban Planning Council (UPC). The new engineering building is targeted to be a 2 pearl rated building and its construction will start in 2017 and aimed to be finalized by the beginning of 2018.

In addition, AUS is planning a revolutionized renovation project for Block C in the housing. The project aims at achieving high thermal energy efficiency that will help reduce energy consumption at least by half compared to conventional buildings.

Replacements of old air conditioning units with more efficient units and construction of a new chiller block to serve academic buildings are in plan for 2017.

The linear lights in the AUS academic area are proposed to be replaced with energy efficient lighting in 2018. Additionally, sun pipes are in plan to be installed in 2018 in the sports complex, to reduce the usage of electric lights during the day.

Non-hazardous and Electronic Waste

Objectives:

AUS's waste management system targets to minimize the adverse effects of waste on community's health and environment. AUS is therefore committed to:

- Prevent waste generation
- Promote recycling and awareness
- Ensure that the treatment and disposal of waste does not cause any harmful impacts
- Educate the community, especially resident children and students, to recycle

The waste management system also aims to reduce the greenhouse gas emissions generated by waste, particularly by reducing methane emissions. In order to reach the objective, AUS Sustainability, IT and Supply Chain Management have initiated a Green IT Policy.

Target:

The AUS Sustainability team aims to reduce waste being sent to local landfills by encouraging recycling on campus. AUS aims to achieve an overall increase in recycling quantity and quality over the coming years. A closed loop solution for all electronic equipment was implemented during the academic year 2015-2016. AUS aim with its partnership with Bee'ah to acquire new recycling bins for both the housing and dorms area by the end of 2017.

Transportation Emissions

Objectives:

AUS Operations Department is targeting a sustainable transportation system to reduce traffic and CO_2 emissions on campus. In addition to improving safety, AUS is promoting the use of sustainable transportation options such as a safe pedestrian campus, shuttle buses, club cars and bicycles in order to reduce greenhouse gas emissions. By implementing sustainable transportation options, we aim to reduce AUS transportation carbon footprint.

Targets:	Operational by:
Automated barriers	2016
Speed limit signage	2016
Traffic calming and One way system	2017
Traffic officer	2016
Bicycles	2016

Use of Natural Resources and Materials (Supply Chain)

Objectives:

To comply with all relevant UAE legislation and regulatory requirements, including environmental, social and health and safety policies. Supply Chain aims at minimizing environmental impacts and maximizing the economic and social benefits of the University by embedding relevant sustainability criteria within its processes and practices, where applicable. This is accomplished by engaging current and potential suppliers and contracted parties and best practices in sustainability, while pursuing Value for Money.

Target:

1. To embody in contracts the clauses on the environmental safety of the workers as per applicable UAE Laws covering:
   - Working conditions and rest areas.
   - Summer time adherence.
   - Living conditions and housing.
   - A.C transportation vehicle use.

2. To incorporate on all PO's in future the citation below

"The supplier or servicer or executer under this PO has to strictly abide by the laws of UAE and Sharjah including labor laws, during production or warehousing or transportation or delivery in all respects related to entitlements, security, safety and environmental concerns."

Actions:

- Incorporate in PO's or Contracts or Request for Purchases the objective coverage mentioned in Supply Chain targets in Attachment B
- Ensure suppliers and contractors are aware of obligations under the laws, including entitlements and social rights

Use of Resources, Infrastructure and Land (PMO)

Objectives:

AUS (Campus Development Department) uses the Abu Dhabi Urban Planning Council's (UPC) program of Estidama which promotes a new mindset for building a forward thinking global capital. To establish a distinctive overarching framework for measuring sustainability performance beyond the usual planning and construction phases, UPC has worked with the team guiding Estidama to assure that sustainability is continually addressed through four pre-defined angles: environmental, economic, social and cultural. Estidama green building certification system is been used in as a tool for evaluating and measuring achievements in sustainable design. Estidama consists of a set of prerequisites and credits with specific requirements for obtaining points in order for a building to become Estidama certified. AUS uses Estidama to ensure that sustainable strategies are considered in the development of all AUS building projects.

Target:

Sustainable design seeks to reduce negative impacts on the environment, and the health and comfort of building occupants, thereby improving building performance. The basic objectives of sustainability are to reduce consumption of

non-renewable resources, minimize waste, and create healthy, productive environments.

Sustainable design principles include the ability to:

- Optimize site potential
- Minimize non-renewable energy consumption
- Use environmentally preferable products
- Protect and conserve water
- Enhance indoor environmental quality
- Optimize operational and maintenance practices

Targets:	Operational by:
New CEN building to be Estidama 2 Pearl rated	2017
Implementation of ADA in all remodeling	Ongoing
Implementation of sustainable fixtures in all remodeling	Ongoing
Recycling or salvaging the majority of construction and demolition waste for the construction of CEN Expansion project by following a Waste Management Plan	Pending

Environmental Research and Teaching

Objectives:

- To create and sustain a platform where the sustainability initiatives and activities by AUS can meet and align with the research and teaching being undertaken in the field of sustainability.
- AUS will continue to offer opportunities for all students to learn and study issues of global concerns such as sustainability and environmental awareness. Additionally, AUS aims to provide students with an integrated experience of theory and practice in their formal and informal educational activities in the field of sustainability.

AUS Research and Teaching Targets

Targets:	Operational by:
Creating an in-house research data base	2015-2016
Constructing a Research, Technology and Innovation Center	Pending
Developing a mandatory course on Sustainability for all science and non-science major students	2018-2019
Volunteering Opportunities	Ongoing

Environmental Emergency Preparedness (Safety)

Objectives:

To protect the University by facilitating the coordination and integration of all resources necessary to sustain and improve the University's ability to mitigate against, prepare for, respond to, continue operations during, and recover from emergencies whether they are natural, technological or human-caused.

The Safety and Crisis Management Division will take all reasonable steps within its powers to fulfil this responsibility, paying particular attention to the provision and/or maintenance of:

- a safe plant, equipment and systems of work
- safe arrangements for the use, handling, storage and transport of articles and substances

- sufficient information, instruction, training and supervision to enable all employees to avoid hazards and contribute positively to their own safety and health at work

- a safe place of education or work, and safe access and egress to and from it

1. a healthy working environment
2. adequate welfare facilities

- compliance with the requirements of all relevant acts, regulations and codes of practice

Target:

The main target for AUS is to prevent and protect the campus and community from any kind of emergency. AUS aims at utilizing university resources to continually implement a comprehensive and efficient emergency management response. The Safety and Crisis Management Division aims to ensure the health, safety and welfare of faculty, staff, students and invited guests at the university.

The Safety Enforcement Manager is responsible for providing a safe and healthy work and study environment for all faculty, staff, students and guests at the university.

AUS Emergency Preparedness Targets

Targets:	Operational by:
Text Message Alerts	2015-2016
Campus On-Call and Call-Out procedures	2015-2016

Increasing Environmental Awareness

Objectives:

To utilize communication as a route to facilitate behavioral change to decrease AUS environmental impacts. AUS environmental performances are communicated internally and will be aimed to reach externally. Through communication we aim to provide knowledge, skills and training for staff and students.

Target:

1. To develop a comprehensive sustainability report in the future, covering all the aspects mentioned within this document.
2. To create an informative website that will convey the AUS sustainability strategy.

Appendix C

C.a. Environmanetal Regulations and Other Requirements

C.a.1. Law No.6 of 1998 Incorporating Environmental and Natural Reserves Authority of the Emirate of Sharjah

C.a.2. Federal Law No. 24 of 1999 for the Protection and Development of the Environment

C.a.3. Relevant Legal Requirements for Universities in UAE

C.a.4. Federal Law No. 15 of 2009 on Tobacco Control

C.a. Legal and Other Requirements

C.a.1. Law No.6 of 1998 Incorporating Environmental and Natural Reserves Authority of the Emirate of Sharjah

Law No. (6) of 1998 Incorporating Environment & Natural Reserves Authority of the Emirate of Sharjah

Law No. (6) of 1998 Incorporating Environment
& Natural Reserves Authority
of the Emirate of Sharjah

We, Sultan bin Mohammed Al Qasimi, the Ruler of the Emirate of Sharjah,

Having perused:

- Law No. (1) of 1971 Concerning Municipalities in the Emirate of Sharjah, as amended; and

- Civil Service Law of the Emirate of Sharjah of 1983 (A.D.); and

- Law No. (11) of 1987 Determining Powers of the Department Head and Deputy thereof and Director of the Governmental Apparatus in the Emirate of Sharjah; and

- Federal Law No. (7) of 1993 A.D. Incorporating the Federal Environmental Agency,

The following Law is hereby enacted:

Article (1): Repealed Decrees

The Amiri Decree No. (12) of 1997 Incorporating Environment and Natural Reserves Department and Affiliating the Same to the Office of H.R.H. the Ruler shall hereby be repealed.

Article (2): Incorporation and Name

A general Authority bearing the name "Environment and Natural Reserves Authority of the Emirate of Sharjah, shall hereby be incorporated and shall enjoy full legal entity and capacity to dispose. IT shall report administratively to the Office of the Ruler.

Article (3): Authority Management

The Authority shall be chaired by a chairman at the rank of Department Head, and shall have a Director General and an adequate number of administrative staff and experts as required by the work thereof. The management may use other academics, researchers and experts whenever a need arises.

Article (4): Authority Missions and Competences

1- Enforcing objects contemplated under federal environmental legislations.

2- Proposing local environmental legislations where no federal legislation is made.

3- Conducting studies and scientific research, and providing the necessary information pertinent to works of the Authority.

4- Determining policies required to accomplishing works thereof in coordination with entities concerned with environment and wildlife protection.

5- Coordinating and cooperating with governmental agencies, institutions, academic authorities, regional and international organizations and research centers with respect to all matters relevant to the Authority's work.

6- Evaluating the effectiveness of the current development activities and the environmental impacts thereof, and submitting recommendations on how to improve the same.

7- Participating in activities and events related to the protection of the environment and wildlife.

8- Considering any matters referred thereto by the Ruler within the scope of its work.

Article (5)

Subject to federal legislations, the Authority shall be the local entity having competence over and concerned with the environmental and wildlife affairs, and all relevant governmental authorities shall coordinate with the Authority with

respect to any regulations, bylaws, orders and resolutions issued by such authorities in connection with the Authority's work.

Article (6)

Resolutions and procedures implemented in light of the repealed Amiri Decree No. (12) of 1997 shall hereby remain valid and applicable, unless amended or repealed under this Law.

Article (7)

This Law shall enter into force as from the date of issuance thereof and shall be published in the Official Gazette.

Issued by us
Rajab 16th, 1419 A.H.
November 5th, 1998 A.D.

Sultan bin Mohammed Al Qasimi
Ruler of the Emirate of Sharjah

C.a. Legal and Other Requirements

      C.a.2. Federal Law No. 24 of 1999 for the Protection and Development of the Environment

Federal Law No. (24) of 1999

For the

PROTECTION AND DEVELOPMENT OF THE ENVIRONMENT

We Zayed Bin Sultan Al Nahyan, President of the United Arab Emirates, hereby issue the following Law:

ARTICLE 1
DEFINITIONS

In implementation of the provisions of this law, the following words and phrases shall bear the meanings given opposite to each unless the context otherwise requires:

Federal Law No. 24 of 1999: Definitions

State	The United Arab Emirates
Agency	The Federal Environmental Agency
Board of Directors	The Board of Directors of the Agency
Chairman	The Chairman of the Board of the Directors of the Agency
Competent Authorities	Local Authorities in each Emirate of the United Arab Emirates
Concerned Parties	All parties concerned with the environmental affairs and development in the United Arab Emirates
Environment	The biosphere in which different forms of life are manifested and consists of two elements:

	Natural Element: comprises living creatures to include man, animal, plant, and other living creatures, natural resources to include water, soil, organic and inorganic substances and natural systems. **Unnatural Elements:** comprises all that man introduced into the natural environment, to include fixed and movable installations, roads, bridges, airports, means of transportation and innovative industries, inventions and technologies.
Marine Environment	The marine waters and their contents of natural resources, plants, fish, other marine creatures and the above atmosphere, as well as fixed and movable installations and projects established in the marine environment. The boundaries of the marine environment extend to economic zone of the State.
Water Environment	Marine environment and inland waters including ground, spring and valleys waters and their natural resources, plants, fishes and other living organisms as well as the above atmosphere, fixed and movable installations and projects established on such waters.
Ecological Systems	The comprehensive systems comprising all components of the natural elements of the environment which complement and interact with each other.
Natural Resources	Land or water with special environmental nature (birds, animals, fish, plant or natural phenomena) having cultural, aesthetical, or environmental value and determined by a Decree issued by the Cabinet of Ministers in response to proposal by the Agency or a resolution by the Competent Authorities.
Environmental Degradation	The effects which diminish the value, deform the nature of the environment, deplete the resources or harm living creatures or archeological sites of the environment.
Environment Pollution	Pollution resulting naturally or unnaturally from direct or indirect, intentional or intentional introduction of any

	materials or polluting factors into the natural elements of the environment and as a result of which arises any danger to human health, botanical or animal life or harm to the resources and ecosystems.
Materials and Polluting Factors	Any form of materials such as solids, liquids, gases, smoke, vapors, odor, noise, radiation, heat, light glow or vibrations produced naturally or as a result of human activities that lead directly or indirectly to the pollution and degradation of the environment or harm human beings or living creatures.
Air Pollution	Any change in the characteristics and properties of the ambient air and the air in work places and the air in closed and semi-closed public places, produced by natural factors or human activity which may affect human health and the environment.
Water Pollution	The introduction of any substance or energy into the water environment by intentional or unintentional, direct or indirect means which adversely affect living or non-living resources endangers human health or impedes water activities including fishing and tourism or impairs the quality for use or changes the properties of water.
Pollutants of Water Environment	Any substance which when discharged into the water environment, directly or indirectly, intentionally or unintentionally changes its properties in a manner which harms human beings and other living creatures or natural resources or the water environment or tourist areas or interferes with other authorized uses of the water environment.
Environmental Monitoring Networks	Working units monitoring the components and pollutants of the environment and provide data to relevant parties on regular basis.
Environmental Impact Assessment	The study and analysis of environmental feasibility of activities, the establishment and practice of which may affect environmental safety.

Environmental Protection	Preservation of components, properties and natural balance of the environment, preservation and control of pollution, reduction and conservation of natural resources and rationalization, consumption and protection of living creatures which survive in such resources especially endangered species and devoting efforts to the development and upgrading of all these components.
Environmental Development	Policies and regulations fulfilling social, cultural and economic needs of sustainable development in the State and achieving the objectives and principles for which this law has been enacted, and most importantly, the preservation of natural resources as well as biological diversity and present and future historical, archeological and natural heritage of the State.
Sustainable Development	Linkage of the environmental issues with the policy for development and planning to fulfill the needs and aspirations of the present without undermining the ability to achieve future needs and aspirations.
Environmental Disaster	The accident resulting from natural or manmade factors and causing serious damage to the environment which requires intervention potentials beyond local capabilities.
Hazardous Substances	Solid, liquid or gaseous substances having properties harmful to human health or adverse impact on the environment such as toxic substances, explosive, flammable or ionizing radioactive substances.
Harmful Substances	All substances such as chemical, biological or radioactive materials leading, directly or indirectly, to harmful effects on human health or the environment.
Waste	All hazardous and non-hazardous remnants and wastes, including nuclear wastes, disposed of or need to be disposed of, in accordance with the provisions of the law include:

	Solid Wastes: such as domestic, industrial, agricultural, medical, construction and demolition wastes.
	Liquid Wastes: produced by domestic, commercial, industrial and other premises.
	Gaseous (smoke, vapor and dust) Wastes: produced by domestic premises, bakeries, incinerators, factories, crushing plants, stone quarries, power stations, oil works and means of transportation and communication.
	Hazardous Wastes: residues or ash of different activities and operations containing properties of hazardous substances.
	Medical Wastes: Waste constitutes wholly or partially of human or animal tissues, blood or other body fluids or excretion or drugs or other pharmaceutical products or bandages, needles, syringes, sharp medical objects or any other contagious, chemical or radioactive wastes produced by medical or nursing activities, treatment or health care, dentistry or veterinary and pharmaceutical practices or manufacturing, research, teaching, sample taking or storage.
Waste Management	Collection, storage, transportation, recycling and disposal of wastes including the care of disposal sites.
Waste Handling	All operations from the time of generation of wastes to their safe disposal, including collection, storage, treatment and recycling or disposal.
Waste Disposal	Operations not involving extraction or reuse of substances such as burial, deep injection, biological or physical-chemical treatment, permanent storage, destruction or any other method approved by the competent authorities.
Waste Recycling	Operations carried out on wastes for the extraction or reuse of substances such as use for fuel, extraction of

	metals and organic substances, soil treatment or waste oil refining.
Marine Means of Transportation	Means of transportation operating or meant to operate in the marine environment regardless of power, load capacity or purpose of navigation including vessels, scooter boats, hoover crafts and floating objects, fixed and floating platforms and hydroplanes.
Means for Oil Transportation	Means used for loading, transportation, pumping or unloading of oil including pipelines.
Establishments	Industrial, tourism establishments and establishments for production and generation of electricity and establishments for exploration and use of oil and infrastructure projects and any other establishments.
Oil	All forms of crude oil and oil products including any kind of liquid-hydrocarbons, lubrication and fuel, refined and furnace oils, tar and other substances extracted from oil or its byproducts or wastes.
Oil Mixture	Any aqueous mixture containing an amount of oil that exceeds 15 ppm.
Dirty Ballast Water	Dirty ballast water disposed off the ship's tank if its oil content exceeds 15 ppm.
Discharge	Any leakage, spill, emission or draining of polluting substances or the disposal of such substances into the water environment, land or air.
Dumping	a) Any deliberate disposal of pollutants or refuse from ships, aircrafts, quays, or other means into the marine environment b) Any deliberate dumping from ships or industrial installations or other means into the marine environment
Means of Transportation	Airplanes, cars, trains, tractors, motorcycles or other road machineries.

Noise	Sounds, vibrations or sound frequencies causing nuisance or harm to public health.
Public Premises	Places set up to receive the public or certain group of people for any purpose.
Closed Public Premises	Public places as complete buildings not allowing air entry except through specially designed inlets. Public transportation means are classified among such premises.
Semi-closed Public Premises	Public places such as incomplete buildings allowing air entry but cannot be closed completely.

ARTICLE 2
OBJECTIVES AND GENERAL PRINCIPLES

This law aims to achieve the following goals:

1. Protection and conservation of the quality and natural balance of the environment.

2. Control of all forms of pollution and avoidance of any immediate or long-term harmful effects resulting from economic, agricultural, industrial, development or other programs aiming at improving life standards and co-ordination among the Agency, Competent Authorities and Parties concerned with the protection of the environment and conservation of the quality, natural balance and consolidation of environmental awareness and principles of pollution control.

3. Development of natural resources and conservation of biological diversity in the region of the state and the exploitation of such resources with consideration of present and future generations.

4. Protection of society, human health and the health of other living creatures from activities and acts, which are environmentally harmful or impede authorized use of the environmental setting.

5. Protection of the state environment from the harmful effects of activities undertaken outside the region of the State.

6.   Compliance with international and regional conventions ratified or approved by the State regarding environmental protection, control of pollution and conservation of natural resources.

CHAPTER I
DEVELOPMENT AND THE ENVIRONMENT

SECTION 1
ENVIRONMENTAL IMPACT OF ESTABLISHMENTS

ARTICLE 3

The Agency, in consultation with Competent Authorities and Concerned Parties shall set the standards, specifications, principles and regulations for the assessment of environmental impact of projects and establishments applying for license and shall specially undertake the following:

1. Identification of categories of projects, which due to their nature may cause harm to the environment.
2. Identification of areas and sites of special environmental importance or sensitivity such as historical and archaeological sites, wet lands, coral reefs, natural reservations and public parks.
3. Identification of natural resources and major environmental problems of special importance.

ARTICLE 4

Without contravention to the provisions of the above article, the Agency, in coordination with the Competent Authorities and Concerned Parties shall undertake the evaluation of environmental impact of the project and establishment to be licensed.

No project or establishment shall start the activity before obtaining the license aforementioned in the previous article including environmental impact assessment.

ARTICLE 5

The application for license shall attach with his application a complete statement on the project or activity intended to be undertaken including all information required in accordance with the Executive Order and forms included therein.

ARTICLE 7

Owners of projects or establishments approved by license shall undertake regular analysis of wastes and monitor the properties of discharge and pollutants generated from such projects including degradable materials and keeping monitoring records and sending reports with the results to the Agency and the Competent Authorities.

ARTICLE 8

The Executive Order shall specify the period required for keeping all the records referred to in Article (7) of this Law.

SECTION 2
THE ENVIRONMENT AND SUSTAINABLE DEVELOPMENT

ARTICLE 11

In the case of emergencies and if deemed necessary to protect lives to ensure the safety of the establishment or work area, non-compliance with the measurements and standards issued under the application of the provisions of this law is permitted and the Agency and Competent Authorities are to be notified.

ARTICLE 12

It is prohibited to hunt, kill or capture birds, wild and marine animals identified in the Executive Order and it is forbidden to possess, transport, sell or roam with these animals, alive or dead, without obtaining licensure from Competent Authorities. It is also prohibited to damage birds' nests or destroy their eggs. The Executive Order shall determine the areas licensed for hunting, and stipulate the conditions for licensing and the means of supervision for the execution of this article.

SECTION 4
EMERGENCY PLANS FOR COMBATING ENVIRONMENTAL DISASTERS

ARTICLE 15

The Agency shall, in coordination with the Competent Authorities and cooperation and consultation with the Concerned Parties in the State, establish plans to combat environmental emergencies and disasters. Such plans and their budgets shall be approved by a resolution issued by the Cabinet of Ministers.

ARTICLE 16

All parties and individuals in the State shall endeavor to offer their helps and potentials needed to combat environmental disaster.

CHAPTER II
PROTECTION OF WATER ENVIRONMENT

SECTION 1
THE SCOPE OF ENVIRONMENTAL PROTECTION

ARTICLE 17

Protection of water environment from pollution aims to achieve the following:

1. Protection of the coasts, beaches and seaports of the State from all kinds and forms of pollution.
2. Protection of the marine environment and its living and non-living natural resources by prevention, reduction and control of pollution regardless of its sources.
3. Protection of drinking water and ground water and development of water resources.

PART (II)
POLLUTION FROM LAND SOURCES

ARTICLE 35

All establishments including public premises and commercial, industrial, agricultural, tourism and service establishments are prohibited from discarding untreated substances, wastes or liquids which may directly or indirectly cause pollution to the water environment.

ARTICLE 38

The Agency and Competent Authorities shall have the right to take specimens from treated liquid wastes in accordance with the procedure specified by the Executive Order to ensure that test results correspond with test approved standards.

SECTION 3
PROTECTION OF DRINKING AND UNDERGROUND WATER

ARTICLE 39

The Concerned Parties shall consult and coordinate with the Agency and the Competent Authorities in all matters related to drinking and underground water including the preservation and development of the sources of water resources.

ARTICLE 40

The Competent Authorities, in coordination with the Agency, shall determine the safety rules for water tanks and drinking water connections and their suitability for human consumption with which the owners of buildings and establishments shall comply and in accordance with the standards specified by Executive Order.

ARTICLE 41

The Competent Authorities, in coordination with the Agency shall conduct periodical annual examinations of water tanks and drinking water connections to ensure their safety and suitability for human consumption and inform the owner about procedures to be followed for water to reach the residents safely.

In case the owner does not abide by such instructions, these authorities may undertake the necessary repairs at the expense of the owner.

The results of periodical examinations shall be recorded in special registers by these authorities.

CHAPTER III
SOIL PROTECTION

ARTICLE 42

The Competent Authorities shall take into consideration the environmental standards and factors specified by the Agency in coordination with the Competent Authorities and the Concerned Parties at the preparation and implementation of the plans for land-utilization for construction, agricultural, industrial areas, reserve areas and others.

ARTICLE 43

It is prohibited in accordance with the Executive Order to undertake any activity contributing directly or indirectly, to damaging, disturbing the natural properties or polluting the soil in any way that may affect its productivity.

ARTICLE 44

The Competent Authorities in coordination and cooperation with Agency and Concerned Parties shall encourage efforts to develop and enhance reserves of the desert environment and attend to biological diversity and increasing the green area by using modern methods and technologies and make use of advanced technology that protects and develops agricultural areas. It is prohibited to undertake any activity that damages the quantity or quality of flora in any area, thus causing desertification or deformation of the natural environment and it is prohibited to cut, uproot or cause damage to any tree, shrub or grass without authorization from Competent Authority in coordination with the Agency.

CHAPTER IV
PROTECTION OF AIR FROM POLLUTION

ARTICLE 48

Establishments, in practicing their activities shall ensure that air pollutants must not exceed the acceptable permissible limits specified in the Executive Order.

ARTICLE 49

Machines, engines or vehicles producing exhaust gases that exceed the limits specified in the Executive Order shall not be used.

ARTICLE 50

It is prohibited to throw, treat or burn garbage and solid wastes except in places designated for such purposes away from residential, industrial and agricultural areas and the water environment. The Executive order shall determine the specifications, regulations and minimum distance of the designated places from such areas.

ARTICLE 51

It is prohibited to spray or use pesticides or any other chemical compounds for agriculture, public health requirements or other purposes except after satisfying the conditions, controls and safeguards specified in the Executive Order to avoid the direct or indirect, immediate or late exposure of human, animal, plant, water courses or any other components of the environment to the harmful effects of such pesticides or chemical compounds.

ARTICLE 52

All parties and individuals shall, at the time of exploration, drilling, construction, demolition or transportation of wastes or dusts produced as a result, during these activities, undertake the necessary precautions in addition to the precautions required for storage or safe transportation to prevent dispersion of such wastes and dusts as specified in the Executive Order.

ARTICLE 54

All parties and individuals undertaking the production or service or other activities specially when operating machines, equipment, warning devices and loud-speakers, shall not exceed the permissible limits for noise.

The Executive Order shall indicate the permissible limits for the intensity and exposure time of noise.

ARTICLE 55

Enterprises and establishments shall ensure adequate ventilation in the work place and take the necessary precautions and measures to prevent the leakage or emission of air pollutants unless it is within the permissible limits specified in the Executive Order no matter whether the leakage is resulting from the normal practices of these establishments of malfunction in the equipment. Such enterprises and establishments shall also provide the necessary means of protection to the workers in accordance with conditions of safety and occupational health including choice of machines, equipment and suitable types of fuel, taking into consideration on the time of exposure to such pollutants.

ARTICLE 56

Closed and semi-closed public places shall have sufficient means of ventilation proportionate to the size and capacity of the place and type of activity to ensure the circulation, cleanliness and adequate temperature of the air.

ARTICLE 57

Public and tourism establishments shall undertake the necessary measures to prohibit smoking in closed public places except within the limits allowed in the license issued to such establishments. A special area shall be allocated to smokers in a way not to affect the air in other places. Smoking shall also be prohibited in public means of transportation and elevators.

CHAPTER V
HANDELING OF HAZARDOUS SUBSTANCES AND HAZARDOUS WASTES AND MEDICAL WASTES

ARTICLE 58

Handling or dealing with hazardous substances, hazardous wastes and medical wastes is prohibited without license from the Competent Authorities. The Executive Order shall specify the conditions and regulations for license issuance.

For AUS medical wastes disposal procedure, please refer to Attachment 4.

ARTICLE 59

Disposal of hazardous wastes and medical wastes shall be undertaken in accordance with the conditions and criteria specified by the Executive Order. It is prohibited to establish any facilities for the treatment of hazardous wastes without license issued by the Competent Authorities.

ARTICLE 61

Persons in charge of the production or handling of hazardous substances, whether in gas, liquid or solid states, shall take all necessary precautions to ensure that no damage to the environment occurs. The Executive Order shall stipulate such precautions.

The owner of such establishment undertaking activities resulting in the production of hazardous wastes according to this Law, shall keep a registry for such hazardous wastes, methods of disposal and the parties contracted to receive such wastes. The Executive Order shall indicate the information and the party authorized to review the registry to ensure that the information conforms with applied practices.

ARTICLE 62

1. No public or private party or qualified or unqualified persons are allowed to import or bring, bury or dispose of hazardous wastes in any form in the environment of the State.
2. Such parties or persons are not allowed to import or bring nuclear substances or wastes or bury, dump, store or dispose of such wastes in any form in the environment of the State.

3. No means of marine, air or land transportation carrying hazardous or nuclear wastes in the marine, air or land environment are allowed to pass without written permit from the Agency.

CHAPTER VI
NATURAL RESERVES

ARCTICLE 63

Reserve areas in the State and the boundaries of each area shall be determined by a decree issues by the Cabinet of Ministers or the Competent Authorities. Certain areas may be considered serve areas in accordance with a proposal from the Agency.

ARTICLE 64

Works, activities and acts prohibited in reserve areas which may lead to damage or deterioration of the natural environment, cause harm to wild or marine life or effect their aesthetic value, shall be determined by a decree issued by the Competent Authorities in coordination with the Agency. The following shall be particularly prohibited:

1. Hunting, transporting, killing or harming wild and marine creatures or undertaking activities leading to their eradication.
2. Damaging or destroying geological or geographical formations or areas considered natural habitat to animal and plant species as a result of increase or growth of such species.
3. Introducing foreign species into the reserves.
4. Polluting the soil, water or air of the reserve.
5. Military maneuvers and shooting practices.
6. Cutting trees or eroding soil.
7. Amusements, recreation and sports functions which can kill or harm or have negative impact on natural life.
8. All that can disturb the natural balance of such reserves.

It is also prohibited to set up establishments, buildings or construct roads, drive vehicles per practice any agricultural, industrial or commercial activities in reserve areas without permission of the Competent Authorities.

ARTICLE 65

Wild and marine animals and birds using reserves for resting, hatching or habitation, shall be protected in accordance with the provisions of this Law.

ARTICLE 67

The Agency shall, in coordination with the Competent Authorities, undertake to supervise the activities required for the maintenance of reserves in the State and shall particularly undertake the following:

1. Contributing to the preparation of programs and studies needed for the development of the reserves.

2. Establishment of the standards and controls for monitoring environmental phenomena and confining and registering land and marine creatures in the reserves.

3. Coordination of activities for the management and development of the reserves.

4. Informing and educating the public about the objectives and purposes of the establishment of natural reserves.

5. Exchange of information and experience in this field with other countries, international organizations and Concerned Parties in the State.

ARTICLE 68

Research centers, scientific institutions, universities and other specialized parties shall, in coordination with the Agency, take interest in the issues of biological diversity, preservation of indigenous of species, conducting studies and research and proposing the controls and procedures to be followed for the preservation and investment in such species without leading to their depletion and protecting the moral, social and economic lawful rights of the State.

CHAPTER VII
LIABILITY AND COMPENSATION FOR ENVIRONMENTAL DAMAGES

SECTION 1
JUDICIAL CONTROL AUTHORITIES

ARTICLE 69

The Minister of Justice, Islamic Affairs and Awqaf, in agreement with the Minister of Health shall issue a resolution determining the employees of the Agency and the Competent Authorities, whose incumbents shall have judicial control powers for the inspection of establishments and other places to verify their compliance with the application of the provisions of this Law and resolutions issued for its enforcement.

And Employees of the Agency and the Competent Authorities so determined shall be entitled to control any violation of the provisions of this Law, and refer the violating party to the Competent Judicial Authorities in accordance with the procedures applied in the State.

SECTION II
LIABILITY AND COMPENSATION FOR ENVIRONMENTAL DAMAGES

ARTICLE 71

Any person who, intentionally or by way of negligence causes damage to the environment or others as a result of violation of the provisions stated in this Law or the orders or resolutions issues for its enforcement, shall be held responsible for all the costs of treatment or removal of such damages and any compensation incurred as a result.

ARTICLE 72

The compensation for the environmental damage referred to under article (71) of this Law, shall include the damages which affect the environment in such a way that prevents or reduces temporary or permanent lawful use or damages the economic and aesthetic value as well as the cost of the environmental rehabilitation.

CHAPTER VIII
PENALTIES

ARTICLE 73

Any person who violates the provisions of Articles (21), (27), (31), (62/1) and (62/3) of this Law, shall be punished by imprisonment and fine not less than One

Hundred and Fifty Thousand Dirhams (Dh. 150,000) and nor exceeding One Million Dirham (Dh. 1,000,000).

And, punishment by death or life imprisonment and fine not less than One Million Dirhams (Dh. 1,000,000) and not exceeding Ten Million Dirhams (Dh. 10,000,000) for any person who violates the provisions of Article (62/2) of this Law.

And, any person who violates clauses (1) and (2) of Article (62) shall re-export the hazardous and nuclear wastes, subject of the criminal act, at his own expense.

And, punishment by imprisonment for a period not less than two years and not exceeding five years, and fine not less than Two Hundred Thousand Dirhams (Dh. 200,000) and not exceeding Five Hundred Thousand Dirhams (Dh. 500,000) or either of the two penalties, for any person who violates the provisions of Article (18) and (58) of this Law.

And, punishment by imprisonment and fine or either of the two penalties, if the acts of crime referred to under Article (21) concern fishing boats not exceeding seventy feet in length.

ARTICLE 77

Any person who causes pollution of drinking water or ground water, shall be punished by imprisonment for a period not less than one year and fine not less than Five Thousand Dirhams (Dh. 5,000) and not exceeding Hundred Thousand Dirhams (Dh. 100,000)

ARTICLE 78

Any person who violates the provisions of Articles (59), (60) and (61) of this Law, shall be punished by imprisonment for a period not less than one year and fine not less than Ten Thousand Dirhams (Dh. 10,000) and not exceeding Twenty Thousand Dirhams (Dh. 20,000) or either of the two penalties.

ARTICLE 79

Any person, who violates the provisions of Article (49) of this Law, shall be punished by fine not less than One Thousand Dirhams (Dh. 1,000).

ARTICLE 80

Any person who violates the provisions of Article (51) of this Law, shall be punished by fine not less than Ten Thousand Dirhams (Dh. 10,000) and not exceeding Fifty Thousand Dirhams (Dh. 50,000).

ARTICLE 81

Any person who violates the provisions of Article (35) of this Law, shall be punished by fine not less than Ten Thousand Dirhams (Dh. 10,000) and not exceeding Hundred Thousand Dirhams (Dh. 100,000).

ARTICLE 82

Any person who violates the provisions of Articles (48), (50), (53), (54) and (55) of this Law, shall be punished by fine not less than Two Thousand Dirhams (Dh. 2000) and not exceeding Twenty Thousand Dirhams (20,000).

ATICLE 83

Any person, who violates the provisions of Article (12) of this Law, shall be punished by imprisonment and fine not less than Two Thousand Dirhams (Dh. 2000) and not exceeding Twenty Thousand Dirhams (Dh. 20,000) or either of the two penalties and the confiscation of the captured birds and animals.

ARTICLE 84

Any person who violates the provisions of Article (43) of this Law, shall be punished by fine not less than One Thousand Dirhams (Dh. 1,000) and not exceeding Twenty Thousand Dirhams (Dh. 20,000).

ARTICLE 86

Violation of any other provisions of this Law, shall be punished by fine not less than Five Hundred Dirhams (Dh. 500) and not exceeding Ten Thousand Dirhams (Dh. 10,000).

ARTICLE 87

The application of the penalties stipulated in this Law shall not contravene any more severe penalties stipulated in another Law.

ARTICLE 88

In the event of repetition of the crimes stipulated in this Law, the penalties determined for such crimes shall be doubled.

ARTICLE 89

The penalties stipulated in this Law shall not be applied in the event of pollution resulting from:

1. Securing the safety of the marine means of transportation or safety of lives on board.

2. Unloading as a result of damage to the marine means of transportation or any of its equipment provided that such damage did not occur with the knowledge of the captain or the person in charge and was not intentional or a result of negligence and provided that in any case the captain or person in charge of the means shall take all precautions for preventing or reducing the effects of pollution, before and after the occurrence of the damage and inform the ports authorities immediately.

3. A sudden break in a pipeline carrying oil or oil mixture, during working operations, drilling, exploration or testing of wells, and not resulting from negligence in the monitoring or maintenance of the lines, and provided that sufficient precautions to monitor operations of the lines and immediately control pollution and its sources.

ARTICLE 90

The court located in the area where the crime occurred, shall decide on all crimes stipulated in this Law, if the crime occurred in a marine means of transportation of any nationality or kind within the marine environment of the State and the court shall quickly decide on the case.

Criminal courts of the capital shall decide on crimes committed by marine means of transportation raising the flag of the State outside the marine environment of the State.

CHAPTER IX
FINAL PROVISIONS

ARTICLE 91

The level of nuclear activity or concentration of radioactive materials in air, water, food and soil, shall not exceed the permissible limits determined by the Concerned Parties in consultation and coordination with the Agency and as stated in the Executive Order.

ARTICLE 92

The Agency shall be entitled to request the assistance of the Seaports Authorities, Armed Forces, Ministry of Interior, Ministry of Petroleum and Mineral Resources or any other Party, in order to implement the provisions of this Law, and such parties shall whenever requested, provide support as soon as possible.

ARTICLE 93

The Agency shall provide other Parties with all available information and statements on recent and important environmental regulations concerning the activities of such Parties according to priorities determined by the Board of Directors.

ARTICLE 94

The provisions of Article (4), (6), (7), (38) and (58) of this Law, shall not be applicable to the activities of parties applying integrated systems and programs for the protection and development of the environment and sufficient to achieve the objectives of this Law.

Such Parties shall be exempted from referring back to the Agency when issuing licenses for establishments and activities subject to its authority or supervision.

The Board of Directors shall issue a decree determining the authority and the adequacy of the system or program.

ARTICLE 95

The Cabinet of Ministers shall, after the approval of the Board of Directors reached in coordination with the Competent Authorities, issue a decree fixing the fees

required for the activities, procedures and licenses granted under the provisions of this Law.

ARTICLE 96

The Agency shall, in coordination with the Competent Authorities, establish a system of incentives awarded to organizations, agencies, establishments and individuals undertaking jobs or projects for the protection and development of the environment in the State, and the system shall be issued by a decree from the Board of Directors.

ARTICLE 97

The owners of projects and establishments existing on the date of operation of this Law and determined by the Executive Order, shall provide the Agency within a period not exceeding one year from the operation of the Executive Order, with a complete statement of their activities. The statement shall include their suggestions concerning precautions and measures to be taken so that the operations of the project or establishment meet the required environmental standards.

The Agency shall determine within a period not exceeding six months, the precautions and measures to be taken by the owner of the project or establishment.

ARTICLE 98

Projects and establishments existing on the date of operation of this Law, shall amend their status according to its provisions and the provisions of the Executive Order within a period not exceeding one year from the date of operation of the Executive Order.

The Board of Directors may extend this period for another year if need so requires or if the extension has justification acceptable to the Board.

Any expansion or renovations in the existing establishments shall be subject to the provisions stipulated in this Law.

ARTICLE 99

The Cabinet of Ministers, in consultation and coordination with the Competent Authorities, shall issue the Executive Order of this Law.

ARTICLE 100

Any order provisions that may contradict or contravene this Law shall be superseded.

ARTICLE 101

This Law shall be published in the official gazette and shall come into force after three months of its publication.

(*Signed*)

Zayed Bin Sultan Al Nahyan

President of the United Arab Emirates

Passed by us in the presidential palace in Abu Dhabi, on 17 October 1999.

C.a. Legal and Other Requirements

      C.a.3. Relevant Legal Requirements for Universities in UAE

C.a.3. List of Relevant Legal and Other Requirement for Universities in the UAE

List of Legal Requirements for Universities in UAE

Category	Legal or Other Requirement	Description	Area of Application
Wild life Protection	Federal law No. 24 Article 12	Prohibited to hunt, kill, or capture animals	General Applications
Waste Discharge	Federal law No. 24 Article 35	Prohibited to discard untreated substances that may pollute the water environment	Waste water, Water cooling system, Solid waste storage and disposal
Water Quality	Federal law No. 24 Article 40 & 41	Examination of water tanks and drinking water connections	Facilities and Maintenance
Desertification/ deformation of the natural environment	Federal law No. 24 Article 44	Prohibited to uproot or cause damage to any tree, shrub or grass	Gardening practices
Solid Waste	Federal law No. 24 Article 50	Prohibited to throw or burn garbage and solid waste in undesignated areas	Waste disposal
Pest Control	Federal law No. 24 Article 51	To use pesticides or other chemicals that does not satisfy the conditions	Gardening practices
Construction Waste	Federal law	Safe storage and transportation of waste	Separation and disposal of construction waste

	No. 24 Article 52		
Noise Pollution	Federal law No. 24 Article 54	Shall not exceed the permissible limits for noise	Operating machines, loud-speakers, warning devices
Air Quality	Federal law No. 24 Article 55 & 56	Adequate ventilation in the work place	Health & Safety Practices
Smoking	Federal Law No. 15 and Federal law No. 24 Article 57	Prohibit smoking in closed public spaces	Public Health
Protection of Reserve Areas	Federal law No. 24 Article 64 & 65	Any act that can damage or deteriorate the natural environment of the reserve is prohibited	Environmental Management
Research and Education	Federal law No. 24 Article 68	Research interest in environmental preservation	Academic

C.a. Legal and Other Requirements

        C.a.4. Federal Law No. 15 of 2009 on Tobacco Control

C.a.4. Federal Law No.15 of 2009

Issued on 22/12/2009

Corresponding to 5 Muharram 1431 H.

ON TOBACCO CONTROL

We, Khalifa Bin Zayed Al Nahyan, President of the United Arab Emirates State,

Pursuant to the perusal of the Constitution; and

Federal Law no. 1 of 1972 regarding to the Jurisdiction of the Ministries, the Competences of the Ministers and the amending laws thereof; and

Federal Law no.1 of 1979 regarding the Regulation of Industrial Affairs; and

Federal Law no.4 of 1979 regarding Repression of Fraud and Swindling in Commercial Transactions; and

Federal Law no.11 of 1981 regarding the Imposition of a Federal Customs Tax on Imported Tobacco and Derivatives thereof, and the amending laws thereof ; and

Federal Law no.3 of 1987 regarding the Issuance of the Penal Code, and the amending laws thereof; and

Federal Law no.35 of 1992 regarding the Issuance of the law on Criminal Procedures, and the amending laws thereof; and

Federal Law no.7 of 1993 regarding the Establishment of the Federal Environmental Authority, and the amending laws thereof; and

Federal Law no.14 of 1995 regarding the Combat of Narcotics and Psychotropic Substances, and the amending laws thereof; and

Federal Law no.20 of 1995 regarding Medicines and Formulations Derived from Natural Sources; and

Federal Law no.24 of 1999 regarding the Protection of Development of the Environment, and the amending laws thereof; and

Federal Law no.28 of 2001 regarding the Establishment of the Emirates Authority for Standardization and Metrology; and

Federal Law no.1 of 2003 regarding the Establishment of the Federal Customs Authority; and

Federal Law no.8 of 2004 regarding the Financial Free Zones; and

Federal Law no.24 of 2006 regarding Consumer Protection; and

Acting upon the proposal of the Minister of Health, the consent of the Cabinet and the Federal National Council and the approval of the Federal Supreme Council,

Have promulgated the following Law:

Article 1

In the implementation of the provisions hereof, the following terms and phrases shall have the meanings assigned for each of them unless the context requires otherwise:

State: The United Arab Emirates.

