Facilities Management Manual (2022 / 23)

AD0001

Approvals

This document has been approved by

Name	Date
1. University Academic Board	May 22, 2022
2. University Academic Committee	June 8, 2022
3. Board of Trustees	June 23, 2022
4. Board of Directors	June 18, 2023

Implementation and Responsibility

Document owner	Contact Person	Date of implementation
Deputy Vice Chancellor for Resources & Institutional Support	Director of Asset Management Department	June 18, 2023

General provisions

- Any form of non-compliance with this policy/procedure makes those responsible open to university disciplinary measures.
- Any exception from this policy/procedure upon application shall have no effect against the University or others unless it has been approved by the Vice Chancellor or the Board of Directors and/or the Board of Trustees as the case may be.

Revision history

Version	Author/ Reviewer	Revision(s) made	Date
1	KPMG/Asset Management Department		June 5, 2017
2	Asset Management Department	There have been modifications to most sections to align with the standard assets management procedures. •The mail services, fleet management, and event management sections have been removed from the manual as these are currently managed by other departments •The Contracts management section was added (management of the restaurants, supermarkets, fast food centers etc.) since this section was not in our existing policy. •The ASU leasing policy is merged with this manual as the Asset Management department manages the leasing of ASU facilities	May 15, 2022

Content

1   Introduction

1.1   Purpose

The purpose of this manual is to define both policies and procedures related to the Facilities management of A'Sharqiyah University.

1.2   Scope

This manual describes the standard level of service that the Asset Management Department provides for students, faculty, staff, and visitors to enjoy a clean, functional, and safe campus environment.

The scope of this policy covers the following areas.

- Maintenance
- Building services and operations
- Grounds and landscaping
- Custodial services
- Project Management
- Contracts Management
- Leasing the ASU Facilities

Furthermore, this manual will contribute to the achievement of our strategic initiatives according to the 2020/2025 strategic plan by providing state of the art infrastructure, facilities, systems and services for our students and staff.

1.3   Glossary of terms & abbreviations

Term / Abbreviation	Definition
ASU / the University	A'Sharqiyah University
BOD	Board of Directors
VC	Vice Chancellor
DVCRIS	Deputy Vice Chancellor – Resource Planning & Institutional Support
DOD	Director of Department
AM	Authority Manual
AMD	Asset Management Department

1.4   Roles and Responsibilities

The Asset Management Department shall be responsible for the following:

All these services can be provided inhouse or it can be outsourced under the management of the Asset Management Department.

- Responsible for the operation & maintenance of all Civil, Mechanical, Electrical, Air conditioning, Plumbing, Fire alarm and Firefighting equipment of the Campus and Dormitories

- Developing the Masterplan of the University

- Planning and executing immediate and long-term facilities requirements for the University.

- Planning and executing all renovations, repairing works and construction projects in the University campus and Dormitories.

- Review / prepare the Tenders/RFPs for new projects/ refurbishments and ensure that the designs and Specifications are in accordance with the ASU requirements and In alignment with the approved budget.

- Operating the Building Management System

- Performing the following maintenance services covering internal and external areas of the ASU premises and Dormitories:

- Attend all the Breakdown maintenance and repairing of Civil, Electrical, Mechanical, Plumbing, HVAC, and Fire systems.

- Conducting planned preventive maintenance (PPM) of all equipment according to the manufacturer's instructions

- Routine maintenance of buildings and equipment.

    o   Maintain the Contract between the Contractor and ASU

    o   Maintain the Warranty

    o   Maintain the Property Insurance provisions.

- Ensures delivery of Planned Preventive maintenance (PPM) , Routine maintenance and Breakdown maintenance are in line with agreed timelines and monitor vendors to ensure service delivery in line with KPI/SLAs

- Energy management, and water management of the University Campus and Dormitories

- Performing the Cleaning, Landscaping, and waste management services in the Campus and Dormitories.

- Overseeing contracts for general services such as catering, Supermarket, Fast-food Centers, Bookshops etc.

- Providing services (air-conditioning, provision for electricity and water, arranging Furniture and equipment) required for any events as requested by the events committee.

- Space management.

- Conduct periodic visits of critical structures and installations to identify abnormal conditions, settlement, material deterioration etc.

- Make sure that University facilities meet compliance with the concerned authority regulations.

- Managing Leasing of ASU Facilities

- Take care of housekeeping facilities of the Campus and student hostels

2 Maintenance

2.1 Overview

The maintenance policy covers all activities necessary for operating, maintaining, and providing all utility services and ensure to keep them in good working condition. Also, provides guidelines for attending the Breakdown maintenance and Preventive maintenance of the assets in the ASU Campus and Dormitories.

2.2 Scope

This Maintenance Policy applies to the entire University Campus, and the Dormitories.

2.3 Objective

The objectives of maintenance policy are as follows:

- Conduct preventive maintenance to ensure that equipment and infrastructure are always in effective working condition.

- Maintain good relations with the end users by effectively and efficiently resolving the issues related to maintenance and breakdown.

- Ensuring the energy consuming equipment and systems are operated at the maximum efficiency.

- Implement improvements that will reduce operational costs and enhance operational efficiency.

2.4 Policies

2.4.1   The Asset Management Department is responsible for the overall operation and maintenance of the university buildings, fixed assets (excluding IT equipment's), equipment, grounds, and Dormitories.