Minister: The Minister of Health.

Competent Authority: The local authority in the pertinent Emirate.

Tobacco: All types, kinds and parts of the Tobacco plant, such as the roots, stems, leaves, fruits, and seeds, whether green or dried.

Tobacco Products: Products completely or partially made from Tobacco leaves as crude substance, whether as a whole, chopped or diced, in their natural state, mixed with other materials or formulated in any manner whatsoever, as well as the Tobacco powder in any form whatsoever, or any other formulated material comprising Tobacco.

Tobacco Use: The use of all kinds of Tobacco through smoking, inhaling, chewing, sucking, or any other means used for smoking or using Tobacco.

Publicity, Advertisement and Promotion: Introducing the tobacco plant and the products thereof through any mass media, whether directly or indirectly, or any other means in view of encouraging the trade thereof and the increase of the number of users thereof.

Public Place: Place destined for the reception of the public or a certain category of people for any purpose whatsoever.

Closed Public Places: Public place having the shape of a complete building where air only penetrates through windows specifically destined therefor. Public transportation means are deemed closed public places.

Public Transportation Means: Buses, vehicles, trains, airplanes, ships, vessels and any other means destined for the transportation of the public.

Article 2

Without prejudice to the provisions set forth by any other laws, the introduction of tobacco and products thereof into the State, or dealing with any thereof therein shall be prohibited, unless the conditions mentioned in the standards of the State are fulfilled.

Article 3

Sentences, pictures and warning data must be clearly and diversely placed on every pack of tobacco or the products thereof, and such as determined by the Implementing Regulation hereof.

Article 4

Neither natural nor juridical persons shall be allowed to publicize, advertise, promote or sponsor any tobacco products in any means that aims at encouraging the use of tobacco, and such as determined by the Implementing Regulation hereof.

The advertisement aiming at encouraging the use of tobacco may neither be printed nor published.

Tobacco products may not be used as an advertising means for another product.

Article 5

The performance of the following acts shall be prohibited:

1- Plant tobacco for commercial purposes, and manufactures the products thereof within the State.

   Plantations and factories currently carrying out said activity must rectify their statuses within the term set forth by the Implementing Regulation hereof.

2- Sell or attempt to sell tobacco or the products thereof to persons under 18 years of age. The seller shall have the right to ask the purchaser to produce an evidence of their coming of age, and shall not accept the excuse of ignorance of the age.

3- Import candies and toys that are similar to tobacco or the products thereof.

4- Sell or attempt to sell candies and toys that are similar to tobacco or the products thereof.

5- Smoke while driving a private vehicle should there be an infant under 12 years of age inside.

Article 6

The display or sale of tobacco products shall be prohibited, except for places destined therefor and licensed by the competent authority. The Implementing Regulation hereof shall set the restrictions governing the display and sale of tobacco products.

Article 7

Smoking shall be prohibited in closed public places.

The competent authority may allocate a special place for smoking as per the restrictions set forth in the Implementing Regulation hereof, except for places of worship, educational institutions, and health and sportive establishments.

Article 8

Smoking shall be prohibited in public places set forth by the Implementing Regulation hereof, in coordination with the competent authority.

Article 9

Devices and mechanical devices for the sale of tobacco or the products thereof may neither be allocated nor used inside the State.

Article 10

In the event of the introduction of tobacco or a product thereof, that are not in line with the specification and technical standards enforced in the State, the competent authority must destroy the confiscated materials in an environmentally friendly manner, or commission the person who introduced such materials to take them out of the State on their own expense.

Article 11

Cafés or the likes serving any kind of tobacco or the products thereof within or near residential buildings or neighborhoods, within a distance set forth by the Implementing Regulation hereof, may not be licensed. Said Regulation, subsequent to the coordination with the competent authority, shall determine the location where the license to serve tobacco or any of the products thereof may be served and the work hours thereof. Currently existing cafés and the likes must rectify their status within two years from the coming into force of the provisions hereof, and such by changing the activity thereof or by moving to another location.

Article 12

By virtue of a Cabinet Decision, a committee called "National Committee for Tobacco Control" shall be established. Said decision shall determine the jurisdictions of the Committee, the work system thereof and the remunerations of the members thereof.

Article 13

Whoever breaches any of the provisions of articles 2, 5/1, 5/3 and 9 hereof shall be sentenced to imprisonment for a period of one year at least, and to a fine amounting to AED 100,000 at least and AED 1,000,000 at most, or to either penalty.

In the event of recidivism, the imprisonment term shall not be less than two years, and the fine than AED 1,000,000.

Article 14

Whoever breaches any of the provisions of articles 3 and 4 hereof shall be sentenced to a fine amounting to AED 100,000 at least and AED 1,000,000 at most.

In the event of recidivism, the sanction shall be doubled.

Article 15

Subject to the provisions of article 10 hereof, whoever does not abide by the order of the competent authority set forth in said article shall be sentenced to a fine amounting to AED 50,000 at least and AED 200,000 at most.

In the event of recidivism, the imprisonment period shall not exceed one year, and the fine shall amount to AED 200,000 at least.

Article 16

For any other infringement hereof, the competent authority shall levy an immediate fine amounting to AED 500 paid in order to rectify the infringement.

Should such rectification fail, the infringement shall be referred to criminal prosecution. The sanction shall constitute of a fine amounting to AED 3,000 at least and AED 10,000 at most.

The sanction shall multiply with the repetition of the infringement.

Article 17

In the event of conviction, the court must rule, in addition to the sanctions set forth herein, to confiscate the infringing materials and advertisements. It may also rule to close the establishment.

Article 18

The infliction of sanctions set forth herein shall not breach any severer sanction set forth in any other law.

Article 19

The Minister of Justice, in agreement with the Minister and in coordination with the competent authority, shall issue a decision to determine the employees having

the capacity of judicial investigation officers in establishing the infringements to the provisions hereof, and the implementing regulations and decisions thereof, and such within the scope of jurisdiction of each thereof.

Article 20

The Cabinet shall issue an Implementing Regulation for the present Law.

Article 21

Every provision contradicting or contravening with the provisions hereof shall be abrogated.

Article 22

The present Law shall be published in the Official gazette and shall come into force on the day that follows the date of publication thereof.

Promulgated by Us at the Presidential Palace in Abu Dhabi
On 5 Muharram 1431 H.
Corresponding to 22/12/2009

Khalifa Bin Zayed Al Nahyan

President of the United Arab Emirates State

This Federal Law has been published in the Official Gazette, issue no.502, p.29.

Appendix D

D.a. Environmental Management Program Actions
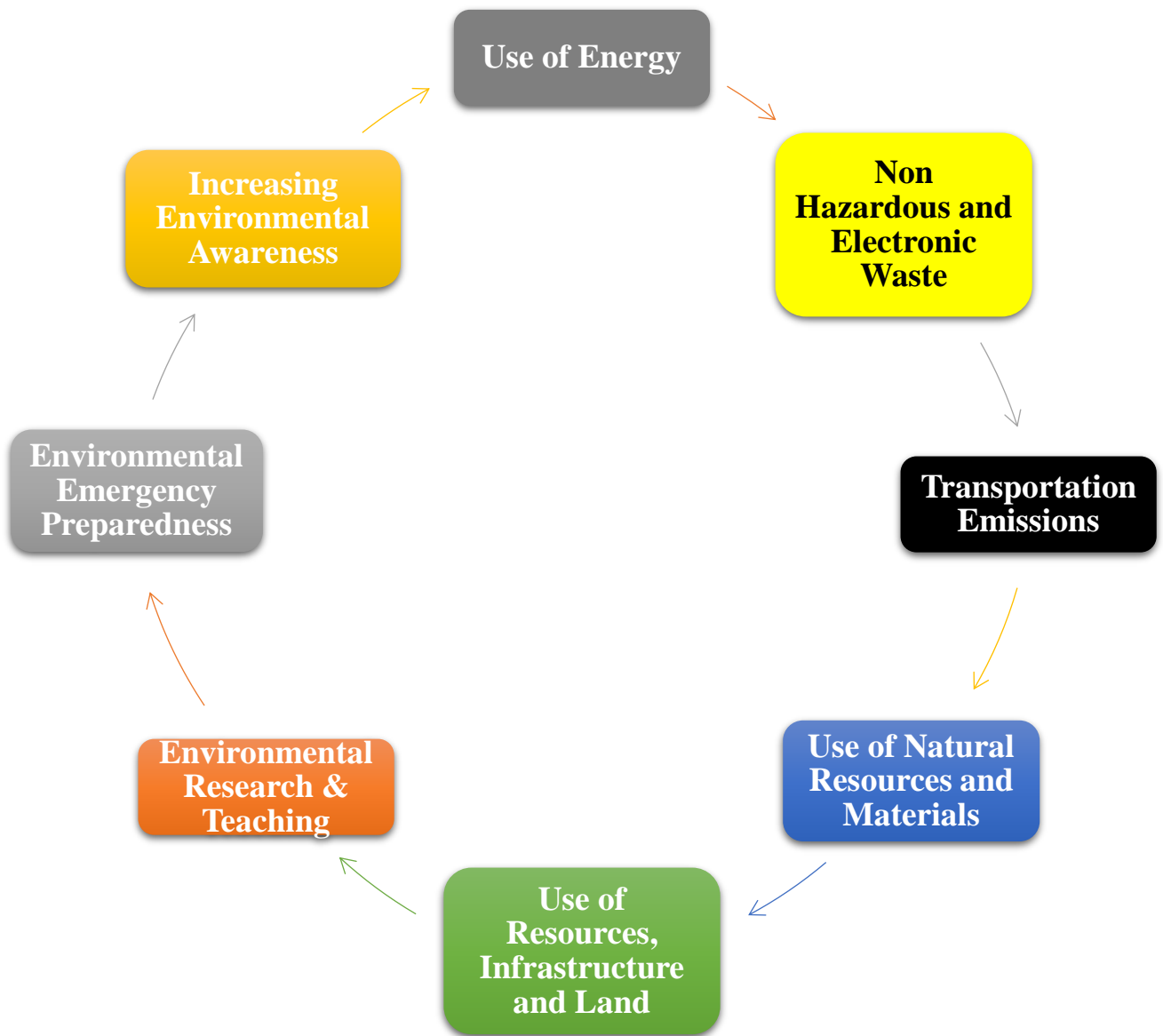
AUS Environmental Aspects

Environmental Management Program Actions

Use of Energy

Actions:

- Regularly monitor energy use across sites and organizational units
- Analyze housing consumption trends and implement a utility fee accordingly which will increase the end-user engagement and provide an incentive to reduce their consumption

- Report quarterly on energy use to staff and at Management Board Meetings or identify other executive Meetings as appropriate
- Identify and implement ways to increase staff and contractor/vendor awareness regarding energy efficiency
- Establish Energy Improvement Objectives and Targets and develop Energy Action Plans to reach the improvement targets
- Ensure that new equipment and building designs are energy efficient
- Ensure new building projects meet Estidama protocols
- Review feasibility of on campus energy generation from renewable sources such as solar
- Review energy efficiency performance and Energy Action Plans annually

Non Hazardous and Electronic Waste

Actions:

- Train Custodial Services staff on recyclables
- Install new recycling bins and cages around the campus
- Supply reusable bags to reduce plastic waste
- Promote the use of small blue bins in the offices for paper recycling
- Supply new, bigger and colored bins for housing areas
- Review and maintain the Green IT Policy - responsible for the reduction of IT equipment waste through reselling/recycling of the electronic equipment
- Increase community awareness on waste management and recycling
- Actively participate in recycling and clean up events in UAE
- Monitor and analyze monthly recycling trends

Use of Natural Resources and Materials (Supply Chain)

Actions:

- Train Purchasing and Contracting staff on target implementation

- Incorporate in PO's or Contracts or Request for Purchases the objective coverage mentioned in Purchasing and Procurement targets in Attachment B
- Ensure suppliers and contractors are aware of obligations under the laws, including entitlements and social rights

Transportation Emissions

Actions:

- Enforcing campus speed limit of 40 Kmph
- Car park operation scenarios to be developed
- Parking fees to be applied to all students
- Consulting traffic engineer for identification and recommendation of traffic calming measures and one way system
- Installation of bicycle racks and bicycles for hire

Use of Resources, Infrastructure and Land (PMO)

Actions:

- Employee participation in work planning
- Value engineering workshop for the current projects
- Goals, objectives and concerns charters for project
- Incorporating sustainable construction objectives
- Achieving LEED/Estidama certification for the Project Management team
- Reviewing the buildings current and potential systems individually and in relation to each other
- Proper analysis of site location, based on LEED/Estidama criteria for new buildings and additions
- Scope definition and prioritization

- Presenting accurate pricing for various systems and scenarios

- Creating a schedule outlining important dates for documenting and photographing projects progress in order to attain <u>LEED or Estidama Certification</u>

- Building energy usage for smart sustainable construction decisions such as: reduce greenhouse gas emissions; successfully adapt to climate change; have a minimal impact on overall environmental quality; and provide inclusive development to all users

Environmental Research and Teaching

Actions:

- Collecting and listing all the research papers and courses on sustainability topics from faculty and graduate students
- Engaging a third party consultant in the future for constructing a research center near the campus
- AUS Chancellor and Deans to collaborate with faculty from different departments to develop a mandatory Sustainability course for all the students, as an ABET requirement
- Provide an opportunity to AUS students to volunteer to work with the Sustainability team

Environmental Emergency Preparedness (Safety)

Actions:

- To create and implement an instant message alert system
- To conduct special training for safety staff
- To conduct a general training for other staff
- To execute a mock drill once a year

Increasing Environmental Awareness

Actions:

AUS sustainability relies on extensive communications with the community to carryout environmental activities on campus.

- Holding seminars, workshops and environmental activities
- Organizing monthly events or competitions related to sustainability to engage the AUS community
- Publishing monthly blog posts on the AUS website
- Publishing regular shocking environmental facts on social media to raise awareness and spark conversations
- Engagement of the AUS community in sustainability projects through email communications
- Involvement with local and global environmental organizations
- Attending exhibitions
- Giving lectures to students

Appendix E

E.a. Organizational Structure

E.a. Organizational Structure

Board of Trustees

Director of Internal Audit

Chancellor

Provost and Chief Academic Officer

Chief Operating Officer

Chief Research Officer

Executive Director of Advancement

Chief of Protocol and Security

Director of Institutional Research & Analysis

Director of Strategic Communications & Marketing

Director of Executive and Professional Education

Dean of College of Arts and Sciences

Dean of College of Architecture, Art and Design

Dean of College of Engineering

Dean of School of Business Administration

Dean of Students

Executive Director of Enrollment Management

Vice Provost for Graduate Studies

Vice Provost for Undergraduate Affairs and Instruction

Registrar

University Librarian

Director of Academic Planning and Analysis

Director of International Exchange

Director of Academic Computing

Executive Director of Finance

Executive Director of Human Resources

Director of Budget and Planning

Director of Procurement

Director of Development and Construction

Director of Facilities

Head of Sustainability

Director of Information Technology

Director of Research and Sponsored Projects

Officer of Technology Transfer

Director of Development & Donor Relations

Director of Alumni Affairs

Director of Career Services

Appendix F

F.a. Training, Awareness and Competence

F.b. AUS Training Programs

F.b.1. AUS Training

AUS has two training coordinators:

Ms. Rasha Magdy Elsaid Department of Human Resources HR Manager of Training and Development Email: relsaid@aus.edu Ext. 2285	Mr. Feras Al Salem Operations Department Safety and Security Safety Manager Email: falsalem@aus.edu Ext: 2068

Ms. Rasha is responsible for all the training courses offered on campus. HR usually offers all the soft skill courses such as: assertiveness skills, business writing skills, communications skills, change management, emotional intelligence regularly, where as technical courses are arranged upon the request of the Head of the Departments. Technical courses offered are: PMP, project planning, material and supply chain management.

Mr. Feras is responsible for conducting all the safety and security training courses such as firefighting, first aid and civil defense. Civil defense training courses, in collaboration with University City Police, have been offered on campus since 2007 and first aid training has been offered by AUS Health Center since 2008.

F.b. AUS General Training

2017

AUS List of General Training

Training Code Description: First Aid		
Name	**Department**	**Job Title**
Ahmed Kamal Abdel Kareem	Student Affairs / Student Residential Life	Dormitory Supervisor
Ali Thuppilikat	Office of Academic Computing / Office of Academic Computing	Computer Lab. Monitor
Bushra Hassan Al Mazam	Operations Support Services / AUS Call Center	Call Center Agent
Heba Awad Hussien	Library Services / University Library	Circulation Supervisor
Hisham Ahmed	Office of Academic Computing / Office of Academic Computing	Senior IT Specialist
Maha Jibril	Student Affairs / Student Development & Organizations	Student Multicult.lear.Pro.Cor
Manar Atef Noaman	Office of Academic Computing / Office of Academic Computing	IT Specialist
Manoharan Kaniyari Veetil	Supply Chain / Supply Chain	Senior Storekeeper
Mazhuvanchery C Saji	Supply Chain / Supply Chain	Warehouse Officer
Mehvash Ali	Office of UG Affairs & Instruction / Academic Support Center	Director-Academic Support Cent
Meriem Chaanbi	Student Affairs / Student Residential Life	Dormitory Receptionist
Mohammed Shafiullah Nizamdeen	College of Arch., Art and Design / CAAD Labs	Lab.Specialist II,Multmedia la
Najla Mohammad Salkho	College of Engineering / Department of Chemical Engineering	Laboratory Instructor
Nedal Amin Ahmad Abu-Farha	College of Arts and Sciences / Dept. of Bio, Chem & Envir Sciences	Sr. Laboratory Specialist
Nisha Puthur Gopalakrishnan	School of Business Administration / Department of Accounting	Administrative Assistant
Omer Gamil	Operations / Auxiliaries Division	Post Office/Copy Cntr Supervis
Rania Omar Ahmed AlSakaf	Operations / Operational Effectiveness	Application Specialist
Rizwan Hassan Bakhsh	Office of Academic Computing / Office of Academic Computing	IT Specialist
Thouraya Ghalayini	College of Arts and Sciences / Dept. of Bio, Chem & Envir Sciences	ChemistryLaboratory Specialist
Walid Alieldin	Office of Academic Computing / Office of Academic Computing	Course Mangmnt System Adminstr

Name	Department	Job Title
Waseem Najeh Abed	Office of Academic Computing / Office of Academic Computing	IT Specialist
Yasmine Mohamed Abdullah Mohamed	Library Services / University Library	Circulation Supervisor
Zafar Pravaiz	Information Technology / Information Technology	Senior Network Architect

Training Code Description: Club Car Safety Induction/ Policy Awareness		
Name	**Department**	**Job Title**
Mohammed K Khan	Facilities / Housing and Dorms Maintenance Div.	Electrician A
Arul Vignesh Singh Arulappan	Facilities / MEP Services	Electrician
Venmani Thundathil C. James	Student Affairs / Student Athletics & Recreation	Sr. Suprvr Equip/Facilit Maint
Kadda Aoufi	Student Affairs / Student Residential Life	Student Activities Coordinator
Uppatt Abbas Mubarak	Information Technology / Information Technology	Network Engineer II
Ahmad K Faisal	Operations Support Services / Housing Division	Housing Assistant
Muhammad Khizar	Information Technology / Information Technology	Telecom Engineer II
Sunil Sreedhar Pattila	Office of Academic Computing / Office of Academic Computing	IT Specialist
Salah Ahmad El Maoued	Student Affairs / Student Development & Organizations	Sr.Receptionist/Storekeeper
Reny Boy Corpuz Marco	Operations / Auxiliaries Division	Post/Copy Center Officer
Prasanna Ranjith Wanni Achchige	Facilities / MEP Services	Heating Ventilation & AC Tech.
Prince Jacob Varghese	Facilities / Systems Services	Extra Low Voltage Technician
Matthias Thierry, Emmanuel Leterme	Student Affairs / Student Development & Organizations	Student Activities Coordinator
Nicola Hamilton	Wellness / Wellness	Epicenter Staff Member
Lovaraju Kuppa	Facilities / MEP Services	Plumber
Mohammed Jabbar Behlim	Facilities / Civil Services	Painter
Vathukadan P George	Operations Support Services / Housing Division	Operations Support Agent
Ahmed Yousif Osman Mohamed	Office of the Chancellor / Office of Protocol	Security Coordinator
Mohammed Jabbar Behlim	Facilities / Civil Services	Painter
Virgilio Gile Mateo Jr.	Student Affairs / Student Development & Organizations	Student Develop.& Org.Officer
Lovaraju Kuppa	Facilities / MEP Services	Plumber
Ishaq Almazam	Office of the Chancellor / Office of Protocol	Security Officer

Name	Department	Position
Zafar Pravaiz	Information Technology / Information Technology	Senior Network Architect
Ramesh Madabathula	Office of the Chancellor / Office of Protocol	Security Guard
Jahas Rahman	Information Technology / Information Technology	Network Engineer II
Muhammad Razaq Muhammad Amir	Facilities / MEP Services	Electrical Technician
Sheckri Nabil Dagher	Operations / Auxiliaries Division	Custodial Services Manager
Vasantha Manohar Anchan	Facilities / MEP Services	Maintenance Coordinator
Mohammed Jabbar Behlim	Facilities / Civil Services	Painter
Raja Subramanya	Student Affairs / Student Athletics & Recreation	Coach/Lifeguard-Men
Anna Bilbrough	Operations / Auxiliaries Division	Auxiliaries Affairs Manager
Alec Holmes	Operations Support Services / Housing Division	Manager,Operation Support Serv
Thomas Jhonny Fernandes	Facilities / Systems Services	BMS Technician
Jolly Mariam Joykutty	University Health Center / University Health Center	Nurse
Khalid Muhammad Din Mehmood	Facilities / Civil Services	Civil Services Manager
Harjit Singh	Facilities / Housing and Dorms Maintenance Div.	Carpenter
Laith Adel Elya Dakkak	Information Technology / Information Technology	IT Support Specialist
Mohamad Raied Ali Eizeddin	Student Affairs / Student Residential Life	Coordinator
Tasqeen Zahra Akkas	Facilities / Housing and Dorms Maintenance Div.	Manager-Housing Maintenance
Razzaq Hussain Karam Dad	Office of the Chancellor / Office of Protocol	Security Guard
Irene Valensoy Diaz	University Health Center / University Health Center	Nurse
Lovaraju Kuppa	Facilities / MEP Services	Plumber
Mohammed Kalpana	Information Technology / Information Technology	Telecom Engineer I
Shathakkattulla Ali	Facilities / Housing and Dorms Maintenance Div.	Mason
Raafat Fathalla Mashaal	Student Affairs / Student Development & Organizations	Facility &Equipment Supervisor
Youssef Ahmed Serry	Student Affairs / Student Athletics & Recreation	Administrative Assistant
Salem Ahmed Hassan	Student Affairs / Student Athletics & Recreation	Mens Fitness Trainer
Salim Mahiddine	Student Affairs / Student Development & Organizations	Student Activities Coordinator
Omer Gamil	Operations / Auxiliaries Division	Post Office/Copy Cntr Supervis
Jabbar M Hanneefa	Facilities / Housing and Dorms Maintenance Div.	Painter A

Name	Department	Title
Solomon Kochitty Aruparayil	Student Affairs / Student Athletics & Recreation	Sports Coordinator
Rana G Kumar	Facilities / Civil Services	Carpenter
Shahid Nadeem Muhammad Yousof Khan	Student Affairs / Student Athletics & Recreation	Supervisor Facility &Equipment
Fakhre Alam	Facilities / Civil Services	Senior Mason
Mohammed Mukaram Atif	Facilities / MEP Services	Team Leader
Salimbabu H Ambalathu Veetil	Facilities / Housing and Dorms Maintenance Div.	Electrician B
Mazhuvanchery C Saji	Supply Chain / Supply Chain	Warehouse Officer
Sajeevan Puthiyedath	Facilities / Housing and Dorms Maintenance Div.	Plumber
Gally Manguiat	Supply Chain / Supply Chain	Warehouse Supervisor
Ranjit Singh	Facilities / Housing and Dorms Maintenance Div.	Carpenter
Manar Atef Noaman	Office of Academic Computing / Office of Academic Computing	IT Specialist
Anthony Bondoc	Supply Chain / Supply Chain	Asset Controller
Asif Hanfi	Facilities / Housing and Dorms Maintenance Div.	Maintenance Foreman
Aldous Bryan N. Demaisip	Student Affairs / Student Athletics & Recreation	Snr. Receptionist/Storekeeper
Amro Abdel Kareem Al-Radaideh	Information Technology / Information Technology	IT Support Specialist
Abdulla Nedal Al-Nabulsi	Office of Academic Computing / Office of Academic Computing	IT Specialist
Esam Abo Touk	Student Affairs / Student Athletics & Recreation	Football Coach
Mohamed M Jan	Facilities / Housing and Dorms Maintenance Div.	Plumber
Mohammad Azad Khan	Facilities / Civil Services	Painter
Jinu George Roy	Information Technology / Information Technology	Senior IT Support Specialist
Nawrange M Amin	Facilities / Housing and Dorms Maintenance Div.	Plumber A
Rajeev B Nair	Facilities / Housing and Dorms Maintenance Div.	Plumber
Faisal Abaker Mohamed Ahmed	Office of the Chancellor / Office of Protocol	Security Guard
Razzaq Hussain Karam Dad	Office of the Chancellor / Office of Protocol	Security Guard
Intakhab Alam	Facilities / Systems Services	Systems Team Leader
Montassar Ben Ali Chaanbi	Student Affairs / Student Athletics & Recreation	Basketball Coach
Ammengara Abdul Assis	Facilities / Housing and Dorms Maintenance Div.	Electrician
Aneesh Kumar Vasudevanpillai	Facilities / MEP Services	Electrician

Name	Department	Job Title
Shahzad Husain	Facilities / Civil Services	Carpenter
Wajid Ali	Facilities / Civil Services	Carpenter
Nasir Ali	Facilities / Civil Services	Aluminum Technician
Saeed Samir Al-Azzawi	Facilities / Civil Services	Maintenance Manager
Angelica Dacallos Silva	University Health Center / University Health Center	Nurse
Unnithan Ajay	Facilities / Systems Services	Extra Low Voltage Technician
Balwinder Singh	Facilities / Housing and Dorms Maintenance Div.	Carpenter

Training Code Description: Fire Warden Training		
Name	**Department**	**Job Title**
Vincent Mani	Library Services / University Library	Library Clerk
Nicola Hamilton	Wellness / Wellness	Epicenter Staff Member
Venmani Thundathil C. James	Student Affairs / Student Athletics & Recreation	Sr. Suprvr Equip/Facilit Maint
Raja Subramanya	Student Affairs / Student Athletics & Recreation	Coach/Lifeguard-Men
Rowdah Khaled Azizoghly	College of Arch., Art and Design / CAAD Labs	Lab.Specialist I, Multi Labora
Dalia Ibrahim Saleh	School of Business Administration / Department of Finance	Administrative Assistant
Abdul Rasheed Nellikunnu Abdul Kader	College of Arch., Art and Design / Office of the Dean of CAAD	CAAD Laboratory Monitor
Heba Awad Hussien	Library Services / University Library	Circulation Supervisor
Dawn Stephenson	Human Resources / Day Care Center	Manager Day Care Centre
Salah Ahmad El Maoued	Student Affairs / Student Development & Organizations	Sr.Receptionist/Storekeeper
Ali Ghias Ahmed	College of Arch., Art and Design / Office of the Dean of CAAD	Lab Specialist Digit.Fab.Labra
Waseem Najeh Abed	Office of Academic Computing / Office of Academic Computing	IT Specialist
Sevla Mesanovic	Wellness / Wellness	Life Guard
Maha Jibril	Student Affairs / Student Development & Organizations	Student Multicult.lear.Pro.Cor
Muhammad Ahmed Yousaf	Library Services / University Library	Information Commons Coord.
Fatemeh Moshref	Library Services / University Library	Evening Library Assistant
Rizwan Hassan Bakhsh	Office of Academic Computing / Office of Academic Computing	IT Specialist
Graeme Andrew Dobie	Wellness / Wellness	Wellness Manager
Savio Creado	College of Arch., Art and Design / Office of the Dean of CAAD	Assistant to the Dean
Mohammed Shafiullah Nizamdeen	College of Arch., Art and Design / CAAD Labs	Lab.Specialist II,Multmedia la
Matthias Thierry, Emmanuel Leterme	Student Affairs / Student Development & Organizations	Student Activities Coordinator

Ghada Abdelmoneim El-Abbady	Library Services / University Library	Circulation Supervisor
Thikra Yaseen AbdulKareem	Human Resources / Day Care Center	Senior Teacher/Supervisor
Mohammed K Khan	Facilities / Housing and Dorms Maintenance Div.	Electrician A
Yasmine Mohamed Abdullah Mohamed	Library Services / University Library	Circulation Supervisor
Nabeel Issa Khalil Amireh	Office of Academic Computing / Office of Academic Computing	Director -Academic Computing
Thomas Job Kollanur	College of Arts and Sciences / Dept. of Bio, Chem & Envir Sciences	Lab Manager & Instructor
Mohammed Mukaram Atif	Facilities / MEP Services	Team Leader
Naveed Ali	College of Arts and Sciences / Department of Physics	Laboratory Instructor
Herman Peter Francisco Coutinho	College of Arts and Sciences / Department of Mass Communication	Media Specialist
Rajeev B Nair	Facilities / Housing and Dorms Maintenance Div.	Plumber
Salimbabu H Ambalathu Veetil	Facilities / Housing and Dorms Maintenance Div.	Electrician B
Maha Abed Al Kaream Shushaa	Office of Enrollment Management / Enrollment Services	Sponsorship & Testing Manager
Abegail A Morata	School of Business Administration / Department of Management	Administrative Assistant
Intakhab Alam	Facilities / Systems Services	Systems Team Leader
Reny Boy Corpuz Marco	Operations / Auxiliaries Division	Post/Copy Center Officer
Babilu Niyas	Office of Enrollment Management / Enrollment Services	Testing Coordinator
Anthony Bondoc	Supply Chain / Supply Chain	Asset Controller
Asif Hanfi	Facilities / Housing and Dorms Maintenance Div.	Maintenance Foreman
Mohammad Khaled Shehab	College of Arts and Sciences / Dept. of Bio, Chem & Envir Sciences	Laboratory Instructor
Sujith Nair	Facilities / Housing and Dorms Maintenance Div.	Pump Technician
Gregory Vanderpyl	College of Arts and Sciences / Department of Writing Studies	Instructor-Writing Studies
David William Wilmsen	College of Arts and Sciences / Dept. of Arabic & Translation Stud.	Professor-Arabic&Trans Studies
Thaira A Muhsin	School of Business Administration / Department of Marketing & Info Syst	Administrative Assistant
Rahiman Sheriff Mahaboob Sheriff	Supply Chain / Supply Chain	Sr.Procurement Officer General
Reynante Baruel	Library Services / University Library	Evening Library Clerk
Virgilio Gile Mateo Jr.	Student Affairs / Student Development & Organizations	Student Develop.& Org.Officer

Name	Department	Job Title
Muhammad Ajaz Tufail Muhammad	Supply Chain / Supply Chain	Procurement Coordinator
Christine M Furno	Library Services / University Library	Reference & Instruction Coord.
Gemarie Grace Alon Vitug	University Health Center / University Health Center	Charge Nurse
Gally Manguiat	Supply Chain / Supply Chain	Warehouse Supervisor
Omer Gamil	Operations / Auxiliaries Division	Post Office/Copy Cntr Supervis
Khawlah Kaid Ahmed	College of Arts and Sciences / Department of English	Associate Prof-English
Khalid Muhammad Din Mehmood	Facilities / Civil Services	Civil Services Manager
Raafat Fathalla Mashaal	Student Affairs / Student Development & Organizations	Facility &Equipment Supervisor
Abel Cipriano Lumaban	Wellness / Wellness	Life Guard
Veronique Lecat	Library Services / University Library	Technical Services Librarian
Salim Mahiddine	Student Affairs / Student Development & Organizations	Student Activities Coordinator
Catherine Neira Torio	Library Services / University Library	Library Assistant
Vasantha Manohar Anchan	Facilities / MEP Services	Maintenance Coordinator

Training Code Description: Health & Safety Awareness and Manual Handling		
Name	**Department**	**Job Title**
Jabbar M Hanneefa	Facilities / Housing and Dorms Maintenance Div.	Painter A
Thirykumaran Ganesan	Facilities / Housing and Dorms Maintenance Div.	Pump Technician
Rana G Kumar	Facilities / Civil Services	Carpenter
Vasantha Manohar Anchan	Facilities / MEP Services	Maintenance Coordinator
Nawrange M Amin	Facilities / Housing and Dorms Maintenance Div.	Plumber A
Poosai Sekar	Facilities / Civil Services	Mason
Mohammed Jabbar Behlim	Facilities / Civil Services	Painter
Mohammed Mukaram Atif	Facilities / MEP Services	Team Leader
Rajeev B Nair	Facilities / Housing and Dorms Maintenance Div.	Plumber
Jamal Abdul Nasir	Facilities / Housing and Dorms Maintenance Div.	Maintenance Foreman
Khalid Muhammad Din Mehmood	Facilities / Civil Services	Civil Services Manager
Shathakkattulla Ali	Facilities / Housing and Dorms Maintenance Div.	Mason

Asif Hanfi	Facilities / Housing and Dorms Maintenance Div.	Maintenance Foreman
Purushothaman Othayoth	Facilities / MEP Services	Plumber
Prince Jacob Varghese	Facilities / Systems Services	Extra Low Voltage Technician
Muhammad Zahid Qureshi	Facilities / Housing and Dorms Maintenance Div.	Appliance Technician
Balvinder D Singh	Facilities / Housing and Dorms Maintenance Div.	Mason

Appendix G

G.a Employee Life Expired Computer Purchase Policy

G.b. Environmental Management System Documentation

G.b.1. Preventive Maintenance Schedule for Facilities Division

G.b.2. Standard Operating Procedures

G.b.2.1 Green IT Policy

G.b.2.2. Calculate and Analyze the Monthly Energy Consumption

G.b.2.3. Planning and Executing Events

G.b.2.4. Sustainability Outreach Publications

G.b.2.5. Civil Maintenance Services for Academic Areas

G.b.2.6. MEP Services for Housing

G.b.2.7. Maintenance Services for Housing

G.b.2.8. Maintenance Services for Dorms

G.b.2.9. Water Distribution and Pump Services

G.b.2.10. Custodial Services-Waste Disposal

G.b.2.11. Custodial Services-Cleaning, Shifting and Pest Control

G.a Employee Life Expired Computer Purchase Policy

Policy Title	**Employee Life Expired Computer Purchase Policy**
Policy Number	**AUS-IT-01**
Initiated by	**Director of Information Technology**
Units responsible	**Information Technology Department, Academic Computing Group**
Approved by	**IT Steering Committee**
Date approved	**10-04-2016**
Date of Latest Revision	**10-04-2016**
Date of Next Review	**10-04-2018**

Policy Description:

This document describes the policy for all AUS employees to purchase life

expired computers and laptops for their personal use.

Definitions:

Depreciation: A process used by Finance to reduce the value of an asset over its useful life.

Fixed Assets: An AUS owned asset that is tagged and recorded in the Fixed Asset System.

AUS Licensed Software: Software that is licensed and owned by AUS.

Employees: Any person hired on a full time contract.

IT Equipment: Windows Desktop, Windows Laptop, Apple iMac, Apple Mac Mini, Apple Macbook Pro, Apple Mac Air, Tablets, Monitors.

Life Cycle: Useful life or equipment lifecycle is the time that any IT equipment can be expected to be serviceable or supported by its manufacturer.

Policy Overview:

The University has established an asset depreciation policy for all IT equipment and also has established useful lifecycles for IT equipment. These time periods can be referenced in the IT Equipment Lifecycle document (see IT Equipment Lifecycle document).

When an AUS asset tagged IT equipment has reached its life cycle and has been replaced with a new equipment, an employee may request to purchase the device. The purchase request must be approved by a dean or a unit head. The employee must make a request to the Supply Chain Department, who manage the fixed assets for the University. The Finance Department will calculate the cost to the employee. The employee will remit the cost by a payroll deduction.

Any replaced IT equipment not purchased by the employees will be collected and disposed as per AUS' disposal policy.

Policy Procedures:

- All AUS licensed software will be removed from the computer except for the Operating System which will remain for 6 months. After the expiration of the Operating System, the owner is responsible for the renewal of the Operating System.

- Once a computer is purchased, it will become the sole responsibility of the owner. AUS will not provide any support for the device.
- The funds collected from employee computer purchases will be allocated to a special fund tracked by the AUS Sustainability Department to support Green Initiatives. This policy meets the Green standards and supports the University's Sustainability Plan.

Contact information:

For more information contact the AUS Sustainability.