2.4.2   The proper maintenance of the University properties is an obligation of whoever is using these properties or keeping them in his/her custody.

2.4.3   Asset Management shall take necessary actions to maintain the properties of the University (Please refer to policy clause number 2.4.8, 2.4.9 and 2.4.10 for more details)

2.4.4   The prospects of benefits in the future from conducting maintenance to the properties of the University and their assumed remaining useful life must be taken into consideration when such maintenance is thought of.

2.4.5 Faculty and staff members shall seek the assistance of the Asset Management Department if maintenance of building, equipment, ground etc. of the University.

2.4.6 The Office of Asset Management will have personnel on call to handle emergency facility repairs which occur at times when the office is closed.

2.4.7 In order to determine the immediate and long-term needs of the campus and to secure proper funding for the various projects, the Director of Asset Management, working in conjunction with university staff, will conduct an annual assessment of facility needs and will develop a systematic procedure for providing ongoing maintenance services for the campus. These services will include, but not be limited to:

- Routine maintenance of buildings and equipment. Preventive maintenance programs in which essential equipment is upgraded or replaced prior to failure; and shall be carried out according to the schedule to reduce the frequency of breakdown, and operation & maintenance cost.

- Deferred maintenance in which a long-range schedule of facility repair and/or equipment replacement is developed.

Preventive Maintenance Schedule of the Equipments

SL No	Equipment	Model No	Unit	Qty	Frequency
		HVAC			
1	Centrifugal chiller 1000 TR	-	Nos.	4	Monthly
2	Cooling tower	-	Nos.	4	Monthly
3	Chilled Water Pump	-	Nos.	8	Quarterly
4	Condenser water pump	-	Nos.	4	Quarterly
5	Chilled water AHU	-	Nos.	39	Quarterly
6	Chilled water FCU	-	Nos.	515	Quarterly
7	VAV		Nos	29	Quarterly
8	Purification unit	-	Nos.	1	Quarterly
9	Exhaust Fans	-	Nos.	60	Quarterly
10	Pressurization Unit	-	Nos.	1	Quarterly
11	Air Curtain	-	Nos.	1	Quarterly
12	Chemical dosing pump	-	Nos	4	Quarterly
13	Data Center		Nos.	All HVAC systems	Quarterly
		MECHANICAL			
13	Transfer Pumps		Nos.	6	Quarterly
14	Booster pumps		Nos.	20	Quarterly
15	Lifting station pumps		Set.	7	Quarterly
16	Irrigation pumps		Nos.	3	Quarterly

SL No	Equipment	Model No	Unit	Qty	Frequency
17	Fire Fighting System		LS	1	Quarterly
18	FM 200		Nos	46	Half yearly
19	Fire Pumps		Nos.	2	Quarterly
20	Diesel fire pumps		Nos.	2	Quarterly
21	Bore well pump		Nos.	1	
SL No	**Equipment**	**Model No**	**Unit**	**Qty**	**Frequency**
		ELECTRICAL			
22	Elevators	Mitsubishi	Nos.	12	Monthly
23	Fire alarm system	Bosch	L/s	7	Quarterly
24	Distribution Board	-	LS	1	Half yearly
25	Ring Main Unit	Schneider	LS	1	Half yearly
26	Transformer	Voltamp	Nos.	9	Half yearly
27	Capacitor Bank	Talent Electric service	Nos.	2	Quarterly
28	Generators	CAT	Nos.	2	Monthly
29	ATS panel	Talent Electric service	Nos.	2	Quarterly
30	Automatic sliding doors	Gezze	L/s	1	Quarterly
31	Gate barrier	CAME	Nos.	6	Quarterly
32	BMS	Honeywell	L/S	1	Quarterly
33	EOT Crane		Nos	1	Quarterly
34	LPG System (8834 LTR 2 tanks)		L/s	1	Quarterly
35	Kitchen Equipment		L/s		Quarterly
36	Diesel Generator		Nos	2	Quarterly
37	AV System		L/s		Quarterly
SL No	**Equipment**	**Model No**	**Unit**	**Qty**	**Frequency**
		CLFS equipment			
38	Water Pumps		Nos.	22	-
39	Electrical fire pumps		Nos.	3	-
40	Diesel fire pumps		Nos.	3	-
41	Windows AC		Nos.	1	Quarterly
42	1.5 Ton Split AC		Nos	60	Quarterly
43	3 Ton Split AC		Nos.	128	Quarterly
44	Lifting station pumps		Nos.	2	
45	Fire alarm system		L/s	8	Quarterly

	Equipment	Model No	Unit	Qty	Frequency
	Dormitories				
46	Water Pumps		Nos.	8	-
47	Electrical fire pumps		Nos.	3	-
48	Diesel fire pumps		Nos.	3	-
49	1.5 Ton Split AC		Nos	527	Quarterly
50	3 Ton Split AC		Nos.	89	Quarterly
51	Sewage Pumps		Nos.	5	-
52	Elevators	Orona	Nos	3	
53	Electrical cooker		Nos	63	

Policies for handling Maintenance complaints

2.4.8 The objective of the policy is to fulfil one of the Asset Management department's key commitments to other departments regarding handling their maintenance complaints. The key commitments are stated below:

- The Facilities and Stores department will ensure that our processes and documentary requirements are simple, clear, and not misleading and they provide the other departments' clear information.

- All Maintenance complaints should be reported to the AMD helpdesk immediately.

- All Breakdown maintenance calls shall be attended by a Helpdesk (24x7) to handle the complaints during working hours and emergency repairs which occur at times after working hours.

- All maintenance shall be attended to in a timely manner and close the complaints accordingly.

Receiving Complaints

2.4.9 Complaints can be made by a beneficiary (any employee or student at the University) in person at the Helpdesk via. Emails or phone call

2.4.10 The Asset Management Department shall ensure that the complaints are attended immediately according to the KPIs /SLAs or refer them to the concerned department for urgent resolution.

Recording

2.4.11 The helpdesk shall document all maintenance complaints referred to them, which will document action taken and status of the complaint.

Attending Complaints

2.4.12 All Maintenance Complaints will be resolved in an effective and efficient manner.

Feedback

2.4.13 After addressing the maintenance an email response shall be sent to the end user.

Record Keeping

2.4.14 The Asset Management department will keep records of all maintenance complaints in the Computerized Facilities Management System. These records shall include, but not be limited to, the following:

- Complaints Register

- Complaint Form

- Feed back

Reporting

2.4.15 The maintenance & services section shall compile a report for submission to the Asset Management Director every month. The reports shall include the following information:

- Where applicable, the total number of unresolved complaints brought forward from the preceding period is broken down by product type and stage.

- The total number of complaints received during the reporting period is broken down by product type and stage.

- The total number of complaints acknowledged /closed/concluded.

- The delay and reason of the delay

- The total number of complaints outstanding at the end of the reporting period.

- The total number of complaints wherein the other department/ beneficiary was not satisfied with the redress offered.

- Amounts spent on resolving the complaints.

- Status of Planned preventive maintenance.

2.4.16 The Director of Asset Management shall also analyze the complaints received in a month and execute Root Cause Analysis (RCA), if required.

2.5 Procedures

2.5.1 Maintenance of University properties (building, equipment, ground etc.)

Responsibility	Activity	Documents
End user	❖ The user department has to send the maintenance requisition in writing via e-mail or Phone call (if emergency) to the helpdesk. ➢ *The request must specify:* - *The exact location of the needed repair.* - *The nature of the work to be done.*	Maintenance Request emails

| Responsibility	Activity	Documents
	❖ Whether or not the repair is an emergency request (meaning that a delay in making the repair poses a significant risk to persons and/or property). ❖ The name of the person making the request & contact number. ❖ If the request is for any modification works, then it has to be approved by the Dean/ Director of the Department and the budget to execute the work should be approved by the VC / DVCAAR / DVCRIS according to the Authority matrix.	
Director of the department / Dean	❖ Review the request, approve and forward to the Asset Management for further action.	

Asset Management Staff/ Procurement & Contracts Department	❖ After receiving the maintenance requisition, Helpdesk Staff has to check & coordinate with end users for any more specification:
	  1 Helpdesk Staff will classify the request.
	    a. If request can solve internally:
	    • Issued & assigned a work order to the appropriate Technician for completion.
	    b. If there is need for any spare parts:
	    • the Helpdesk will request the items through purchase request to the Maintenance & Services Section
	    • The Maintenance & Services Section will evaluate the request and purchase the items through Blanket order.
	    • If Blanket order is not in place a request will be raised to the Procurement Department to purchase the items
	    • The Procurement Department will purchase the items according to the procedures of the procurement manual.
	    c. If request required outsource:
	    • If we have a contract with outsource, a work order issued direct to them.
	    • If we don't have a contract with outsource or required to issue Service Request, The ~~P&MS~~ concerned section will:
	    • Introduce the Service Request Form with requirements.
		Service Request Form

Responsibility	Activity	Documents
	• Submit to the Director of Asset Management for approval & Coordinate with the Store • If items are not available in the store, the service request will forward to department of procurement & Contracts.	
Storekeeper	❖ Storekeeper will implement the procedures of inventory manual.	Purchase Request Form
Department of procurement	❖ Procurement will implement the procedures of procurement manual.	Quotations
Asset Management Staff	❖ Has to coordinate with contractor to start the work & do the necessary inspection to complete the work with the specification. ❖ Coordinate with the concerned staff/department to complete the work with proper way (Security department, Health & safety, etc...). ❖ If the contractor still needs to do other relative work to the PR, Asset Management Staff will guide & follow the supplier till finish. ❖ Facilities and Stores Staff will close the project through Completion Work Form (CWF)	Completion Work Form

2.5.2 Procedures - Preventive Maintenance

Responsibility	Activity	Document
Asset Management Staff	❖ Preparing the annual preventive maintenance schedule for equipment's	Preventive maintenance schedule
Maintenance & Services Section & Specialized Contractors	❖ Attending the preventive maintenance according to the preventive maintenance schedule	Daily/ weekly/ Monthly Reports