G.b. Environmental Management System Documentation

   G.b.1. Preventive Maintenance Schedule for Facilities Division

G.b.1. Preventive Maintenance Schedule for Facilities Division

AUS Preventive Maintenance Schedule-Facilities Department

Job Description	Task Description	Craft	Stnd. Time	AREA	SERVICE
PM for Academic Mechanical Service's					
Daily inspection	Check plant room, pool heaters, pumps, pool cleaning works, central hot water systems	Mechanical	30m	Academic	Mechanical Services
Daily inspection	Check grease traps, Sump pumps, gas tanks.	Mechanical	30m	Academic	Mechanical Services
Daily inspection	Routine checkup of Vacuum Pump, Air Compressor & LP Gas in NAB.	Mechanical	30m	Academic	Mechanical Services
Routine inspection all the wash rooms	Check all the sanitary fittings for any leaks & operations.	Mechanical	1h	Academic	Mechanical Services
Routine weekly inspection all the wash rooms	Check all the sanitary fittings for any leaks & operations /replace if necessary.	Mechanical	2h	Academic	Mechanical Services
Check the level of sewage waste water	Check the level of sewage waste water & arrange to empty.	Mechanical	30m	Academic	Mechanical Services
Quarterly wash rooms plumbing maintenance	Check all the sanitary fittings for any leaks & operations / Clean all the floor traps & washbasin bottle traps.	Mechanical	3h	Academic	Mechanical Services
Annual wash rooms plumbing maintenance	Including quarterly, check the conditions of valves. Open/Close.	Mechanical	16h	Academic	Mechanical Services
Routine checkup of Vacuum Chambers	Check Vacuum Chambers & call Municipality to clean.	Mechanical	1h	Academic	Mechanical Services

Clean the storm / rain water inlet on the roof	Clean the storm / rain water inlet on the roof.	Mechanical	1h	Academic	Mechanical Services
Remove accumulated sand from the channels of the roof	Remove accumulated sand from the channels of the roof, clean with pressure water.	Mechanical	24h	Academic	Mechanical Services
Routine inspection all the Lifts	Check the operation of the Lifts.	Mechanical	2h	Academic	Mechanical Services
Lift monthly Preventive Maintenance	Complete operation of the Lifts, cleaning, lubrication & door sound etc.	Mechanical	3h	Academic	Mechanical Services
LPG monthly inspection & service	Coordinate with the contractor & check their work.	Mechanical	4h	Academic	Mechanical Services
Fire Fighting equipment half yearly inspection & service	Coordinate with the contractor & check their work.	Mechanical	16h	Academic	Mechanical Services
PM for A/C & Ventilation Services					
Daily routine inspection of Chillers	Routine inspection, parameter readings, check operation.	A/C	2h	All AUS	A/C & Ventilation Services
Monthly PPM for Chillers	Clean condenser coil, clean CP, inspect/clean contactor, check compressor safety controls, check bearings, measure cond. Fan motor current and inspect field devices.	A/C	2h	All AUS	A/C & Ventilation Services
Quarterly PPM for Chillers	Clean condenser coil, clean CP, inspect/clean contactor, check compressor safety controls, check bearings, measure cond. Fan motor current and inspect field devices.	A/C	2h	All AUS	A/C & Ventilation Services

B i-Yearly PPM for Chillers	Clean condenser coils, inspect/record reading/clean CP, check/inspect compressors and condenser fan motors, check/clean sensors & thermometers and inspect BMS.	A/C	4h	All AUS	A/C & Ventilation Services
Yearly PPM for Chillers	Clean coils, inspect/clean CP, inspect/observe compressors & condenser fan motors, inspect/clean, inspect BMS for any alarm & inspect CHW's properties.	A/C	8h	All AUS	A/C & Ventilation Services
Quarterly PPM for Chilled Water Pumps	Inspect, check lubrication, tighten terminal connections, cleaning & inspect shut-off valves.	A/C	1h	All AUS	A/C & Ventilation Services
Bi-Yearly PPM for Chilled Water Pumps	Inspect, check motor condition, check packing, check NRV & strainer, check terminal tightness, cleaning, check & balance 3-phase power and check voltage rating.	A/C	2h	All AUS	A/C & Ventilation Services
Yearly PPM for Chilled Water Pumps	Inspect/inspect motor condition, lubrication, packing, strainer & NRV, terminal alignment, bearing, shut-off valve, balance 3-phase power, voltage and cleaning.	A/C	4h	All AUS	A/C & Ventilation Services

Quarterly PPM for AHUs	Observe belts, clean/replace filters, check/clean coils & drain and check 2way/3way operation.	A/C	1h	All AUS	A/C & Ventilation Services
Bi-Yearly PPM for AHUs	Check/observe: belts, pulley wheels, dampers, actuator linkages, wiring; clean/replace filters, clean: coils, drains and check 2way/3way valves.	A/C	2h	All AUS	A/C & Ventilation Services
Yearly PPM for AHUs	Inspect/observe: belts, pulley wheels, dampers, actuators, fan blades, wiring, ductwork, insulations; clean/replace filters, clean: coils, drains & check operation of 3way/2way valves & actuators.	A/C	4h	All AUS	A/C & Ventilation Services
Monthly PPM for FA. AHU Units	Clean: coils, drain tray, check/clean CP, clean/replace filters, check fan motors & thermostat and inspect BMS faulty.	A/C	1h	All AUS	A/C & Ventilation Services
Quarterly PPM for FA. AHU Units	Clean: coils, drain tray, check/clean CP, clean/replace filters, check/observe compressors, fan motors & thermostat and inspect BMS faulty.	A/C	2h	All AUS	A/C & Ventilation Services
Bi-Yearly PPM for FA. AHU Units	Clean: coils, drain trays; check belts, compressors, cond. Fan motors & thermostat, check/clean CP, clean/replace filters and check BMS of any faulty.	A/C	2h	All AUS	A/C & Ventilation Services

Yearly PPM for FA. AHU Units	Clean coils, inspect belts, clean drain trays, check/clean: CP; clean/replace filters; check/observe: compressors, fan motor, thermostats and check BMS faulty.	A/C	3h	All AUS	A/C & Ventilation Services
Quarterly PPM for FCUs	Observe belts, clean/replace filters, check/clean coils & drain & tray and check 2way/3way operation.	A/C	1h	All AUS	A/C & Ventilation Services
Bi-Yearly PPM for FCUs	Check/observe: belts, pulley wheels, dampers, actuator linkages, wiring; clean/replace filters, clean: coils, drain & tray and check 2way/3way valves.	A/C	2h	All AUS	A/C & Ventilation Services
Yearly PPM for FCUs	Inspect/observe: belts, pulley wheels, dampers, actuators, fan blades, wiring, ductwork, insulations; clean/replace filters, clean: coils, drains & tray and check operation of 3way/2way valves & actuators.	A/C	3h	All AUS	A/C & Ventilation Services
Quarterly PPM for Package Units	Clean coils & drain, check isolator, clean/replace filter, check/observe compressors, fan motors and thermostat.	A/C	1h	All AUS	A/C & Ventilation Services
Bi-Yearly PPM for Package Units	Clean coils & drain; check, compressor, cond. Fan motor & thermostat, check isolator and clean/replace filter.	A/C	2h	All AUS	A/C & Ventilation Services

Yea rly PPM for Package Units	Clean coils & drain, clean drain, check isolator; clean/replace filter; check/observe: compressor, fan motor & thermostat, check blower and motor and check/tighten all electrical connections.	A/C	4h	All AUS	A/C & Ventilation Services
Quarterly PPM for Duct Split Units	Clean coils & drain, check isolator, clean/replace filter, check/observe compressors, fan motors and thermostat.	A/C	1h	All AUS	A/C & Ventilation Services
Bi-Yearly PPM for Duct Split Units	Clean coils & drain; check, compressor, cond. Fan motor & thermostat check isolator and clean/replace filter.	A/C	2h	All AUS	A/C & Ventilation Services
Yearly PPM for Duct Split Units	Clean coils & drain, clean drain, check isolator; clean/replace filter; check/observe: compressor, fan motor & thermostat, check blower and motor and check/tighten all electrical connections.	A/C	3h	All AUS	A/C & Ventilation Services
Quarterly PPM for Window Units	Clean the outside cover, clean filter, coil and drain tray.	A/C	30m	All AUS	A/C & Ventilation Services
Bi-Yearly PPM for Window Units	Clean the outside cover, clean filter, coil, drain tray and check/observe compressor & cond. Fan motor.	A/C	1h	All AUS	A/C & Ventilation Services

Yearly PPM for Window Units	Clean the outside cover, clean filter, coil, drain tray, check/observe compressor & cond. Fan motor for any vibration, and check/tighten all electrical connection and components.	A/C	2h	All AUS	A/C & Ventilation Services
Daily routine inspection for CCU	Monitor the temperature & humidity.	A/C	30m	All AUS	A/C & Ventilation Services
Monthly PPM for CCU	Clean condenser coils, check refrigerant & clean the canister.	A/C	1h	All AUS	A/C & Ventilation Services
Quarterly PPM for CCU	Clean coils & drain, check isolator, clean/replace filter, check/observe compressors, fan motors and parameter & clean the canister.	A/C	2h	All AUS	A/C & Ventilation Services
BI-Yearly PPM for CCU	Clean coils & drain, clean drain, check isolator; clean/replace filter; check/observe: compressor, fan motor, check refrigerant, thermostat, check blower and motor and check/tighten all electrical connections & clean the canister.	A/C	3h	All AUS	A/C & Ventilation Services
Yearly PPM for CCU	Clean coils & drain, clean drain, check isolator; clean/replace filter; check/observe: compressor, fan motor, check refrigerant, thermostat, check blower and motor and check/tighten all electrical connections & clean the canister.	A/C	4h	All AUS	A/C & Ventilation Services

Quarterly PPM for Mini Split Units	Clean coils & drain, check isolator, clean/replace filter, check/observe compressors, fan motors and thermostat.	A/C	30m	All AUS	A/C & Ventilation Services
Bi-Yearly PPM for Mini Split Units	Clean coils & drain; check, compressor, cond. Fan motor & thermostat check isolator and clean/replace filter.	A/C	1h	All AUS	A/C & Ventilation Services
Yearly PPM for Mini Split Units	Clean coils & drain, clean drain, check isolator; clean/replace filter; check/observe: compressor, fan motor & thermostat, check blower and motor.	A/C	1.5h	All AUS	A/C & Ventilation Services
Quarterly PPM for Heat pump	Clean coils & drain; check, compressor, cond. Fan motor & thermostat, check isolator and clean/replace filter.	A/C	1h	All AUS	A/C & Ventilation Services
Bi-Yearly PPM for Heat pump	Clean coils & drain, clean drain, check isolator; clean/replace filter; check/observe: compressor, fan motor & thermostat, check blower and motor and check/tighten all electrical connections & Check inlet/outlet water temperature.	A/C	1h	All AUS	A/C & Ventilation Services

Ye arly PPM for Heat pump	Clean coils & drain, clean drain, check isolator; clean/replace filter; check/observe: compressor, fan motor & thermostat, check blower and motor and check/tighten all electrical connections & Check inlet/outlet water temperature.	A/C	2h	All AUS	A/C & Ventilation Services
Quarterly PPM for Extract Fan	Check the operation.	A/C	30m	All AUS	A/C & Ventilation Services
Bi-Yearly PPM for Extract Fan	Check the operation, adjust / replace v-belts.	A/C	1h	All AUS	A/C & Ventilation Services
Yearly PPM for Extract Fan	Check the operation, adjust / replace v-belts, service thoroughly, clean the blower louvers, check / replace motor bearings.	A/C	2h	All AUS	A/C & Ventilation Services
Quarterly PPM for Diffusers	Clean the diffusers.	A/C	15m	All AUS	A/C & Ventilation Services
Bi-Yearly PPM for Diffusers	Clean the diffusers.	A/C	15m	All AUS	A/C & Ventilation Services
Yearly PPM for Diffusers	Clean the diffusers.	A/C	15m	All AUS	A/C & Ventilation Services
Bi-Yearly Chilled Water Quality Test	Check the water quality & add the chemicals as required.	A/C	1h	All AUS	A/C & Ventilation Services
Yearly Chilled Water Quality Test	Check the water quality & add the chemicals as required.	A/C	1h	All AUS	A/C & Ventilation Services
Yearly PPM for VAVs	Check the operation, tighten the screws and thermostats.	A/C	30m	All AUS	A/C & Ventilation Services
Field devices for BMS	System check through software.	A/C	1h	All AUS	A/C & Ventilation Services
Monthly PPM for Cooling Tower	Clean the cooling tower & check the water level	A/C	2h	All AUS	A/C &Ventilation Services

Quarterly PPM for Cooling Tower	Clean the cooling tower, check the water level check water pressure.	A/C	3h	All AUS	A/C & Ventilation Services
Bi-Yearly PPM for Cooling Tower	Clean the cooling tower, check the water level check water pressure, and check water quality & operation of chemical dosing pump.	A/C	3h	All AUS	A/C & Ventilation Services
Yearly PPM for Cooling Tower	Clean the cooling tower, check the water level check water pressure, check water quality, operation of chemical dosing pump, and check all the valves, drain complete water, refill fresh water.	A/C	3h	All AUS	A/C & Ventilation Services
MONTHLY PPM for VRV Units	Clean drain, clean/replace filter, and check/observe compressors, fan motors and thermostat.	A/C	1h	All AUS	A/C & Ventilation Services
Quarterly PPM for VRV Units	Clean coils & drain, check isolator, clean/replace filter, check/observe compressors, fan motors and thermostat.	A/C	2h	All AUS	A/C & Ventilation Services
Bi-Yearly PPM for VRV Units	Clean coils & drain; check, compressor, cond. Fan motor & thermostat, check isolator and clean/replace filter.	A/C	3h	All AUS	A/C & Ventilation Services

Yearly PP M for VRV Units	Clean coils & drain, clean drain, check isolator; clean/replace filter; check/observe: compressor, fan motor & thermostat, check blower and motor and check/tighten all electrical connections.	A/C	6h	All AUS	A/C & Ventilation Services

PM for Academic Civil Services					
Yearly paint for building	Check and repair the cracks and paint the walls and ceiling.	painting	80h	Academic	Civil Services
Yearly paint for wooden doors	Repair, touch up and painting the doors.	painting	56h	Academic	Civil Services
Monthly checking for Aluminum doors, windows and blinds	Checking, repair and replace accessories.	Aluminum	16h	Academic	Civil Services
Yearly checking for false ceiling	Checking, leveling, replace Grids and tiles.	carpentry	32h	Academic	Civil Services
Yearly checking for all types of floor & wall finish exclude the paint	Checking, replacing, grouting.	masonry	56h	Academic	Civil Services
Monthly checking for toilet accessories , mirrors, vanity	Checking, replacing for mirrors and accessories.	Aluminum	24h	Academic	Civil Services
Monthly checking for toilet accessories, mirrors, vanity, cubical	Checking and replacing for vanity cabinets.	masonry	16h	Academic	Civil Services
Monthly checking for furniture, wooden doors accessories	Checking, repairing for furniture/wooden door accessories.	masonry	56h	Academic	Civil Services
Yearly external paint for academic building	Paint, repair external paint with external domes.	painting	352 h	Academic	Civil Services

PM for Academic Electrical Services					
Daily check for DB	Check DB's for trips and faults.	Electrical	30m	Academic	Electrical Services
Bi-Yearly PM for DBs	Check DB and test ELCBs.	Electrical	2h	Academic	Electrical Services
Yearly PM for DBs	Shutdown, clean, tighten and test ELCB's.	Electrical	5h	Academic	Electrical Services
Quarterly check for SMDB Panels	General check.	Electrical	1h	Academic	Electrical Services
Quarterly check for SMDB Panels	Shutdown, clean, tighten, and test.	Electrical	4h	Academic	Electrical Services
Yearly PM for SMDBs	General check.	Electrical	1h	Academic	Electrical Services
Yearly PM for LV Panels	Shutdown, clean, tighten, and test.	Electrical	6h	Academic	Electrical Services
Monthly check for Capacitor Banks	General check.	Electrical	1h	Academic	Electrical Services
Yearly PM for Capacitor Banks	Shutdown, clean, tighten, and test.	Electrical	2h	Academic	Electrical Services
Weekly Test for Generators	Run generator, off load.	Electrical	30m	Academic	Electrical Services
Quarterly PM for Generators	Attend PM visit with Contractor.	Electrical	1h	Academic	Electrical Services
Yearly PM for Generators	Attend PM visit with Contractor.	Electrical	2h	Academic	Electrical Services
Quarterly check for ATS Panels	General check.	Electrical	1h	Academic	Electrical Services
Yearly PM for ATS Panels	Shutdown, clean, tighten, and test.	Electrical	2h	Academic	Electrical Services
Quarterly PM for Outdoor Panels	Shutdown, clean, tighten, and test.	Electrical	3h	Academic	Electrical Services
Quarterly check for Outdoor Lights	Test, replace faulty parts.	Electrical	1h	Academic	Electrical Services
Yearly PM for outdoor lights	Test, clean and replace faulty parts.	Electrical	4h	Academic	Electrical Services
Weekly check for Common Area lights	Test all lights in common area.	Electrical	1h	Academic	Electrical Services
Yearly PM for indoor lights	Yearly PM for all light fittings.	Electrical	16h	Academic	Electrical Services

	Check underwater lights, and area lights.	Electrical	24h	Academic	Electrical Services
Yearly PM for Swimming Pool Lights	Check underwater lights, and area lights.	Electrical	24h	Academic	Electrical Services

PM for Academic Systems Services					
Daily check for Fire Alarm Panels	Check fire alarm panel for faults/warnings/fires.	ELV Technician	30m	Academic	ELV Systems Services
Monthly PM for Fire Alarm Panels	Follow the standard monthly checklist.	ELV Technician	2h	Academic	ELV Systems Services
Yearly PM for Fire Alarm Systems	Follow the standard yearly checklist.	ELV Technician	4h	Academic	ELV Systems Services
Monthly PM for Emergency Lighting Panels	Follow the standard monthly checklist.	ELV Technician	3h	Academic	ELV Systems Services
Yearly PM for Emergency Lighting Systems	Follow the standard yearly checklist.	ELV Technician	5h	Academic	ELV Systems Services
Weekly check for CCTV Systems	Check CCTV systems for connectivity issues.	ELV Technician	30m	Academic	ELV Systems Services
Monthly check for CCTV Systems	Follow the standard monthly checklist.	ELV Technician	2h	Academic	ELV Systems Services
Yearly PM for CCTV Systems	Follow the standard yearly checklist.	ELV Technician	4h	Academic	ELV Systems Services
Daily check for Access Control System	Daily check for Access Control Server issues	ELV Technician	30m	Academic	ELV Systems Services
Monthly check for Access Control System	Follow the standard monthly checklist.	ELV Technician	2h	Academic	ELV Systems Services
Yearly PM for Access Control System	Follow the standard yearly checklist.	ELV Technician	4h	Academic	ELV Systems Services
Monthly check for UPS	Follow the standard monthly checklist	ELV Technician	1h	Academic	ELV Systems Services
Bi-Yearly PM for UPS	Follow the standard Bi-Yearly checklist.	ELV Technician	2h	Academic	ELV Systems Services
Yearly PM for UPS	Follow the standard yearly checklist.	ELV Technician	4h	Academic	ELV Systems Services

Daily check for satellite head end	Check all channels at Satellite Head end	ELV Technician	1h	Academic	ELV Systems Services
Bi-Yearly PM for Satellite Head end	Follow the standard Bi-Yearly checklist.	ELV Technician	8h	Academic	ELV Systems Services
Yearly PM for Satellite System	Follow the standard Yearly checklist.	ELV Technician	16h	Academic	ELV Systems Services
Bi-Yearly service for AV systems	Follow the standard Bi-Yearly checklist.	ELV Technician	5h	Academic	ELV Systems Services
Yearly PM for Auditorium control room and dimmer room	Follow the standard Yearly checklist.	ELV Technician	16h	Academic	ELV Systems Services
Bi-Yearly service for Barriers	Follow the standard Bi-Yearly checklist.	ELV Technician	3h	Academic	ELV Systems Services
Bi-Yearly service for Shutters	Follow the standard Bi-Yearly checklist.	ELV Technician	3h	Academic	ELV Systems Services
Bi-Yearly service for Sliding Doors	Follow the standard Bi-Yearly checklist.	ELV Technician	2h	Academic	ELV Systems Services

PM for Housing Services					
East LV rooms cleaning	Cleaning the DBs for East-side Housing, to make sure they area clean and all the connections are tight and all the breakers are in good condition.	Electrical	12h	Housing	Housing Maintenance
West LV rooms cleaning	Cleaning the DBs for West-side Housing, to make sure they area clean and all the connections are tight and all the breakers are in good condition.	Electrical	12h	Housing	Housing Maintenance
East Service room DB cleaning	Checking and cleaning the DBs in the pump rooms, tank rooms and corridors.	Electrical	15h	Housing	Housing Maintenance

West Ser vice room DB cleaning	Checking and cleaning the DBs in the pump rooms, tank rooms and corridors.	Electrical	15h	Housing	Housing Maintenance
East playground ELE checking	Checking all the DB and pole lights need to be checked and cleaned.	Electrical	3h	Housing	Housing Maintenance
West playground ELE checking	Checking all the DB and pole lights need to be checked and cleaned.	Electrical	3h	Housing	Housing Maintenance
East SMDB checking and cleaning	Checking and cleaning all the outside SMDBs in the East-side Housing area.	Electrical	35h	Housing	Housing Maintenance
West SMDB checking and cleaning	Checking and cleaning all the outside SMDBs in the West-side Housing area.	Electrical	35h	Housing	Housing Maintenance
East Light Timer Checking	Checking all the timers for the building signs and corridor lights in the housing area.	Electrical	3h	Housing	Housing Maintenance
West Light Timer Checking	Checking all the timers for the building signs and corridor lights in the housing area.	Electrical	3h	Housing	Housing Maintenance
East Corridor lights checking	Check all the corridor lights in J and L block, to replace lights that have fused.	Electrical	2h	Housing	Housing Maintenance
West Corridor lights checking	Check all the corridor lights in D block, to replace lights that have fused.	Electrical	2h	Housing	Housing Maintenance

East C orridor fire alarm systems checking	Maintenance of the fire alarm systems for blocks L, etc.	Electrical	5h	Housing	Housing Maintenance
West Corridor fire alarm systems checking	Maintenance of the fire alarm systems for blocks D, etc.	Electrical	5h	Housing	Housing Maintenance
East Service rooms' alarm systems	East Service rooms' alarm systems need to be maintenance.	Electrical	1h	Housing	Housing Maintenance
West Service rooms' alarm systems	West Service rooms' alarm systems need to be maintenance.	Electrical	1h	Housing	Housing Maintenance
Roof Light Checking for Villas	Checking of the roof lights for A01, A02 and E01.	Electrical	2h	Housing	Housing Maintenance
Outdoor Lights checking	Checking the outdoor lights for the Leisure Center.	Electrical	1h	Housing	Housing Maintenance
East Side AC isolators	Checking the AC isolators on the roof.	Electrical	200 h	Housing	Housing Maintenance
West Side AC isolators	Checking the AC isolators on the roof.	Electrical	200 h	Housing	Housing Maintenance
AC's DB checking L-Block	Checking of the AC's DB for L0, L1, L7 and L8.	Electrical	4h	Housing	Housing Maintenance
M-Block roof light checking	Maintenance of M-Block roof lights	Electrical	4h	Housing	Housing Maintenance
East Capacitor Bank Checking	Checking of all the capacitor banks for leaks or other loose connections.	Electrical	7h	Housing	Housing Maintenance
West Capacitor Bank Checking	Checking of all the capacitor banks for leaks or other loose connections.	Electrical	5h	Housing	Housing Maintenance
Annual roof cleaning (East)	Cleaning all the roof tops for the east side & checking the water proofing.	Plumbing	112 h	Housing	Housing Maintenance

Annual roof cleaning (West)	Cleaning all the roof tops for the east side & checking the water proofing.	Plumbing	112 h	Housing	Housing Maintenance
Monthly water meter cleaning	Cleaning the strainers for the Water meters for all housing blocks.	Plumbing	5h	Housing	Housing Maintenance
Change water filter (PLM)	Change the water filter for E04 on the roof.	Plumbing	30m	Housing	Housing Maintenance
Cleaning of manholes and gully-traps	Proper cleaning of all the manholes and gully-traps to clear them of roots, grease, etc., in the backyards of all the East side housing.	Plumbing	110 h	Housing	Housing Maintenance
Cleaning of manholes and gully-traps	Proper cleaning of all the manholes and gully-traps to clear them of roots, grease, etc., in the backyards of all the West side housing.	Plumbing	110 h	Housing	Housing Maintenance
Maintenance of Housing East Playgrounds	Check the playgrounds for any maintenance required & carry out the work.	Carpentry	1h	Housing	Housing Maintenance
Maintenance of Housing West Playgrounds	Check the playgrounds for any maintenance required & carry out the work.	Carpentry	1h	Housing	Housing Maintenance
Checking all the interlock - East side of housing	Repairing interlock in-between blocks and common areas which has settled or has been damaged in the housing area, including manholes, etc.	Carpentry	2h	Housing	Housing Maintenance

Checking all th e interlock - West side of housing	Repairing interlock in-between blocks and common areas which has settled or has been damaged in the housing area, including manholes, etc.	Carpentry	2h	Housing	Housing Maintenance
Pest Control - East Side of Housing	Carrying out pest control for ants, etc. where it is needed around the east side of housing; including the backyards of housing units and common areas.	Carpentry	20h	Housing	Housing Maintenance
Pest Control - West Side of Housing	Carrying out pest control for ants, etc. where it is needed around the west side of housing; including the backyards of housing units and common areas.	Carpentry	20h	Housing	Housing Maintenance

PM for Dorm Services					
Daily Inspection of Pumps System	Visual Inspection of Pumps & Motors for Booster & Fire system.	Pump Technician	1h	Academic	Pump Services
Daily Inspection of Pumps System	Visual Inspection of Pumps & Motors for Booster & Fire system.	Pump Technician	1h	Housing	Pump Services
Daily Inspection of Pumps System	Visual Inspection of Pumps & Motors for Booster & Fire system.	Pump Technician	1h	Residential Halls	Pump Services
Monthly Inspection of Fire & Booster Pumps System	Inspect. & Service of Fire & Booster Pumps System.	Pump Technician	2h	Academic	Pump Services

Monthly Inspection of Fire & Booster Pumps System	Inspect. & Service of Fire & Booster Pumps System.	Pump Technician	2h.	Housing	Pump Services
Monthly Inspection of Fire & Booster Pumps System	Inspect. & Service of Fire & Booster Pumps System.	Pump Technician	2h	Residential Halls	Pump Services
Quarterly services of Fire & Booster Pumps System	Services of Fire & Booster Pumps System.	Pump Technician	4h	Academic	Pump Services
Quarterly services of Fire & Booster Pumps System	Services of Fire & Booster Pumps System.	Pump Technician	4h	Housing	Pump Services
Quarterly services of Fire & Booster Pumps System	Services of Fire & Booster Pumps System.	Pump Technician	8h	Residential Halls	Pump Services
Bi-yearly services of Fire & Booster Pumps System	Pre-Services of Fire & Booster Pumps System.	Pump Technician	10h	Academic	Pump Services
Bi-yearly services of Fire & Booster Pumps System	Pre-Services of Fire & Booster Pumps System.	Pump Technician	10h	Housing	Pump Services
Bi-yearly services of Fire & Booster Pumps System	Pre-Services of Fire & Booster Pumps System.	Pump Technician	12h	Residential Halls	Pump Services
Yearly services of Fire & Booster Pumps System	Full services of Fire & Booster Pumps System.	Pump Technician	64h	Academic	Pump Services
Yearly services of Fire & Booster Pumps System	Full services of Fire & Booster Pumps System.	Pump Technician	80h	Housing	Pump Services
Yearly services of Fire & Booster Pumps System	Full services of Fire & Booster Pumps System.	Pump Technician	80h	Residential Halls	Pump Services
Yearly PM services of Ground / Overhead Water Tanks	Full services & flushing of Ground/Overhead Water Tanks.	Pump Technician	40h	Academic	Pump Services
Yearly PM services of Ground / Overhead Water Tanks	Full services & flushing of Ground / Overhead Water Tanks.	Pump Technician	40h	Housing	Pump Services

Monthly check-up of Fir e Alarm System Panels	Visual check-up of Fire Alarm System Panels.	Electrical	1h	Residential Halls	Dormitories Services
Monthly check-up of Fire Alarm System Panels	Visual check-up of Fire Alarm System Panels.	Electrical	2h	Residential Halls	Dormitories Services
Quarterly check-up of Fire Alarm System Panels	Inspect. & Serv.of Fire Alarm System Panels.	Electrical	2h	Residential Halls	Dormitories Services
Quarterly check-up of Fire Alarm System Panels	Inspect. & Serv.of Fire Alarm System Panels.	Electrical	4h	Residential Halls	Dormitories Services
Bi-yearly PM services of Fire Alarm System Panels	Inspect. & Serv.of Fire Alarm System Panels.	Electrical	6h	Residential Halls	Dormitories Services
Bi-yearly PM services of Fire Alarm System Panels	Inspect. & Serv.of Fire Alarm System Panels.	Electrical	8h	Residential Halls	Dormitories Services
Yearly PM Services & Calibrating For Fire Alarm System.	PM Services & Calibrating For Fire Alarm System at panels, replacing stand-by batteries.	Electrical	40h	Residential Halls	Dormitories Services
Yearly PM Services & Calibrating For Fire Alarm System.	PM Services & Calibrating For Fire Alarm System at panels, replacing stand-by batteries.	Electrical	64h	Residential Halls	Dormitories Services
Bi-yearly PM Service to the LV panels	Service to the LV Panels, clean out contacts, tighten -up loose connections replace if faulty.	Electrical	16h	Residential Halls	Dormitories Services

Bi-year ly PM Service to the LV panels	Service to the LV Panels, clean out contacts, tighten -up loose connections replace if faulty.	Electrical	32h	Residential Halls	Dormitories Services
Yearly PM Services to the LV panels	Service to the LV panels and check for abnormal noise/operation; arrest if persist.	Electrical	32h	Residential Halls	Dormitories Services
Yearly PM Services to the LV panels	Service to the LV panels and check for abnormal noise/operation; arrest if persist.	Electrical	48h	Residential Halls	Dormitories Services
Quarterly PM services for SMDB/DB/ ELCB	Service to the DB, clean out contacts, tighten -up loose connections replace if faulty.	Electrical	16h	Residential Halls	Dormitories Services
Quarterly PM services for SMDB/DB/ ELCB	Service to the DB, clean out contacts, tighten -up loose connections replace if faulty.	Electrical	32h	Residential Halls	Dormitories Services
Bi-yearly PM services & Check-up to the SMDB/DB/ ELCB	Service to the ELCB, clean out contacts, tighten -up loose connections replace if faulty.	Electrical	32h	Residential Halls	Dormitories Services
Bi-yearly PM services & Check-up to the SMDB/DB/ ELCB	Service to the ELCB, clean out contacts, tighten -up loose connections replace if faulty.	Electrical	48h	Residential Halls	Dormitories Services
Yearly PM Services of SMDB/DB/ ELCB	Service to the DB, clean out contacts, tighten -up loose connections replace if faulty.	Electrical	32h	Residential Halls	Dormitories Services

Yearly PM Services of SMDB/DB/ ELCB	Service to the DB, clean out contacts, tighten -up loose connections replace if faulty.	Electrical	48h	Residential Halls	Dormitories Services
Quarterly PM service for Fire exit lights / Emergency exit door.	Check-up / Service to the Emergency lights & Fire Doors at corridors areas, lamp replacing if required.	Electrical	16h	Residential Halls	Dormitories Services
Quarterly PM service for Fire exit lights / Emergency exit door.	Check-up / Service to the Emergency lights & Fire Doors at corridors areas, lamp replacing if required.	Electrical	32h	Residential Halls	Dormitories Services
Bi-yearly PM services for Fire exit lights / Emergency exit door.	Inspection & servicing for Emergency / Fire exit light system; replace lamp if requires & ensuring smooth operation.	Electrical	32h	Residential Halls	Dormitories Services
Bi-yearly PM services for Fire exit lights / Emergency exit door.	Inspection & servicing for Emergency / Fire exit light system; replace lamp if requires & ensuring smooth operation.	Electrical	48h	Residential Halls	Dormitories Services
Yearly PM Service for Fire exit lights / Emergency exit door.	Full services of Fire exit lights / Emergency exit door; replace lamp if requires ensuring smooth operation.	Electrical	32h	Residential Halls	Dormitories Services
Yearly PM Service for Fire exit lights / Emergency exit door.	Full services of Fire exit lights / Emergency exit door; replace lamp if requires ensuring smooth operation.	Electrical	48h	Residential Halls	Dormitories Services
Monthly check-up of Interior Lights System	Visual Inspection of the Interior wall/Ceiling /Focusing lights in common areas.	Electrical	16h	Residential Halls	Dormitories Services

	Visual Inspection of the Interior wall/Ceiling /Focusing lights in common areas.	Electrical	32h	Residential Halls	Dormitories Services
Monthly c heck-up of Interior Lights System	Visual Inspection of the Interior wall/Ceiling /Focusing lights in common areas.	Electrical	32h	Residential Halls	Dormitories Services
Quarterly PM services of Interior Lights System	Service to the Interior lights, Corridors /Common areas & Student rooms; lamp/Choke/Starter replacing if required.	Electrical	32h	Residential Halls	Dormitories Services
Quarterly PM services of Interior Lights System	Service to the Interior lights, Corridors /Common areas & Student rooms; lamp/Choke/Starter replacing if required.	Electrical	48h	Residential Halls	Dormitories Services
Bi-yearly PM services of Interior Lights System	Service to the Interior lights, Corridors /Common areas & Student rooms; lamp/Choke/Starter replacing if required.	Electrical	32h	Residential Halls	Dormitories Services
Bi-yearly PM services of Interior Lights System	Service to the Interior lights, Corridors /Common areas & Student rooms; lamp/Choke/Starter replacing if required.	Electrical	48h	Residential Halls	Dormitories Services
Yearly PM services of Interior Lights System	Full services of Interior lights, Corridors /Common areas & Student rooms.	Electrical	40h	Residential Halls	Dormitories Services
Yearly PM services of Interior Lights System	Full services of Interior lights, Corridors /Common areas & Student rooms.	Electrical	160 h	Residential Halls	Dormitories Services
Quarterly PM services of Exhaust Fan System	Inspection & servicing of Exhaust Fan System.	Electrical	16h	Residential Halls	Dormitories Services

Quarterly PM services of Exhaust Fan System	Inspection & servicing of Exhaust Fan System.	Electrical	32h	Residential Halls	Dormitories Services
Bi-yearly PM services of Exhaust Fan System	Service to the Exhaust Fan System; replace if defective.	Electrical	32h	Residential Halls	Dormitories Services
Bi-yearly PM services of Exhaust Fan System	Service to the Exhaust Fan System; replace if defective.	Electrical	48h	Residential Halls	Dormitories Services
Yearly PM services of Exhaust Fan	Service to the Exhaust Fan System; replace if defective.	Electrical	32h	Residential Halls	Dormitories Services
Yearly PM services of Exhaust Fan System	Service to the Exhaust Fan System; replace if defective.	Electrical	48h	Residential Halls	Dormitories Services
Bi-yearly PM services of Exterior lights	Full services of Exterior lights in Garden & Outside areas.	Electrical	16h	Residential Halls	Dormitories Services
Bi-yearly PM services of Exterior lights	Full services of Exterior lights in Garden & Outside areas.	Electrical	32h	Residential Halls	Dormitories Services
Yearly PM services of Exterior lights	Full services of Exterior lights in Garden & Outside areas.	Electrical	16h	Residential Halls	Dormitories Services
Yearly PM services of Exterior lights	Full services of Exterior lights in Garden & Outside areas.	Electrical	32h	Residential Halls	Dormitories Services
Quarterly PM services of Sanitary Fittings	Inspection & services of Sanitary Fittings & accessories.	Plumbing	32h	Residential Halls	Dormitories Services
Quarterly PM services of Sanitary Fittings	Inspection & services of Sanitary Fittings & accessories.	Plumbing	48h	Residential Halls	Dormitories Services
Bi-yearly PM services of Sanitary Fittings	PM services of Sanitary Fittings & accessories replace if require.	Plumbing	48h	Residential Halls	Dormitories Services
Bi-yearly PM services of Sanitary Fittings	PM services of Sanitary Fittings & accessories replace if require.	Plumbing	48h	Residential Halls	Dormitories Services
Yearly PM services of Sanitary Fittings	Full services of Sanitary Fittings & accessories replace if require.	Plumbing	160h	Residential Halls	Dormitories Services

Yearly PM services of Sanitary Fittings	Full services of Sanitary Fittings & accessories replace if require.	Plumbing	240 h	Residential Halls	Dormitories Services
Quarterly PM services of Water Heaters	Inspection & services of Water Heaters & accessories; replace if needed.	Plumbing	32h	Residential Halls	Dormitories Services
Quarterly PM services of Water Heaters	Inspection & services of Water Heaters & accessories; replace if needed.	Plumbing	48h	Residential Halls	Dormitories Services
Bi-yearly PM services of Water Heaters	PM services of Water Heaters & accessories; replace if needed.	Plumbing	48h	Residential Halls	Dormitories Services
Bi-yearly PM services of Water Heaters	PM services of Water Heaters & accessories; replace if needed.	Plumbing	144 h	Residential Halls	Dormitories Services
Yearly PM services of Water Heaters	Full services of Water Heaters & accessories; replace if needed.	Plumbing	160 h	Residential Halls	Dormitories Services
Yearly PM services of Water Heaters	Full services of Water Heaters & accessories; replace if needed.	Plumbing	240 h	Residential Halls	Dormitories Services
Monthly check-up of Solar Heaters System	Inspection & services of Solar Heaters Panels & accessories.	Plumbing	32h	Residential Halls	Dormitories Services
Quarterly PM services of Solar Heaters System	PM services of Solar Heaters Panels & accessories.	Plumbing	48h	Residential Halls	Dormitories Services
Bi-yearly PM services of Solar Heaters System	PM services of Solar Heaters Panels & accessories.	Plumbing	48h	Residential Halls	Dormitories Services
Yearly PM services of Solar Heaters System	Full services of Solar Heaters Panels & accessories.	Plumbing	16h	Residential Halls	Dormitories Services
Quarterly PM services of Sewerage system	PM services & flushing of Sewerage system (Drainage).	Plumbing	16h	Residential Halls	Dormitories Services
Quarterly PM services of Sewerage system	PM services & flushing of Sewerage system (Drainage).	Plumbing	32h	Residential Halls	Dormitories Services

Bi-yearly PM services of Sewerage system	PM services & flushing of Sewerage system (Drainage).	Plumbing	32h	Residential Halls	Dormitories Services
Bi-yearly PM services of Sewerage system	PM services & flushing of Sewerage system (Drainage).	Plumbing	48h	Residential Halls	Dormitories Services
Yearly PM services of Sewerage system	Full services & flushing of Sewerage system (Drainage).	Plumbing	48h	Residential Halls	Dormitories Services
Yearly PM services of Sewerage system	Full services & flushing of Sewerage system (Drainage).	Plumbing	64h	Residential Halls	Dormitories Services
Bi-yearly PM services of Ground / Overhead Water Tanks	Inspection & services of Ground / Overhead Water Tanks.	Plumbing	32h	Residential Halls	Dormitories Services
Bi-yearly PM services of Ground / Overhead Water Tanks	Inspection & services of Ground / Overhead Water Tanks.	Plumbing	48h	Residential Halls	Dormitories Services
Yearly PM services of Ground / Overhead Water Tanks	Full services & flushing of Ground / Overhead Water Tanks.	Plumbing	80h	Residential Halls	Dormitories Services
Yearly PM services of Ground / Overhead Water Tanks	Full services & flushing of Ground / Overhead Water Tanks.	Plumbing	160 h	Residential Halls	Dormitories Services
Quarterly PM services of Interior furniture / Doors	PM services of wooden doors & Interior furniture for normal functions, rectify if need.	Carpentry	16h	Residential Halls	Dormitories Services
Quarterly PM services of Interior furniture / Doors	PM services of wooden doors & Interior furniture for normal functions, rectify if need.	Carpentry	32h	Residential Halls	Dormitories Services
Bi-yearly PM services of Interior furniture / Doors	PM services of wooden doors & Interior furniture for normal functions, rectify if needs.	Carpentry	32h	Residential Halls	Dormitories Services

Bi-yearly PM services of Interior furniture / Do ors	PM services of wooden doors & Interior furniture for normal functions, rectify if needs.	Carpentry	48h	Residential Halls	Dormitories Services
Yearly PM services of Interior furniture / Doors	Full services of wooden doors / Garden benches & Interior furniture for normal functions, rectify if needs.	Carpentry	160 h	Residential Halls	Dormitories Services
Yearly PM services of Interior furniture / Doors	Full services of wooden doors / Garden benches & Interior furniture for normal functions, rectify if needs.	Carpentry	240 h	Residential Halls	Dormitories Services
Monthly check-up of Aluminum doors/windows & Blinds	Visual Inspection of Aluminum doors/windows & Blinds.	Carpentry	16h	Residential Halls	Dormitories Services
Monthly check-up of Aluminum doors/windows & Blinds	Visual Inspection of Aluminum doors/windows & Blinds.	Carpentry	32h	Residential Halls	Dormitories Services
Quarterly PM services of Aluminum doors/windows & Blinds	Inspection & servicing of Aluminum doors/windows & Blinds.	Carpentry	32h	Residential Halls	Dormitories Services
Quarterly PM services of Aluminum doors/windows & Blinds	Inspection & servicing of Aluminum doors/windows & Blinds.	Carpentry	48h	Residential Halls	Dormitories Services
Bi-yearly PM services of Aluminum doors/windows & Blinds	Service to the Aluminum doors/windows & Blinds replace if required.	Carpentry	48h	Residential Halls	Dormitories Services
Bi-yearly PM services of Aluminum doors/windows & Blinds	Service to the Aluminum doors/windows & Blinds replace if required.	Carpentry	160 h	Residential Halls	Dormitories Services

Yearly PM services of Aluminum doors/windows & blinds	Full service of Aluminum doors/windows & Blinds replace if required.	Carpentry	80h	Residential Halls	Dormitories Services
Yearly PM services of Aluminum doors/windows & Blinds	Full service of Aluminum doors/windows & Blinds replace if required.	Carpentry	160h	Residential Halls	Dormitories Services
Quarterly PM services of Floor/Wall & Ceiling Tiles	PM services of Floor/Wall & Ceiling Tiles; replace broken tiles.	Carpentry	32h	Residential Halls	Dormitories Services
Quarterly PM services of Floor/Wall & Ceiling Tiles	PM services of Floor/Wall & Ceiling Tiles; replace broken tiles.	Carpentry	48h	Residential Halls	Dormitories Services
Bi-yearly PM services of Floor/Wall & Ceiling Tiles	PM services of Floor/Wall & Ceiling Tiles; replace broken tiles.	Carpentry	48h	Residential Halls	Dormitories Services
Bi-yearly PM services of Floor/Wall & Ceiling Tiles	PM services of Floor/Wall & Ceiling Tiles; replace broken tiles.	Carpentry	160h	Residential Halls	Dormitories Services
Yearly PM services of Floor/Wall & Ceiling Tiles	Full services of Floor/Wall & Ceiling Tiles; replace broken tiles.	Carpentry	80h	Residential Halls	Dormitories Services
Yearly PM services of Floor/Wall & Ceiling Tiles	Full services of Floor/Wall & Ceiling Tiles; replace broken tiles.	Carpentry	160h	Residential Halls	Dormitories Services
Quarterly PM services of building's structure	Inspection & services of building's structure; rectify any cracks	Carpentry	16h	Residential Halls	Dormitories Services
Quarterly PM services of building's structure	Inspection & services of building's structure; rectify any cracks.	Carpentry	32h	Residential Halls	Dormitories Services
Bi-yearly PM services of building's structure	PM services of building's interior/ exterior structure; rectify any cracks.	Carpentry	32h	Residential Halls	Dormitories Services

Bi-yearly PM services of building's structure	PM services of building's interior/ exterior structure; rectify any cracks.	Carpentry	48h	Residential Halls	Dormitories Services
Yearly PM services of building's structure	Full services of building's interior/ exterior structure; rectify any cracks.	Carpentry	48h	Residential Halls	Dormitories Services
Yearly PM services of building's structure	Full services of building's interior/ exterior structure; rectify any cracks	Carpentry	160h	Residential Halls	Dormitories Services
Quarterly PM services of Waterproofing system	Inspection & services of building's structure; rectify any cracks.	Carpentry	48h	Residential Halls	Dormitories Services
Quarterly PM services of Waterproofing system	Inspection & services of building's structure; rectify any cracks.	Carpentry	96h	Residential Halls	Dormitories Services
Bi-yearly PM services of waterproofing on roof	Inspection & servicing of waterproofing on roof; repair if required.	Carpentry	48h	Residential Halls	Dormitories Services
Bi-yearly PM services of waterproofing on roof	Inspection & servicing of waterproofing on roof; repair if required.	Carpentry	160h	Residential Halls	Dormitories Services
Yearly PM services of waterproofing on roof	Full services of waterproofing on roof; repair if required.	Carpentry	144h	Residential Halls	Dormitories Services
Yearly PM services of waterproofing on roof	PM services of waterproofing on roof; repair if required.	Carpentry	160h	Residential Halls	Dormitories Services
Quarterly PM services of OTS & Manholes	PM services of OTS inside & Manholes outside; repair if damaged.	Carpentry	32h	Residential Halls	Dormitories Services
Quarterly PM services of OTS & Manholes	PM services of OTS inside & Manholes outside; repair if damaged.	Carpentry	48h	Residential Halls	Dormitories Services

Bi-yearly PM services of OTS & Manholes	Full services of OTS inside & Manholes outside; Paint/replace/ repair if damaged.	Carpentry	48h	Residential Halls	Dormitories Services
Bi-yearly PM services of OTS & Manholes	Full services of OTS inside & Manholes outside; Paint/replace/ repair if damaged.	Carpentry	64h	Residential Halls	Dormitories Services
Yearly PM services of OTS & Manholes	Full services of OTS inside & Manholes outside; Paint/replace/ repair if damaged.	Carpentry	48h	Residential Halls	Dormitories Services
Yearly PM services of OTS & Manholes	Full services of OTS inside & Manholes outside; Paint/replace/ repair if damaged.	Carpentry	64h	Residential Halls	Dormitories Services
Monthly check-up of Electronic Door Lock System	Check-up of Electronic lock sys function; replace battery if required.	Electronic Lock Technician	8h	Residential Halls	Dormitories Services
Monthly check-up of Electronic Door Lock System	Check-up of Electronic lock sys function; replace battery if required.	Electronic Lock Technician	24h	Residential Halls	Dormitories Services
Quarterly PM services of Electronic Door Lock System	Check-up & service of Electronic lock sys function; replace battery if required.	Electronic Lock Technician	16h	Residential Halls	Dormitories Services
Quarterly PM services of Electronic Door Lock System	Check-up & service of Electronic lock sys function; replace battery if required.	Electronic Lock Technician	32h	Residential Halls	Dormitories Services
Bi-yearly PM services of Electronic Door Lock System	Full inspection & service of Electronic lock sys function; replace battery /PCB if needed.	Electronic Lock Technician	48h	Residential Halls	Dormitories Services
Bi-yearly PM services of Electronic Door Lock System	Full inspection & service of Electronic lock sys function; replace battery /PCB if needed.	Electronic Lock Technician	96h	Residential Halls	Dormitories Services

Yearly PM services of Electronic Door Lock System	Full service of Electronic lock sys function; replace battery /PCB if needed.	Electronic Lock Technician	224h	Residential Halls	Dormitories Services
Yearly PM services of Electronic Door Lock System	Full service of Electronic lock sys function; replace battery /PCB if needed.	Electronic Lock Technician	450h	Residential Halls	Dormitories Services
Quarterly services of Home Appliances	Inspection & servicing of Washing machine, Dryer Hot plate & Water coolers; repair/ replace if faulty.	Appliance Technician	64h	Residential Halls	Appliances Services
Quarterly services of Home Appliances	Inspection & servicing of Washing machine, Dryer Hot plate & Water coolers; repair/ replace if faulty.	Appliance Technician	160h	Residential Halls	Appliances Services
Bi-yearly services of Home Appliances	Pre-Services of Washing machine, Dryer Hot plate & Water coolers; repair/ replace if faulty.	Appliance Technician	128h	Residential Halls	Appliances Services
Bi-yearly services of Home Appliances	Pre-Services of Washing machine, Dryer Hot plate & Water coolers; repair/ replace if faulty.	Appliance Technician	256h	Residential Halls	Appliances Services
Yearly services of Home Appliances	Full services of Washing machine, Dryer Hot plate & Water coolers; repair/ replace if faulty.	Appliance Technician	160h	Residential Halls	Appliances Services
Yearly services of Home Appliances	Full services of Washing machine, Dryer Hot plate & Water coolers; repair/ replace if faulty.	Appliance Technician	360h	Residential Halls	Appliances Services

G.b.2. Standard Operating Procedures

        G.b.2.1 Green IT Policy

        G.b.2.2. Calculate and Analyze the Monthly Energy Consumption

        G.b.2.3. Planning and Executing Events

        G.b.2.4. Sustainability Outreach Publications

        G.b.2.5. Civil Maintenance Services for Academic Areas

        G.b.2.6. MEP Services for Housing

        G.b.2.7. Maintenance Services for Housing

        G.b.2.8. Maintenance Services for Dorms

        G.b.2.9. Water Distribution and Pump Services

        G.b.2.10. Custodial Services-Waste Disposal

        G.b.2.11. Custodial Services-Cleaning, Shifting and Pest Control

G.b.2.1. Standard Operating Procedure

Facilities Department

AUS Sustainability

Green IT Policy

SOP No.	SOP-Sustainbility-001
SOP Owner	AUS Sustainability
Version No.	1.0
Original Date of issue	March 06, 2016
Last Reviewed/Update Date	September 6, 2018
Approved by	AUS Sustainability; Director of Facilities

1. Purpose

The purpose of this procedure is to describe the processes of buying an old computer by faculty & staff, and its disposal/collection process.

2. Scope

This procedure outlines all process steps of buying back an old computer by:

- Faculty
- Staff

And collection/disposal process steps by operations department.

There are seven parties involved in this procedure: Academic Computing Group, Faculty and Academic Staff, Finance department, Logistics department, IT Department, non-academic Staff and Sustainability department.

3. Terms & Definitions

Term	Definition
ACG	Academic Computing Group
Banner	Educational ERP system delivering information and services across higher education community

Term	Definition
FA User	Faculty and Academic Staff User
FIN	Finance Department
ITD	IT Department
LOG	Logistics Department
OPS	Operations Department
SCM	Supply Chain Management Department
Staff User	Non Academic Staff User

4. Process

There are in total two processes of buying back an old computer:

a. Buying back an old computer by faculty and academic staff

b. Buying back an old computer by non-academic staff

4.1 Buying back an old computer by faculty and academic staff			
Ref. No.	**Role**	**Task**	**Output**
4.1.1	**ACG**	Prepare the "Academic Computing New IT Equipment Form: Request to Purchase Old IT Equipment" as per the	**Note**: ACG discuss the computer buy-back offer with the concerned Dean before offering it to end-user.

		policy and inform User accordingly. Refer to DOC/Ref #6.1. Request finance to calculate the depreciated value of the old computer.	Once both ACG and Dean agreed to sell off the old computer to end-user then the buy-back process starts. Otherwise the old computer will be in the custody of ACG/School in order to be used within AUS.
4.1.2	**FIN**	Calculate the depreciated value of the computer as per the green IT policy and sends back the depreciated value to ACG.	
4.1.3	**ACG**	Receive the depreciated value of the old computer from Finance department. Inform Dean (by email/phone/ verbally) about: 1. Receiving the new computer. 2. Offering to sell off the old computer to end-user, mentioning the depreciated value.	Dean receives the details from ACG.
4.1.4	**ACG**	Deliver the new computer to the end user.	

		Request User to sign the "Academic Computing New IT Equipment Form". Explain the buyback procedure to User. Provide User with the depreciated value of the computer, and check with User if he/she wants to buy back their old computer.	
4.1.5	**FA User**	Receive the new computer. Sign the "Academic Computing New IT Equipment Form". If User decides <u>to buy</u> their old computer: • Money will be deducted from User salary and transferred to the Green Initiatives Account. • Refer to task # 4.1.9. If User decides <u>not to buy</u> their old computer: • Refer to task # 4.1.6.	ACG notify and email Logistics about the asset (computer) transfer to end-user if end-user decides to buy the old computer.

4.1.6	**ACG**	Collect the old computer from the User. Apply "ACG computer clearance and clean-up" process. Send the computer to Logistic department to dispose.	
4.1.7	OPS/SCM/**LOG**	Receive the old computer from ACG. Apply "Logistics Disposal Process". Add the computer details to the Disposal list records.	
4.1.8	OPS/SCM/**LOG**	When the total number of disposed computers reaches 150 or the duration at which the old computers remained with logistics reached two months (whatever comes first): 1. Email Sustainability Department the list of items that needs to be disposed. 2. Contact vendor to arrange collecting old computers from AUS within a week.	Vendor collects old computers and transfers money to Green Initiative Account.

Ref. No.	Role	Task	Output
		3. Money will be transferred to the Green Initiatives Account-Finance.	
4.1.9	OPS/SCM/**LOG**	Remove the computer record from the AUS asset list (Finance and Logistics) and update inventory records accordingly. Provide necessary reports to Sustainability Department and OE upon request	ACG notified and emailed Logistics about the asset (computer) transfer to end-user. Inventory records updated.

4.2 Buying back an old computer by non-academic staff

Ref. No.	Role	Task	Output
4.2.1	**ITD**	Prepare the "Old IT Equipment Purchase Form"": Request to Purchase Old IT Equipment as per the policy and inform User accordingly. Refer to DOC/Ref #6.2 Request finance to calculate the depreciated value of the old computer.	Note: ITD discuss the computer buy-back offer with the Director of IT. Once IT department agreed to sell off the old computer to end-user then the buy-back process starts. Otherwise the old computer will be in the custody of either ITD or end-user department in order

			to be used within AUS.
4.2.2	**FIN**	Calculate the depreciated value of the computer as per the green IT policy and sends back the depreciated value to ITD.	
4.2.3	**ITD**	Receive the depreciated value of the old computer from Finance department. Inform the End-User (by email/phone/ verbally) about: 1. Receiving the new computer. 2. Offering to sell off the old computer, mentioning the depreciated value.	
4.2.4	**ITD**	Deliver the new computer to the end user. Request User to sign the "Old IT Equipment Purchase Form". Explain the buyback procedure to User. Check with User if he/she wants to buy back their old computer.	

4.2.5	**Staff User**	Receive the new computer. Sign the "Old IT Equipment Purchase Form". If User decides <u>to buy</u> the computer: • Sign the "Old IT Equipment Purchase Form" • Submit Old equipment to ITD • Make a payment for the equipment at the cashier office and provide proof of payment before taking possession of the equipment. • Refer to task # 4.2.9. If User decides <u>not to buy</u> the computer: • Refer to task # 4.2.6.	ITD notify and email Logistics about the asset (computer) transfer to end-user if end-user decides to buy the old computer.
4.2.6	**ITD**	Collect the old computer from the User. Apply "ITD computer clearance and clean-up" process as mentioned on the back of the form - DOC/Ref #6.2 Send the computer to Logistic department to dispose.	
4.2.7	OPS/SCM/**LOG**	Receive the old computer from ITD.	

		Apply "Logistics Disposal Process". Add the computer details to the Disposal list records. Send the "Old IT Equipment Purchase Form" back to ITD	
4.2.8	OPS/SCM/**LOG**	When the total number of disposed computers reaches 150 or the duration at which the old computers remained with logistics reached two months (whatever comes first): 1. Email Sustainability Department the list of items that needs to be disposed. 2. Contact vendor to arrange collecting old computers from AUS within a week. 3. Money will be transferred to the Green Initiatives Account-Finance	Vendor collects old computers and transfers money to Green Initiative Account.
4.2.9	OPS/SCM/**LOG**	Remove the computer record from the AUS asset list (Finance and Logistics) and update inventory records accordingly. Provide necessary reports to Sustainability Department and OE upon request.	ITD notified and emailed Logistics about the asset (computer) transfer to end-user.

		Deliver the old sanitized computer to the User.	
4.2.10	ITD	Request User to sign the form upon receiving the old computer. ITD director to sign the form. Archive the form.	

5.   Process Time & applicable SLA

3.1   Process 4.1 buying back an old computer by faculty and academic staff – TAT?

3.2   Process 4.2 buying back an old computer by non-academic staff - TAT?

6.   References

6.1

Form_New Lap Top Form Academic.docx

6.2

Old IT Equipment Purchase Form.docx

7.   Internal Controls

7.1   ACG and Dean Agreement to sell the old computer to end user.

7.2   ITD and IT director agreement to sell the old computer to end user.
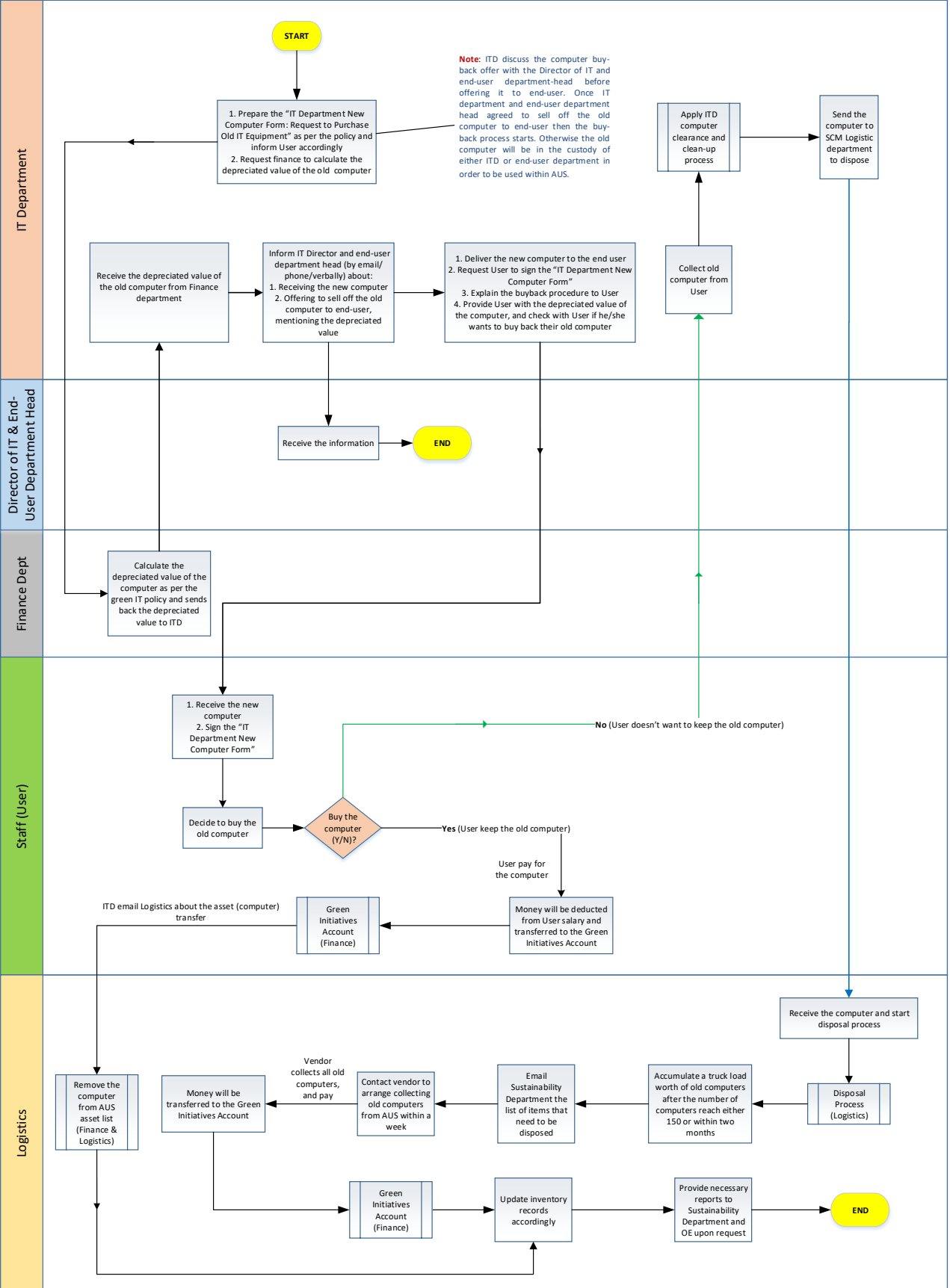

8.   Systems involved

Banner

9   Work flow

Procedure for buying old computer (For Faculty)

Phase

ACG

START

1. Prepare the "Academic Computing New IT Equipment Form: Request to Purchase Old IT Equipment" as per the policy and inform User accordingly
2. Request finance to calculate the depreciated value of the old computer

Note: ACG discuss the computer buy-back offer with the concerned Dean before offering it to end-user. Once both ACG and Dean agreed to sell off the old computer to end-user then the buy-back process starts. Otherwise the old computer will be in the custody of ACG/School in order to be used within AUS.

Receive the depreciated value of the old computer from Finance department

Inform Dean (by email/phone/verbally) about:
1. Receiving the new computer
2. Offering to sell off the old computer to end-user, mentioning the depreciated value

1. Deliver the new computer to the end user
2. Request User to sign the "Academic Computing New IT Equipment Form"
3. Explain the buyback procedure to User
4. Provide User with the depreciated value of the computer, and check with User if he/she wants to buy back their old computer

Apply ACG computer clearance and clean-up process

Send the computer to SCM Logistic department to dispose

Collect old computer from User

Dean

Receive the information

END

Finance Dept

Calculate the depreciated value of the computer as per the green IT policy and sends back the depreciated value to ACG

Faculty (User)

1. Receive the new computer
2. Sign the "Academic Computing New IT Equipment Form"

No (User doesn't want to keep the old computer)

Decide to buy the old computer

Buy the computer (Y/N)?

Yes (User keep the old computer)

User pay for the computer

ACG email Logistics about the asset (computer) transfer

Green Initiatives Account (Finance)

Money will be deducted from User salary and transferred to the 'Green Initiatives Account'

Logistics

Receive the computer and start disposal process

Remove the computer from AUS asset list (Finance & Logistics)

Money will be transferred to the 'Green Initiatives Account'

Vendor collects all old computers, and pay

Contact vendor to arrange collecting old computers from AUS within a week

Email Sustainability Department the list of items that need to be disposed

Accumulate a truck load worth of old computers after the number of computers reach either 150 or within two months

Disposal Process (Logistics)

Green Initiatives Account (Finance)

Update inventory records accordingly

Provide necessary reports to Sustainability Department and OE upon request

END

Procedure for buying old computer (For staff)

Phase

IT Department

START

1. Prepare the "IT Department New Computer Form: Request to Purchase Old IT Equipment" as per the policy and inform User accordingly
2. Request finance to calculate the depreciated value of the old computer

Note: ITD discuss the computer buy-back offer with the Director of IT and end-user department-head before offering it to end-user. Once IT department and end-user department head agreed to sell off the old computer to end-user then the buy-back process starts. Otherwise the old computer will be in the custody of either ITD or end-user department in order to be used within AUS.

Receive the depreciated value of the old computer from Finance department

Inform IT Director and end-user department head (by email/ phone/verbally) about:
1. Receiving the new computer
2. Offering to sell off the old computer to end-user, mentioning the depreciated value

1. Deliver the new computer to the end user
2. Request User to sign the "IT Department New Computer Form"
3. Explain the buyback procedure to User
4. Provide User with the depreciated value of the computer, and check with User if he/she wants to buy back their old computer

Apply ITD computer clearance and clean-up process

Send the computer to SCM Logistic department to dispose

Collect old computer from User

Director of IT & End-User Department Head

Receive the information

END

Finance Dept

Calculate the depreciated value of the computer as per the green IT policy and sends back the depreciated value to ITD

Staff (User)

1. Receive the new computer
2. Sign the "IT Department New Computer Form"

No (User doesn't want to keep the old computer)

Decide to buy the old computer

Buy the computer (Y/N)?

Yes (User keep the old computer)

User pay for the computer

ITD email Logistics about the asset (computer) transfer

Green Initiatives Account (Finance)

Money will be deducted from User salary and transferred to the Green Initiatives Account

Logistics

Receive the computer and start disposal process

Remove the computer from AUS asset list (Finance & Logistics)

Money will be transferred to the Green Initiatives Account

Vendor collects all old computers, and pay

Contact vendor to arrange collecting old computers from AUS within a week

Email Sustainability Department the list of items that need to be disposed

Accumulate a truck load worth of old computers after the number of computers reach either 150 or within two months

Disposal Process (Logistics)

Green Initiatives Account (Finance)

Update inventory records accordingly

Provide necessary reports to Sustainability Department and OE upon request

END

G.b.2.2. Standard Operating Procedure

Office of COO

AUS Sustainability

Calculate and Analyze Monthly Energy Consumption

SOP No.	SOP-Sustainability-001
SOP Owner	AUS Sustainability
Version No.	1.0
Original Date of issue	June 12, 2014
Last Reviewed/Update Date	July 10, 2018
Approved by	AUS Sustainability; Office of COO

1. Purpose

The purpose of this procedure is to illustrate all the activities involved in calculating the monthly energy consumption at the American University of Sharjah (AUS).

2. Scope

This procedure outlines steps involved in calculating and analyzing the monthly energy consumption at AUS. Analysis of consumption is mainly done for academic areas on campus, however, consumption details for housing and dorm areas are also recorded for information.

There are three parties involved in this procedure: the Facilities Department, AUS Sustainability and the "MEP Sustainability Team", Facilities Director, MEP Manager, Electrical Engineer and Sustainability Administrator.

3. Terms & Definitions

Term	Definition
AUS	American University of Sharjah
AED	Arab Emirates Dirhams (currency)
FAC	Facilities Division
kWh	Kilo Watt per hour
MEP	Mechanical Electrical Plumbing
MEP Sus	MEP Sustainability Team
Sustainability	AUS Sustainability

4. Processes

4.1 Calculating and analyzing monthly energy consumptions

4.1 Calculating and analyzing monthly energy consumptions process			
Ref. No.	**Role**	**Task**	**Output**
4.1.1	FAC/Admin	Email compiled month's meter reading file (file/ref# 6.1) to OS.	
4.1.2	Sustainability /Sustainability Coordinator	Consolidate meter readings into a master file (file/ref# 6.2)	
4.1.3	Sustainability/ Sustainability Coordinator	Calculate consumption (kWh) and AED values based on the consolidated master file. Formulae's used: 1) kWh = (Meter reading "new" – Meter reading "old") * Multiplication factor 2) AED "kWh" = (kWh * Unit Cost) + Mater Charge	
4.1.4	Sustainability/ Sustainability Coordinator	Check for primary inconsistencies (e.g. spikes in readings/ consumption). In case of any inconsistencies, inform Facilities' Administrative Assistant by phone or e-mail. If not, refer to task# 4.1.7.	
4.1.5	FAC/Administrative Assistant	Check if a manual error has been made during data entry and inform Sustainability accordingly.	

4.1.6	Sustainability/ Sustainability Coordinator	Make appropriate adjustment to master file and recalculate consumption and AED values.	
4.1.7	Sustainability/ Sustainability Coordinator	Perform analysis on consumption calculated and summarize them in two reports. The first illustrates the various aspects of consumptions (Charts/Ref# 6.3). The second report describes observations seen in the charts produced (Report/Ref# 6.4). Include any requests made by MEP Sus from previous meetings.	Tables & charts Energy Consumption analysis
4.1.8	Sustainability/ Sustainability Coordinator	Distribute analysis chart set and report to MEP Sus team by e-mail and arrange for the next MEP Sus meeting.	
4.1.9	MEP Sus	Review analysis chart set and report; suggest changes and adjustments to the Program Coordinator if any update is required.	Updated analysis graph sets and report
4.1.10	Sustainability/ Sustainability Coordinator	Update analysis graph sets and report, distribute to MEP Sus by e-mail and archive them in the network link: //nasfiler1/sus reports$.	

5. Process Time & Applicable SLA

5.1 Process 4.1.2 – 4.1.6: From consolidating the meter readings to performing the adjustments to the master file: TAT: **1 day** (assuming 4.1.4 is not required)

5.2 Process 4.1.8: Distribute analysis charts TAT: **1 hour**

5.3 Process 4.1.9: Review analysis and suggest changes: **1 hour**

Note: When a new graph is requested (from MEP SUS), the time taken to formulate the chart varies on the complexity. With the initiation of a new mandated year, extra time is required to configure the file with tables and formulae (which is mainly a repetition of previous year), to aid in quick consumption analysis process in the consecutive 11 months.

6. References

6.1 Please contact sustainability@aus.edu

7. Internal Controls

7.1 Review and approval of graph set and analysis report.

8. Systems involved

Not Applicable

G.b.2.3. Standard Operating Procedure

Facilities Department

AUS Sustainability

Planning and Executing Events

SOP No.	SOP-Sustainbility-002
SOP Owner	AUS Sustainability
Version No.	4.0
Original Date of issue	May 19, 2016
Last Reviewed/Update Date	June 28, 2018
Approved by	AUS Sustainability;

1. **Purpose**

    The purpose of this procedure is to illustrate all the activities involved in planning and executing various sustainability related events on campus.

2. **Scope**

    This procedure outlines steps involved in planning and executing various sustainability related events on campus. The procedures outline steps required before the event has begun and steps to be performed after the event is complete.

    There are different parties involved in this procedure are: The Chief of Operations Office, Strategic Communication and Marketing Department and AUS Sustainability. Based on the type of event, departments like Custodial Services, Events, IT, Supply Chain Management and Transportation could possibility be involved.

3. **Terms & Definitions**

Term	Definition
AUS	American University of Sharjah
CS	Custodial Services
ED	Events Department
ITD	IT Department
SCM	Supply Chain Management
SC&M	Strategic Communications and Marketing
Sustainability	AUS Sustainability
TD	Transportation Division

4. Process

4.1 Planning and executing various sustainability related events on campus			
Ref. No.	**Role**	**Task**	**Output**
4.1.1	Sustainability/**Project Coordinator**	Research on event which could be planned or is a directive by Higher Management.	
4.1.2	Sustainability/**Project Coordinator**	Prepare a brief document (Brief/Ref# 6.1) if required which includes a summary of the event and an Event Information Form (available from SC&M).	Event Brief Document
4.1.3	Sustainability/**Project Coordinator**	Submit the brief of event document or description to Head of Sustainability by email.	
4.1.4	Sustainability/**Head of Sustainability**	Approve plan of action/ brief or suggest changes.	
4.1.5	Sustainability/**Project Coordinator**	Make the necessary amendments on the document, if required.	

4.1.6	Sustainability/**Project Coordinator**	Request collaboration from different AUS Departments or companies in person or by email informing them about the planned event and the potential collaboration opportunities.	
4.1.7	Sustainability/**Project Coordinator**	If companies accept to participate, coordinate and pick up event items with the help of Transport Services by submitting a Request for Transportation Form (Form/Ref# 6.2). Information about payments are included within the form and handled by Transportation Department and Finance.	Request for Transportation Form
4.1.8	Sustainability/**Project Coordinator**	Meet with SC&M regarding campaign for the event, if there is support needed (mostly this support is in terms of posters and social media).	
4.1.9	**SC&M**	Send a draft poster for review to Sustainability by email.	
4.1.10	Sustainability/**Project Coordinator**	If draft is approved, refer to task 4.1.11. If not, the draft will be sent back to SC&M requesting for changes	Draft of Poster for Event

4.1.11	Sustainability/**Project Coordinator**	Send an email requesting SC&M to provide posters in the following formats: Digital Screens and A1.	Posters in final format
4.1.12	Sustainability/**Project Coordinator**	Email ED regarding any room reservations and non IT props required for the event – if required.	
4.1.13	**ED**	ED performs request accordingly.	
4.1.14	Sustainability/**Project Coordinator**	Email ITD regarding any IT props required for the event – if required.	
4.1.15	**ITD**	ITD performs request accordingly.	
4.1.16	Sustainability/**Project Coordinator**	Request SC&M for photography/ a press release of event – if required.	
4.1.17	Sustainability/**Project Coordinator**	Purchase additional marketing material (giveaways etc) or any material is required for the event. Normally a reimbursement request (Form/Ref# 6.3) is submitted to Head of Sustainability.	Request for Reimbursement
4.1.18	Finance/**Project Coordinator**	Process reimbursement request that is submitted.	

4.1.19	Sustainability/**Project Coordinator**	Once event is complete, wrap up event process with printing certificates, as needed (done in-house) or any other procedure that be required.	
4.1.20	Sustainability/**Project Coordinator**	Complete an event report write up documenting outputs, outcomes, and metrics (including STARS metrics).	Event Report Write-up

5. Process Time & applicable SLA

5.1 Process 4.1.1: Research on event: TAT: 2-3 hours

5.2 Process 4.1.2: Prepare a brief document and event form: TAT: 1 hour

5.3 Process 4.1.20: Write Event Report: 1 hour

6. References

6.1 Event Brief Document

03_Green
Festival_Info_Distribu

6.2 Request for Transportation Form

OPD-RequestforTran
sportationFA-OPD-01

6.2   Request for Reimbursement

FD-Reiumbursement
FormFA-FD-008[1].pc

7.   Internal Controls

7.1   Approval process of awareness campaign by Head of Sustainability.

7.2   Approval process of awareness campaign by SC&M.

8.   Systems involved

None

9.   Work flow

9.1   Planning and executing various sustainability related events on campus

Sustainability Division: Planning and Executing Events

Phase

Sustainability Division

- Start
- Planned event or directive received from Higher Management
- Research on event (if applicable)
- Plan event keeping in mind SWOT features and critical tasks
- Work on/ adjust awareness and marketing strategies and information for campaign
- Solicit Sponsors
- Discuss campaign with Strategic Communications and Marketing Department
- Send email to community re: event when required
- Request for media coverage (ie photography, social media, press release)
- Coordinate with Custodial Services for poster deployment – if required
- Coordinate with Events Department for room reservation and non IT props and for event advertisement – if required
- Coordinate with IT for IT related props
- Request Strategic Communications and Marketing Department for art work formats
- Campaign artwork acceptable? — Yes
- Sponsors available — Yes / No
- Additional purchases required? — Yes
- Purchase less than 1000 AED — Yes
- Make purchase and submit reimbursement form
- Coordinate pick up of items – if required
- Event Complete? — Yes
- Any other end of event process like certificate printing, etc.
- End

Office of Executive Director of Operations

- Approve campaign and work plan — No
- Adjustments requested
- Approved
- Approve and process form — No
- End

Strategic Communications and Marketing

- Work, review, adjust on agreed campaign
- Adjustment required
- Internal approval
- Process Media Request Form
- End

Custodial Services

- Deploy posters on locations where requested
- End

Events Department

- Make arrangements for requests (Room reservations, non IT props) and arrange for event advertisement on AUS website – if required
- End

IT Department

- Make arrangements for IT related props
- End

Supply Chain Management

- Purchase items requested and deliver
- End

Transportation Division

- Pick up items
- End

G.b.2.4. Standard Operating Procedure

COO

AUS Sustainability

Sustainability Outreach Publications

SOP No.	SOP- Sustainbility-003
SOP Owner	AUS Sustainability
Version No.	3
Original Date of issue	12-Jun-14
Last Reviewed/Update Date	02-Jul-18
Approved by	AUS Sustainability ; COO

1. Purpose

The purpose of this procedure is to illustrate all the activities involved in preparing and publishing monthly outreach activities and emails from the AUS Sustainability.

2. Scope

This procedure outlines steps involved in preparing and publishing publications from the AUS Sustainability. The process includes:

2.1. Term Theme content

2.2. Social media and blog posts

There are four parties involved in this procedure: Chief of Operations, Strategic Communications and Media, Custodial Services, and the AUS Sustainability.

3. Terms & Definitions

Term	Definition
CS	Custodial Services
FAC	Facilities Division
SC&M	Strategic Communications and Marketing
Sustainability	AUS Sustainability
Tips	Sustainable Tips

4. Process

4.1 Sustainable Tips.

4.1 Monthly publications from AUS Sustainability			
Ref. No.	Role	Task	Output
4.1.1	Sustainability	Once a year, brainstorm term themes, sustainable tips and corresponding blogs.	
4.1.2	Sustainability	Obtain approval for term themes from COO, as necessary.	

4.1.3	Sustainability	Provide the campaign's requirements to SC&M by email. Determine the outputs that SC&M will assist with for each term.	Campaign Requirements
4.1.4	SC&M	Provide a draft artwork for identified outputs from 4.1.3 by email to the AUS Sustainability.	
4.1.5	Sustainability	Review the draft received and request SC&M for amendments by email – if required.	
4.1.6	SC&M	Send adjusted artwork to Sustainability by email.	
4.1.7	Sustainability	If not agreed on the artwork, send back with additional suggestions by email. If agreed, refer to task# 4.1.8.	
4.1.8	Sustainability	Request SC&M for artwork formats – if final artwork is approved.	
4.1.9	SC&M	Send the final Output products	Delivery of agreed upon outputs from 4.1.3
4.1.10	Sustainability	After it's received, request SC&M by email to upload tips, etc. onto digital screens for a specific time.	
4.1.11	Sustainability	Upload tips onto the website using Adobe Contribute.	
4.1.12	Sustainability	email final outputs to the printing vendor for poster production.	
4.1.17	Sustainability	Receive posters and approve receipt. Receipt is sent to Finance for processing.	

4.2 Social Media Campaign for Term Themes from AUS Sustainability

4.2 Social media activities for Term Themes from AUS Sustainability

Ref. No.	Role	Task	Output
4.2.1	Sustainability	Prepare weekly focus and suggested social media content including statistics, local and international, to help raise awareness around the Term Theme.	Weekly Focus and Suggested Social Media Content draft
4.2.2	Sustainability	Send the calendar of weekly focus and suggested social media content for Term Theme to SC&M by email. Identify where assistance is needed from SC&M and what social media intern will do.	Implementation Calendar
4.2.3	SC&M	Discuss and agree upon outputs to be provided by SC&M.	SC&M Outputs agreed upon
4.2.4	Sustainability	Release weekly social media content via different channels and track established metrics determined annually by Sustainability.	Social Media Content Posted & Metrics Tracked
4.2.5	SC&M	Send agreed upon outputs to Sustainability by email.	Final Outputs Delivered
4.2.6	SC&M	Amplify appropriate Sustainability social media content.	Message reposted or otherwise amplified on AUS social media channels

4.3 Blog Posts from AUS Sustainability

4.3 Blog Posts from AUS Sustainability			
Ref. No.	Role	Task	Output

4.3.1	Sustainability	Once/twice a month, write a new blog post (400-600 words and images) to inform/raise awareness about Term Themes.	Blog post draft
4.3.2	Sustainability	Send the blog post draft by email to SC&M for review and feedback	
4.3.3	SC&M	Review the blog post draft and make the necessary changes. Send back the edited blog post to Sustainability by email.	
4.3.4	Sustainability	Review and approve the edited blog post for publication. Communicate any modification required to SC&M If the edits are approved by Sustainability. Refer to task #4.3.5 If the blog post is not approved, send the blog post back to SC&M with suggestions for discussion. Refer to task 4.3.3	
4.3.5	SC&M	After the blog post review is finalized, publish the final approved post on AUS Blog and cross reference to other AUS social medias.	Blog post published

5.   Process Time & applicable SLA

5.1 Process task 4.1.3: Provide Campaign Requirements TAT: 3 hours

5.2 Process 4.2: Social Media Focus and Suggested Content for Term Themes: 3 hours.

5.3 Process 4.3: Blog Post from AUS Sustainability TAT: 3 hours

6.   References

Not Applicable

7. Internal Controls

7.1 SC&M and Head of Sustainability approval required for blog posts before they get published.

8. Systems involved

8.1 Adobe Contribute

G.b.2.5. Standard Operating Procedure

Office of COO

Facilities

Civil Maintenance Services for Academic Areas

SOP No.	SOP-Facilities-004
SOP Owner	Facilities
Version No.	1.0
Original Date of issue	June 12, 2014
Last Reviewed/Update Date	July 8, 2018
Approved by	Director of Facilities ; Office of Chief Operating Officer

1. **Purpose**

   This procedure describes the processes of performing civil maintenance services for the Academic areas on campus.

2. **Scope**

   This procedure outlines all process steps from the initiation of work orders to closure for the following work order types:

   - Carpentry works
   - Masonry works
   - Painting works
   - Aluminum works
   - Name plates
   - Events

   There are five parties involved in this procedure: End users, Academic Maintenance Services, Sub-Contractors, Supply Chain Management and Procurement.

3. **Terms & Definitions**

Term	Definition
Agility	Computerized maintenance management system
Banner	Educational ERP system delivering information and services across higher education community
CC	Call Centre
CM	Civil Maintenance
FAC	Facilities
PDA	Personal Digital Assistant device
Satellite Store	A branch store that is managed by the Facilities Department
User	AUS Faculty and staff
WO	Work Order

4. Process

    4.1   Civil Maintenance Services in the Academic Areas performed internally

    4.2   Civil Maintenance Services performed by a sub-contractor

4.1 Civil Maintenance Services for Academic areas performed internally			
Ref. No.	**Role**	**Task**	**Output**
4.1.1	**User**	Call/send an email to the Call Centre to log a work order request for maintenance in the academic area or directly log the request in Agility (Guide/Ref#: 6.4).	
4.1.2	OSS/**CC Agent** Or FAC/CM**/** **Foreman/Manager**	Receive the work order, log and assign it to an available technician through Agility. Confirm the technician's availability for the date/time proposed by the customer in the system or propose another timing via e-mail/phone; Or A work order may be directly created in Agility by the CM Foreman or Manager.	Work Order creation in Agility.
4.1.3	FAC/CM/ **Foreman** FAC/CM**/** **Manager**	Receive the work order, assign it to a technician through Agility according to the time that is suitable for the user.	

4.1.4	FAC/CM/ **Technician**	Receive the work order in three different ways; • By PDA • By Telephone Call • A print out of the work order handed over by the foreman.	
4.1.5	FAC/CM/ **Technician**	According to the type of maintenance required, decide what materials are needed to complete the job. If the materials are readily available refer to task # 4.1.13. If the materials are not readily available, check the satellite stores and refer to task # 4.1.13. If the materials are not available in the satellite stores, refer to task # 4.1.6.	
4.1.6	FAC/CM/ **Foreman** FAC/CM/ **Manager**	Check the main store for the required material and if available, submit a "Manual Request for Store Items form" (Form/Ref# 6.1) to the Supply Chain Management Stores supervisor after obtaining the CM Manager and the director of facilities' signatures. Request the technicians to pick up the items from the store accordingly and refer to task # 4.1.13. If a non-store item is required, refer to task # 4.1.7.	Manual Request for Store Items form In a sub process, a parallel store item requisition is processed in Banner (manual/Ref# 6.5).

		If the cost of the item required is less than AED.999, provide the CM Technician with petty cash to make the purchase directly from the market. Ask CM Technician to bring the invoice for filing. Refer to task # 4.1.13. To take from the Petty cash, 3 conditions should be there: 1) Top urgent cases 2) Less than 999 3) Know the source from where to buy the items If the cost of the item required is more than AED.999, send a request by email to the Facilities director to get an approval prior to Admin Assistant to raise a requisition in banner. Refer to task # 4.1.13.	
4.1.7	FAC/CM/ **Manager**		
4.1.8	FAC/CM/ **Manager**	Forward the banner requisition number and specifications to Procurement if required since the requisition already is in the banner by email to process the purchase request.	Purchase Order is processed.
4.1.9	**Supply Chain Management Division**	Purchase the items required.	
4.1.10	**Supply Chain Management Division**	Receive the items in the warehouse, and request the CM foreman or manager to	

		visit the stores for verification and receipt.	
4.1.11	FAC/CM/ **Foreman** FAC/CM/ **Manager**	Verify the items and obtain the CM Manager's signature on the delivery note (Note/Ref# 6.3) and request the supplier or the technician to pick them up to the store.	Signed Delivery Note
4.1.12	FAC/CM/ **Manager**	Confirm the receipt of the ordered items in Banner (Procurement & Finance Module).	
4.1.13	FAC/CM/ **Technician**	Pick up any material required from the stores if applicable. Visit the location, complete the job , and notify the foreman of work completion either by: • PDA: • Telephone Call • Hard copy.	
4.1.14	FAC/CM/ **Foreman** FAC/CM/ **Manager**	Close the work order in Agility (WO/Ref# 6.2) and add comments if any after technicians have already closed it in PDA or If PDA is not working, foreman will fill the timings and materials used directly in Agility.	Work Order is closed in Agility Work Order Report

	4.2 Civil Maintenance Services performed by a sub-contractor		
Ref. No	**Role**	**Task**	**Output**
4.2.1	**FAC**	Initiate jobs according to maintenance requirements that should be outsourced based on the department's budget.	
4.2.2	FAC/ **Director**	Approve the job to be outsourced and inform the department's admin to process the request.	
4.2.3	FAC/**Admin**	Submit the requirements of the job in Banner so the request goes to procurement department.	Requisition in Banner
4.2.4	**Procurement**	Select the subcontractor after obtaining facilities approval and inform FAC that PO is issued	
4.2.5	**Sub-contractor**	Visit the location, complete the job and inform CM Manager by phone or e-mail.	Work is completed
4.2.6	FAC/CM/ **Manager**	Visit the site for inspection, if the job was done correctly, clear the job using Banner's (Procurement & Finance Module) e-mail to Logistics. If there is an issue with the job, the subcontractor will be notified by e-mail or face to face to rectify the issue.	

5.   Process Time & applicable SLA

5.1   Process 4.1 : Internal CM Services – TAT: ½ a day

6.   References

6.1 Manual Request for Store Items form

OPD - Manual Store
Requisition - FA-OPD-

6.2   Civil Work Order

AUS_WorkOrders.do
c

6.3   Delivery Note

Hilti tools.pdf

6.4   Agility Training Guide

6.5   Banner Manual

7. Internal Controls

7.1 FAC director and CM manager should sign any form to obtain materials from the main store.

7.2 FAC director should approve any procurement order before the department submits a Banner request.

7.3 If there is a quotation from the subcontractor, the director and CM Manager should approve it.

7.4 Petty Cash amount should be approved by the director.

7.5 Closure of all work orders in Agility.

7.6 All new work orders should be submitted in Agility.

7.7 FAC director approval required for any overtime request.

7.8 The overtime sheet should be signed by the technician, foreman, manager and the director at the end of each month.

7.9 CM manager should approve the overtime in agility after getting confirmation to close through call centre and FAC admin assistance.

7.10 FAC director approval required to perform any in house project.

8. Systems involved

8.1 Agility

8.2 Banner

9. Work flow

9.1 Civil Maintenance Services in the Academic Areas performed internally

Work flow for CM in the Academic areas performed internally

9.2 Civil Maintenance Services performed by a sub-contractor

Workflow for CM services performed by a sub-contractor

Civil Maintenance Services

Work flow for Civil Maintenance Services in the Academic Areas performed internally

User
Call/ send an email to the Call Centre to log a work order request for maintenance in the academic area or directly log the request in Agility

Call Center Agent /Foreman/CM Manager
Receive the work order, log and assign it to an available technician through Agility. Confirm the technician's availability for the date/time proposed by the customer in the system or propose another timing via e-mail/phone.
Or
A work order may be directly created in Agility by the HM Foreman or Manager

Technician
Receive the work order in three different ways;
- By PDA
- By Telephone
- A print out of the work order handed over by the foreman.

Materials are available? — YES → Pick up any material required from the store if applicable. Visit the location, complete the job and inform the foreman by phone of job completion.

NO ↓
check the satellite stores → Materials are available? — YES

Foreman
Check the main store for the required material and if available, submit a "Manual Request for Store Items form" to the Logistics Stores supervisor after obtaining the CM Manager and the director of facilities' signatures. — YES → Materials are available? — YES → Request the technicians to pick up the items from the store accordingly

Verify the items and obtain the CM Manager's signature on the delivery note and request the technician to pick them up from the store.

Complete the information on job timings and materials used and close the work order in Agility → **Finish**

Manager
Cost <AED 999? — NO → Send a request by email to the Facilities Admin Assistant to raise a requisition in banner

Forward the banner requisition number and specifications to Procurement by email to process the purchase request.

Confirm the receipt of the ordered items in Banner (Procurement & Finance Module).

Procurement
Purchase the items required.

Logistics
Receive the items in the warehouse, and request the foreman to visit the stores for verification and receipt.

Civil Maintenance Services

CM Services performed by a subcontractor

FAC
Initiate jobs according to maintenance requirements that should be outsourced based on the department's budget.

FAC Director
Approve the request and inform the department's admin to process the request.

FAC Admin
Submit the requirements of the job in Banner so the request goes to procurement department.

Procurement
Select the subcontractor and inform FAC.

Subcontractor
Visit the location, complete the job and inform MEP Manager by phone or e-mail.

Manager
Visit the site for inspection, if the job was done correctly, clear the job using Banner's (Procurement & Finance Module) e-mail to Logistics.
If there is an issue with the job, the subcontractor will be notified by e-mail or face to face to rectify the issue. → **Finish**

G.b.2.6. Standard Operating Procedure

Office of COO

Facilities

MEP Services for Academic

SOP No.	SOP-Facilities-001
SOP Owner	Facilities
Version No.	1.0
Original Date of issue	June 12, 2014
Last Reviewed/Update Date	July 8, 2018
Approved by	Director of Facilities ; Office of Chief Operating Officer

1. **Purpose**

    This procedure describes the processes of MEP services performed by Facilities for the Academic areas on campus.

2. **Scope**

    This procedure outlines all process steps from the initiation of work requests to closure for the following work order types:

    - Mechanical: A.C, Plumbing, Generators, Swimming pools, Lift services, Drainage, BMS & Kitchen extracts
    - Electrical: All except Appliances
    - Systems: AV, ACS, Satellite Television, CCTV System, Emergency Lighting system, & Gate barriers

    There are four parties involved in this procedure: End users, MEP - Academic, subcontractors authorized suppliers and procurement.