2.5.3 Breakdown Maintenance Flow chart

Breakdown Maintenance Flow Chart
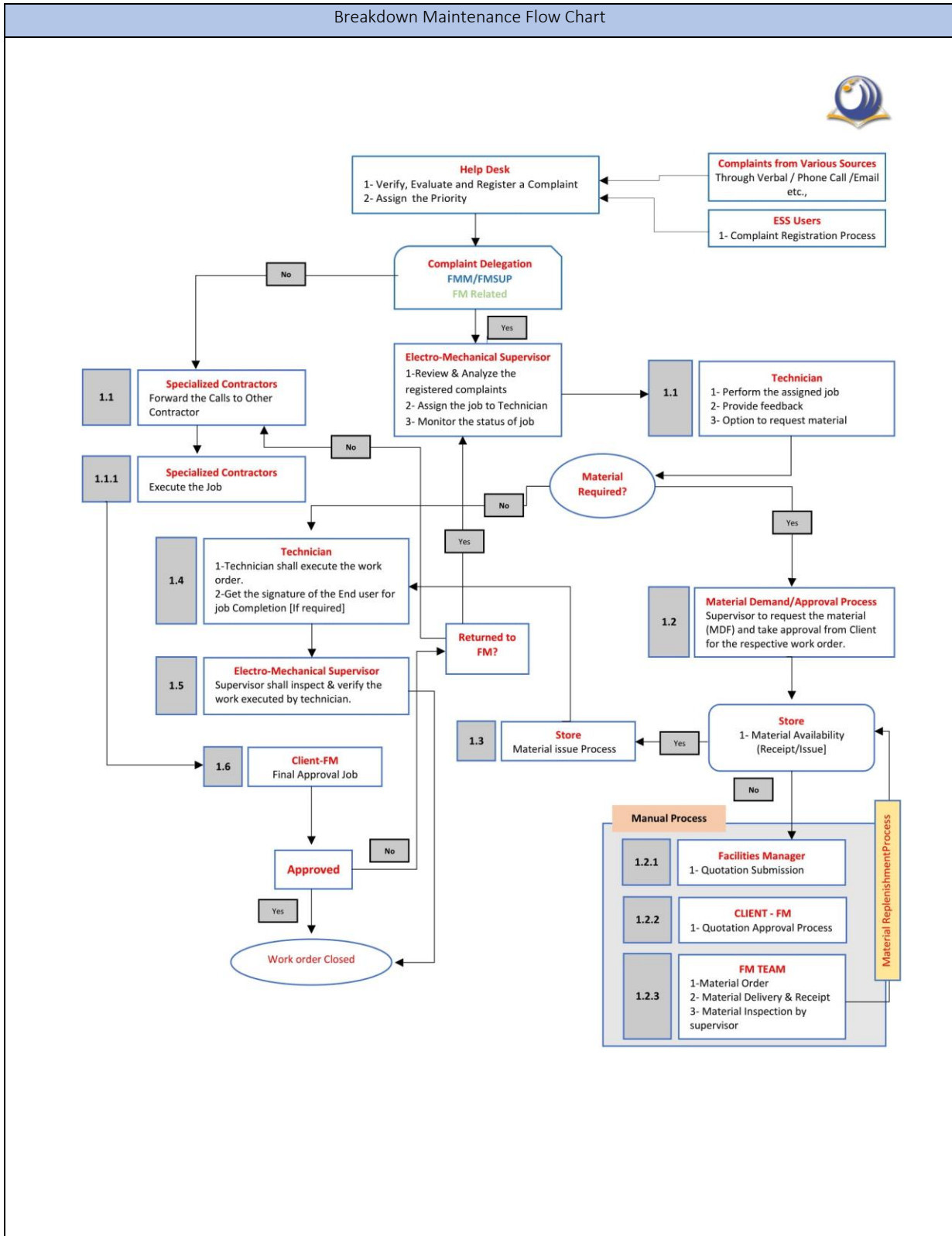
3 Building services and operations

3.1 Overview

3.1.1 This chapter describes the policies relating to building services and operations.

3.1.2 The scope of this chapter covers the following aspects:

- Use by university Colleges/ departments.

- Use by non-university organizations. (Please refer section, Leasing the ASU Facilities)

- Other general provisions

- Care of University property

3.2 Policies

Use by university organizations.

3.2.1 The buildings, grounds, and equipment of the ASU are intended to support the total educational mission of the university. Campus classrooms, conference rooms, theaters, and other spaces may be reserved for departmental meetings and for meetings of student and staff .

3.2.2 Student and staff shall be entitled to reserve classrooms for programs and/or meetings should contact the Office of the Asset Management subject to the availability of the rooms and that its use does not conflict with class schedules.

3.2.3 It is not permitted to use University Facilities for any events without prior approval by AMD.

3.2.4 The Event organizer (Colleges/ departments) should reserve the Facilities at least two weeks in advance.

3.2.5 AMD shall provide general services like provisions for utilities, arranging furniture, installing the Stage, arranging the Dining area for the events conducted by the University.

3.2.6 The use of university facilities by university Colleges / departments is given priority over the use of facilities by non-university groups.

Other General provisions

3.2.7 The user shall be responsible for the supervision of the activity it sponsors, including the maintenance of order and the safety of the people present (Please refer to the HSE manual). The AMD may require an employee to be on duty when a facility is used; however, the employee is not responsible for the supervision of the activity. When it is necessary or appropriate to have law enforcement personnel present due to the nature of the intended use of the campus or the number of people involved, etc.

3.2.8 The user shall be responsible for any damage to university property, other than normal wear and tear, while the facility is under the user's care, custody, and control. The following rules shall be observed:

- The user shall not drive nails, tacks, or screws into the floors, walls, ceilings, desks, or any other University property.

- The user shall not paint, wallpaper, mark, or deface any University property.

- The user shall remove its property, such as decorations, theater props, and equipment from the University premises immediately after the event.

- The user shall leave the University premises arranged as found and in a clean, neat, and orderly manner.