3. **Terms & Definitions**

Term	Definition
ACS	Access Control Systems
Agility	Computerized maintenance management system
AV	Audio / Visual Systems
Banner	Educational ERP system delivering information and services across higher education community
BMS	Building Management Systems
CC	Call Centre
CCTV	Closed-circuit television
FAC	Facilities
MEP	Mechanical Electrical Plumbing
PDA	Personal Digital Assistant device
Satellite Store	A branch store that is managed by the Facilities Department

Term	Definition
User	AUS Faculty and staff
WO	Work Order

4. **Process**

    4.1   MEP Services performed internally.

    4.2   MEP Services performed by an authorized supplier.

    4.3   MEP Services performed by a subcontractor.

4.1 MEP Services for Academic areas performed internally			
Ref. No.	**Role**	**Task**	**Output**
4.1.1	**User**	Call/ send an email to the Call Centre to log a work order request for maintenance in the academic area or directly log the request in Agility (Guide/Ref#: 6.5).	
4.1.2	OSS/CC/ **Agent** FAC/MEP**/** **Foreman/Manager**	Receive the work order, log and assign it to an available technician through Agility. Confirm the technician's availability for the date/time proposed by the customer in the system or propose another timing via e-mail/phone; Or A work order may be directly created in Agility by the MEP Foreman or Manager.	Creation of work order in Agility

4.1.3	FAC/MEP/ **Technician**	Receive the work order in three different ways; • By PDA • By Telephone • A print out of the work order handed over by the foreman.	
4.1.4	FAC/MEP/ **Technician**	According to the type of maintenance required, decide what materials are needed to complete the job. If the materials are readily available refer to task # 4.1.12. If the materials are not readily available, check the satellite stores and refer to Task # 4.1.12. If the materials are not available in the satellite stores, refer to task # 4.1.5.	
4.1.5	FAC/MEP/ **Foreman**	Check the main store for the required material and if available, submit a "Manual Request for Store Items form" (Form/Ref# 6.1) to the Supply Chain Management Stores supervisor after obtaining the MEP Manager's and the Director of FAC signatures. Request the technicians to pick up the items from the store accordingly and refer to task # 4.1.12. If a non-store item is required, refer to task#: 4.1.6.	Manual Request for Store Items form In a sub process, a parallel store item requisition is processed in Banner (manual/Ref# 6.6).

4.1.6	FAC/MEP/ **Manager**	If the cost of the item required is less than AED.1000, provide the MEP Technician with petty cash to make the purchase directly from the market. Ask MEP Technician to bring the invoice for filing. Refer to task # 4.1.12. If the cost of the item required is more than AED.1000, send a request by email to the FAC Admin Assistant to raise a requisition in banner. Refer to task # 4.1.7.	
4.1.7	FAC/MEP/ **Manager**	Forward the banner requisition number and specifications to Procurement by email to process the purchase request.	Purchase Order is processed.
4.1.8	**Supply Chain Management Division**	Purchase the items required.	
4.1.9	**Supply Chain Management Division**	Receive the items in the warehouse, and request the foreman to visit the stores for verification and receipt.	
4.1.10	FAC/MEP/ **Foreman**	Verify the items and obtain the MEP Manager's signature on the delivery note (Note/Ref# 6.4) and request the technician to pick them up from the store.	Signed Delivery Note

Ref. No.	Role	Task	Output
4.1.11	FAC/MEP/ **Manager**	Confirm the receipt of the ordered items in Banner (Procurement & Finance Module).	
4.1.12	FAC/MEP/ **Technician**	Pick up any material required from the stores if applicable. Visit the location, complete the job and notify the foreman of work completion either by: • PDA • Telephone • Submitting the Hard copy.	
4.1.13	FAC/MEP/ **Foreman**	Complete the information on job timings and materials used directly in Agility (WO/Ref# 6.3) and close the work order.	Work Order is closed in Agility Work Order Report

4.2 MEP Services for Academic areas performed by an authorized supplier			
Ref. No.	Role	Task	Output
4.2.1	**User**	Refer to task #: 4.1.1	
4.2.2	**User** or OSS/CC/ **Agent** or	Log the work order in Agility. The work order in Agility will be directly assigned to the authorized supplier.	

Ref. No	Role	Task	Output
	FAC/HM/ **Foreman** or FAC/HM/ **Manager**		
4.2.3	**Authorized Supplier**	Visit the location, complete the job and close the work order in Agility. A service report (Report/Ref# 6.2) will be sent to the foreman.	Service report Issue is solved and closed in Agility

4.3 MEP Services performed by a subcontractor			
Ref. No	Role	Task	Output
4.3.1	**User**	Refer to task #: 4.1.1 Note: While this does not require a submission in Agility, if the request is submitted through Agility, it would be cancelled by the Call Centre and then refer to task # 4.3.2.	
4.3.2	OSS/CC/**Agent**	Call or email the request details to the MEP Manager.	
4.3.3	FAC/MEP/ **Manager**	Receive the details of the requirements.	

4.3.4	FAC/MEP/ **Manager**	Inform the Director of FAC that a new job is required and has to be done by an external subcontractor.	
4.3.5	FAC/ **Director**	Approve the request and inform the department's admin to process the request.	
4.3.6	FAC/**Admin**	Submit the requirements of the job in Banner so the request goes to procurement department.	Requisition in Banner
4.3.7	**Procurement**	Select the subcontractor and inform FAC.	
4.3.8	**Subcontractor**	Visit the location, complete the job and inform MEP Manager by phone.	Work is completed
4.3.9	FAC/MEP/ **Manager**	Coordinate with subcontractor and update the job status in Banner to completed/received (Procurement & Finance Module).	

5. Process Time & applicable SLA

5.1   Process 4.1: Internal Housing Maintenance Services -TAT: ½ a day

5.2   Process 4.2: MEP Services performed by an authorized supplier - TAT: ½ a day

6. References

6.1   Manual Request for Store Items form

OPD - Manual Store
Requisition.pdf

6.2   Service Report

Service Report Fire
Suppression.pdf

6.3   MEP Work Order

Work Order.pdf

6.4   Delivery Note

Delivery Note.pdf

6.5   Agility Training Guide

6.6   Banner Manual

7.   Internal Controls

7.1   Store requisitions must be signed by Director of FAC and MEP Manager.

7.2   The Director of FAC should approve any procurement order before the department submits a Banner request.

7.3   If there is a quotation from subcontractor, the director and MEP Manager should approve it.

7.4   Authorized Suppliers should hand over a service report after they complete the job.

7.5   Petty Cash amount should be approved by the Director of FAC.

7.6   Work orders created in Agility need to be closed in Agility.

8.   Systems involved

8.1   Agility

8.2   Banner

9. Work flow

9.1   MEP Services performed internally.

9.2   MEP Services performed by an authorized supplier.

Work flow for MEP services performed by an authorized supplier.

9.3 MEP Services performed by a subcontractor.

MEP

MEP Services performed by a subcontractor

Role	Process
User	Call or send an email to the Call Centre to log a work order request for maintenance in the housing area or directly log the request in Agility
Call Center Agent	Call or Email the request details to the MEP Manager.
Manager	Receive the details of the requirements. → Inform the Director of FAC that a new job is required and has to be done by an external subcontractor. → Coordinate with subcontractor and update the job status in Banner to completed/received (Procurement & Finance Module). → **Finish**
FAC Director	Approve the request and inform the department's admin to process the request.
FAC Admin	Submit the requirements of the job in Banner so the request goes to procurement department.
Procurement	Select the subcontractor and inform FAC.
Subcontractor	Visit the location, complete the job and inform MEP Manager by phone.

G.b.2.7. Standard Operating Procedure

Office of COO

Facilities

Maintenance Services for Housing

SOP No.	SOP-Facilities-002
SOP Owner	Facilities
Version No.	1.0
Original Date of issue	June 12, 2014
Last Reviewed/Update Date	July 8,2018
Approved by	Director of Facilities ; Office of Chief Operating Officer

1. Purpose

This procedure describes the processes related to maintenance services as performed by Facilities for the AUS housing area.

2. Scope

This procedure outlines all process steps from the request for maintenance work to job completion for the following work order types:

- Electrical
- Air Conditioning maintenance
- Plumbing maintenance
- Carpentry & Civil works
- Masonry works
- Painting
- Pest Control
- Landscape (municipality)
- Drainage system (municipality)
- Street Lights (SEWA)

There are six parties involved in this procedure: End Users, Housing Maintenance Services, Sub-Contractors, Municipality (landscaping and sewage), SEWA and Procurement.

3. Terms & Definitions

Term	Definition
Agility	Computerized maintenance management system
Banner	Educational ERP system delivering information and services across higher education community
CC	Call Centre
FAC	Facilities

HM	Housing Maintenance
SCM	Supply Chain Management
Satellite Store	A branch store that is managed by the Facilities Division
PMMD	Performance Monitoring and Management Division
SEWA	Sharjah Electricity & Water Authority
User	AUS Faculty and Staff
Work Order	WO

4. **Process**

    4.1   Housing Maintenance Services performed internally

    4.2   Housing Maintenance Services performed by an authorized supplier

    4.3   Housing Maintenance Services performed by a subcontractor

Internal Housing Maintenance Services Process

4.1 Housing Maintenance Services performed internally			
Ref. No.	**Role**	**Task**	**Output**
4.1.1	**User**	Call or send an email to the Call Centre to log a work order request for maintenance in the housing area or directly log the request in Agility (Guide/Ref#: 6.5).	
4.1.2	OSS/CC/**Agent** FAC/HM/	Receive the work order, log and assign it to an available technician through Agility. Confirm the technician's	Creation of Work Order in Agility

	Foreman/ Manager	availability for the date/time proposed by the customer in the system or propose another timing via e-mail/phone; Or A work order may be directly created in Agility by the HM Foreman or Manager.	
4.1.3	FAC/HM/ **Technician**	Regularly check the Agility system for pending work orders, print the work order once received and visit user's site to complete the work; Or Visit the site to complete the job after receiving a call from HM Foreman or Manager.	
4.1.4	FAC/HM/ **Technician**	According to the type of maintenance required, decide what materials are needed to complete the job. If the materials are readily available refer to Task # 4.1.12. If the materials are not readily available, check the satellite stores and refer to Task # 4.1.12. If the materials are not available in the satellite stores, refer to Task # 4.1.5.	

		Check the main store for the required material and if available, submit a "Manual Request for Store Items form" (Form/ Ref# 6.1) to the senior warehouse officer after obtaining the HM Manager and the Director of Facilities' signatures.	Manual Request for Store Items form
4.1.5	FAC/HM/ **Foreman**	Request the technicians to pick up the items from the store accordingly and refer to Task # 4.1.12.	In a sub process, a parallel store item requisition is processed in Banner (manual/Ref# 6.6)
		If a non-store item is required, refer to Task # 4.1.6.	
4.1.6	FAC/HM/ **Manager**	If the cost of the item required is less than AED.1,000 provide the HM Technician with petty cash to make the purchase directly from the market. Ask HM Technician to bring the invoice for filing. Refer to Task # 4.1.12.	
		If the cost of the item required is more than AED.1,000 send a request by email to the Facilities Admin Assistant to raise a requisition in banner. Refer to Task # 4.1.12.	

4.1.7	FAC/HM/ **Manager**	Forward the banner requisition number and specifications to Procurement by email to process the purchase request.	Purchase Order is processed
4.1.8	**Procurement**	Purchase the items required.	
4.1.9	**PMMD**	Receive the items in the warehouse, and request the foreman to visit the stores for verification and receipt.	
4.1.10	FAC/HM/ **Foreman**	Verify the items and obtain the HM Manager's signature on the delivery note (Note/Ref# 6.4) and request the technician to pick them up from the store.	Signed Delivery Note
4.1.11	FAC/HM/ **Manager**	Confirm the receipt of the ordered items in Banner (Procurement & Finance Module).	
4.1.12	FAC/HM/ **Technician**	Pick up any material required from the stores if applicable. Visit the location, complete the job and inform the foreman by phone of job completion.	
4.1.13	FAC/HM/ **Foreman**	Complete the information on job timings and materials used and close the work order in Agility (WO/Ref# 6.3).	Work Order is closed in Agility

			Work Order Report

Supplier Housing Maintenance Services Process

4.2 Housing Maintenance Services performed by an authorized supplier			
Ref. No.	Role	Task	Output
4.2.1	**User**	Refer to Task # 4.1.1	
4.2.2	**User** Or SCM/CC/ **Agent** Or FAC/HM/ **Foreman** Or FAC/HM/ **Manager**	Log the work order in Agility. The work order in Agility will be directly assigned to the authorized supplier.	
4.2.3	**Authorized Supplier**	Visit the location, complete the job and close the work order in Agility. A service report (report/Ref# 6.2) will be sent to the foreman.	Service report Issue is solved and closed in Agility

Subcontractor Housing Maintenance Services Process

4.3 Housing Maintenance Services performed by a subcontractor			
Ref. No.	Role	Task	Output
4.3.1	**User**	Refer to Task # 4.1.1 Note: While this does not require a submission in Agility, if the request is submitted through Agility, it would be cancelled by the Call Centre and then refer to Task # 4.3.2.	
4.3.2	SCM/CC/Agent	Call or email the request details to the HM Manager.	
4.3.3	FAC/HM/ **Manager**	Receive the details of the requirements.	
4.3.4	FAC/HM/ **Manager**	Inform the Director of FAC that a new job is required and has to be done by an external subcontractor.	
4.3.5	FAC/ **Director**	Check the budget, and if the budget allows, approve the request and inform the department's admin to process the request.	
4.3.6	FAC/**Admin**	Submit the requirements of the job in Banner so the request goes to Procurement.	Requisition in Banner

Ref. No.	Role	Task	Output
4.3.7	FAC/HM/ **Manager**	Forward all the specifications and requirements of the project to Procurement for the bidding processes.	
4.3.8	**Procurement**	When the bids are received, comparison sheets are prepared and a subcontractor is selected (on the recommendations of both Procurement and FAC).	
4.3.9	**Subcontractor**	Visit the location, complete the job and inform HM Manager by phone.	Work is completed
4.3.109	FAC/HM/ **Manager**	Coordinate with subcontractor and update the job status in Banner to completed/received (Procurement & Finance Module).	

Municipality and SEWA Housing Maintenance Services Process

4.4 Housing Maintenance Services performed through Municipality Landscaping Department, Municipality (SEWAGE) and SEWA			
Ref. No.	Role	Task	Output
4.4.1	**User**	Refer to Task # 4.1.1	

4.4.2	OSS/CC/**Agent** FAC/HM/ **Foreman/ Manager**	Refer to Task # 4.1.2 Receive the work order, log and assign it to an available technician through Agility. Confirm the technician's availability for the date/time proposed by the customer in the system or propose another timing via e-mail/phone; Or A work order may be directly created in Agility by the HM Foreman or Manager.	Creation of Work Order in Agility
4.4.3	FAC/HM/ **Foreman/** **Manager**	Forward one hard copy of the WO to the Landscape Foreman.	
4.4.4	**Landscape Division, Municipality, SEWA**	Carry out the work and inform the Housing Foreman once the work is	Work is completed

		completed by phone.	
4.4.5	FAC/HM/**Foreman/Manager**	Check on the work that has been carried out and close the work order on Agility.	Work Order is closed in Agility Work Order Report

5. Process Time & applicable SLA

5.1   Process 4.1 : Internal Housing Maintenance Services -TAT:1 Day

5.2   Process 4.2 : Housing Maintenance Services performed by an authorized supplier -TAT:1 Day

6.   References

6.1   Manual Request for Store Items form

OPD - Manual Store Requisition.pdf

6.2   Service Report for Authorized Supplier

Comprehensive - service report - Samp

6.3

6.4   Housing Work Order

Housing Work Order - Sample.pdf

6.5

6.6   Delivery Note

Housing Delivery Note.pdf

6.7

6.8   Agility Training Guide

6.9   Banner Manual

7.   Internal Controls

    7.1   Any store requisition requires approval from Director of FAC and HM Manager.

    7.2   The Director of FAC should approve any procurement order before the department submits a Banner request.

    7.3   The Authorized Supplier should submit a service report or invoice after job completion to the HM Manager.

    7.4   The status of the work order should be regularly updated in Agility to reflect current status.

    7.5   All new work orders should be submitted in Agility.

8.   Systems involved

    8.1   Agility

    8.2   Banner

9.   Work flow

    9.1   Housing Maintenance Services performed internally.

    9.2   Housing Maintenance Services performed by an authorized supplier.

    9.3   Housing Maintenance Services performed by a subcontractor.

    9.4   Housing Maintenance Services performed through Municipality Landscaping Department, Municipality (SEWAGE) and SEWA

Housing Maintenance

Work flow for maintenance services performed internally

User

Call or send an email to the Call Centre to log a work order request for maintenance in the housing area or directly log the request in Agility

Call Center Agent /Housing Foreman/Housing Manager

Receive the work order, log and assign it to an available technician through Agility. Confirm the technician's availability for the date/time proposed by the customer in the system or propose another timing via e-mail/phone;
Or
A work order may be directly created in Agility by the HM Foreman or Manager

Technician

Regularly check the Agility system for pending work orders, print the work order once received and visit user's site to complete the work;
Or
Visit the site to complete the job after receiving a call from HM Foreman or Manager;

Materials are available? → YES → Pick up any material required from the stores if applicable. Visit the location, complete the job and inform the foreman by phone of job completion.

NO → check the satellite stores → Materials are available? → YES

Foreman

Check the main store for the required material and if available, submit a "Manual Request for Store Items form" to the Logistics Stores supervisor after obtaining the HM Manager and the director of facilities' signatures. → YES → Materials are available? → YES → Request the technicians to pick up the items from the store accordingly

Verify the items and obtain the HM Manager's signature on the delivery note and request the technician to pick them up from the store.

Complete the information on job timings and materials used and close the work order in Agility → Finish

NO

Manager

Cost <AED 1000? → NO → Send a request by email to the Facilities Admin Assistant to raise a requisition in banner → Forward the banner requisition number and specifications to Procurement by email to process the purchase request.

Confirm the receipt of the ordered items in Banner (Procurement & Finance Module).

Procurement

Purchase the items required.

Logistics

Receive the items in the warehouse, and request the foreman to visit the stores for verification and receipt.

Housing Maintenance

Housing Maintenance Services performed by an authorized supplier

User

Call or send an email to the Call Centre to log a work order request for maintenance in the housing area or directly log the request in Agility

User / Call Center Agent /Housing Foreman/Housing Manager

Log the work order in Agility. The work order in Agility will be directly assigned to the authorized supplier.

Technician

Visit the location, complete the job and close the work order in Agility. A service report will be sent to the foreman. → Finish

Housing Maintenance

Housing Maintenance Services performed by a subcontractor

User: Call or send an email to the Call Centre to log a work order request for maintenance in the housing area or directly log the request in Agility

Call Center Agent: Call or Email the request details to the HM Manager.

Manager:
- Receive the details of the requirements.
- Inform the Director of FAC that a new job is required and has to be done by an external subcontractor.
- Coordinate with subcontractor and update the job status in Banner to completed/received (Procurement & Finance Module).
- **Finish**

FAC Director: Approve the request and inform the department's admin to process the request.

FAC Admin: Submit the requirements of the job in Banner so the request goes to procurement department.

Procurement: Select the subcontractor and inform FAC.

Subcontractor: Visit the location, complete the job and inform HM Manager by phone.

Housing Maintenance

Work flow for housing maintenance services performed through Municipality Landscaping Department, Municipality (SEWAGE) and SEWA

User: Call or send an email to the Call Centre to log a work order request for maintenance in the housing area or directly log the request in Agility

Call Center Agent /Housing Foreman/Housing Manager:
- Receive the work order, log and assign it to an available technician through Agility. Confirm the technician's availability for the date/time proposed by the customer in the system or propose another timing via e-mail/phone; Or A work order may be directly created in Agility by the HM Foreman or Manager
- Forward one hard copy of the WO to the landscape foreman.
- Check on the work that has been carried out and close the work order on Agility
- **Finish**

Landscape Division, Municipality, SEWA: Carry out the work and inform the foreman once the work is completed by phone.

G.b.2.8. Standard Operating Procedure

Office of COO

Facilities

Maintenance Services for Dorms

SOP No.	SOP-Facilities-007
SOP Owner	Facilities
Version No.	1.0
Original Date of issue	June 12, 2014
Last Reviewed/Update Date	July 8, 2018
Approved by	Director of Facilities; Office of Chief Operating Officer

1. Purpose

This procedure describes the processes related to performing services for the AUS dorms areas.

2. Scope

This procedure outlines all process steps from the request for maintenance work in dorms to job completion for the following work order types:

- Electrical
- Air Conditioning maintenance
- Plumbing maintenance
- Carpentry works
- Civil works
- Painting works
- Electronic Access System – Student bedrooms
- Pest Control - Internal
- Bee Hives
- Landscaping
- Sewerage
- Waste Disposal
- Street Lights

There are six parties involved in this procedure: End users, Dorms Maintenance Services, Student Affairs/Residential Halls Department, Sub-Contractors, Procurement and SEWA.

3. Terms & Definitions

Term	Definition
Agility	Computerized maintenance management system
Banner	Educational ERP system delivering information and services across higher education community
BOQ	Bill Of Quantity
DM	Dorms Maintenance
FAC	Facilities

Term	Definition
PMMD	Performance Monitoring and Management Division
PO	Purchase Order
Satellite Store	A branch store managed by Facilities Division
SEWA	Sharjah Electricity & Water Authority
Student	Student is the end user & occupant of a specified room in one of the 13 Dorms (05 Females & 08 Male Dorms) in the AUS campus furnished for the current semester of the academic year.
Residential Halls	Division of Student Affairs responsible for handling the wellbeing of residing in the individual/sharing rooms at the Dorms

4. Process

4.1 Dorms Maintenance Services performed internally.

4.2 Dorms Maintenance Services performed by an authorized supplier.

4.3 Dorms Maintenance Services performed by a subcontractor.

4.4 Pest Control – External, performed by Sharjah Municipality.

4.5 Street Lights, Sewerage, Landscaping and Waste Disposal services performed by SEWA.

4.1 Dorms Maintenance Services performed internally			
Ref. No.	Role	Task	Output
4.1.1	**Student**	Log the description of the requirement in the log book available at the dorm supervisor reception desk and sign it (Log/Ref#: 6.1).	Registered Maintenance request

4.1.2	**Dorms Supervisor**	Check the log book every day accordingly create a new work order in Agility (Guide/Ref#: 6.2) explaining the student's requirement by classifying its type and accordingly it will be assigned to DM. In case Agility is not working, call or e-mail DM specifying the student's requirement and log it in Agility whenever the system is working again.	
4.1.3	FAC/DM/ **Foreman** Or OPS/FAC/DM/ **Manager**	Check Agility frequently, and assign the work order to the relevant technician from Agility's scheduler page.	
4.1.4	FAC/DM/ **Technician**	Receive the work order in three different ways; • PDA • Telephone Call in case PDA is out of Wi-Fi range • A printed work order handed over by the foreman in case the PDA is out of order	
4.1.5	FAC/DM/ **Technician**	According to the type of maintenance required, decide what materials are needed to complete the job. If the materials are readily available refer to Task # 4.1.13	

		If the materials are not readily available, check the satellite stores and refer to Task # 4.1.13	
		If the materials are not available in the satellite stores, refer to Task # 4.1.6	
4.1.6	FAC/DM/**Foreman**	Check the main store (PMMD) for the required material and if available, submit a "Manual Request for Store Items form" (Form/Ref# 6.3) to the senior warehouse officer after obtaining the DM Manager and the Director of Facilities' signatures. Request the technicians to pick up the items from the store accordingly and refer to Task # 4.1.13. If a non-store item is required, refer to Task # 4.1.7.	Manual Request for Store Items form In a sub process, a parallel store item requisition is processed in Banner (manual/Ref# 6.4)
4.1.7	FAC/DM/ **Manager**	If the cost of the item required is less than AED.1000, provide the DM Technician with petty cash to make the purchase directly from the market. Ask DM Technician to bring the invoice for filing/reimbursing. Refer to Task # 4.1.13. If the cost of the item required is more than AED.1,000 send a	

		request by email to the Facilities Admin Assistant to raise a requisition in banner. Refer to Task # 4.1.8.	
4.1.8	FAC/DM/ **Manager**	Forward the banner requisition number and specifications to Procurement by email to process the purchase request.	PO is raised
4.1.9	**Procurement**	Purchase the materials from a selected supplier	
4.1.10	**PMMD**	Receive the items in the warehouse, and request the foreman to visit the stores for verification and receipt.	
4.1.11	FAC/DM/ **Foreman**	Verify the items and obtain the DM Forman's signature on the delivery note (Note/Ref# 6.5). Request the technician to pick them up from the store.	Signed Delivery Note
4.1.12	FAC/DM/ **Manager**	Confirm the receipt of the ordered items in Banner (Refer to Procurement & Finance Module).	
4.1.13	FAC/DM/ **Technician**	Pick up any material required from the satellite stores if applicable. Visit the location, complete the job and notify the foreman of work completion either: • By PDA • By Telephone • On Hard copy	

Ref. No.	Role	Task	Output
4.1.14	FAC/MEP/ **Foreman**	Complete the job by entering timings & materials data directly into the Agility (WO/Ref# 6.6) and close the work order.	Work Order is closed in Agility Work Order Report

4.2 Dorms Maintenance Services performed by an authorized Contractor			
Ref. No.	Role	Task	Output
4.2.1	**Student**	Refer to Task # 4.1.1.	Registered Maintenance request
4.2.2	**Dorms Supervisor**	Create a new work order in Agility explaining the student's requirement by classifying its type and accordingly it will be assigned automatically to the authorized supplier. In case Agility is not working, call or e-mail DM with the student's requirement and log it in Agility whenever the system is working again.	
4.2.3	**Authorized Contractor**	Visit the location, complete the job and close the work order in Agility. A service report (report/Ref# 6.7) will be sent to the foreman for verification & signature.	Service report generated Issue is solved and closed in Agility

4.3 Dorms Maintenance Services performed by a Subcontractor			
Ref. No.	**Role**	**Task**	**Output**
4.3.1	**FAC**	If regular maintenance is required and work needs to be outsourced, initiate work requests and discuss with Director of Facilities.	
4.3.2	FAC/DM/ **Manager**	Inform the department's director that a new job is required and has to be done by an external subcontractor.	
4.3.3	FAC/ **Director**	Approve the request and inform the department's admin to process the request.	
4.3.4	FAC/**Admin**	Submit the requirements of the job in Banner so the request goes to Procurement Division.	Requisition in Banner
4.3.5	FAC/DM/ **Manager**	Submit a scope of work (Scope/Ref#: 6.8) and BOQ (BOQ/Ref#: 6.9) to procurement by e-mail.	Scope of Work BOQ
4.3.6	**Procurement**	Send the requirements to different suppliers.	Sealed tenders requested
4.3.7	**Procurement**	Select the subcontractor and inform FAC.	Sealed tenders evaluated
4.3.8	**Subcontractor**	Visit the location, complete the job and inform DM Manager by phone. DM Manager /Forman visits site verifying the job accomplishment.	Work is completed

Ref. No.	Role	Task	Output
4.3.9	FAC/DM/ **Manager**	Coordinate with subcontractor and update the job status in Banner to completed/received (Procurement & Finance Module).	Subcontractor's report/invoice submitted

4.4 Pest Control performed by Sharjah Municipality			
Ref. No.	Role	Task	Output
4.4.1	**Student**	Refer to Task# 4.1.1.	
4.4.2	**Dorms Supervisor**	Call or e-mail DM Services and notify them about the complaint.	
4.4.3	FAC/DM/ **Manager** Or FAC/DM/ **Foreman**	Receive the complaint, call Sharjah Municipality and agree on a time to do the job.	Register complaint with Sharjah Municipality
4.4.4	**Sharjah Municipality**	Visit the location in Dorms area and call the Foreman.	
4.4.5	FAC/DM/ **Foreman**	Visit the dorms and coordinate with the Dorms Supervisor to provide access for Sharjah Municipality to the gardens.	
4.4.6	**Sharjah Municipality**	Complete the job according to the given instructions and ask the foreman to sign the service report form.	Work is completed
4.4.7	FAC/DM/ **Foreman**	E-mail Dorms supervisor confirming the completion of the job.	

	4.5 Street lights, Sewerage, Landscaping and Waste disposal services performed by SEWA.		
Ref. No.	**Role**	**Task**	**Output**
4.5.1	**Student**	Refer to Task # 4.1.1.	Registered Maintenance request
4.5.2	**Dorms Supervisor**	Refer to Task#: 4.1.2. Note: Immediately create a work order or call DM manager or foreman if the issue is noticed by the dorms supervisor.	
4.5.3	FAC/DM/ **Foreman** FAC/DM/ **Manager**	Call SEWA's hot line or SEWA's concerned foreman (those who are assigned to AUS) to arrange a joint inspection for either issue.	Register complaint with SEWA
4.5.4	FAC/DM/ **Foreman** **SEWA**	Visit the location, check the source of the issue, and set a time according to SEWA's tasks priorities to fix it accordingly.	Job evaluated
4.5.5	**SEWA**	Visit the location, complete the job according to the given instructions and call the Foreman to update on the status.	Work is completed
4.5.6	FAC/DM/ **Foreman** **SEWA**	Final check with joint inspection is made; confirming that the issue has been resolved.	
4.5.7	FAC/DM/ **Foreman**	Inform the dorms supervisor confirming the completion of the job via phone or e-mail, close the	Work order is closed

		work order in Agility, and report the status to DM Manager by phone or face to face.	

5. Process Time & applicable SLA

    5.1   Process 4.1: Dorms Maintenance Services performed internally - TAT:1/2 Day

    5.2   Process 4.2: Dorms Maintenance Services performed by an authorized supplier – TAT: 1/2 Day

6. References

    6.1   Log Book

Dorms
Maintenance_Maintena

    6.2   Agility Training Guide

    6.3   Manual Request for Store Items form

Dorms
Maintenance_StoreMa

    6.4   Banner Manual

    6.5   Delivery Note

Dorms
Maintenance_DeliveryI

    6.6   DM Work Order

Dorms
Maintenance_WorkOrd

Dorms
Maintenance_WorkOrd

6.7   Service Report for the authorized supplier

PDF Dorms Maintenance_ServiceR

6.8   Scope of Work

PDF Dorms Maintenance_ScopeOf

6.9   BOQ

PDF Dorms Maintenance_BOQ.pdf

7.   Internal Controls

7.1   All store requisitions must be approved Director of FAC and DM Manager.

7.2   Director of FAC should approve any procurement order before the department submits a Banner request.

7.3   Authorized supplier should hand over a service report or invoice after they complete the job.

7.4   All work orders submitted in Agility need to be closed in Agility.

8.   Systems involved

8.1   Agility

8.2   Banner

9. Work flow

9.1 Dorms Maintenance Services performed internally.

9.2 Dorms Maintenance Services performed by an authorized supplier.

9.3 Dorms Maintenance Services performed by a subcontractor.

9.4 Pest Control performed by Sharjah Municipality.

9.5 Street lights, Sewerage, Landscaping and Waste disposal services performed by SEWA.

Workflow for DM Services performed internally

Workflow for DM Services performed by an authorized supplier

Dorms Maintenance Services performed by a subcontractor.

Workflow for DM Services performed by a subcontractor
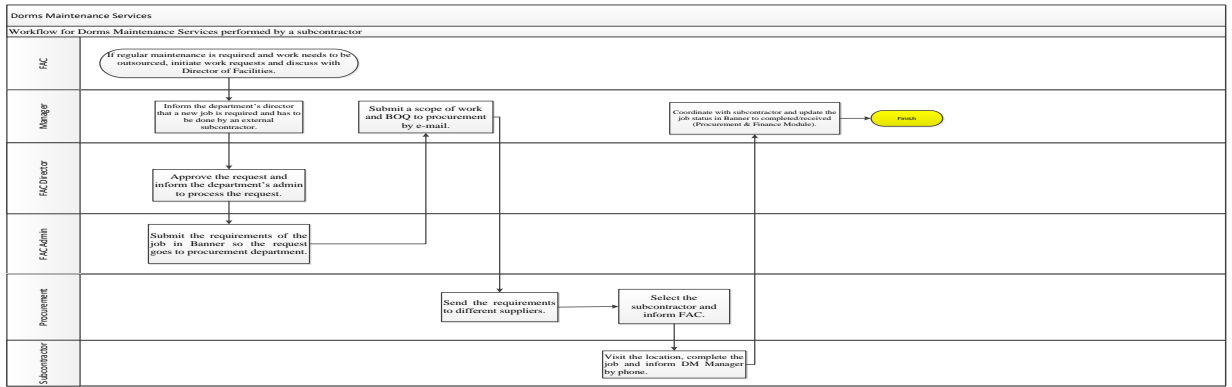
Pest Control performed by Sharjah Municipality.

Workflow for pest control services performed by Sharjah Municipality
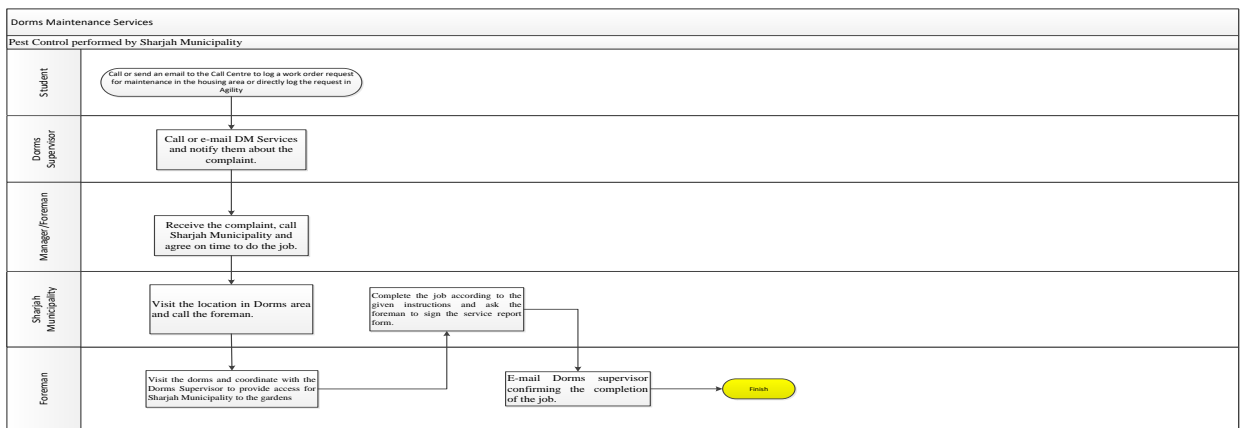
Street lights, Sewerage, Landscaping and Waste disposal services performed by SEWA.

Workflow for services performed by SEWA
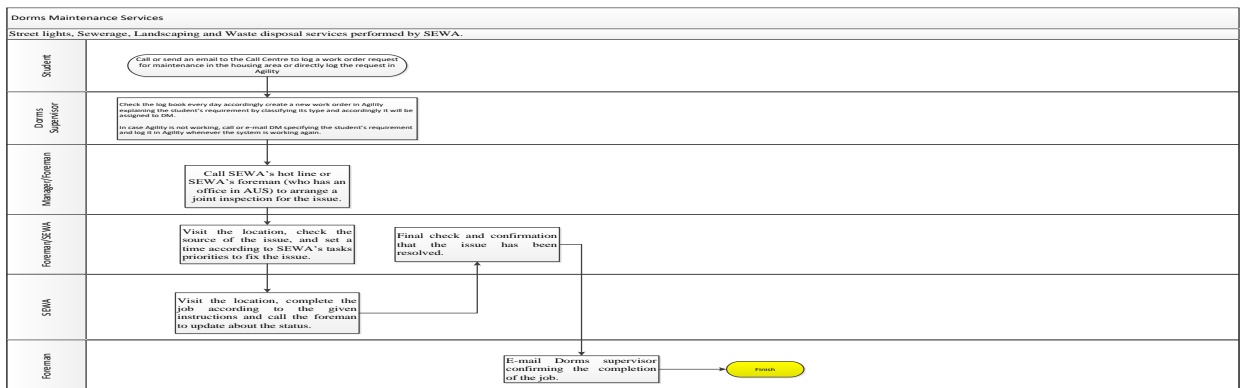
G.b.2.9. Standard Operating Procedure

Office of COO

Facilities

Water Distribution & Pump Services

SOP No.	SOP-Facilities-008
SOP Owner	Facilities
Version No.	1.0
Original Date of issue	June 12, 2014
Last Reviewed/Update Date	July 8, 2018
Approved by	Director of Facilities ; Office of Chief Operating Officer

1. Purpose

This procedure describes the processes related to water and fire pumps and the water supply from SEWA.

2. The Scope

This procedure outlines all process steps from identifying a need for maintenance on water and fire pumps or requesting for water supply to job completion for the following work order types:

- Main Water Supply from SEWA
- Water and Fire Pumps Services

There are five parties involved in this procedure: Users, Facilities, Procurement, performance monitoring and management and SEWA.

3. Terms & Definitions

Term	Definition
Agility	Computerized maintenance management system
Banner	Educational ERP system delivering information and services across higher education community
DM	Dorms Maintenance
FAC	Facilities
PMMD	Performance Monitoring and Management Division
PO	Purchase Order
Satellite Store	A branch store managed by Facilities Department
SEWA	Sharjah Electricity & Water Authority
WO	Agility Work Order

4. Process

4.1 Water and fire pumping maintenance to Dorms/Housing/Academic buildings

4.1 Routine water tank Maintenance to Dorms/Housing/Academic buildings			
Ref. No.	**Role**	**Task**	**Output**
4.1.1	**User**	For housing and academics area users: Send an e-mail to the Call Centre Department specifying the issue or call the facility's emergency number: 2100 and the call will be directed to the staff in charge mobile phone. Note: In both ways, an Agility (Guide/Ref.#: 6.1) request will be submitted either by the Call Centre Agent or by DM Foreman. Dorms users: Inform the dorm's supervisor who will call the facility's emergency number: 2100 and the call will be directed to the staff in charge mobile phone, create a work order in Agility.	Agility WO

4.1.2	FAC/DM/ **Foreman** or FAC/DM/ **Manager**	Receive the WO in Agility and assign it to the relevant technician from Agility's scheduler page; Or A work order may be directly created and assigned in Agility by the DM Foreman or Manager after a daily inspection of water tanks and water and fire pumps.	
4.1.3	FAC/DM/ **Pump Technician**	Receive the work order in three different ways; • PDA • Telephone Call in case PDA is out of Wi-Fi range • A print out of the work order handed over by the foreman in case the PDA is out of order	
4.1.4	FAC/DM/ **Pump Technician**	Visit the location, if the issue is on the water level in the tanks, inform the DM foreman about the situation and refer to Task#: 4.1.5. If the matter is related to an issue in the water or fire pumps, refer to Task#: 4.1.9.	

4.1.5	FAC/DM/ **Foreman**	Call SEWA's hot line and report the situation.	
4.1.6	FAC/DM/ **Foreman**	Inform the technician to monitor the water tank level every 15-30 minutes to know when the water will reach its safest level.	
4.1.7	FAC/DM/ **Pump Technician**	When the water reaches AUS and reaches its safe level, operate the main booster pump which will supply the water to specified locations. Inform the foreman about the completion of the work. Note: if the water pressure is low when it reaches AUS, start In-Line pump to boost the water pressure.	
4.1.8	FAC/DM/ **Foreman** or FAC/DM/ **Manager**	Close the WO in Agility.	WO is closed
4.1.9	FAC/DM/ **Pump Technician**	Inform the foreman or the DM Manager about the issue and take the permission to start fixing it. Note: The standby pump starts automatically as soon the main pump stops working.	

4.1.10	FAC/DM/ **Foreman** or FAC/DM/ **Manager**	Follow up progress with the pump technician and identify if materials are required to perform the fixing task.	
4.1.11	FAC/DM/ **Pump Technician**	According to the type of maintenance required, decide what materials are needed to complete the job. If the materials are readily available refer to Task # 4.1.19. If the materials are not readily available, check the satellite stores and refer to Task # 4.1.19. If the materials are not available in the satellite stores, refer to Task # 4.1.12.	
4.1.12	FAC/DM/ **Foreman**	Check the main store (PMMD) for the required material and if available, submit a "Manual Request for Store Items form" (Form/Ref# 6.2) to the Stores supervisor after obtaining the DM Manager and the Director of Facilities' signatures. Request the technicians to pick up the items from the store accordingly and refer to Task # 4.1.19. If a non-store item is required, refer to Task# 4.1.13.	Manual Request for Store Items form In a sub process, a parallel store item requisition is processed in Banner (manual/Ref# 6.3)

4.1.13	FAC/DM/ **Manager**	If the cost of the item required is less than AED.1,000 provide the DM Technician with petty cash to make the purchase directly from the market. Ask DM Technician to bring the invoice for filing/reimbursing. Refer to Task # 4.1.19. If the cost of the item required is more than AED.1000, send a request by email to the Facilities Admin Assistant to raise a requisition in banner. Refer to Task # 4.1.8.	
4.1.14	FAC/DM/ **Manager**	Forward the banner requisition number and specifications to Procurement by email to process the purchase request.	PO is raised
4.1.15	**Procurement**	Purchase the materials from a selected supplier.	
4.1.16	**PMMD**	Receive the items in the warehouse, and request the foreman to visit the stores for verification and receipt.	
4.1.17	FAC/DM/ **Foreman**	Verify the items and obtain the DM Foreman's signature on the delivery note (Note/Ref# 6.4). Request the technician to pick them up from the store.	Signed Delivery Note

4.1.18	FAC/DM/ **Manager**	Confirm the receipt of the ordered items in Banner (Refer to Procurement & Finance Module).	
4.1.19	FAC/DM/ **Technician**	Pick up any material required from the stores if applicable. Visit the location, complete the job and notify the foreman of work completion either: • By PDA • By Telephone • On Hard copy	
4.1.20	FAC/MEP/ **Foreman**	Complete the job by entering timings and materials data directly into the Agility (WO/Ref# 6.5) and close the work order.	Work Order is closed in Agility Work Order Report

5. Process Time & applicable SLA

5.1   Process 4.1.4 Relevant Technician travel to site, attend and inspect the call, inform Foreman if material requires - TAT: 1 Hour

6. References

6.1   Agility Training Guide

6.2   Manual Request for Store Items form

Dorms
Maintenance_StoreMa

6.3   Banner Manual

6.4 Delivery Note

Dorms
Maintenance_Delivery

6.5 DM Work Order

Dorms
Maintenance_WorkOrd

Dorms
Maintenance_WorkOrd

7. Internal Controls

7.1 All store requisition must be approved Director of FAC and DM Manager.

7.2 Director of FAC should approve any procurement order before the department submits a Banner request.

7.3 Authorized supplier should hand over a service report or invoice after they complete the job.

7.4 All work orders submitted in Agility need to be filled and closed.

8. Systems involved

8.1 Agility

8.2 Banner

9. Work flow

9.1 Water and fire pumping maintenance to Dorms/Housing/Academic buildings

Workflow for water & fire pump services – Water Tank Level

Dorms Maintenance Services

Workflow for Water & Fire pump Services – Water Tank Level Issue

Lane	Content
User	Housing and academics area users: Send an e-mail to Call Centre Department specifying the issue or call the facility's emergency number: 2100 and the call will be directed to the staff in charge mobile phone. / Dorms users: Inform the dorm's supervisor who will call the facility's emergency number: 2100 and the call will be directed to the staff in charge mobile phone, create a work order in Agility.
DM Foreman/DM Manager	Receive the WO in Agility and assign it to the right technician from Agility's scheduler page; Or A work order may be directly created and assigned in Agility by the DM Foreman or Manager after a daily inspection of water tanks and water and fire pumps.
Pump Technician	Receive the work order in three different ways; • By PDA • By Telephone • A print out of the work order handed over by the foreman. → Visit the location → Type of issue? → Water & Fire Pump Issue (A) / Level of water in the tank → When the water reaches AUS and reaches its safe level, operate the main booster pump which will supply the water to specified locations. Inform the foreman about the completion of the work. → Close the WO in Agility. → Finish
Foreman	Call SEWA's hot line and report the situation. → Inform the technician to monitor the water tank level every 15 munites to know when the water will reach its safest level.

Workflow for water & fire pump services – Water & Fire Pump

Dorms Maintenance Services

Workflow for Water & Fire pump Services – Water & Fire pump Issue

Lane	Content
DM Foreman/DM Manager	Follow up progress with the pump technician and identify if materials are required to perform the fixing.
Pump Technician	(A) → Inform the foreman or the DM Manager about the issue and take the permission to start fixing it. → Materials are available? YES → Pick up any material required from the stores if applicable. Visit the location, complete the job and inform the foreman by phone of job completion. / NO → check the satellite stores → Materials are available? YES
Foreman	Check the main store for the required material and if available, submit a "Manual Request for Store Items form" to the Logistics Stores supervisor after obtaining the DM Manager and the director of facilities' signature. → Materials are available? YES → Request the technicians to pick up the items from the store accordingly → Verify the items and obtain the DM Manager's signature on the delivery note and request the technician to pick them up from the store. → Complete the information on job timings and materials used and close the work order in Agility → Finish
Manager	Cost <AED 999? NO → Send a request by email to the Facilities Admin Assistant to raise a requisition in banner → Forward the banner requisition number and specifications to Procurement by email to process the purchase request. → Confirm the receipt of the ordered items in Banner (Procurement & Finance Module).
Procurement	Purchase the items required.
Logistics	Receive the items in the warehouse, and request the foreman to visit the stores for verification and receipt.

G.b.2.10. Standard Operating Procedure

Office of COO

Facilities Department

Custodial Services – Items Disposal

SOP No.	SOP-Custodial -009
SOP Owner	Operation Support Services
Version No.	2.0
Original Date of issue	June 12, 2014
Last Reviewed /Update Date	July 8, 2018
Approved by	Facilities Director ; Office of Chief Operating Officer

1. Purpose

This procedure describes the process of waste disposal as performed by Facilities for the whole AUS campus.

2. Scope

This document outlines all process steps from the initiation of the request for disposal to the disposal of any waste items.

There are six parties involved in this procedure: End users, Facilities, Security Dept. Procurement Dept., Cleaning Services, and Sharjah Municipality.

3. Terms & Definitions

Term	Definition
CS	Cleaning Services Division
FAC	Facilities
OSS	Operations Support Services
PD	Procurement Dept.
User	AUS Faculty and staff

4. Process

4.1   Cleaning Services – Waste Disposal

AUS Custodial Services-Waste Disposal Process

4.1 Custodial Services – Waste Disposal			
Ref. No.	Role	Task	Output

4.1.1	**User**	Send an email request to the CS Supervisor for the removal and disposal of items on campus.	
4.1.2	FAC/CS/ **Supervisor**	Receive the request and visit the user's site to check the size and quantity of the items to be disposed of and determine the tools/manpower needed to transport the items.	
4.1.3	FAC/CS/ **Supervisor**	Send an email to the PD requesting them to visit the user's site to assess the state/use of the items.	
4.1.4	OSS/**PD**	Visit the site and evaluate the condition of the items to decide whether or not disposal/sale is possible.	
4.1.5	OSS/**PMMD**	If sale/disposal is possible, send an email to the CS Supervisor requesting the transfer of the items to the PMMD store for disposal and refer to Task 4.1.6. If sale/disposal is not possible, refer to Task # 4.1.7.	
4.1.6	FAC/CS/ **Supervisor**	Arrange for the resources required to transfer the items to the store and schedule the move accordingly.	
4.1.7	FAC/CS/ **Supervisor**	Send an email to the FAC department about the items requesting them to visit the user's site and verify whether or not they may have a need or use for these items.	

4.1.8	FAC/**FAC Team**	Visit the site and evaluate the condition/use of the items and decide whether or not they can be transferred to FAC for use.	
4.1.9	FAC/**FAC Team**	Send an email to the CS Supervisor requesting the transfer of the items to the FAC store or that the items are not required at FAC. If required, refer to Task # 4.1.10. If not required, refer to Task # 4.1.11.	
4.1.10	FAC/CS/ **Supervisor**	Arrange for the resources required to move the items to the store and schedule the move accordingly.	
4.1.11	FAC/CS/ **Supervisor**	Send an email to the Public Affairs department requesting them to visit the user's site to check if they may require/use these items.	
4.1.12	**Public Affairs**	Visit the site and evaluate the condition/use of the items and decide whether or not to have them transferred accordingly.	
4.1.13	**Public Affairs**	Send an email to the CS Supervisor requesting the transfer of the items to a specific location or that the items will not be required. If required, refer to Task # 4.1.14. If not required, refer to Task # 4.1.15.	

4.1.14	FAC/CS/ **Supervisor**	Arrange for the resources required to transfer the items to the store and schedule the move accordingly.	
4.1.15	**Public Affairs**	Send a "Confirmation Clearance" (Form/Ref.#: 6.1) letter or through an e mail to the CS Supervisor requesting the disposal of the items. Sometimes the confirmation is agreed verbally.	Confirmation Clearance
4.1.16	FAC/CS/ **Supervisor**	Prepare a letter in Arabic asking Sharjah Municipality to visit AUS to check the site in order to dispose of the items. Obtain the approval and signature of the Chancellor or Vice Chancellor for Public Affairs on the letter and send it by fax to Sharjah Municipality.	Letter to Sharjah Municipality
4.1.17	**Sharjah Municipality**	Receive the fax, arrange a meeting with the AUS CS Supervisor to inspect the site at AUS and agree on the pick-up time and location with the presence of the Security staff at the disposal date and time.	
4.1.18	FAC/CS/ **Supervisor**	Transfer the items to the agreed location with Sharjah Municipality.	
4.1.19	**Sharjah Municipality**	Pick up the items from the agreed site.	
4.1.20	FAC/CS/ **Supervisor**	Clean the site after pick up.	

5. Process Time & applicable SLA

5.1   Process 4.1**:** Custodial Services – Waste Disposal - TAT: Not Applicable

6. References

6.1   Confirmation Clearance

Custodian Disposal
Confirmation Form.pdf

7. Internal Controls

7.1   Receive a clearance from Public Affairs Department before disposal.

8. Systems involved

Not Applicable

9. Work flow

9.1   Custodial Services – Waste Disposal

Operations Department: Custodial Services: Waste Disposal

AUS Client

START

Sends request to dispose and remove items from the department by email to Custodial Service Manager (CS)

Custodial Services Manager (CS)

END

Receives the request, and visit the client site to decide about the disposal items size, quantities, and tools/manpower needed to shift the material

Informs logistics about disposal by email. Ask them to visit the client site to decide if they want to have the custody of waste disposal

1. Receives the request, and arrange resources 2. Schedule the work, and moves items to the requested location 3. Cleans the site after shifting

1. Receives the notification from logistics 2. Informs Facilities by email to check the site if they need the items

1. Receives the notification from Facilities 2. Informs Public Affairs (PA) by email about available disposed items, and asks PA to check the site if they need the items

1. Prepares a letter in Arabic asking Sharjah Municipality to visit AUS and check the site in order to dispose the items signed by VCPA & CS 2. Fax the letter to Sharjah Muncipility

Shifts disposed items to agreed location for Sharjah Muncipility

Cleans the site after shifting

Logistics

Visits the site, and decide to take custody of disposal items

Transfer disposed items to Logistics? — **Y** →

Informs CS by email to arrange transferring items to logistics

Informs CS by email that they do not need the items, and CM can dispose items at any time

Facilities

1. Checks the site and material 2. Informs CS by email whether they need the items

Need the disposed items? — **Y**

N

Public Affairs

1. Checks the site and material 2. Informs CS by email whether they need the items

Need the disposed items? — **Y**

N

Email 'Confirmation Clearance' to CS Cc PA Security Office that CS can dispose the items

Sharjah Muncipility

Arrange a meeting by email with AUS CS to inspect the site at AUS & dispose goods, and agrees on pick-up time & location with AUS

Receives the fax

Pick ups the materials from the site

G.b.2.11. Standard Operating Procedure

Office of COO

Facilities Department

Custodial Services - Cleaning, Shifting & Pest Control

SOP No.	SOP-Custodial-010
SOP Owner	Operation Support Services
Version No.	2.0
Original Date of issue	June 12, 2014
Last Reviewed/Update Date	July 8,2018
Approved by	Facilities Director ; Office of Chief Operating Officer

1. Purpose

The purpose of this document is to describe the processes of custodial services for cleaning, shifting and pest control as performed by Facilities for the Academic and Dorms areas on campus.

2. Scope

This procedure outlines all process steps from the request for custodial services to work completion for the following work order types:

- Cleaning: Academics and Dorms
- Shifting: Academics and Dorms
- Pest Control: Academics

There are four parties involved in this procedure: End users, Custodial Services Division, Cleanco and Call Centre.

3. Terms & Definitions

Term	Definition
Agility	Computerized maintenance management system
CC	Call Centre
CleanCo	An outsourced service company providing various services such as cleaning, shifting and water bottle distribution on AUS campus
CS	Custodial Services Division
FAC	Facilities
User	AUS Faculty and Staff

4. Process

4.1   Custodial Services – Cleaning, Shifting and Pest Control

4.1 Custodial Services – Cleaning, Shifting and Pest Control			
Ref. No.	**Role**	**Task**	**Output**
4.1.1	**User**	Call or send an email mentioning available date/time to the Call Centre to log a work order request for a custodial service in the academic area and dorms (except for pest control which is only for the academic area); Or The user calls the CS Supervisor directly.	
4.1.2	OSS/CC/ **Agent**	Receive the request, initiate and submit the work order in Agility (Guide/Ref#: 6.1), and assign it to Custodial Services Supervisor (CS); Or A work order may be directly created by the CS Supervisor in Agility (Guide/Ref.#: 6.1).	Creation of Work order in Agility

| 4.1.3 | FAC/CS/ **Supervisor** | Receive the work order.

Call or visit the end-user to confirm or re schedule the date/time.

Arrange for the Cleanco resources as per the agreed schedule with the end-user.

Assign the work to Cleanco by phone, email or face-to-face. | |
| --- | --- | --- | --- |
| 4.1.4 | Cleanco | Receive the work order and complete the job required based on the given instructions.

Note: Cleanco perform daily bathroom cleaning according to 'Toilet Hourly Check List'. (List/Ref #: 6.2) | Toilet Hourly Check List |
| 4.1.5 | Cleanco | Inform the CS Manager (verbally, by email or by phone) of job completion. | |
| 4.1.6 | FAC/CS/ **Manager** | Close the Work Order in Agility. | Work order is closed in Agility. |

5.   Process Time & applicable SLA

      5.1   Cleaning Services TAT: 1 day

      5.2   Shifting Services TAT: 1 day

      5.3   Pest Control TAT: 4 hours (Only after AUS office hours e.g. after 5:00 PM)

6.   References

      a. Agility Training Guide

      b. Toilet Hourly Check List

Custodian Toilet
Hourly Check List.pdf

7.   Internal Controls

      a.   Close all work orders in Agility

      b.   All new work orders should be submitted in Agility

      c. Pest control service is executed only after AUS office hours only (e.g. after 5:00 PM)

8.   Systems involved

      a. Agility

9.   Work flow

      a. Custodial Services – Cleaning, Shifting and Pest Control

Operations Department: Custodial Services: 1. Cleaning (Academics & Dorms); 2. Shifting (Academics & Dorms) & 3. Pest Control (Academics)

AUS Client

START

Opens 'Call Center' web site, and log service request online

Calls or email 'Call Center', and provide the info (service request)

Contacts Custodial Service Manager (CM) directly by either calling or sending email

Call Center (Agility)

Receives the service request from customer and creates work order on AUS call center system

Receives work order from customer on AUS call center system

Route/forwards the work order to proper manager/supervisor/engineer

Custodial Services Manager (CM)

Receives Service Request: **CLEANING**

Receives Service Request: **SHIFTING**

Receives Service Request: **PEST CONTROL**
Note: Work can be only performed after AUS office hours, and during weekends

Plans the required manpower, and schedule the work accordantly. Informs Cleanco about the work by phone/email/face-to-face

Receives the request, and creates work order on system

Close the service request in Call Center system

END

CleanCo

Receives the work order and finish the work according to the given instruction

Informs CM by phone/email/face-to-face

Appendix H

H.a. Document Control

H.a.1. Document Control Procedure

H.a.2. Master Document List

H.a. Document Control

H.a.1. Document Control Procedure

1. Purpose

The purpose of this procedure is to clearly specify the requirements for the method of formulating, maintaining and updating the EMS documents.

2. Scope

This procedure applies to all documents established under the EMS of AUS. The documents under the EMS include but are not limited to:

- EMS Manual

- Environmental Procedures

- Environmental Instructions

- EMS Forms and Checklists

- Objectives, Targets and Programs

- Register of Environmental Aspects

- Registers of Legal and Other Requirements

3. Definitions

Controlled Copy – controlled documents can be posted on the company server for read-only access or the hard copy shall be labelled "CONTROLLED COPY". Controlled copy shall be subject to automatic update when a new revision is released.

Uncontrolled Copy - uncontrolled document is a hard/soft copy of the document that shall not bear the label "CONTROLLED COPY". Uncontrolled copy shall not be subject to automatic update when a new revision is released. It is for reference only.

Master Copy – the original hard copy of the document that shall be approved and signed by authorized personnel.

4. Responsibility

4.1 Top Management

The Top Management representative (COO) shall approve and sign all EMS documents, which include the Environmental Policy, and EMS manual.

4.2 Environmental Management Representative

The EMR shall work together with the Sustainability Committee to prepare and revise all EMS documents.

4.3 AUS Sustainability

The AUS Sustainability is responsible for the EMS document control system. It shall ensure that only controlled and current copies of documents are used, and distribute the controlled EMS documents to relevant personnel whenever updated versions are available. It shall also maintain and update the Master List of Documents.

4.4 Function / Departmental Manager

The Departmental Director shall review relevant EMS documents and procedures, ensure that their subordinates are familiar with the updated EMS documents related to them, and report any proposed changes to the EMS documents and forms to the sustainability Committee.

5. Procedure

5.1 Labelling and Numbering System of EMS Documentation

5.1.1 To indicate the status of each document, and to prevent the use of obsolete or outdated documents, the following information shall be stated on each EMS document or procedure:

- Title (subject)

- Document number

- Revision number (which starts from 01,02,03………)

- Date

- Document originator

- Authorised person and his/her signature

5.1 Distribution and Control of Controlled Documents

5.1.1 The original hard copies of controlled documents shall be signed by the authorized person, and maintained by the sustainability department.

5.1.2 All controlled documents, and the Master List showing the documents and forms issued with the latest revision number and date shall be maintained and updated by the sustainability department. The sustainability department shall inform the most recent documentation status and announce the release of new versions of controlled documents to staff.

5.1.3 The sustainability department shall maintain document distribution records that record their recipients. Hardcopies of controlled documents shall be stamped with "CONTROLLED COPY" and be subjected to update.

5.2 Revision of Documents

5.2.1 All EMS documents shall be constantly reviewed and revised as necessary by relevant personnel. Departmental Director shall report any proposed changes to the EMR.

5.2.2 All revised controlled documents shall be reviewed and approved by the authorized person.

H.a.2. Master Document List

AUS Master Document List

Internal Document Number	Revision	Reference	Location	Type
Environmental Policy	01	Appendix A.a	Electronic/Hard Copy	Policy
EMS Manual	07	Revision 07	Electronic/Hard Copy	Manual
Environmental Aspects, Objectives and Targets	04	Appendix B.a	Electronic/Hard Copy	Objectives
Nonconformance and Corrective and Preventive Action	04	Appendix L.a	Electronic/Hard Copy	Procedure
Emergency Preparedness and Response Plan	04	Appendix I.a.	Electronic/Hard Copy	Procedure
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Appendix I

I.a. Emergency Preparedness and Response Plan

I.a.1.Emergency Evacuation Plan

I.a.2.Fire Drill Guideline

I.a. Emergency Preparedness and Response Plan (EPRP)

1 Introduction

An emergency in the American University of Sharjah has potential to cause serious injuries or extensive damage to the property and / or serious disruption to the environment. In many cases outside agencies are required to be called for help in handling the situation. Factors causing an emergency can be natural, technological, or adversarial resulting from human action. An emergency can manifest in various forms such as fire, explosion, earthquake, flood, etc...

In spite of best design and safe operating procedures and various preventive measures the possibility of a disaster cannot be totally ruled out. During an emergency, timed response and organized action must be taken to control the situation and to minimize the damage or loss of assets, human life and to the environment. This plan lays out the guidelines for employees, contractors, transporters and visitors etc. The EPRP not only defines the responsibilities in case of an emergency but it also provides details regarding prompt rescue / evacuation / co-ordination of operations and some additional information.

2 Emergencies

An emergency is a situation, which may lead to or cause damage or destruction to life or property, or to the environment within AUS. However, emergencies can range from a minor emergency to a major disaster.

• **Level 1 Emergency**: A minor emergency situation that is limited in scope and potential effects, which involve:

◦ A limited area and/or limited population
◦ An evacuation or in-place sheltering, typically limited to the immediate area of the incident
◦ The provision of warnings and public instructions in the immediate area, not university-wide
◦ Incident management by one or two local response agencies
◦ Limited external assistance from other local response agencies or contractors

• **Level 2 Emergency**: A major emergency situation that is larger in scope and more severe in terms of actual or potential effects than a Level 1 Emergency. Characteristics of a Level 2 Emergency include:

- A large area, significant population, or important facilities
- The implementation of large-scale evacuation or in-place sheltering, and implementation of temporary shelter and mass care operations
- University-wide warning and public instructions
- A multi-agency response operation

• **Level 3 Emergency**: A disaster involving the occurrence or threat of significant casualties and/or widespread property damage that is beyond the capability of the university and local government is required to handle the situation with its larger resources. A Level 3 Emergency involves:

- A large area, sizable population, and/or important facilities
- The implementation of large-scale evacuation or in-place sheltering, and implementation of temporary shelter and mass care operations
- Community-wide warning and public instructions
- Response by multiple local response agencies
- Significant external assistance from other local response agencies, contractors, and extensive emirate or federal assistance
- Provide general guidance and direction, provide emergency information to the public, coordinate emirate and federal support, and coordinate resource support for emergency operations
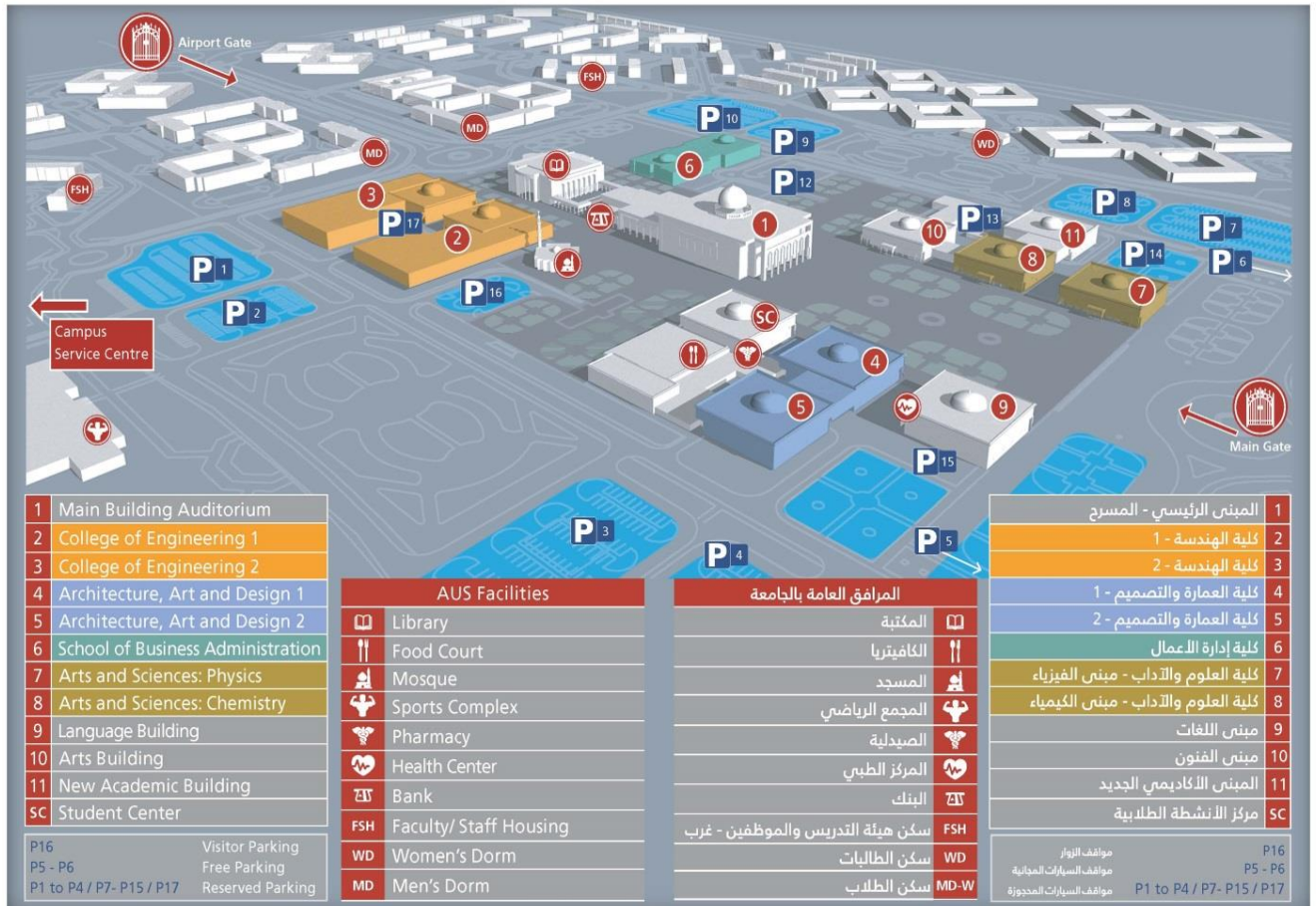
3 Plan Assumptions

Emergency planning requires a commonly accepted set of assumed operational conditions that provide a foundation for establishing protocols and procedures. These assumptions are called planning assumptions, and the standard practice is to base planning on the potential worst-case conditions. For the university, severe weather hazards pose the most probable threat of emergency conditions.

Using the severe weather model, the following planning assumptions are incorporated into this plan:

1. Critical lifeline utilities may be interrupted, including water delivery, electrical power, natural gas, telephone communications, microwave and radio systems, cellular telephones, and information systems.

2. Regional and local services may not be available.

3. Major roads, overpasses, bridges, and local streets may be inaccessible or damaged.

4. Buildings and structures may be damaged.

5. Damage may cause injuries and displacement of people.

6. Normal suppliers may not be able to deliver materials.

7. Contact with families and households of the university community may be interrupted.

8. People may become stranded at the university, and conditions may be unsafe to travel off campus.

9. Emergency conditions that affect campus will likely affect the surrounding community, including University City and Sharjah.

10. The university will not receive outside assistance in rapid damage assessment and will need to conduct its own situation analysis and deployment of onsite resources and management of emergency operations on campus.

11. Communication and exchange of information will be one of the highest priority operations for the campus.

4 Plan Objectives

1. Organization

   This plan will:

   • Provide guidelines for the most critical functions during an emergency response

   • Provide an easy-to-follow format in which users can quickly determine their roles, responsibilities and primary tasks

   • Link and coordinate processes, actions and the exchange of critical information into an efficient and real-time overall response, in which all entities have access to the emergency response process and know what is going on at the university

2. Communications and Information Management

This plan will:
• Serve as the central point of communications both for receipt and transmission of urgent information and messages
• Serve as the official point of contact for the university during emergencies when normal channels are interrupted
• Provide comprehensive communication services for voice, data and operational systems
• Collect and collate all disaster information for notification, public information, documentation and post-incident analysis
• Provide a basis for training staff and organizations in emergency response management

3. Decision Making

This plan will serve as a reference for:
• Determining the level of response and extent of emergency control and coordination that should be activated when incidents occur, through a clear decision process

4. Response Operations

This plan will provide guidelines for:
• Utilizing university resources to implement a comprehensive and efficient emergency management response team
• Continuously preparing a pro-active emergency response management action plan, for the possibilities and eventualities of emerging incidents

5. Recovery Operations
This plan will supply guidelines for:

• Transitioning response operations over to normal management processes as able
• Supporting business resumption plans and processes, as needed, during restoration phases

5 Activities by Emergency Management Phases

This plan addresses emergency preparedness activities that take place during all four phases of emergency management.

These emergency management phases include the following:

1. Mitigation

The American University of Sharjah will conduct mitigation activities as an integral part of the emergency management program. Mitigation is intended to prevent hazards, reduce the probability of hazards causing an emergency situation, or lessen the consequences of unavoidable hazards. Mitigation should be a pre-disaster activity, although mitigation may also occur in the aftermath of an emergency situation with the intent of avoiding repetition of the situation.

2. Preparedness

Preparedness activities are the response actions needed in the event of an emergency. Preparedness is everyone's responsibility. Colleges, departments, and offices must develop plans and procedures to assist in the overall implementation and maintenance of emergency plans. Preparedness activities include:

• Providing emergency equipment and facilities

• Emergency planning, including maintaining this plan

• Conducting appropriate training for emergency responders, emergency management personnel, and volunteer groups who assist this jurisdiction during emergencies

• Conducting periodic drills and exercises to test emergency plans and training

3. Response

AUS aims to respond to emergency situations effectively and efficiently. Response operations are intended to resolve a situation while minimizing casualties and property damage. Response activities include: warnings, emergency medical services, firefighting, evacuation, shelter and mass care, search and rescue, as well as other associated functions.

4. Recovery

If a disaster occurs, AUS needs to carry out a recovery program that involves both short-term and long-term efforts. Short-term operations seek to restore vital services to the university community and provide for the basic needs of the public. Long-term recovery focuses on restoring the university to its normal state. Examples of recovery programs include temporary housing, restoration of university services, debris removal, restoration of utilities, and reconstruction of damaged infrastructure and facilities.

6 Levels of Response

AUS classifies responses using a three-level system, according to increasing severity. The severity of an incident will be identified by the first qualified individual to arrive at the scene of the incident. The severity level of the incident may increase or decrease during response activities, requiring the level of response to be adjusted. The severity of an incident is determined by the threat to the safety of the campus community and university property, as well as the ability of the university to handle the incident.

Level 1: Level 1 incidents/events are the least severe of the three levels of emergencies. Normal university response services will be able to deal with it. The incident may result in minor injury to members of the campus community and minor damage to university facilities, and will affect a single localized area of the campus.

Level 2: Level 2 incidents/events require coordination between several campus agencies for an effective response to the incident. The incident may result in major damage to university facilities or severe injury to members of the campus community. A Level 2 incident may affect one or more areas of the university campus.

Level 3: Level 3 incidents/events are those in which disaster conditions are present. A Level 3 incident may result in major damage to several university facilities, mass casualties and severe injury to members of the campus community. The incident will not be localized to a single area and will affect the

entire university campus. The university may need to request assistance from several external support teams at the local and federal level in order to properly respond to the incident.

7 Types of Events

This list contains the potential emergencies that the university addresses in the emergency management planning.

Fire Emergencies

Minor Fire - Major Fire - Explosion

Medical Emergencies

Communicable Disease Exposure and/or Outbreak- Injury- Death or Homicide- Food Poisoning - Mass Casualties

Hazardous Material

Hazardous Material Release - Chemical/Bio/Spill Exposure - Asbestos Release Evacuation High Profile

Weather Emergencies

University Closure - Flooding- Dust Storm Tornado/Severe - Inclement Weather- Earthquake

Threat of Violence

Bomb Threat- Campus Violence - Weapons- Vandalism - Hostage Situation

8 Safety and Security Team Roles & Responsibilities

Safety and Security department is responsible for the:

1) Overall management of the Safety, Security and Emergency.
2) Guides the development and implementation of safety and security policies and programs.
3) Educating the community institute safety and security policies, programs, and practices, and encouraging them to take individual and collective responsibility towards their implementation.

4) Coordinates the appropriate response, investigations and actions in the event of emergencies, accidents, reports of unsafe conditions, violence, threats, or other safety and security incidents.

5) Protection and prevention for Fire safety.

6) Prevention of violence in the workplace, risk management, personal safety, security systems.

7) Emergency response to disasters, criminal acts, threats, violence, personal safety and other emergencies; first aid; investigation of unsafe acts and conditions; and coordination of accident investigations.

8) Communicating, reporting and advising on safety and security issues.

9) Training and consulting in all areas of safety and security responsibilities.

10) Evaluating Risk Management in consultation with deans and departments.

9 External Support Team

Security keeps the contact numbers for the external support team that may be needed to participate and to help in any of the expected emergencies. These departments are:

1) **University City Police: contact number 06-5059553**
   a. Providing community safety and acting to reduce crime against persons and property
   b. Help AUS Security in controlling the traffic inside and outside the campus to facilitate the Campus evacuation of the campus.
   c. Investigating and taking legal procedures against any involved person or department.
   d. Call Sharjah Police in case of a major emergency.

2) **Civil Defense: contact Number: 997**
   a. Providing firefighters to deal with fire
   b. Providing rescue services

3) **Emergency medical services; such as University City ambulance (050-1619365 / 050-5272233):**
   a. Dealing with medical emergencies.
   b. Taking injured people to hospital safely.

4) **Meteorological Department: Contact Number 02-222 7777**

In case of natural hazards or disasters they provide forecasts for expected rains, storms and earthquakes.

10 Objectives

Fire or Explosion Emergency:

-Prevent a fire or explosion on campus

-Protect people from injury and property from damage by fire or explosion

-Ensure that all fire and safety systems are fully operational

-In case of fire or explosion notify the campus and community

-Maintain academic continuity

Medical Emergency:

-Mitigate the impact of an infectious disease on campus

-Mitigate the impact of a major medical trauma on campus (such as a natural disaster)

-Mitigate the impact of a major chemical or biological release on campus

-Notify the campus and community in the event of a medical emergency

-Maintain academic continuity

Hazardous Material:

-Prevent a hazardous material emergency in any of the university buildings

-Protect the campus from injury and property from damage in the case of a hazardous material emergency

-Provide necessary medical attention and provide response to minimize a hazardous materials emergency

-Notify the campus and community in case of a hazardous material emergency

-Maintain academic continuity

Evacuation:

-Preserve life and safety of campus inhabitants

-Maintain evacuation plans for all campus buildings

-Community Outreach and Education

-Notify the campus and community in case of an evacuation emergency

-Maintain academic continuity

Weather Emergencies:

-Inform the campus and community on the weather condition

-Provide weather support for University events

-Notify the campus in case of a weather emergency

-Maintain academic continuity

11 Emergency Responding Procedures

Provide directions to ensure an appropriate response to an emergency, up to the arrival of the emergency services.

Emergency Procedures 1

Act immediately in a fast but sequential fashion:

- Fire
- Explosion
- Gas leak
- Medical emergency

Emergencies Procedures 2

Deans/Directors/Unit Supervisors should report to and coordinate with the Safety Office.

- Life-threatening emergencies
- Electrical Shut off
- Water Shut off
- Non-life-threatening emergencies

Responding to EMERGENCIES

1) Contacts

List of Emergency Contacts

EMERGENCY CONTACTS	
Police	999

Traffic Police	999
Fire	997
Civil Defence	997
University City Police Station	06 558 9393
University Ambulance Services	050 666 6844
Anti Venom	06 538 6444
Sharjah International Airport	06 558 1111
SEWA - Electricity	991
SEWA - Water	992
Sharjah Ports Authority	06 528 1666 / 06 528 1347
HOSPITALS	*Sharjah*
Preventative Medicine Department - MOH	06 566 2111 Fax: 06 567 0922
University Hospital Sharjah	06 505 8556
Al Qassimi Hospital (Govt)	06 538 6444
Kuwaiti Hospital	06 524 2111
Al Zahra Hospital (Private)	06 561 9999
Zulekah Hospital (Private)	06 565 8866 / 04 267 8866
	Dubai
Rashid Hospital (Govt)	04 337 1111
Al Maktoum Hospital (Govt)	04 222 1211
American Hospital (Private)	04 336 7777
City Hospital (Private)	04 435 9999
Welcare Hospital (Private)	04 282 7788
Veterinary - Europets (Private)	050 860 6857
Sharjah Municipality Vet	06 567 2968

AUS - 24 hrs	
Ambulance Driver	050 677 6844
Medical Emergency	050 635 7651
Security	050 626 7818
Transportation	050 631 8400
Facilities Emergency	050 499 2807
IT Emergency	050 368 6349
Extensions	
Fire	ext. 4444
Health Center Emergency	ext. 4912
University Health Center	ext. 2699
Call Centre	ext. 2100
Security	ext. 2222
Epicenter	ext. 4250
Safety Officer	ext. 2068
Day Care Centre	ext. 3175
IT Help Desk	ext. 2121
0700 - 1700 Sun to Thu	06 515 2100
IT Director:	06 515 2131

2) Emergency Evacuation

Prior to a potential emergency, determine the nearest exit to your location and the best route to follow. If time permits during evacuation, secure your workplace and take personal items. In most emergencies, complete evacuation of the campus is not necessary. If, however, there is a major

hazardous materials release, flood or other major incident, it may be necessary to relocate all university personnel to a safer location.

Evacuation of a Building

- **Walk,** do not run
- **Do not** use elevators
- If safe to do so, assist people with special needs as indicated by that person, or direct them to the nearest stairwell, and contact AUS Security at ext. 2222 for assistance
- Gather outside at the designated assembly point (attached). There your marshal will take a roll for all personnel
- If you cannot return to your building, wait for instructions from the AUS Security Division

Disabled

It is worth mentioning that the marshals of the buildings deal with the disabled to accommodate their needs; in addition the university meets its obligations in constructing facilities with ramps and bathrooms for the use of disabled.

3) Fire Prevention

- If you discover a fire or see smoke
- If the building fire alarm is activated or someone informs you of a fire
- If you are caught in smoke
- If you are trapped in a room
- If your clothing is on fire: Stop, Drop, Roll
- Using a Fire Extinguisher

4) Fire Prevention in the Home

- Smoke Detectors
- Fire Extinguishers
- Exit Plan

- Space Heaters
- Clothing Dryer
- Electrical Hazards
- <u>Never leave cooking unattended</u>
- Children and Grandchildren
- Gasoline and Other Flammable Liquids
- Smoking

5) Natural Disaster and Inclement Weather

- Earthquake
- Thunderstorms and Microbursts
- Hail Storms
- Lightning

6) Rescue and Medical Procedures

Fire Department or Emergency Medical Technicians (EMT) will conduct all rescue and medical duties.

1) Medical emergency procedures have already been established by the AUS University Health Center.
2) A committee of two doctors (2nd, on call) and one nurse (1st, on call – on rotation basis) has been formed (medical staff emergency members are included).
3) Key AUS staff members have been trained in CPR/ First Aid.
4) Medical personnel are available at the University Health Center at this number. Please call ext. 2199 or 050 635 7651.

7) Assembly Points

AUS List of Assembly Points

Points	Designated Meeting Site	Occupants
A01	Palm corridor area, close to women's dorms	Women's dorms, women's reception building, Physics, Chemistry, Arts, NAB, SBM
A02	Corridor leading to the Sports Complex	Main Building, Library, Language and Clinic, Architecture and Design 1 & 2, Student Center, Engineering 1 & 2 and Sports Complex
A03	CSC building close to the security gate	CSC building and G block
A04	Staff housing area next to entrance for A block	Housing A block
A05	Area on the opposite side of men's dorms MN, next to the stairs leading to Engineering Building 2	Dorms IJ, MN and PQ blocks
A06	Area on the opposite side of men's dorms CD, next to the stairs leading to the SBM building	Dorms AB, CD and EF blocks

A07	Yard of housing L block	Housing M, K, H, J and Q blocks
A08	Yard of housing M block	Housing N, L and P block
A09	Yard next to services rooms of P block	Epicenter
A10	Next to the parking area	Dorms GH blocks
A11	Next to the parking area	Dorms KL blocks
A12	Square next to veterinary clinic	D blocks
A13	Opposite side to Dean's Villas	E and F blocks
A14	Roundabout next to D-4	Housing B and C blocks, Day Care and Leisure Center
C.A 01	Main gate, University of Sharjah direction, right side	Faculty, staff, students and visitors
C.A 02	Main gate, University of Sharjah direction, Left side	Faculty, staff, students and visitors

AUS Assembly Points Diagram

LEGEND

- Main Building, Auditorium
- Library
- Engineering School Left
- Engineering School Right
- Student Center
- Food Court
- Architecture & Design I
- Architecture & Design II
- Languages, Health Center
- Arts and Sciences: Physics
- Arts and Sciences: Chemistry
- Business & Management
- New Academic Building
- SBM Building
- SBM Service Yard
- Mosque
- Sports Complex
- Outdoor Courts
- Sport Fields
- CSC - Campus Service Center
- Utility Service Block North West
- Temporary Wellness Center
- Women's Dorm
- Youth Center
- Sports Pavilion
- Faculty/Staff Housing (West)
- Day Care Center
- Leisure Center
- Faculty/Staff Housing (East)
- Women's Dorm Reception
- Men's Dormitories West
- Men's Dormitories East
- Women's Dormitories

To Sharjah Airport

To Clock Tower Road & Sharjah University

CAMPUS ASSEMBLY 01

CAMPUS ASSEMBLY 02

8) Safety Measures Checklist

To be followed by dormitory supervisors for unoccupied bedrooms/ buildings:

- Turn off the electric appliances
- Leave the air conditioners on and set at 24°C
- Close all water taps, mixers and hand spray valves inside the bathrooms and kitchen

<u>For further information please refer to the following link.</u>

- https://www2.aus.edu/publicaffairs/publicrelations/safety/
- https://www2.aus.edu/publicaffairs/publicrelations/safety/emergency_guide.php
- https://www2.aus.edu/publicaffairs/publicrelations/safety/documents/Emergency_Rersponse_Team.pdf
- https://www2.aus.edu/publicaffairs/publicrelations/safety/emergency_numbers.php

12 Communication Systems

(Such as Campus Alert, emails, text messages, local media, flat screen monitors...)

Following policy and procedures respond to controls, in order to have information published to alert the community on the various issues related to business continuity and emergency.

13 Action Plan for Various Emergencies

Please refer to AUS Crisis Management Plan. The complete document is held by the Chief Operating Officer.

14 Training

Training is available for employees regarding the Emergency Preparedness and Response Plan. In addition to this, Mock Drills are organized once a year to help employees understand their role in the event of an emergency.

1. It is a requirement of AUS that safety training is provided at all levels. Risk assessments in Schools/Services will determine the level of training as part of the preventative and protective measures needed for each type of work. The training must include basic skills training, specific "on the job" training and training in health and safety or emergency procedures.
2. Persons responsible shall, in entrusting tasks to employees or others, take into account their capabilities as regards health and safety; and shall further ensure that employees and others are provided with adequate health and safety training:
   - If the employee been recruited or enrolled into the University
   - If the employee been exposed to new or increased risks
   - If the employee has been transferred or given a change of responsibility within the University
   - The introduction of new work equipment or a change regarding work equipment already in use, new technology into the workplace, or a new system of working
3. For those for whom safety training is deemed necessary, such training is not optional but a mandatory requirement.
4. Identification of the safety training needs of students must be carried out by the academic supervisor, normally during the first four weeks after the students' arrival at the University. Delivery of safety training which is required can form part of students' courses.

Scenarios of Training

1) Fire Fighting by Civil Defense
As per the Safety Division's goals and objectives, AUS staff, faculty and students will be trained in fighting fire and fire prevention. The training will be conducted at the Civil Defense Department Center in Sharjah.

Goal:

- To ensure the protection of individuals, property and the environment of the AUS campus

Objectives:

- Conduct appropriate safety training
- Provide individuals with information on fire prevention
- Identify the types of fire extinguishers used to extinguish or control small fires

2) Rescue and First Aid

Safety Division in collaborating with the Preventive Medicine Department - Federal Ministry of Health and UHC, provides to staff, faculty, and students advanced educational opportunities in professional rescue and first aid.

This training is based on real-life rescue scenarios and lessons that reinforce decision-making skills to help first responders to be confident in responding when an emergency occurs. Course content consists of, lecture, and practice by participants.

Goals:

- To teach individual how to recognize emergency.
- Perform life-saving first aid

Objectives:

The course teaches how to:

- Apply basic first aid
- Respond in case of a real emergency
- Use first aid equipment

15 Mock Drill Procedures

The success of the Emergency Preparedness and Response Plan depends on planned and unplanned mock drills. Mock drills help employees to be familiar with their roles, and ensure accuracy of the onsite Emergency Plan. The

procedure for conducting a Mock Drill follows:

• Inform all the employees about mock drill procedures

• Fix the date and time for the mock drill

• The Mock Drill will be monitored by observer/s not involved in the exercise

• Emergency alarm will be raised

• After hearing the alarm, the Emergency Procedure will be followed. All clear signals will be given after emergency is over

• Observer/s will note down the activities with respect to the time

• Nonconformity observed in the system will be studied carefully

• Records of drills will be maintained

After each drill, the plan will be thoroughly reviewed to take into account the omissions or shortcomings for improvement.