- The user shall comply with all ROP Civil defense rules; and

- No tape shall be placed on painted surfaces.

Care of University Property

3.2.9   University property shall be used only for official university business only. University personnel shall assume responsibility for assisting the university in protecting property from mutilation, abuse, and misuse.

Prohibited Activities

3.2.10   The following activities are prohibited on the University campus:

- The possession, use, or sale of alcohol or illegal drugs.

- All unethical behavior.

- The possession of weapons (i.e., knives, guns, etc.).

- Smoking, within the building's offices, common area and toilets.

- Any activity that is in violation of the Government laws.

- activity that will disrupt or is likely to disrupt normal operations or University activities; or

- Damage to University property.

Flats/ Apartments on rent

3.2.11   The University may acquire flats or apartments on rent. In such cases the following policies shall be applied.

- The AMD shall ensure the buildings are Technically fit for occupation, while taking over from the landlord through inspections by AMD Technical team and or outside consultant.

- The AMD shall ensure the proper maintenance of the buildings according to the agreement between the Landlord and ASU (Please refer the maintenance section of this Manual)

- The buildings will be handed over to the landlord after the agreement period and AMD will ensure the proper maintenance of the buildings before handing over.

3.3   Procedures

3.3.1   Use of building services and operations by university student/ faculty

Responsibility	Activity	Document
The Event Organizer (Student or Faculty / Colleges/Departments of the University)	• Contact Asset Management to enquire of the availability of the building/ campus facilities at least two weeks before hosting the event	
Asset Management Staff	• Check that the building/ campus facility is available and that its use does not conflict with any other University schedules. • Send the request to the Director	
Asset Management Director	• Check the request and approve if found in order	

Asset Management Staff	• If there are damages of property during the use of the facilities following actions will be taken
	  In case a staff committed, refer to HR; and
	  If student committed, refer the incident to Students Affairs	

4 Grounds and landscaping

4.1 Overview

This section describes the policies and Procedures relating to grounds and landscaping.

4.2 Policies

4.2.1 The University recognizes the importance of maintaining the grounds to a high standard that faculty, staff, students, and guests can use as a resource for teaching and learning as well as for respite and recreation as this influences people's perception of the site, including potential future students.

4.2.2 All landscaping works shall be monitored properly and maintain the aesthetic and attractive appearance of the planted area through appropriate maintenance schedule.

4.2.3 The Asset Management Department shall conduct safety inspections throughout the campus grounds in coordination with the Health & Safety Section as and when required.

4.2.4 Staff working on the grounds are provided with all necessary protective clothing and equipment. All necessary training is provided to staff, covering topics such as chainsaw use, tree climbing, fire training and first aid.

4.2.5 Equipment used to maintain the grounds is subject to an annual inspection to ensure that it is safe to use. Built features within the grounds are also subject to inspections and appropriate action taken if required.

4.2.6 All Plants, Grasses, and Trees shall be watered as per schedule to maintain the planted areas in a good condition.

4.2.7 Fertilizers and nutrients needed for the plants, grasses, and trees shall be provided as per the maintenance schedule.

4.2.8 The responsible person should inspect Gardening and landscaping at least once in a week.

4.2.9 The responsible person should coordinate with all contractors that seasonal plants are planted at different places, and they are removed to clear the area after the season is over.

4.2.10 Supervising the irrigation, pest control and fertilization activities

4.3 Procedures

4.3.1 Safety inspection of campus grounds

Responsibility	Activity	Document
Asset Management Department	• Conduct safety inspections of the campus grounds which will include: - Constant monitoring of dead and hazardous trees and limbs. - Monitoring of manhole covers (storm drains, valve boxes, etc.). - Nuisance wildlife and pest control: snakes, bees, wasps, ants, etc. - Overgrown vegetation; and - Inclement weather preparation	

Asset Management Department	Prepare the maintenance schedule for the following and monitor it regularly.	Maintenance Schedule

	• Irrigation system
	
	  ➢ checking the irrigation system
	
	  ➢ service and maintenance of Irrigation system
	
	  ➢ Service / maintenance of Timer controller & weather station
	
	  ➢ service and maintenance of irrigation automation items (Service Valves, Quick Coupling Valves, Gate valves, decoder, etc.)
	
	  ➢ In case of failure of irrigation devices, the team shall manually irrigate the whole area.
	
	• Soft landscaping includes.
	
	  ➢ Lawn Mowing
	
	  ➢ Edge cutting (immediate after mowing)
	
	  ➢ General weeding
	
	  ➢ General cleaning - landscaping
	
	  ➢ Detaching (yearly once)
	
	  ➢ pruning of trees
	
	  ➢ pruning of shrubs
	
	  ➢ pruning of ground cover
	
	  ➢ cleaning of flower bed
	
	  ➢ cleaning of Palm trees
	
	  ➢ pruning of fencing trees
	
	  ➢ trimming of Hedge plants
	
	  ➢ Cleaning of planter plants
	
	  ➢ planting of seasonal flower (Once in six months)
	
	  ➢ Dates palm pollination work / Harvest
	
	• Nutrition Application Schedule.
	
	  ➢ Fertilizer application – NK (Immediate after lawn mowing)
	
	  ➢ Fertilizer Application - NPK (once in three months)
	
	  ➢ Pesticides application as per ETL Ratio
	
	  ➢ Organic fertilizer application (once in six month)
	
	  ➢ Fertilizer for seasonal flower
	
	  ➢	

	• Hardscape
	
	    ➢ cleaning of pavers
	
	    ➢ cleaning of gravel mulch
	
	    ➢ cleaning of water body
	
	    ➢ service & maintenance of water Feature
	
	    ➢ cleaning & maintenance of shade structure
	
	    ➢ Cleaning of seat wall
	
	    ➢ cleaning of garden benches
	
	    ➢ cleaning of planter box plants
	
	    ➢ Snake and other insects control treatment
	
	• Pest Control.
	    ➢ Repellants and chemicals shall be used to control pest, snake, and scorpions in the planted areas to ensure the safety.	

5 Custodial services

5.1 Overview

5.1.1   This section describes the policies relating to custodial services.

5.1.2   The scope of this chapter covers the following aspects:

- General Cleaning & housekeeping

- Inspections

- Pest control

- Moving / Rearranging Requests

- Waste management

5.2 Scope

This Policy applies to the entire University Campus, and the Dormitories.

5.3 Objectives

Providing the staff and students with high-quality cleaning services and with the highest levels of customer service.

5.4 Policies

General

5.4.1   The purpose of custodial services is to establish the requirements and responsibilities for routine housekeeping to ensure that the campus and dormitories are maintained in a clean manner and present an acceptable appearance.

5.4.2   ASU strives to provide a safe and healthy environment for its students, faculty, staff, and visitors. Lack of housekeeping is a major contributor to occupational injuries and illnesses. The guidelines outlined in this document represent acceptable housekeeping practices for the University. An employee's failure to follow the policies and procedures outlined in this document could lead to disciplinary action, as per the HR Manual.

5.4.3   This Standard Practice applies to all personnel and facilities of the University. The Asset Management Director would be the sole in charge of administering the facilities.

5.4.4   All personnel will work towards maintaining their respective workplace in a clean and orderly manner.

5.4.5   Housekeeping shall encompass all activities related to the cleanliness of university facilities, materials, and equipment and the elimination of nonessential materials and hazardous conditions.

5.4.6   Cleaning shall be conducted on a regular basis at ASU premises and Dormitories to maintain a neat, healthy, and safe environment for Employees, Students, and visitors.

5.4.7   All Cleaning equipment and Chemicals shall be stored in a safe location and operated securely.

5.4.8   Pest control service shall be conducted on a regular basis at ASU premises and Dormitories both internally and externally covering Pests, Rats, snakes etc.

5.4.9   Ensure all waste in the Campus and Dormitories are collected and disposed of on daily basis.

Inspections

5.4.10 Campus and dormitories will be inspected for deficiencies in cleanliness and good physical appearance. Inspections must be performed at a frequency that will ensure the desired level of cleanliness and appearance are maintained.

5.4.11 Supervisors of administrative areas should monitor these areas to ensure that housekeeping is acceptable.

5.4.12 In shared storage areas, shops, or offices, supervisors of the various employees must work closely together to ensure that housekeeping is maintained in an acceptable manner.

5.4.13 Supervisors should develop an inspection checklist that is tailored to the individual shop or departmental area.

5.4.14 ID Cards of cleaners and other contract staff shall be inspected monthly.

5.4.15 Cleaning chemicals and tools shall be inspected and approved by the Asset Management department.

5.5   Procedures

Cleaning & General Housekeeping - Internal Areas

Service Area	Methods to Apply	Frequency

Floors	Vacuuming, clean Sweeping and Moping with Solution of water and chemicals.	Daily
	Deep clean using rotary floor Polisher abrasive hand pad	Weekly
Office Furniture	Dust Furniture and Fixtures	Daily
Doors, windows and filing cabinets	Damp dust using water and chemicals.	Weekly
Toilets, Wash basins	Mope using cloth, non-abrasive cleaning agent containing disinfectant.	Twice a day & as required
	De-scale toilet using acid-based chemicals.	Daily
Waste bins	Remove waste Disposal bags, damp dust, dry, refine with clean disposal bag.	Daily & as required
	Wash the bins .	Weekly

Cleaning & General Housekeeping - External Areas

Service Area	Frequency
All Paved (Asphalt, Interlocks, Marble, Ceramic Tiles etc.) areas across the Campus, including External Corridors, Walkways, Common Areas, within and between the buildings.	Daily
Culverts and Stone pitched channels.	Monthly
Collection and Removal of Waste from Bins throughout all buildings and external Areas and transporting to Waste collection area	Daily
Collection and disposal of the medical wastes & Chemical Wastes	As Required
Cleaning of Facades and Skylights	Quarterly

Pest Control & Waste Management:

Service Area	Frequency
Fogging of all external areas to control the insects	Monthly or as and when required
Treatment against termites	As and when required.
Collection of Waste from Bins throughout all buildings and external Areas and transporting it to the designated Waste collection area	Daily

All Waste shall be collected from the designated waste collection area by ASU approved Contractors for disposing it to the Municipality waste dump yard.	Daily
Medical waste shall be collected from the ASU Clinic by approved Contractor for disposing it to the designated area.	Twice a month

6   Project management

6.1   Overview

6.1.1   This chapter describes the policies and procedures relating to project management at the University.

6.1.2   The scope of this chapter covers the following aspects:

- Project initiation

- Project planning

- Project execution

- Performance and Monitoring

- Project closure

6.2   Policies

Project initiation

6.2.1   At the beginning of the project, the AMD will evaluate the requirements to ensure that the project is feasible.

6.2.2   The Asset Management department shall carry out due diligence and feasibility testing may occur in coordination with the Finance Department, if needed.