16 Record Keeping

Safety and Security will maintain accurate logs recording key response activities, including:

• Activation or deactivation of emergency facilities

• Emergency notifications to other local governments and to state and federal agencies

• Significant changes in the emergency situation

• Major need of resources or requests for additional resources from external sources

• Requirement of protective action to the public

• Evacuations

• Casualties

• Containment or termination of the incident

17 Updating the Plan

When required, this Emergency Preparedness and Response Plan will be updated and communicated to all. If necessary, after each drill the plan will be thoroughly reviewed to take account of shortcomings.

I.a. Emergency Preparedness and Response Procedure

      I.a.1.Emergency Evacuation Plan

I.a.1. Emergency Evacuation Plan

AUS is committed to provide a safe and healthy workplace for its employees. It is the

policy of the American University of Sharjah to prevent injuries to personnel, damage

to environment, and loss of capital while aggressively pursuing its mission.

All operations are conducted and services procured, as well as equipment and

facilities designed, developed and built, to assure risk minimization consistent with

the nature of work at AUS and at location where AUS personnel work.

Applicable directives and standards will be implemented to enforce this policy.

This plan was prepared to ensure that safety and health issues are considered in all

aspects of our work and level of risk consistent with the university mission.

Saeed Mohamed Majid Al-Shamsi

Director of Safety and Security

Objectives

Potential emergencies in any AUS building, such as fire, explosion, spill, chemical releases and etc, require employees to evacuate the building. An Emergency Evacuation Plan (EEP) and adequate occupant familiarity with a building minimize threats to life and property.

The EEP is intended to communicate the policies and procedures for employees to follow in an emergency situation. The plan is available, upon request, to employees and their designated representatives from the Emergency Coordinator for the building. The plan contains the following information:

a. The purpose of the plan.
b. Preferred means of reporting fires and other emergencies.
c. Emergency escape procedures and route assignments.
d. Procedures to be followed by employees who remain on site to control critical plant operations before they evacuate.
e. A procedure to account for all employees after emergency evacuation has been completed.
f. Rescue and medical duties for those employees, who have a role to play in the evacuation.

Responsibilities

It is the responsibility of every department and work unit to establish emergency plans in coordination with the overall plan. The following individuals and units are responsible of :

Safety Committee Members:

To review and approve the plan.

Deans, Directors or Managers:

a. Ensure that this document is available to all employees in each building.
b. Ensure that all employees are aware of the plan and trained as necessary.
c. Provide annual evacuation training and drills for each building.
d. Maintain records of employees trained in emergency evacuation.
e. Review and approve this plan and all revisions.
f. Ensure that required updates are made to this plan.
g. Assign responsibilities to carry out this plan.

Work Units:

Develop specific emergency plans for workplaces in the event of emergency and/ or evacuation alarm in coordination with overall plan.

Supervisors:

a. Provide employees with copies of this document.
b. Provide the Unit Manager/Director with a list of employees who require training in emergency procedures.
c. Ensure that their employees are provided with appropriate training.

Emergency Response Team (ERT):

a. Obtaining and posting floor plans and route evacuation maps.
b. Overseeing the development of the ERT and communication.
c. Implementation and maintenance of the overall EEP.
d. Ensuring the training of building occupants, Safety Monitors, critical operations personnel and notifying all personnel of changes to the plan.
e. Maintaining up to date lists of building occupants, critical operations personnel, and any other personnel with assigned duties under this plan. Lists are included in Appendix I.
f. In the event of a fire or other emergency, relaying applicable information to emergency personnel, occupants and Safety Monitors.
g. Establishing Designated Meeting Sites for evacuees.
h. Familiarizing personnel with emergency procedures.
i. Acting as liaison between management and their work areas.
j. Ensuring that occupants have evacuated the premise in the event of an evacuation and for checking the assigned areas.
k. Knowing where their Designated Meeting Sites are and communicating this information to employees.
l. Having a list of personnel for each area, so a head count can be made at the Designated Meeting Sites.
m. Ensuring that disabled persons and visitors are assisted in evacuating the building.
n. Evaluating and reporting problems to the Emergency Coordinator after an emergency event.
o. Posting the "Area Evacuation Plan "(Appendix III) in their work areas, communicating the plan to occupants and updating the plan annually.

p. Ensuring that R.A.C.E. (rescue, alert others, confine extinguish, evacuate) is followed if smoke or flames are discovered in your work area: rescue, raise the alarm, close all doors, evacuate. (If time and distance permit, call ext. 2100 and ext. 2222)

q. "Sweeping" every room in your area to make sure that everyone has been evacuated.

r. Ensuring that people follow the appropriate evacuation route and that they are directed to a safe, post–evacuation meeting place.

s. Accounting for all staff and visitors at the Designated Meeting Site.

t. Identifying yourself as the Safety Coordinator for your work area to the Safety Manager and emergency responders.

u. Notifying Safety Manager and emergency responders of any personnel who may remain trapped in the building, are performing critical operations shutdown, or are unaccounted for.

Employees

Employees are responsible for following the procedures outlined in the Emergency Plan.

Building and Occupants and Visitors.

a. Familiarization with emergency procedures.

b. Comply with all emergency procedures.

c. Follow directions from supervisors to the assembly areas.

Building Evacuation Procedures

General Guidelines:

The following guidelines apply to this Emergency Response Procedure (ERP):

1. All personnel must be trained in safe evacuation procedures. Refresher training is required whenever the employee's responsibilities or designated actions under the plan change, and whenever the plan itself is changed.

2. The training may include use of floor plans and workplace maps, which clearly show the emergency escape routes included in the ERP. Color-coding aids employees in determining their route assignments. Floor plans and maps should be

posted at all times in main areas (i.e., stairwells, lobbies, elevator lobbies, and exit corridors) of each one of the buildings to provide guidance in an emergency.

3. Stairwells are the primary means for evacuation. Elevators are to be used only when authorized by a fire or police officer.

4. No employee is permitted to re-enter the building until advised by the Fire Department.

This ERP will be coordinated with efforts in connected buildings. Mutually beneficial agreements can be reached regarding Designated Meeting Sites and shelter in the event of inclement weather. The Environmental Health and Safety Office are available for consultation to assist with the implementation of joint ERP's.

General Procedures:

For Each Person:

You must evacuate if an alarm or other means is used to signal a building evacuation.

1. Take personal belongings with you if evacuation condition permits - purse, wallet, car keys, prescription medication, and eyeglasses.
2. Leave through the nearest safe exit.
3. Walk briskly, do not run
4. Close doors behind you
5. Do not use elevators to evacuate
6. Do not use fire extinguishers or other emergency equipment unless you have been trained to do so.
7. Proceed to the designated assembly area(s).

Note: If an assembly area is unsafe, i.e., downwind of smoke or odors, or if it is obstructed, go to the other or alternate assembly area.

1. KEEP all roadways and entranceways clear for emergency vehicle access
2. Report to the assembly area supervisor.
3. Inform the Assembly Area Supervisor of any missing persons and their last known location.
4. Follow the instructions of the Assembly Area Supervisor, security and emergency response personnel. You may be asked to move if your designated assembly area becomes unsafe.
5. Do not re-enter the building for any reason until given clearance to do so by the Assembly Area Supervisor.

For Escorts:

Escorts shall contact the person they are assigned to and assist them in evacuating the building.

For Sweeper:

1. Each sweeper shall notify all persons along their designated exit route to evacuate the building.
2. Each sweeper shall report to the assembly area supervisor and notify them of any person is still remaining in the building.

For Assembly Area Supervisors:

1. Contact emergency-responder/contact person and establish communication.
2. Provide updates to assembled employees as they are received.
3. Implement contingency plans as appropriate.
4. Release assembled employees to reenter the building when notified to do so by the emergency responder point-of-contact.

Specific Procedures

Fire:

When you discover a fire (emergency Procedure 1):

1. Call ext. 2100 and ext. 2222 immediately.
2. Turn off electric power to affected spaces.
3. Evacuate building and assemble in the closest assembly area(s). Stay upwind of smoke.
4. Help people in immediate danger.
5. Warn others by shouting "Fire, Fire, Fire," raise the alarm if not already sounding and telephone ext. 2100 and ext. 2222 immediately.
6. Decide if you can put the fire out.
7. Be over cautious.
8. Don't attempt to use a fire extinguisher if you have never been instructed on how to use one.
9. If you can put the fire then do so, if not proceed to evacuate the building.

Hazardous Materials Incident

1. Call ext. 2100 and ext. 2222 immediately.
2. If alarm is activated or if asked to do so, evacuate building as quickly as possible to closest assembly area(s).

Severe Storms:

In the case of an electrical storm:

1. Check all equipment for protection against power surges.
2. Turn off all equipment and appliances not protected against power surges.
3. If outside, enter building. Do not stand outside under overhead protections such as trees.
4. Avoid danger spots near windows, hanging objects, mirrors or tall furniture.

In the case of wind and heavy rain storm:

1. Secure all outside equipment, tarpaulins, and so on
2. If outside, get inside
3. If flooding in building, turn off electrical equipment in flooded area and call ext. 2100 and ext. 2222

Alerting or Signaling Building Occupants in Case of Fire or Other Emergency

In case of a fire, employees should activate the nearest fire alarm box and/or make a telephone call to the University Emergency Center at ext. 2100 and ext. 2222 or to Sharjah Fire Department at 06- 997. The locations of the fire alarm boxes for each building are noted on the evacuation floor plans in Appendix II. The fire alarm alerts building occupants of the need for evacuation and sends a signal to the University Emergency Center (not all university buildings are connected to the control room) that there is an alarm condition in the building.

Persons discovering a fire, smoke condition, or explosion should pull the fire alarm box. Any important fire or rescue information should be conveyed to the Fire Department. All emergency telephone numbers are listed at the beginning of this ERP.To report all other emergencies, employees should call the American University Emergency Center at ext. 2100 and ext. 2222. **State you name**, your location and the nature of the call. Speak

slowly and clearly. Wait for the dispatcher to hang up first. On occasion the dispatcher may need additional information or may provide you with additional instructions.

Evacuation Procedures for Building Occupants

When the fire alarm sounds:

1. All personnel should ensure that nearby personnel are aware of the emergency, quickly shutdown operating equipment (e.g., compressed gas cylinders), close doors and exit the building using stairwells.
2. All occupants should proceed to their Designated Meeting Site and await further instructions from their Safety Monitor.
3. All personnel should know where primary and alternate exits are located, and be familiar with the various evacuation routes available. Floor plans with escape routes, alternate escape routes; exit locations and Designated Meeting Sites are located in Appendix II and are posted in the building.
4. Building occupants must NOT use elevators as an escape route in the event of a fire.

Notes and Precautions:

1. Small fires can be extinguished only if you are trained to use a fire extinguisher. However, an immediate readiness to evacuate is essential.
2. All fires, even those that have been extinguished, must be reported to ext. 2100 and ext. 2222   immediately.
3. Never enter a room that is smoke filled.
4. Never enter a room if the door is warm to touch.

When you discover a fire, remember the key word "*RACE*":

1. **R - Rescue:** When you discover a fire, rescue people in immediate danger if you can do so without endangering yourself. Exit via safe fire exit. Never use elevators. Close doors to room with fire.

2. **A - Alarm**: Sound the alarm by pulling a fire box and call ext. 2100 and ext. 2222 or 06-997, from a safe distance, to notify fire command center of precise location of fire.

3. **C** - **Confine**: Close all doors, windows and other openings.
4. **E** - **Evacuate**: Evacuate the building.

Disabled Occupants

If a disabled occupant is unable to exit the building unassisted, the Safety Coordinator must notify the emergency response personnel of the person's location. Transporting of disabled individuals up or down stairwells should be avoided until emergency response personnel have arrived. Unless imminent life-threatening conditions exist in the immediate area occupied by a non-ambulatory or disabled person, relocation of the individual should be limited to a safe area on the same floor, in close proximity to an evacuation stairwell.

Critical Operations Shutdown

Critical operations, including equipment that must be shut off and persons designated to complete these actions are identified in Appendix I of this ERP. Procedures for rapid shutdown should be predetermined for life safety and loss control purposes, as well as ensuring complete evacuation in a timely manner.

The Critical Operations Shutdown procedures to be followed by those employees who have been assigned to care for essential building operations include:

1. Electrical current.
2. Air conditioning system.
3. Computers.
4. Laboratories and workshops equipment, which should not be left unattended.
5. Piped gases and compressed gas cylinders at the valve, which may feed a fire.

Persons involved in the Critical Operations Shutdown listed above shall be notified by management of this responsibility in advance, as identified in the ERP, and will be appropriately trained for a particular situation.

Rescue and Responsibilities Lists

EEP Organization

The list in Attachment 3 include the names of employees, managers, staff or other personnel and their job titles, job positions and relative EEP duties. The purposes served by the lists are:

a. To tell employees who to see for additional information on the EEP.

b. To provide emergency response personnel with a list of department personnel, which may be needed in order to provide additional information about fire, a chemical issue, a hazardous waste location, etc.

The Safety Manager is responsible for updating the lists on an as needed basis.

Special Needs

Be aware of impaired staff and visitors who may need to be alerted or assisted.

Laboratories & Maintenance Areas.

Prepare to shut off piped gases and compressed gas cylinders at the valve, which may feed a fire.

Health Care Facilities

Locate emergency transport equipment (e.g. bottled oxygen, portable suction, battery–operated telephones, emergency telephone list, and more as listed in Appendix I).

Person Responsible for Plan

The Chairperson of division managers shall review the Emergency Plan for the building(s) that they normally work in and provide update comments to the Dean or Director at least annually, and one month prior to planned update.

Certain operations plans (new construction for example) may contain or affect elements of the emergency procedures as well as other safety related information and guidelines.

Plans and updates shall be personally reviewed and approved by the Safety Officer.

Special Tips for AUS Buildings with Chemical Laboratories:

a. Hold regular departmental safety meetings for all students and employees to discuss the results of inspections and aspects of laboratory safety.
b. Every laboratory must be equipped with health and safety information.
c. No one is to work alone in any laboratory and no work is to be carried out without prior knowledge of a staff member.
d. No experiments are to run unattended unless they are failsafe.
e. When conducting experiments with hazardous materials or potential hazards, ask yourself these questions:
   1. What are the hazards involved?
   2. What are the worst possible things that could go wrong?
   3. How will I deal with them?
f. All accidents (incidents) must be reported, evaluated by the department safety committee, and discussed at departmental safety meetings.
g. Allow only limited amounts of flammable liquids in each laboratory
h. Do not allow food to be stored in chemical fridges.
i. Develop plans and conduct drills for dealing with emergencies such as fire, explosion, poisoning, chemical spills or vapor releases, electric shock, bleeding and personal contamination.
j. Maintain a centrally located departmental safety library.
k. Provide safety measures on all vacuum pumps and secure all compressed gas cylinders.
l. First aid equipment and instruction on its proper use to be available in every lab.
m. Remove all electrical connections from inside chemical fridges.
n. All electrical equipment to be earthed and installed with fault interrupters where appropriate.
o. Label all chemicals to with the name of materials, the nature and degree of hazard, the appropriate precautions and the name of person responsible for the container.
p. Develop a program for dating stored chemicals and for certifying or discarding them after the predetermined shelf life.
q. Develop a system for the legal, safe and ecologically acceptable disposal of chemical waste.
r. Provide fireproof cabinets for storage of flammable chemicals.
s. Provide secure, well ventilated storage of chemicals.
t. Extend the safety program beyond the laboratory to the car and the home.

Fire Drills

Below are guidelines for conducting fire drills,

Preparation

1/ Meet with the building occupants:

a. Review evacuation procedures, including those for persons with disabilities.
b. Agree to responsibilities/ roles for the drill.
c. Pick a date and time.

2/ Schedule technical assistance:

1. Call the call center 2100 to arrange for an electrician to activate the alarm.
2. Call Safety Manager 2068 at least one week prior to scheduled drill with the date and time of the drill so the Safety Manager can coordinate for the Civil Defense Officer to attend.

3/ Publicize the upcoming drill to building occupants:

a. Post notice, include purpose, review of procedures, legal obligations
b. Provide disabled persons with alternative options to evacuation.
c. Send email (optional)

Day Before

1/ Prepare any special props for the drill (optional):

a. "Cardboard flames" for location of fire(s).
b. "Cardboard smoke" for inaccessible corridors and / or stairwells.

2/ Confirm responsibilities / roles of those involved:

a. School / Department head.
b. Department of Safety
c. Operations Department

Day of Drill

1. Alarm activated by technician.
2. Advise people to stay clear of building entrances / exits.
3. Fire / Emergency Coordinator confirmed that the building has been fully evacuated.
4. Complete the Fire / Evacuation Drill Record.

Drill Evaluation

1. Meet with the School/ Department head.
2. Update / revise procedures, as necessary.

Checklist

The following information was developed to provide you with guidelines on conducting routine checkups. Below is a helpful checklist .The Fire Prevention Program Coordinator welcomes the opportunity to assist you and your building occupants should you have any questions or concerns

<p style="text-align:center">AUS Fire Drill Checklist</p>

S	Items	Checked					Status ✓	Status X
1	**Personnel**	Workplace is crowded						
		Personnel are working safely						
		Personnel wear personal protective equipment						
		Mask	Gloves	Safety glasses	Safety shoes			
2	**Environmental Conditions**	General ventilation is working						
		Local ventilation is working						
		Air quality is acceptable						
		Workplace is not noisy						
		No Smoking is observed						
		Floor is not slippery						

		Workplace is clean and in order		
		Lighting is sufficient		
3	**Evacuation Plan**	Clear and posted		
		New employees are familiar with the evacuation plan		
4	**Emergency Exits**	Exits are clearly identified		
		Directions to exits are clearly marked		
		Emergency lighting is operational		
		Exits open to a safe area outside the building		
		Enough exits for all personnel		
5	**Fire Alarm System**	Fire alarm system has been tested		
		Technician : _____Date_____		
6	**Fire Extinguishers**	Inspected regularly		
		Number of extinguishers is adequate		
		Type of extinguishers is suitable		
7	**Safety Equipment**	First aid kit available and with required items		

		Smoke detector is working		
		Fire Hoses checked, found in a good condition		
8	**Safety Instructions**	Posted at entrance and other required locations Clear		
		Adequate		
9	**Chemicals**	Containers are clearly labeled with required information		
		Containers are closed properly		
		Large bottles stored in cupboards		
		Corrosive or volatile chemicals securely covered		
		Lids/covers work properly		
		Flammable chemicals stored properly		
		Incompatible chemicals are stored separately		
		Chemicals that require refrigeration are stored at required temperature		
		Handling instructions are visibly posted		
10	**Compressed Gas Cylinders**	Chained with support		
		Properly capped and stored		

		Placed in an open environment or as required		
		Labeled with required information		
		Easily accessible		
		Handling instructions are posted		
11	**Electrical**	Electrical panel is accessible		
		Wires are insulated		
		Equipment is earthed		
		Wires are protected from water		
		Wires are located where nobody could be tripped		
		Quality extension cords are used		
		Outlets are not overloaded		
		Outlets are in proper condition		
12	**CCTV**	CCTV cameras have been tested		
		Technician : _____Date_____		
13	**Radiation**			
14	**Main Entrance**	Open and close as scheduled		

		Access reader is working (ACR)		

LOCATION: _____

Name:_____**Title:**_____**Signature:_____**

_____

Date: _____/_____/_____   **Time**: _____

I.a. Emergency Preparedness and Response Procedure

    I.a.1.Emergency Evacuation Plan

    I.a.2.Fire Drill Guideline

I.a.2. Fire Drill Guideline

Safety & Crisis Management

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FIRE DRILLS

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GUIDELINE

August 2016

Abstract

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Abstract

This guideline is developed to assist persons to plan, document, coordinate, conduct and monitor fire drills in the buildings belong the American University of Sharjah.

The guideline also provides guidance about analyzing and documenting fire drills to achieve compliance with UAE Fire and Life Code of Practice of 2011 laws and regulations.

This guideline is not static, in fact, it is subject for continual improvement and modification process as per the changing conditions referring to the laws and regulations of the United Arab Emirates.

This document is considered a vital part of AUS Crisis Management Plan.

1.0 Introduction

Where your responsibility involves conducting, coordinating, monitoring or participating in fire drills, you have probably asked yourself a number of questions, including:

- What are the objectives for conducting fire drills?

- How often do fire drills have to be conducted?

- Can a fire incident or accidental alarm be considered a fire drill?

- What does a fire drill involve?

- Who has to participate in fire drills?

- What training is necessary before people participate in fire drills?

- How should fire drills be documented?

This guideline offers answers to these questions and provides useful tips to enhance the effectiveness of your fire drills.

2.0 Definitions

The following words and phrases used in this guideline have the corresponding meanings:

- **AUS** means the American University of Sharjah.
- **Approved** means approved by the **Chief Operating Officer** of AUS.
- **Building** means any structure used or intended for supporting or sheltering any use or occupancy within AUS, which includes the following type of buildings (i.e. Academic, Administrative, support and services buildings, dormitories, faculty & staff housing).

- **Owner** means any person, firm or corporation having control over any portion of the **building** or property which refers to the American University of Sharjah.
- **Supervisory staff** means those occupants of a building who have some delegated responsibility for the fire safety of other occupants under the fire safety plan and may include the Sharjah Civil Defense Department where the department agrees to accept these responsibilities during drills and real events.

3.0 Legal Obligations

This fire drill guideline conforms to the legal requirements as addressed nationally by the UAE Fire and Life Code of Practice of 2011 laws and regulations. This document also conforms to the legal requirements as addressed internationally by the ILO conventions and recommendations (C155 & R 164) of 1981. It also conforms to OSHA standards regarding the fire safety in the workplace (as derived from the Code of Federal Regulations – Title 29 part 1910 – subparts E,F,C,L, 1910.36, 1910.160, & 1910.164)

Regardless of what legislation applies to fire drills, AUS ensures that fire drills are effectively planned, conducted, appropriately monitored and documented to achieve compliance with the applicable regulation.

4.0 Fire Drill Objectives

Preparation is the key to any effective emergency response. Conducting effective fire drills helps the American University of Sharjah including its supervisory staff and others responsible for fire
 safety within a building to:

- Provide scheduled opportunities for comprehensive fire emergency response training for supervisory staff (those persons delegated with specific duties to carry out during a fire emergency) and others.
- Familiarize the non-supervisory individuals (occupants) with the sound of the alarm system, practice evacuation procedures, and evaluate their abilities and capabilities to   perform a prompt evacuation.
- Determine whether designated supervisory staff can competently respond in accordance with the emergency fire and evacuation procedures.

- Determine whether supervisory staff respond in a timely manner to carry out their duties.

- To monitor alarm systems for any malfunctions.

- Assess the ongoing effectiveness of the emergency procedures under different fire scenario conditions, and perform post-event root-cause analysis and corrective measures to overcome shortages detected.
- Comply with the Fire Code's mandatory requirement for conducting fire drills.

5.0 Fire Drill Frequencies

5.1 Minimum Frequencies

The objectives described above can be achieved by holding regularly scheduled fire drills. Minimum frequencies for conducting announced fire drills include:

- **Academic building**: fire drills shall be held at least once per every fall and spring semesters.

- **Support Facilities**: (i.e. Student Center, Sports Complex, UHC, Leisure Center, Nursery, and Epicenter), fire drills shall be held at least once per every fall and spring semesters.

- **Administrative and Operations Facilities**: fire drills shall be held at least once every six

   (6) months.

- **Dormitories**: fire drills shall be held at least once per every fall and spring semesters.
- **Faculty & Staff Housing**: fire drills shall be held at least once per every twelve (12) months.

To be most effective, it may be necessary to conduct fire drills on a more frequent basis. For example, after real fire incidents/ events.

To maximize the benefits of fire drills, some fire drills will be unannounced. The aim is to measure the commitment of supervisory staff, their competence, availability & readiness and the real reaction of students, faculty and staff during such events.

5.2 Fire (False, Drill, and Real) Alarms

When fire alarm rings it might be false, drill, or real. In principle; the supervisor shall check the control panel and identify reason. False fire alarms shall not last more than a one (1) minute. If otherwise; evacuation shall commence.

Fire alarms during drills and real events shall keep ringing till the completion of evacuation. Power supply shall shut off by the supervisor, only, during real fire events.

In case of Fire drills or real fire event, the supervisor shall call the emergency line through **ext. 2100**, or **+971 6 515 2100**

The supervisor shall inform the emergency line responder about his name, the location, and nature of emergency as either drill or real.

6.0 Fire Drill Planning

6.1 Nominal Planning Considerations

When developing the fire drill procedures & plans, consider the following factors to ensure proper planning for fire drill events:

- The building use and associated fire hazards. (refer to section 5.1 of this document)

- The safety features provided in the building.

- The desirable degree of participation of occupants other than supervisory staff.

- The number and degree of experience of participating supervisory staff.
- The testing and operation of the emergency systems installed in buildings including the alarm system, and firefighting system.

6.2 Participation by Occupants

In (academic buildings, support facilities, dormitories and dormitories) attended by students, faculty, staff, and visitors this guideline requires total evacuation drills. Total evacuation drills are considered necessary in these occupancies to ensure the prompt, safe, and coordinated evacuation of everyone during a real emergency. Total evacuation drills afford the greatest opportunity to assess the emergency responses of supervisory staff and occupants.

In (administrative support facilities, faculty & staff housing) attended by staff, faculty and their families this guideline requires partial evacuation drills. Partial evacuation drills are considered necessary for at least (80% of the occupants) to ensure the prompt, safe, and coordinated evacuation of every during real emergency. In addition to that; partial evacuation drills afford an acceptable opportunity to assess the emergency response of the supervisory staff and occupants.

6.1   Drill Announced Vs. Unannounced

Fire drills may be pre-announced to, or they may be unannounced. Bearing in mind that fire drills are primarily conducted for supervisory staff, and secondary for occupants in order to assess the emergency response of the supervisory staff and occupants. In principle; fire drills will be pre-announced for all the locations mentioned in section (5.1) of this document.

Only; dormitories, UHC, nursery, and epicenter will be subject to an extra unannounced drills as these location classified as locations in which vulnerable groups exist.

6.2   Drill Involves Unobstructed Vs. Obstructed Means of Egress

An unobstructed fire drill assumes that all exits and evacuation routes from the building are open and available for use. Occupants and supervisory staff participating in unobstructed drills use the primary evacuation route from the room or area occupied at the time the drill was initiated.

Obstructed drills involve blocking one or more exits or evacuation routes to simulate that fire conditions have obstructed their use. In this type of drill, where a primary evacuation route is obstructed, the occupants use the alternate evacuation route(s), where applicable. In principle; the obstructed fire drills assess the reactions of supervisors and occupants when obstructions are placed, in addition to that; it assess the awareness regarding alternative evacuation routes and exits.

6.3   Drill Utilizes Simulation Aids and Props

Props and other aids may be used to simulate fire, smoke, endangered persons, or other desired circumstances. In advance of the fire drill, participants must be aware of the prop's purpose and potential presence, particularly when the

purpose of the prop is not visually obvious. For example, the use of a certain type of light, traffic cone, or other prop to simulate a fire may not mean anything if people have not been instructed of the prop's purpose in advance of the drill.

Caution needs to be exercised when planning to use a smoke generator during a drill. The presence of the simulated smoke may cause unforeseen problems. Provisions must be pre-planned to remove the smoke after the drill. In addition, it may be difficult to confine the smoke, or predict its movement during the exercise.

6.4   Times and Location

There is always the concern that fire drills are conducted primarily during weekday day shifts, and supervisory staff participating in these are the only ones fluent with their responsibilities and emergency responses. In order to ensure uniform abilities and responses of all supervisory staff, fire drills need to be scheduled at various times to assess responses on other shifts and after regular working/ curfew hours.

6.5   Pre-Drill notification and Post-Drill Report

Notification regarding the pre-announced fire drills will be one week in advance. Post-drill report will be issued to all interested parties of AUS within one week after the completion of drill.

6.6   Fire Drills in Buildings Not Equipped With a Fire Alarm System

This is in case if the building has no physical fire alarm system, or in case if the fire alarm system is out of service. In both cases whenever a building is not equipped with a fire alarm systems. The supervisory staff must be trained to verbally or otherwise instruct and direct the occupants to leave the building using

the nearest or alternate exit. Portable sound sirens (with flashers), horns and powered megaphones can be an ideal tools.

7.0 Fire Drill - Activities and Considerations

Fire drills are conducted at the frequencies specified by Safety & Crisis Management Department of AUS and involve all of the following activities and considerations:

- The fire alarm system is activated as part of the comprehensive drill [i.e., activated in a manner to assess the response of supervisory staff and building occupants (where applicable) to the alarm condition, or alternatively activated by an individual participating in a given fire scenario situation which is an expected response during the drill].

- Supervisory staff operates emergency systems and equipment as they would in the event of an actual fire, (i.e., where applicable the voice communication or paging system,   elevator protocol, smoke control equipment protocol, etc.).

- All supervisory staff that have specific duties identified in the fire safety plan participate (i.e., notification of the fire department, provisions for access for firefighting, evacuating endangered occupants, closing doors and windows, notification of supervisory staff who   may be off site and an assessment of their timely response, etc.).

- The fire drill runs long enough to adequately assess the expected responses of supervisory staff and the emergency procedures relative to the scenario expectations (i.e., if the drill is too short, it may not be possible to adequately assess whether sufficient staff have or will respond, etc.)

- The fire drill outcomes are documented and where concerns are identified, corrective measures are implemented.

- The desirable degree of occupant' participation is taken into account. For example, total evacuation vs. partial evacuation (refer to 6.2 of this SOP).

8.0 Dormitories Specific Considerations

8.1 Dormitories Buddying System

Buddying system means that the different supervisory teams in different dorms, within a cluster; become a united team during emergencies to provide support as needed. Therefore; supervisors from different dorms shall participate during fire drills related to their cluster.

The below matrix indicates the cluster for the buddying system and the communication responsibility during real emergency and drill:

Buddying System Cluster # 1: including male dormitories (IJ, MN, PQ, and KL).						
Drill/ Emergency at	Supervisory 1st Responder		Supervisory 2nd Responder		Supervisory 3rd Responder	
	1st Buddy	Notified by	2nd Buddy	Notified by	3rd Buddy	Notified by
IJ	MN	IJ	PQ	MN	KL	PQ
MN	IJ	MN	PQ	IJ	KL	PQ
PQ	KL	PQ	IJ	KL	MN	IJ
KL	PQ	KL	IJ	PQ	MN	IJ

Buddying System Cluster # 2: including male dormitories (AB, CD, EF, and GH).						
Drill/ Emergency at	Supervisory 1st Responder		Supervisory 2nd Responder		Supervisory 3rd Responder	
	1st Buddy	Notified by	2nd Buddy	Notified by	3rd Buddy	Notified by

AB	CD	AB	EF	CD	GH	EF
CD	AB	CD	EF	AB	GH	EF
EF	GH	EF	AB	GH	CD	AB
GH	EF	GH	AB	EF	CD	AB

Buddying System Cluster # 3 including female dormitories (AB, CD, EF, GH, I).						
Drill/ Emergency at	Supervisory 1st Responder		Supervisory 2nd Responder		Supervisory 3rd Responder	
	1st Buddy	Notified by	2nd Buddy	Notified by	3rd Buddy	Notified by
AB	CD	AB	EF	CD	GH	EF
CD	AB	CD	GH	AB	EF	GH
EF	GH	EF	AB	GH	CD	AB
GH	EF	GH	CD	EF	I	CD
I	EF	I	GH	EF	AB	GH

8.2 Responsibilities and Duties during Drill/ Emergency Event

The Dorm Supervisor:

1. Identify the nature of Alarm (False, Drill/ Emergency). If the alarm is false, reset the alarm and inform Housing and Dorms Maintenance Division to carry out corrective maintenance. While
If not;

2. Call the first responder to provide assistance, and inform the (Student and Residential Life Manager).

3. Shut the main power supply, and move directly to the location of fire and try to extinguish fire as possible, otherwise;

4. **Close any open window or door once the vicinity is empty from students,** declare **CODE RED** and start evacuation process.

5. **Check every location within the dorm, and note down the name and the location of any student who refuses to evacuate or who can't**

evacuate due to special needs, close the door, and spray it with (X) mark.

6. **Be the last to leave the area of responsibility and report all information to the third responder at the Safety and Crisis Management Manager at the assembly point.**

The First Responder Buddy:

1. Immediately, call the emergency center at extension **2100, or +971 6 515 2100**, and report the fire drill/ emergency event.

2. Move to the dorm subject to drill/ emergency and reach within (5 minutes). During that, call the second responder buddy.

3. Assist evacuating the students through **CODE RED**, **close any open window or door once the vicinity is empty**.

4. **Check every location within the dorm, and note down the name and the location of any student who refuses to evacuate or who can't evacuate due to special needs, close the door, and spray it with (X) mark.**

5. **Be the last to leave the area of responsibility and report all information to the third responder at the Safety and Crisis Management Manager at the assembly point.**

The Second Responder Buddy:

1. Immediately, move to the dorm subject to drill/ emergency and reach within (5 minutes). During that; call the third responder buddy.

2. Assist evacuating the students through **CODE RED**, **close any open window or door once the vicinity is empty**.

3. **Check every location within the dorm, and note down the name and the location of any student who refuses to evacuate or who can't evacuate due to special needs, close the door, and spray it with (X) mark.**

4. **Be the last to leave the area of responsibility and report all information to the third responder at the Safety and Crisis Management Manager at the assembly point.**

The Third Responder Buddy:

1. Organize students at emergency assembly points, and perform a head count.
2. Prevent any student from returning back to the dorm.
3. Keep reminding students not to leave the assembly point until permitted.
4. Be ready to provide assistance to the buddies once requested.
5. **Be the last to leave the area of responsibility and report all information to the Safety and Crisis Management Manager at the assembly point.**

The On-Call supervisors:

1. Once notified, immediately; move to the dorm subject to drill/ emergency and reach within (5 minutes).
2. Organize students at emergency assembly points, and perform a head count.
3. Prevent any student from returning back to the dorm.
4. Keep reminding students not to leave the assembly point until permitted.
5. Be ready to provide assistance to the buddies once requested.
6. **Close any open window or door once the vicinity is empty. Also; note down the name and the location of any student who refuses to evacuate or who can't evacuate due to special needs, close the door, and spray it with (X) mark.**
7. **Be the last to leave the area of responsibility and report all information to the third responder at the Safety and Crisis Management Manager at the assembly point**

The occupants (the Students):

1. Once code red is declared; be calm, and
   - Start the evacuation process by closing the windows in your room,
   - Inform and assist roommates, who can't evacuate for any reason; to evacuate, - Switch-off AC,
   - Close doors and move to the nearest assembly point through the shortest possible evacuation route.
2. In case if the used evacuation route and exit are obstructed, use the nearest alternative one.
3. Don't return back to the room regardless of the reason.
4. If you can't assist your roommate, close the door, and leave immediately to the nearest assembly point and inform the supervisor, about your roommate name, location, and problem.
5. Don't take pictures and distribute that through social media applications. This might lead to false and contradictory information that may confuse everyone.
6. Don't leave the assembly point to any other location. Your absence may indicate that you still inside the building, and this may confuse rescue team to start unnecessary search inside your dorm.
7. Don't return back to the dorm until you hear the following statement (**CODE RED ALL CLEAR**).

8.3 Attendees

As part of every fire drill in dormitories, the following supervisory staff shall attend:

- Director of Student Residential Life Department
- Manager of Student Residential Life Department •   Housing and Dorms Maintenance Division Manager
- Cluster Supervisors.
- Facilities Technicians

- AUS Security guards and supervisors
- AUS Safety and Crisis Management Manager

9.0 CODE RED Declaration/ Response

Code red is an emergency code word to initiate a response to a fire drill or a real event. The American University of Sharjah identifies the use of the following codes and acronyms to avoid confusion during drills or real events. The Emergency response team will use the following codes and acronyms as indicated below:

1. **CODE RED – THIS is a DRILL**: the designated emergency response team member will declare the commencement of fire drill by saying (**CODE RED – THIS is a DRILL**), along with the fire alarm bell.

2. **CODE RED**: the designated emergency response team member will declare the commencement of real fire emergency event by saying (**3**) times (**CODE RED**), along with the fire alarm bell; and repeat that after two (**2**) minutes.

3. **CODE RED ALL CLEAR:** the designated emergency response team member will declare the completion of drill/ or real fire emergency event by saying (**3**) times (**CODE RED ALL CLEAR**), and repeat that after two (**2**) minutes. This indicates the restoration to normal situation and permission to return back to the building.

4. **R.A.C.E**: An acronym that AUS emergency response team uses to remember their duties in case of fire. It stands for RESCUE, ALARM, CONFINE, EXTINGUISH/EVACUATE.

5. **P.A.S.S**: An acronym that AUS emergency response team uses to remember their duties for discharging a fire extinguisher. It stands for PULL, AIM, SQUEEZE, SWEEP.

10.0 Supervisory Staff Training

Supervisory staff shall be trained on response to fire emergency as addressed in this guideline before they are given any responsibility for fire safety. A copy of this guideline including the fire emergency procedures and other duties for supervisory staff must also be given to supervisory staff.

Depending on the location (refer to section 5.1), the supervisory staff training shall include:

- Instructions of responding to fire alarm and identify/ distinguish false one from the drill or emergency real one.
- Instructions on the use of the voice communication system, and declare and end **CODE RED**.
- Instructions on the contact the emergency call center through extension **2100** or **+971 6 515 2100**
- Trained on firefighting techniques, and the proper use of fire extinguishers.
- Action to be taken in initiating any smoke control or other fire emergency systems installed in a building in the event of fire until the civil defense arrives.
- Procedures established to facilitate the civil defense access to the building and fire location within the building; and

Fire drills can be used to provide additional training for staff, to allow them to become more familiar with the use of the building's fire safety systems. Supervisory staff should practice using the voice communication system and any other equipment (such as resetting the fire alarm system) so that they can carry out their responsibilities during or after a real emergency with experience and confidence.

All personnel with specific responsibilities should attend a debriefing meeting after every comprehensive fire drill. The reason for the meeting is to review the procedures and reactions of all participants. During the debriefing, challenging areas can be identified and solutions can be implemented.

11.0 Occupants Training

Supervisory staff shall be trained on response to fire emergency as addressed in this guideline, therefore; fire drills are to be held for supervisory staff, and to periodically assess the emergency preparedness of building occupants, as well; in order to ensure that they understand the emergency procedures to be followed upon discovery of fire or hearing the fire alarm signal(s).

Building occupants should be encouraged to participate in fire drills to enhance their fire safety knowledge and familiarize themselves with critical building features.

In some assembly occupancy settings where occupants are unfamiliar with the building, it may be a good practice to provide an audible announcement, or project an image prior to the start of each program, briefly describing the emergency procedures and the location of exits to be used in an emergency.

In care and treatment occupancies and day-care centers (i.e. UHC, Epicenter, and nursery) in which vulnerable group exist, the employee training is paramount to occupant training, recognizing that occupant safety is for the most part dependent upon the emergency response by staff. For this reason in these occupancies, every employee is generally considered as supervisory staff.

12.0 Fire Drill Analysis

Due to the size of the building and the number of supervisory staff participating in the fire drill, it will likely be desirable and necessary to have more than one person involved with the fire drill assessment. The person(s) participating in the analysis of the responses and outcomes must be fluent with the emergency procedures and aware of personnel being assessed during the exercise. For example, at least one or more persons must be present to monitor the fire drill in the vicinity of the simulated fire origin, while other persons, such as designated managers or supervisors, observe responses and activities in other areas.

As part of every fire drill, the following supervisory staff shall attend:

- Emergency Response Team Members.
- Building supervisor, in-charge, or emergency coordinator.
- Facilities Technicians.
- AUS Security guards and supervisors
- AUS Safety and Crisis Management Manager

The responses and outcomes that require analysis include:

- The ability and time to discover and locate the fire. The time is measured by the duration from the time of the alarm commencement till the time of declaring CODE RED.

- The sounding of the fire alarm (responses involving coded voice messages, second stage alarm, etc.);
- The time needed to notify the civil defense. A simulated notification to civil defense shall be performed during drills.
- The established provisions for access for the civil defense fire fighters.

- The occupants responses to the fire alarm signal(s) and coded voice messages;

- The evacuating endangered occupants (evacuation techniques, safe areas of refuge, horizontal evacuation, vertical evacuation, establishment of carrying teams, stairway   teams and receiving teams where applicable, etc.); and

- The ability and rationality of confining, controlling and/or extinguishing the fire.

Where applicable, additional analysis is necessary to determine the adequacy of procedures and responses by designated supervisory staff or other persons operating or using equipment, such as:

- Voice communication or paging systems.

- Smoke control equipment, fixed fire extinguishing system or other specialized fire protection device(s).

- Designated equipment or machinery that must be shut down.

- Electromagnetic locking and door release or hold open device(s).

- Emergency power system transfer/ shutdown where applicable; and

- The fire alarm system and other equipment that requires resetting.

13.0 Documentation

Fire drills must be documented. As a minimum, the documentation must be retained for a period of at least 5 years after the drill. The documentation should identify the date of the drill, persons participating, and the type of drill, fire drill scenario, and the summary analysis and outcomes of the fire drill.

Attachment 7 contains sample report forms that may be suitable to use to document fire drills.

Appendix J

J.a. Monitoring and Measurement

J.a.1. Environmental Procedure - Environmental Monitoring and Evaluation of Compliance

American University of Sharjah

Environmental Procedure

Environmental Monitoring and Evaluation of Compliance

(EP-01)

Revision No. : 02

Date : 15 – 05 – 2017

Prepared by :   Ashwatha Mahesh

Approved by :

1.0 Definitions

EMR   - Environmental Management Representative

Revision History

Revision Date	Description	Sections Affected	Revised By	Approved By
14-06-2015	R01	All	EMR	Executive Director of Operations
15-05-2017	R02	Section 2 Appendix 1	EMR	Chief Operating Officer
12-09-2018	R07	Appendix A, E, F, G, H, K Attachments 1,2,3,5		

2.0 Procedure

This procedure describes the overall requirements for monitoring and evaluation as part of AUS's EMS requirements to ensure that there is adequate control on significant environmental aspects, compliance with legal and other requirements, and to achieve objectives and targets.

3.0 Scope

The environmental monitoring focuses on two main aspects: the Energy and Water consumption at AUS. Records of the monthly recycling quantity from the service provider is also available with the EMR.

The boundary for evaluating compliance includes monitoring performance of aspects relating to Energy Management and Water Management against set targets and protocols.