Project Development

New Construction

6.2.3   The decision-making process for new construction shall involve analyses of cost effectiveness, alternative solutions, internal and external constraints, funding options, debt service, and competing initiatives.

6.2.4   Requests for new Constructions must be approved by the appropriate authorities and funding for the projects shall be included in the University's CAPEX budget and in accordance with the overall ASU Plan developed by AMD as mentioned in section 1 of this policy document.

Renovation Projects

6.2.5   Requests for space renovation must be approved by appropriate authorities as per the Authority manual and funding for these works shall be included in the University's CAPEX budget.

Minor modifications & Repairing works.

6.2.6   Requests for minor modification works and repairing works must be approved by appropriate authorities as per the Authority Manual and funding for these works shall be included in the University's operating budget.

Execution

6.2.7 Specifications shall be set by a technically competent authority to ensure standards of safety and quality are observed.

6.2.8 Each project shall be assigned a Project Manager who shall monitor project activities in coordination with other representatives from the Asset Management Department. The Project Champion Manager shall conduct inspections at regular intervals.

6.3 Procedures

New Construction & Renovation Projects

Responsibility	Activity	Document
Asset Management Department	Receive the requirements from the Deans and Department Directors) Carry out due diligence and feasibility testing, , if needed, and submit to the DVCRIS	
Appropriate Authority DVCRIS-/ VC/ ASU Board of Directors	Review the project report and approve/ reject	Project report
Asset Management Department & Procurement & Contracts Department	If the Authority approve to proceed with the project, Include the project cost in the budget, and in the operational plan. Request for proposal (RFP) for appointing an Engineering Consultant should be prepared and forwarded to the Procurement & Contracts department. procurement department to deal with it according to their Manual. This will cover only small projects	Budget Operational plan RFP
Engineering Consultancy	Design and prepare Tender Document for the Project shall be prepared by the Engineering Consultant and submit it to ASU approval	Tender Document
Appropriate Authority DVCRIS-/ VC/ ASU Board of Directors	Review the documents and approve.	
Asset Management Department, and Procurement & Contracts Department	Approved Tender documents shall be forwarded to the Procurement & Contracts Department for tendering the project. Procurement Department to deal with it according to their manual	
Asset Management Department, and Procurement & Contracts Department	Execute the Project according to the Contract prepared by the Procurement & Contracts Department	Contract
Asset Management Department	Oversee the project schedule, quality of works, Material approvals, Shop drawing approvals, recommending the invoices from the Consultant & Contractors for payment. Review and approve the Completion Certificate, Operation & Maintenance manual, and As Built Drawings	Completion Certificate
Minor modifications & Repairing works		
Asset Management Department	Receive the requirements from the Deans and Department Directors Carry out feasibility study, if needed, and submit a report to the DVCRIS	
Appropriate Authority DVCRIS / VC	Review the report and approve/ reject	Project report

Responsibility	Activity	Document
Asset Management Department, and Procurement & Contracts Department	If the Authority decides to move forward with the Project. If the estimated cost is less than 2000 OMR, then get a quote from the internal maintenance Contractor and get approval from (VC/DVC/ AMD Director) as per the Authority Matrix If the Estimated cost is above 2000 OMR. A request to be forwarded to the procurement department to deal with it according to their Manual.	
Asset Management Department	Execute the Project according to the work order prepared by the Procurement & Contracts Department	Work order
Asset Management Department	Preparing the Completion Report to process the payment	Report

7 Contracts Management

7.1 Overview

This section establishes the administration of the Contracts for general Services like Restaurants, Fast-food Centers, Supermarkets, etc.

7.2 Policies

7.2.1 AMD shall ensure the selection of the best contractors for operating different services.

7.2.2 Periodical inspections shall be conducted to ensure the performance of the Contractor.

7.2.3 AMD shall coordinate with the concerned authorities for conducting the inspections to ensure the quality of services provided.

7.2.4 Recommending for contractual actions if the Contractor is not performing his services in accordance with the terms and conditions of the contractual agreement.

7.3 Procedures

Responsibility	Activity	Documents
Selecting the Contractor		
AMD & P&C Department	• The Asset Management Department will send the Request for Proposal (RFP) with the requirements to Procurement & Contracts Department • Procurement Department to deal with it according to their manual.	RFP
Contract Management		
D & P&C Department	• A contract checklist shall be developed for each contract and a regular checkup will be done during the contract period. ➢ Establish conditions for the required services. ➢ Conducting inspections in the Restaurants, Fast food Centers, Super Markets, Ice Cream & Popcorn shops, etc. on a regular basis ➢ Approving the food menus and their prices.	

Responsibility	Activity	Documents
Selecting the Contractor		
	➢ Ensure the utility and cleanliness of the facilities in the dining areas. • Review and approve all invoices submitted for payment for any and all services related to the performance of the contract. • Notify the Procurement & Contracts Department of any failure by a contractor to comply with the terms and conditions of the contract. • The Procurement & Contracts Department will deal with the case according to their Manual. • Evaluate the level of Services once a year. • Extension / Termination of the Contracts will be done according to the Procurement & Contracts.	