4.0 Reference Documents

Section 16   EMS Manual

Appendix H   Control of Documents

Appendix H   Control of Records

5.0 Definitions

EMR   –   Environmental Management Representative

EMS Committee   –   Environmental Management System Committee

5.0 Responsibility

5.1 Environmental Management Representative

The Environmental Management Representative (EMR) shall work with the Sustainability Committees to define the monitoring requirements and evaluation of compliance, and have the overall responsibility for ensuring that the requirements of this procedure are implemented.

5.2 Departmental Director

The Director shall ensure that the operational control procedures/ instructions relevant to their teams are followed by their staff, that all monitoring requirements are implemented properly, and that all nonconformities are reported to the EMR.

6. Procedure

7.1   The EMR, in consultation with the Sustainability Committee and the relevant Departmental Directors if necessary, shall establish monitoring criteria in the following areas:

- The achievement of environmental objectives and targets and the

progress of programs in Energy and Water Management.

- The effectiveness of operational control procedures for controlling the significant environmental aspects of project activities.

- The conformity of environmental legislation and other requirements related to AUS environmental aspects.

7.2 Monitoring criteria shall include the monitoring/measuring frequency, methods, responsibilities and records or reports that shall be kept. The monitoring criteria shall be documented or integrated into the respective operational control procedures. The responsible Departmental Director shall ensure that the monitoring requirements are carried out and report any environmental non-conformity to the EMR.

7.3 The EMS Committee shall hold regular meetings (monthly) and maintain records to:

- Discuss and review the achievement of the objectives and targets and the progress of relevant programs;

- Review the monitoring data (e.g. inspection checklists) to check whether the monitoring and operational control procedures are implemented properly;

- Review information to evaluate whether AUS's activities comply with applicable environmental legislation and other requirements to which we subscribe;

- Review any environmental nonconformities, and the corresponding corrective action and preventive action.

7.4 In case of nonconformities, the relevant Function / Departmental Manager shall investigate the causes of nonconformities and establish appropriate corrective and preventive actions. The corrective and preventive actions shall be verified by the Departmental Director and endorsed by the EMR.

7.5 The monitoring criteria shall be reviewed and revised according to changes in legislative requirements and the practical situations of AUS as a result of continual improvement of environmental

performance.

7.6   Whenever necessary, calibration of measuring equipment shall be defined clearly in terms of calibration methodology, calibration frequency, acceptance criteria and responsible personnel.

7.7   AUS shall record the results (and maintain the records) of the periodic evaluation of compliance and these shall be considered at the management review.

7.   Records

AUS Environmental Monitoring Records

Record Description	Record Location/ Retention Responsibility	Minimum Retention Time
Monitoring Plan	EMR	3 years
Meeting minutes of the Sustainability Committees meetings	EMR	3 years
Relevant records demonstrating the progress and achievement of objectives, targets and programs	Relevant person-in-charge of the respective programs	3 years

9.0   Appendix

Appendix 1: Monitoring Plan (EF-EP06-01)

AUS Environmental Monitoring Plan

No.	Item	Responsible Person	Frequency	Mechanism
1	Academic Electric meters	Nalaka Pradeep Aminda	Once a month	Visual reading
2	Dorms Electric meters	Falah Mahdi	Once a month	Visual reading
3	Housing Smart meters	Tasqeen Ali	At least once a month	BMS
4	Water meters	Dorms: Falah Mahdi Housing: Tasqeen Ali Academics: Prasanna Salgado	Once a month	Visual reading

Appendix K

K.a. Environmental Procedure Internal Audit

K.a.1. Audit Plan Form

K.a.2. Audit Report Form

AMERICAN UNIVERSITY OF SHARJAH

Environmental Procedure

Internal Audit

(EP-03)

Revision No. : 1

Date : 01– 05 – 2017

Prepared by :   Ashwatha Mahesh

_____

Approved by :

_____

1.0 Definitions

EMR   - Environmental Management Representative

Revision Date	Description	Sections Affected	Revised By	Approved By
01-05-2017	R01	All	EMR	Chief Operating Officer

2.0   Purpose

A requirement of ISO 14001:2015 certification is that organizations must conduct internal audits of their environmental management system at planned intervals to determine whether the system:

- Conforms to planned arrangements for environmental management including the requirements of ISO 14001; and,
- Has been properly implemented and maintained.

In order to comply with the requirements of the ISO 14001 standard internal ISO audits must be completed in order to maintain ISO Registration.

3.0   Scope

The internal audit focuses on evaluating the compliance of procedures of environmental aspects pertaining to the Facilities, Supply Chain, Project

Management, Safety and Security, Custodial Services, Health Center, Transportation and Sustainability covered in the EMS.

4.0   Reference Documents

Rev 07:   EMS Manual

Appendix K and L in EMS R07:   Enquiry / Complaint / Nonconformity Handling

5.0   Definitions

EMR	–	Environmental Management Representative
EMS Audit	–	Environmental Management System Audits
CAR	–	Corrective Action Report
NC	–	Nonconformity
Internal Auditor	–	an individual within the organization that audits his/her own company to determine the effectiveness of its quality system.

6.0   Responsibility

Primary responsibility lies with the EMR to organize internal audits and ensure the audit reports are developed, reviewed and recommend EMS improvement actions based on the audit results.

All managers and staff of the relevant departments are responsible for ensuring that the necessary support is given to the internal auditing process.

6.1 Environmental Management Representative

The EMR shall prepare the audit plans, coordinate internal audits, review the audit results and report and ensure that corrective actions, if any, are taken by the relevant parties.

6.2 Function / Departmental Manager

The Function / Departmental Managers shall assist the audit activities as required, review audit results and respond to NC as required.

7.0   Procedure

7.1   Audit Planning

The EMR shall prepare an Audit Plan (Appendix K and L which specifies the audit schedule and the scopes of audit. The schedule shall be planned so that all environmental aspects relating to the concerned departments are audited regularly. The audit frequency shall also be based on the environmental importance of the activities concerned and the results of previous audits.

7.2   Conducting Audit

7.2.1 All audit findings (strengths and weaknesses) are documented on the Audit Report.

7.2.2 When a NC is found, the auditor/auditors shall report the details of NC on the CAR Form (For use of CAR Form).

7.3   Reporting and Follow-ups

7.3.1 Upon completion of the audit the auditor shall communicate the results of the audit to the Department Manager / Project Manager/Engineer responsible for the area being audited. The EMR shall maintain documentation of audit results and update the CAR Status Log if required.

7.3.2 After the agreed time for completion of corrective actions required has elapsed, QMR will initiate a follow-up audit to verify the implementation and effectiveness of the corrective action taken.

7.3.3 The results of the follow-up audit shall be recorded on the original non-conformance report maintained by the QMR for reference or further action as required.

7.4 Review of Audit Results

The EMR shall summarize the audit results in an Internal Audit Report for review at the Management Review. The audit results shall form the basis to identify and recommend EMS improvement actions.

7.5 Records

Record Description	Record Location/ Retention Responsibility	Minimum Retention Time
Audit Plan (EF-EP03-01)	EMR	3 years
Completed CAR Forms (EF-EP03-02)	EMR	3 years
CAR Status Log (EF-EP03-03)	EMR	3 years
Internal Audit Report (EF-EP03-04)	EMR	3 years

K.a.1. Audit Plan Form

K.a.2. Audit Report Form

Area / Function to be Audited	Lead Auditor	Target Date	ISO 14001 Clauses

INTERNAL AUDIT REPORT	
Audit of Function:	
Report No.:	Audit Date:
Auditor:	
Auditee:	
Summary Report (Findings):	
CAR's enclosed:	
With Corrective and Preventive Action & Date:	
Without Corrective and Preventive Action & Date:	
Auditor's Observations (If any):	
Signature of Auditor	

Appendix L

L.a. Environmental Procedure-Nonconformance and Corrective Action Plan

American University of Sharjah
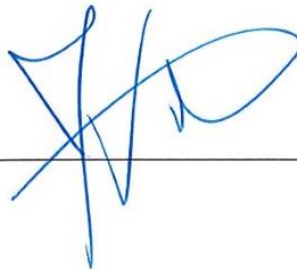
Environmental Procedure

Non-Conformance & Corrective Action Plan

(EP-02)

Revision No. : 02

Date : 21 – 03 – 2017

Prepared by : Ashwatha Mahesh

Approved by :

1.0 Definitions

EMR   –   Environmental Management Representative

Revision Date	Description	Sections Affected	Revised By	Approved By
16-06-2015	R01	All	EMR	Executive Director of Operations
21-03-2017	R02	Section 4 Section 5	EMR	Chief Operating Officer

2.0   Purpose

This procedure describes the approach for handling enquiries and complaints regarding AUS's environmental performance, and addressing deviations from the requirements of AUS's EMS so as to ensure a systematic process is developed to identify and address nonconformities through both corrective action and preventive action.

3.0   Scope

This procedure applies to the handling of:

a) enquiries (both internal and external) regarding AUS's EMS or environmental performance;

b) complaints (both internal and external) regarding AUS's EMS or environmental performance;

c) nonconformities related to AUS's EMS requirements, shall include but not

be limited to below:

- internal procedure non-compliance identified during regular monitoring / review
- nonconformities identified in internal audits
- nonconformities caused by suppliers / contractors / service providers

This procedure also addresses nonconformities through corrective and preventive actions so as to minimize impacts to the environment and the potential for reoccurrence.

4.0   Definitions

EMR   –   Environmental Management Representative

CAR   –   Corrective Action Report

NC   –   Nonconformity related to AUS's EMS

Corrective   –   Action taken to rectify the non-conformance or to
Action   mitigate an environmental impact (real or potential) or to comply with an Environmental Management Procedure or ISO 14001

Preventive   –   Action taken to avoid repetition of the same non-
Action   conformance. This could involve modification or enforcement of procedures, or implementation of further controls

5.0 Responsibility

5.1 Environmental Management Representative

The Environmental Management Representative (EMR) shall ensure the requirements of this procedure are implemented. The EMR oversees the enquiries and complaints regarding the EMS and controls all nonconformities in relation to the EMS implementation, ensuring the effective and appropriate corrective and preventive actions are taken to prevent NC from reoccurring.

The EMR will establish and maintain a reporting and record keeping system for non-conformances, corrective and preventive actions. The Facilities Department, Sustainability shall maintain the communication log (EF-EP07-03), handle enquiries / complaints / NC, investigate the causes or potential causes of NC, verify the implementation of appropriate corrective and preventive actions and maintain relevant records.

It is the responsibility of all employees to bring suspected non-conformances with the requirements of the EMS to the attention of the Facilities Department, Sustainability. Non-conformance can be identified through the following activities:

- Internal audit findings
- Complaints (internal or external)
- Observation
- Incidents
- Housekeeping inspections

6.0 Procedure

6.1 Handling Enquiries / Complaints

6.2.1 All staff shall report any enquiries / complaint / NC (both internal and external) to their supervisors and such enquiries / complaint / NC shall be recorded and tracked in the log sheet maintained by the Department.

6.2.2 To handle complaints, the responsible personnel shall consult the EMR to determine the appropriate corrective and preventive actions and to ensure the actions are implemented effectively to rectify the problem. Appropriate and timely corrective action must be taken according to the nature of the non-conformance. Preventive action, such as implementing modifying or enforcing procedures or controls, will be taken to avoid repetition of the non-conformance.

Any corrective or preventive action taken to address the causes of non-conformance must be appropriate to the magnitude of problems and commensurate with the environmental impact encountered, and documented.

6.2   Handling NC Identified Internally

6.2.3 Whoever raises an NC shall initiate a CAR for endorsement by the respective Function / Departmental Manager. The EMR shall be responsible to monitor the CAR status and maintain the log (Appendix 2).

6.2.4 Upon CAR recipient the Facilities Department, Sustainability shall investigate the root causes of NC and complete the CAR.

6.2.5 Any changes of the EMS documentation as required by the CAR shall be reflected through amending respective procedures or instructions. The EMR shall ensure that these changes are communicated to all relevant staff.

6.3 Review by Sustainability Committee

6.2.1 Sustainability Committee will review and discuss any significant issues regarding the enquiry/ complaint/ CAR/ nonconformities identified, and determine any preventive actions to be taken for continual improvement of the EMS and environmental performance of AUS.

6.2.2 The effectiveness of corrective and preventive actions taken shall be reviewed.

7. Records

AUS Non-conformance and Corrective Actions Record

Record Description	Record Location/ Retention Responsibility	Minimum Retention Time
CAR forms (EF-EP07-01)	EMR AUS Sustainability	3 years
CAR Status Log (EF-EP07-02)	EMR	3 years
Communication Log (EF-EP07-03)	EMR AUS Sustainability	3 years
Enquiry / Complaint Log and Correspondences	EMR AUS Sustainability	3 years

Attachments

Attachment 1: List of Sustainability Projects

Attachment 2: IT Equipment Life Cycle

Attachment 3: Emergency Response Team

Attachment 4: AUS Medical Waste Disposal

Attachement5: AUS Aspect Impact Analysis

Attachement6: AUS Recycling Stations

Attachment 1: List of Sustainability Projects

List of Sustainability Projects

Sustainability Initiatives for Years 2016-2017				
Sl. No.	**Subject**	**Location**	**Description**	**Status of the Project**
A.1	Solar Power Installation	Housing	Solar panel installation to supplement electricity usage from the grid.	Feasilbility study
A.2	Energy Metering Project in three Phases: 1) Phase 1 & 2 - Housing area 2) Phase 3 – Commercial area 3) Phase 4 - Academic area	Housing Area	Installation of meters: Electric meters will be installed in 3 phases to cover all housing, commercial and academic units to monitor energy consumption and possible charging to the end users. This will also enable AUS to set a bench mark for energy usage.	1) Phase 1 & 2 - Housing area - completed 2) Phase 3 - Commercial units –completed 3) Phase 4 - Academic area – ongoing
Sustainability Initiatives for Years 2017-2018				
Sl. No.	**Subject**	**Location**	**Description**	**Status of the Project**
B.1	AC Renovation – Housing	Dean Villa E04, Villas E05, A01	Installation of VRV units to replace the existing old DX units.	Completed
B.2	Installation of LED lights	Arts Building Corridor	Replacement of 60x60 fluorescent lights with LED lights	Completed

Sl. No.	Subject	Location	Description	Status of the Project
B.3	Installation of energy efficient lighting	Academic Building Corridor, Taxi Stand and Exterior of Main Building	Replacement of existing lights with energy efficient lighting.	In Progress
B.4	AC Renovation – Dorms	KL Male Dorms	Installation of VRV units to replace the existing old DX units.	In Progress

<div align="center">Sustainability Initiatives for Years 2018-2019</div>

Sl. No.	Subject	Location	Description	Status of the Project
C.1	Installation of energy efficient complete pole lighting system	Outdoor football field	Replacement of old lighting system with new LED light fittings and controls.	Completed
C.2	Installation of LED light fittings	Library- Surrounding area	Replacement of existing conventional Uplight fittings with LED fittings	Completed
C.3	Water Filtration System	All Academic Buildings CSC Wellness Center Buildings Male Dorms Female Dorms	Research Water filtation system to provide drinking water throughout the campus academic footprint	Request for Information
C.4	Water Filtration System	All Academic Buildings CSC Wellness Center Buildings Male Dorms Female Dorms	Installation of water filtation system to provide drinking water throughout the campus academic footprint	Developing RFP

C.5				
C.6				

Attachment 2: IT Equipment Life Cycle

Policy Title	**IT Equipment Lifecycle**
Policy Number	**AUS-IT-02**
Initiated by	**Director of Information Technology**
Units responsible	**Information Technology Department, Academic Computing Group**
Approved by	**IT Steering Committee**
Date approved	**10-04-2016**
Date of Latest Revision	**10-04-2016**
Date of Next Review	**10-04-2018**

Purpose: This document details the useful life of information technology equipment at AUS.

Definitions:

Useful Life: Useful life or equipment lifecycle is the time that any IT equipment can be expected to be serviceable or supported by its manufacturer.

Equipment List:

Machine Type	Useful Life (years)	Comments
Windows Laptops	Up to 4	
Mac Laptops	Up to 4	
Mac and Windows Desktops	Up to 5	
Monitors	Up to 7	
Tablets	Up to 4	

Contact information:

IT Service Desk – phone 2100 option 3 or ithelpdesk@aus.edu

If you have any questions about this policy – Please feel free to contact the IT Department.
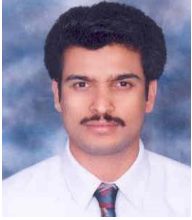
Attachment 3: Emergency Response Team

Main Building

ERT #	Location	Name	Office Extension	Mobile	Email
1	ERT Team Leader	Engr. Feras AL Salem	515 2068	056 417 7060	falsalem@aus.edu
2	Ground Floor	Mr. Mohamed El Shahed	515 1003	050 727 0449	mshahed@aus.edu
3		Ms. Nevine Ezzat	515 2054	050 576 8332	nevine@aus.edu

4		Ms. Grace Morales	515 4018	056 118 7071	gmorales@aus.edu
5	Ground Floor	Ms. Dorothy Moras	515 2919	050 260 9715	moras@aus.edu
6	Mezzanine – West	Mr. Gafar Abdel Rahman	515 2074	050 863 7586	gabdelrahman@aus.edu
7	Mezzanine – East	Mr. Mohamed Yassine Otmani	515 2063	050 499 7858	oyassine@aus.edu

8		Ms. Francelia Susan Moras	515 2072	N/A	fmoras@aus.edu
9	First Floor	Mr. Muhammad Khizar	515 2169	050 202 9135	mkhizar@aus.edu
10	First Floor	Ms. Diana Bassam ElNajjar	515 2103	N/A	delnajjar@aus.edu
11	Second Floor	Mr. Mustafa Fakhruddin Kalavadwala	515 2381	050 849 9860	mkalavadwala@aus.edu

12		Mr. Muneer Abdalla	515 2201	050 542 0634	mtabdulla@aus.edu
13	Third Floor	Mr. Vladimir Fermazi	515 2700	050 862 6371	vfermazi@aus.edu
14		Mr. Norbert Noronha	515 2650	055 829 1239	nnoronha@aus.edu

School of Business and Management

ERT #	Location	Name	Office Extension	Mobile	Email
15	SBA	Mr. Nabil I. Amireh	515 2560	050 655 9964	nabeel@aus.edu
16		Ms. Dalia Ibrahim Saleh	515 2301	050 578 3309	dsaleh@aus.edu
17		Ms. Abegail A. Morata	515 2302	050 455 9685	abegail@aus.edu

ERT #	Location	Name	Office Extension	Mobile	Email
18		Ms. Thaira A. Muhsin	515 2315	050 577 8485	tmuhsin@aus.edu

College of Arts and Sciences

ERT #	Location	Name	Office Extension	Mobile	Email
19	CAS – Physics Building	Dr. Aaron Tylor Brand	515 2438	056 714 8964	abrand@aus.edu
		Mr. Naveed Ali Abassi	515 2502	050 567 5752	nabbasi@aus.edu
21	CAS – Chemistry & NAB	Mr. Herman Coutinho	515 2728	050 329 5412	hcoutinho@aus.edu

22		Ms. Diana Audi	515 2991	050 154 8827	daudi@aus.edu

23	CAS – Chemistry & NAB	Mr. Thomas Job Kollanur	515 2421	050 584 9288	tjob@aus.edu
24		Mr. Mohammad Shehab	515 2333	050 184 4912	mshehab@aus.edu
25		Mr. Rizwan Hassan	515 4430	056 977 1019	rhassan@aus.edu

26		Dr. David William Wilmsen	515 2528	056 148 8479	dwilmsen@aus.edu
27	CAS – Arts Building	Ms. Omnia Eldahshoury	515 2739	056 383 6528	oeldahshoury@aus.edu
28	CAS – Arts Building	Mr. Anthony Tassa	515 2486	050 927 1017	atassa@aus.edu
29	CAS – Language Bldg.	Dr. Khawlah Kaid Ahmed	515 2743	050 932 8711	khawlah@aus.edu

ERT #	Location	Name	Office Extension	Mobile	Email
30		Mr. Gregory Vanderpyl	515 2649	056 679 3389	gvanderpyl@aus.edu

University Health Center

ERT #	Location	Name	Office Extension	Mobile	Email
31	UHC	Ms. Gemarie Alon Vitug	515 2675	050 635 7651	galon@aus.edu

College of Architecture, Art and Design

ERT #	Location	Name	Office Extension	Mobile	Email
32	CAAD	Ms. Yara Libzo	515 2869	050 889 0851	ylibzo@aus.edu

33		Mr. Ali Ghias Ahmed	515 4807	050 504 2785	agahmed@aus.edu
34		Mr. Abdul Rasheed Abdul Kader	515 4802	050 527 0853	arasheed@aus.edu
35		Mr. Mohammed Shafiullah Nizamdeen	515 4808	052 763 4257	mshafy@aus.edu
36	CAAD	Ms. Rowdah Azizoghly	515 2858	050 677 1014	razizoghly@aus.edu

37		Mr. Ali Thuppilikat	515 3813	050 499 1914	tali@aus.edu
38		Mr. Savio Creado	515 2825	055 606 2150	screado@aus.edu
39		Mr. Muhammad Irshad Sulaiman	515 4557	055 567 5674	sulaiman@aus.edu

Student Center

ERT #	Location	Name	Office Extension	Mobile	Email
40		Mr. Salah El Maoued	-	050 665 5730	selmaoued@aus.edu
41	Student Center	Mr. Virgilio Mateo	515 2716	050 497 0062	vmateo@aus.edu
42		Ms. Maha Jibril	515 2755	050 628 8683	mjibril@aus.edu
43		Mr. Raafat Mashaal	-	050 630 9693	rfathalla@aus.edu

ERT #	Location	Name	Office Extension	Mobile	Email
44	Student Center	Mr. Salim Mahiddine	515 2751	050 208 6313	smahiddine@aus.edu

College of Engineering

ERT #	Location	Name	Office Extension	Mobile	Email
45	CEN – EB 1	Mr. Aqeel Ahmed Taher	515 2905	050 485 8196	aqeelahmed@aus.edu
46		Mr. Riyad Temam	515 4003	050 787 0104	rtemam@aus.edu

47		Mr. Hammam Orabi	515 2975	052 530 8677	horabi@aus.edu
48	CEN – EB 1	Mr. Ibrahim Abu Seif	515 2405	050 867 9805	iabuseif@aus.edu
49		Mr. Mohammed Mustafa	515 2940	052 166 7012	mmustafa@aus.edu
50	CEN – EB 2	Mr. Mohamed Badrelzaman Omer Mohamed	515 2608	050 249 9706	mbadrelzamanm@aus.edu

51		Mr. Muhammad Qasim	515 2922	050 464 0074	mqasim@aus.edu
52		Mr. Suresh Radder	515 2924	050 696 4976	sradder@aus.edu
53	CEN – EB 2	Mr. Grigorios Georgakis	515 4945	050 519 0028	ggeorgakis@aus.edu
54		Dr. Madathumpadical Narayanan	515 2481	050 503 2805	mnarayanan@aus.edu

Library

ERT #	Location	Name	Office Extension	Mobile	Email
55	Library (8:00 AM – 5:00 PM)	Ms. Christine Furno	515 2254	050 473 1099	cfurno@aus.edu
56		Ms. Veronique Lecat	515 2265	050 794 1867	vlecat@aus.edu
57		Mr. Reynante Baruel	515 2256	056 694 1079	rbaruel@aus.edu

58	Library (3:15 PM – 12:15 AM)	Ms. Fatemeh Moshref	515 2256	050 990 5754	fmoshref@aus.edu
59	Library (7:15 AM – 4:15 PM)	Ms. Catherine Torio	515 2256	050 865 4930	ctorio@aus.edu
60		Mr. Vincent Mani	515 2256	050 369 9857	vmani@aus.edu
61	Library (7:15 - 4:15)	Ms. Yasmine Mohamed	515 2179	056 897 9580	ymohamed@aus.edu

ERT #	Location	Name	Office Extension	Mobile	Email
62	Library	Ms. Ghada El Abbady	515 2257	050 163 6689	gelabbady@aus.edu
63		Ms. Heba Hussien	515 2273	050 944 9904	hhussien@aus.edu

Testing Center   (Library Building - Basement)

ERT #	Location	Name	Office Extension	Mobile	Email
64	Library Basement	Ms. Babilu Niyas	515 1014	050 417 8515	bniyas@aus.edu

65		Ms. Maha Shushaa	515 1016	050 576 6727	mshushaa@aus.edu

Post Office

ERT #	Location	Name	Office Extension	Mobile	Email
66	Post Office	Mr. Omer Gamil	515 2018	050 568 5758	ogamil@aus.edu
67		Mr. Reny Boy Corpuz Marco	515 2019	050 462 5961	rmarco@aus.edu

Day Care Center

ERT #	Location	Name	Office Extension	Mobile	Email
68	Day Care Center	Ms. Dawn Stephenson	515 3175	050 709 8782	dstephenson@aus.edu
69	Day Care Center	Ms. Thikra Abdul Karim	515 3175	050 599 5981	tkarim@aus.edu

Leisure Center

ERT #	Location	Name	Office Extension	Mobile	Email
70	Leisure Center	Ms. Sevla Mesanovic	515 3337	055 154 0557	smesanovic@aus.edu

ERT #	Location	Name	Office Extension	Mobile	Email
71		Mr. Abel Lumaban	515 3337	055 646 2396	alumaban@aus.edu

Epicenter

ERT #	Location	Name	Office Extension	Mobile	Email
72	Epicenter	Mr. Graeme Andrew Dobie	515 4240	056 680 2037	gdobie@aus.edu
73		Ms. Nicola Hamilton	515 4251	056 264 9074	nhamilton@aus.edu

Sports Complex

ERT #	Location	Name	Office Extension	Mobile	Email
74	Sports Complex	Mr. Venstani C James	515 2776 515 2777	050 650 1564	vcjames@aus.edu
75	Sports Complex	Mr. Raja Subramanya	5152795 5152777	050 499 5181	rajas@aus.edu

CSC Building

ERT #	Location	Name	Office Extension	Mobile	Email
76	Warehouse	Mr. Manoharan Kaniyari Veetil	515 2085	050 635 7836	manoharan@aus.edu

77		Mr. Gally Manguiat	515 2188	050 518 7695	gmanguiat@aus.edu
78	CSC – Lower Ground	Mr. Khalid Muhammad Din Mehmood	515 2155	050 212 2022	kmehmood@aus.edu
79	CSC – Lower Ground	Mr. Vasantha Manohar Anchan	515 2046	050 499 7307	vanchan@aus.edu
80	CSC – Ground / First Floor	Engr. Feras AL Salem	515 2068	056 417 7060	falsalem@aus.edu

81		Mr. Rahiman Sheriff	515 2219	050 679 8052	rsheriff@aus.edu
82		Mr. Muhammad T Ajaz	515 2243	056 118 8038	majaz@aus.edu
83	CSC – Second Floor	Ms. Crisol Guintu	515 2223	050 108 1751	cguinto@aus.edu

Residential Halls

ERT #	Location	Name	Office Extension	Mobile	Email
84		Mr. Farid Djemil	515 5533	050 475 1220	fdjemil@aus.edu
85	AB Men	Mr. Hassan Alhammadi	515 5533	052 883 3319	halhammadi@aus.edu
86		Mr. Ashraf Abdel Gadir	515 5533	050 544 1836	aabdelgadir@aus.edu
87		Mr. Khaled Ahmed	515 5533	050 710 7527	kmohamedahmed@aus.edu

88	AB Men	Mr. Basil Mushtaha	515 6081	050 631 2934	bmushtaha@aus.edu
89		Ms. Maha Abood Ibrahim	515 7997	050 798 1182	mabood@aus.edu
90	AB Women	Ms. Thikra Saádoon Ali	515 7997	050 527 4089	thikra@aus.edu
91		Ms. Randa Mustafa	515 7997	050 368 0351	rmustafa@aus.edu

92		Ms. Hana El Agib 	515 7997	055 921 2095	helagib@aus.edu
93	AB Women	Ms. Samira Al-Hosani 	515 7997	050 515 5568	salhosani@aus.edu
94		Ms. Sanaa Bou-Ghanem 	515 7997	050 364 5330	sboughanem@aus.edu
95	CD Men	Mr. Ghassan A K Alawna 	515 5700	050 6340 766	gnaser@aus.edu

		Mr. Ahmed Abdel Kareem	515 5700	050 496 1768	aabdelkareem@aus.edu
96			515 5700	050 496 1768	aabdelkareem@aus.edu
97		Mr. Imad Eldin El Hagzi	515 5700	050 793 7949	eelhagzi@aus.edu
98	CD Men	Mr. Waleed A. El Nahhas	515 5700	050 750 9794	welnahhas@aus.edu
99	CD Women	Ms. Howaida Ali	515 7999	050 543 4026	hali@aus.edu

100		Ms. Nadia Saad Mohamed Ibrahim	515 7999	050 797 1864	nmohamed@aus.edu
101		Ms. Amna Hassan	515 7999	050 866 2502	amhassan@aus.edu
102		Ms. Nawal Kabbara	515 7999	050 726 2524	nkabbara@aus.edu
103	CD Women	Ms. Layla Saleh Charif	515 7999	055-396 6772	lcharif@aus.edu

104	EF Women	Ms. Amira Osman	515 7777	050 694 9604	amosman@aus.edu
105		Ms. Sarah Hussain	515 7777	054 438 5394	shussain@aus.edu
106		Ms. Amel El Moussa	515 7777	050 969 7809	aelmoussa@aus.edu
107		Ms. Noosa Bushara	515 7777	050-747 8401	nbushara@aus.edu

108	EF Women	Ms. Mai Gabir	515 7777	052 756 9695	mgabir@aus.edu
109		Ms. Aida Yousfi Daly	515 7777	056 788 9483	adaly@aus.edu
110	GH Men	Mr. Muiz Hussain	515 5860	055 667 0570	mhussain@aus.edu
111		Mr. Abdelglel Mohamed	515 5860	050 839 5678	aabdelglel@aus.edu

112		Mr. Khalid Hassan Babikir	515 5860	055 529 9456	kbabikir@aus.edu
113	GH Men	Mr. Haitham Hassan	515 5860	050 968 6637	hmhassan@aus.edu
114		Mr. Ali Sameer Al Hussein	515 6081	050 331 7034	aalhussein@aus.edu
115	GH Women	Ms. Saadia Salem	515 7111	050 386 2862	ssalem@aus.edu

116		Ms. Alyaa Mohamed Ibrahim	515 7111	050 769 3633	alibrahim@aus.edu
117		Ms. Haleema Al-Naqbi	515 7111	050 367 9933	halnaqbi@aus.edu

118	GH Women	Ms. Gulchekhra Bakhramova	515 7111	050 727 8893	gbakhramova@aus.edu
119		Ms. Tamara Arabyeat	515 7111	050 265 5064	tarabyeat@aus.edu

120		Ms. Aisha Al-Jesmi	515 7111	050 969 7809	aaljasmi@aus.edu
121	I Women	Ms. Mariam Hussain	515 7555	050 300 2039	mahussain@aus.edu
122		Naheel Hashim Mohammad	515 7555	050 716 1464	nmohammad@aus.edu
123	I Women	Ms. Israa Ahmed	515 7555	050 360 0413	iahmed@aus.edu

124		Ms. Badria Al-Jesmi	515 7555	050 769 2429	baljesmi@aus.edu
125		Ms. Samar Mulhem	515 7555	050 347 7890	smulhem@aus.edu
126	IJ Men	Mr. Ziad Khalil Nasser	515 5302	052 924 8600	znasser@aus.edu
127		Mr. Hassan Ali	515 5302	052 883 3319	hyousif@aus.edu

128	IJ Men	Mr. Andrew Mangoro	515 5302	050 852 9562	amangoro@aus.edu
129		Mr. Basheer Makawy	515 5302	052 943 4376	bmakawy@aus.edu
130		Mr. Ahmad Al Sayyed	515 5302	055 234 2751	aalsayyed@aus.edu
131	KL Men	Mr. Baha Farah	515 6081	055 597 7671	bfarah@aus.edu

132		Mr. Mohamed Salah Awad Mohamed	515 6081	050 803 2335	msamohamed@aus.edu
133	KL Men	Mr. Muhammed Hassim	515 6081	055 936 3278	mhassim@aus.edu
134		Mr. Mohamed Abdelgadir	515 6081	050 330 0125	mabdelgadir@aus.edu
135		Mr. Badar Al Ali	515 6081	050 797 0144	balali@aus.edu

136	MN Men	Mr. Elidio Edgar Gomes	515 6666	050 697 3581	egomes@aus.edu
137		Mr. Elharith A. Khogaly	515 6666	050 561 7033	ekhogaly@aus.edu
138	MN Men	Mr. Zerhouni Fethallah	515 6666	050 803 2514	zfethallah@aus.edu
139		Mr. Ahmed Samir Soliman	515 6666	050 630 5347	ssoliman@aus.edu

140		Mr. Haytham Elemam	515 6666	050 968 6232	helemam@aus.edu
141	PQ Men	Mr. Ayman Shouman	515 6555	055 346 3613	ashouman@aus.edu
142		Mr. Ibrahim Eldesooky Elmallah	515 6555	050 340 9569	ielmallah@aus.edu
143	PQ Men	Mr. Mohamed Warda	515 6555	055 106 6190	mwarda@aus.edu

ERT #		Name		Mobile	Email
144		Mr. Ahmed Mahmoud Ahmed	515 6555	050 766 5016	amahmoudahmed@aus.edu
145		Mr. Abdul Hakim Foz	515 6555	050 577 1801	afoz@aus.edu

Technical Team

ERT #	Location	Name	Office Extension	Mobile	Email
146	East Housing	Mr. Mohd. Kaleem Khan	515 3800	050 499 7138	mhkhan@aus.edu

147	West Housing	Mr. Asif Hanfi	515 3800	050 379 0620	ahanfi@aus.edu
148	Men Dorms - East	Mr. Salimbabu Ambalathu Veetil	515 5801	050 679 2367	sveetil@aus.edu
149	Men Dorms – West	Mr. Kizhakkekara Praveen	515 5801	050 747 9852	kpraveen@aus.edu

151	Women Dorms	Mr. Pulikkal Sasi	515 5801	050 635 4017	psasi@aus.edu
152	Academic Buildings	Mr. Mohammed Atif	515 2052	050 769 23 35	matif@aus.edu
153	Academic Buildings	Mr. Intakhab Alam	515 2082	056 707 9981	ialam@aus.edu
154		Mr. Abdul Aziz Refai	515 2052	050 499 7257	arefai@aus.edu

Attachment 4: AUS Medical Waste Disposal

INTRODUCTION:

Health-care activities lead to production of medical waste that may lead to adverse health effects. Most of this waste is not more dangerous than regular household waste. However, some types of health-care waste represent a higher risk to health. These include infectious waste (15% to 25% of total health-care waste) among which are sharps waste (1%), body part waste (1%), chemical or pharmaceutical waste (3%), and radioactive and cytotoxic waste. Sharps waste, although produced in small quantities, is highly infectious. Poorly managed, they expose health-care workers, waste handlers and the community to infections.

PURPOSE:

The purpose of this policy is to provide direction and guidance to manage the medical waste appropriately as per the United Arab Emirates (UAE) Federal law, MOH and Municipality rules and regulations, and with minimum risk to health care staff, patients, visitors and medical waste handlers.

POLICY STATEMENT:

- It is the policy of UHC to follow the UAE Federal Law and local environmental and health regulations when planning and implementing treatment and disposal for the waste the clinic generates.
- The UHC has to abide by Federal Law No. 21 of 2005 for waste management in the Emirate of Abu Dhabi and Schedule 3, Amendment No. 31 (2001) for Federal Law No 24, 1999.
- The UHC shall be responsible for ensuring good waste management practices in its premises.

- Waste generated by HCFs should be color coded as per the procedure section below (developed according to UAE federal law, and municipality regulations).
- All packaged medical waste should be marked with a biohazard symbol

RESPONSIBILITY:

- It is the responsibility of the UHC's management to ensure proper implementation of this policy
- It is the responsibility of all staff working in the UHC to abide by this waste management policy and procedures

PROCEDURE:

General Considerations:

- The UHC shall assign staff for waste management
- All the healthcare staff are aware of the proper waste management practices
- There is clinical waste signage (posters) on all waste segregation bins available in all areas
- All plastic waste sacks must be fully enclosed within bins to minimize the risk of injury
- All waste bins must be visibly clean – externally and internally
- All waste bins must be foot-operated, lidded and in good working order
- Waste bags must be removed from clinical areas daily and there is no emptying of clinical waste from one bag to another
- There are no overfilled bags. Bags are no more than ⅔ full
- The UHC has a contract with a licensed company (Wekaya) to handle and dispose the waste it generates

Waste Disposal and segregation:

AUS Medical Waste Disposal and Segregation

GROUP	COLOR CODE	TYPE OF WASTE
Group A Medical Waste	Red color bags	Anatomical or pathological waste, waste contaminated with human blood or other body fluids, excreta, vomit, human tissue, waste from contagious diseases, dirty bandages, bed sheets, animal remains and all other materials on which animal lay or cloth or used by animal whether contaminated or not
Group B Medical Waste	Yellow plastic boxes of yellow color (Sharp Object Boxes)	Sharps, usually syringes and needles, surgical tools, different medicine and medical equipment vessels, broken glass and all other sharp equipment, tools and materials
Group C and E Medical Waste	Yellow polyethylene bags	All waste that comes in contact with human bloods or fluid is: Pathological waste Anatomical waste Human tissue

		Used gloves, aprons, masks, shoes and head covers, dressings, bandages, diapers, cotton swabs
Group D Medical Waste	Blue color bags	Batteries broken thermometers Blood pressure gauges Expired medicines
General Waste	Black color bags	Aerosols Domestic waste Food waste Paper towels, paper packaging materials etc

Waste Storage:

- General waste/hazardous health-care waste should be stored in a separate location on an impermeable surface (no cracks or floor drains) pending collection by the municipality or contractor
- There must be enough space around stored waste containers/bags to allow regular inspection for leakage or label deterioration
- Waste bags and containers should be sealed (such as with adhesive tape) and labelled with the address of the producer and the waste category, and marked with a biohazard sign for medical waste
- Waste should not be stored close to patients or where food is prepared. All clinical waste containers are to be kept secured and inaccessible to the public

Attachment 5: AUS Risk Register

Risk Register

Likelihood Score			Minimal (reversible pollution)	Minor (localized)	Moderate (short-term implications)	Major (long-term irreversible)
	4	Almost Certain (Constant)	5	6	7	8
	3	Likely (irregular)	4	5	6	7
	2	Occasional (possibility)	3	4	5	6
	1	Unlikely (rare)	2	3	4	5
			1	2	3	4
			Impact			

Environmental Aspect Impact Register

Risk Source	Environmental Aspect	Environmental Impact	Likelihood of Occurrence	Severity of Effects	Risk Mitigation	Operational Controls
7	Emissions from Transport	Fossil fuel use, carbon and nitrous oxide emissions	4	3	Promotion of provision of sustainable transport options	Refer - Hb.2.2 Planning and Executing Events Refer - J.a Emergency Preparedness and Response Procedure
7	Use of Electricity/Energy	Burning fossil fuels. Greenhouse gas emissions	4	3	Decrease in energy consumption. Use of renewable sources for energy	Refer - G.b.2.2 Calculate and Analyze the Monthly Energy Consumption Refer - G.b.2.4 Sustainability Outreach Publications
4	Electronic Waste	Resource depletion, land pollution	2	2	Implementation of Green IT Policy for reuse or recycling of equipment	Refer - G.b.2.1 Green IT Policy and Procedure Refer - Attachment 2: IT Equipment Life Cycle
4	Use of Water	Water scarcity, resource wastage	2	2	Efficient water consumption	Refer - G.b.2.9 Water Distribution and Pump Services Refer - G.b.2.4 Sustainability Outreach Publications
4	Emergencies	Environmental impact due to fire, flood, etc.	1	3	Environmental preparedness and response to minimize impact	Refer - I.a Emergency Preparedness and Response Procedure
4	Non-Hazardous Waste	Land Pollution, Resource Depletion	2	3	Increase recycling. Reduction in consumption	Refer - G.b.2.9 Custodial Services-Waste Disposal Refer - Attachment 4: AUS Medical Waste Disposal

Risk Source	Environmental Aspect	Environmental Impact	Likelihood of Occurrence	Severity of Effects	Risk Mitigation	Operational Controls
3	Hazardous Waste	Aquatic Pollution, Land Pollution	1	2	Ensure proper disposal of hazardous waste using strict policies	Refer - G.b.2.10 Custodial Services-Waste Disposal Refer - Attachment 4: AUS Medical Waste Disposal
2	Use of Resources, Infrastructure and Land	Environmental impacts such as air/water/noise/land pollution from life cycle of infrastructure	1	1	Implementation of Estidama construction standards. Efficient maintenance and facilities of building. Maintenance of urban green spaces	Refer - G.b.2.5 Civil Maintenance Services for Academic Areas Refer - G.b.2.6 MEP Services for Housing Refer G.b.2.7 Maintenance Services for Housing Refer G.b.2.8 Maintenance Services for Dorms
2	Use of Natural Resources and Materials	Resource depletion. Waste	1	1	Ensure suppliers and contractors abide by legal regulations	Refer - AUS Procurement policy
2	Research and Teaching Resources	Gathering and learning information. Waste	1	1	Increasing knowledge. Electronic methods. Recycling	Refer - Attachment 6: AUS Recycling Stations
2	Awareness through Communications	Deforestation. Waste	1	1	Electronic. Recycling	Refer - Attachment 6: AUS Recycling Stations

Attachment 6: AUS Recycling Stations

Recycling Station Type	Recycling Items	Picture/Location	Number
Blue Bins	Paper	**Offices** 	250
Reverse Vending Machine	Plastic Bottles	**Epicenter & Student Center** 	2
Recycling Cage	Paper, Books, Cans, Plastic, Cardboard, Glass	**Behind Sport Complex** 	2

Outdoor 3 Stream Bin	Paper, Cans, Plastic	**Bus Stops: East & West of Main Building** 	2
Single Stream Box	HP printer Cartridges	**Academic Buildings and Main building** 	11
Indoor 3 stream bins	Paper, Cans, Plastic	**Student Center, Main and Academic Buildings** 	17
Recycling bins	Cardboard	**Student center basement (trash room)** 	1

		Student Center	5 sets
Single Stream boxes	Plastic, Cans		
Single Stream Box	Xerox and HP Printer Cartridges	Academic Buildings and Main building	19
Single Stream Box	Cans & Plastic	KL, MN, GH Men Dorms AB, EF, CD Female Dorms	11
Glass Recycling Bin	Glass	Next to Recycling Cage (Sports Complex)	2

Acknowledgements