8   Leasing the ASU Facilities

8.1   Overview

This chapter establishes the policies and procedures of lease agreements entered into by the University, as a lessor (providing facilities on rent to external parties).

This policy enables the University to utilize ASU resources in an efficient and effective manner.

8.2   Scope

- ASU Leasing Policy covers leasing out facilities to generate additional Income for University.
- All ASU leasable facilities (Current and Future) including but not limited to
    - Auditorium.
    - Board Meeting Room
    - Conference Rooms
    - Classrooms
    - Computer Labs
    - Main Halls
    - Laboratories
    - Main outdoor area – Central Lawn
    - IT Equipment
    - Kiosks and display stalls and Others
- The above can be leased out individually or as a combination of one or more facilities.
- Rental or leasing of any area/location or facility not mentioned above can be decided by the DVCRIS.

8.3   Policies

- ASU shall lease its premises to external parties upon the approval of the DVCRIS and following the procedure as outlined in this policy.
- The standard rent agreement shall be reviewed and approved by the appropriate authorities as per the Authority Manual which shall be applicable to all leased premises.
- The rent amount to be charged from the external parties shall be reviewed and approved by the Board of Directors.
- The Finance department in coordination with the Asset Management department shall make an analysis of the rentable facilities and cost of each component associated with such facilities. This shall include but not limited to:
    - An allocation of depreciation to (to the extent its applicable):
        - ✓ IT Equipment
        - ✓ Furniture and fixture
        - ✓ Office Equipment
        - ✓ Area of the premises
    - Expenses directly attributable to such facilities
        - ✓ Electricity
        - ✓ Water

- ✓ Cleaning & Maintenance
- ✓ Security support cost
- ✓ Rent paid for those facilities.
- ✓ Other directly attributable overheads
- ✓ Other considerations are detailed in the other terms and conditions.
- ✓ Based on a costing of each item, ASU shall decide the margin and amount of rent to be charged

Exception to the policy

ASU shall not lease its facilities to any individual or company that is in direct competition with it. Exceptions to this rule must be approved in accordance with the Authority's manual.

Exemption

University facilities that are rented at a discount rate or are provided for free must be approved in accordance with the Authority's manual.

8.4   Procedures

Responsibility	Activity	Document
Asset Management Department & Finance Department	• The Finance department in coordination with the Asset Management department shall make an analysis of the rentable facilities and cost of each component associated with such facilities. Also, ensure the rent fees adequate to cover the cost of utilities, custodial services, and any extra labor or equipment costs involved in a non-university group's meeting on campus. • Rent pricing shall be reviewed / modified on annual basis or as and when required	Rent Pricing Schedule
Beneficiary (External Parties)	• Contact Director of Asset Management to enquire of the availability of the building/ campus facilities	
Asset Management Department, Finance Department, Procurement & Contracts Department	• Check that the building/ campus facility is available and that its use does not conflict with any other University schedules. • Make the user aware of campus policies and regulations regarding the use of ASU buildings, grounds, and equipment. • Confirm availability of the facilities. • Once the user agrees with the terms and conditions, a formal approval letter will be sent to the user if the usage is for 1-3 days.	

	• If the usage is longer than three days, a formal contract will be prepared by the Procurement and Contracts department and submitted to the Legal Advisor for review before being submitted to the DVCRIS. • Once the formal agreement is signed by the DVCRIS, it will be sent to the user through the Asset Management department. • Any exception to the normal process shall be immediately notified to the DVCRIS for their acceptance or otherwise. • If there are damages of property during the use of the facilities following actions will be taken - The Asset Management Department shall coordinate with the Procurement & Contracts Department to determine the Market price or Replacement cost of the item, and this will be invoiced to the tenant. This has to be settled prior to the completion of the rent period.	Approval Letter / Agreement
Finance Department	• Collect rent fees, if applicable	

APPENDIX 1: ASU facilities Rent Value

Description	Rent Value Per Day OMR
Auditorium	350
Lecture halls in Admin Building	120
Conference Room (Library)	100
Classrooms	70
Muscat Office Conference Room	100
Computer Labs (Old Campus)	100
Laboratories	200
Main outdoor area – Central Lawn	1/Sq. M
Multipurpose hall I in Student Center Building	100
Multipurpose hall II in Student Center Building	120
Kiosks and display stalls and Others	Rent will be decided by the EMC time to time
Support staff for services will be charged on an hourly basis	

* The above Prices may change according to market conditions.

APPENDIX 2: Forms

MANUAL DISTRIBUTION CONTROL RECORD	FORM No. 1.1

Manual Copy No. _____

Date of issue	Custodian			Date of return	Signature of Controller
	Position	Name	Signature		

MANUAL REVISION PROPOSAL		FORM No. 1.2	

		Serial No.	Date
Originated by:		Position:	
Matters proposed to be revised (attach photocopies if required)			
	Number	Description	
Chapter			
Section			
Paragraph No		Page No.	
Proposed revisions (use additional sheets if required)			
Reasons for proposed revisions			
Comments of Director of Facilities and Stores			
Comments of VC			
Authorized signatories (Sign off)			
Approved	Effective date ……………….		
Not approved		Signature	Date

MANUAL REVISION CONTROL SHEET				FORM No. 1.3		
				Chapter	Section	Page
Release Number	Release Date	Covering Letter Reference	Manual Revision Proposal Reference	Remarks		