

2019

AU O&M POLICY



جامعة الفيصل Alfaisal University
Riyadh, Kingdom of Saudi Arabia

المخطط الرئيسي

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I. AUTHORITY AND ROLES

A. DIRECTOR OF FACILITY MANAGEMENT (DFM)

The DFM shall be responsible for managing the Maintenance Service Program (MSP) in accordance with these policies. The following limits on authority shall apply:

- Authorization of purchases within the approved budget of any project or up to SR1, 000.
- Prioritization of all work assignments utilizing MSP staff or outside contractors.
- As authorized by these policies.

B. FACILITY MANAGERS (FM)

The FM shall be responsible for coordinating work on site by MSP and/or building staff, including:

- ✓ Properly completing all work orders based on maintenance requests received from occupants or originated by FM.
- ✓ Requesting DFM to assign work orders to MSP staff or timely forwarding of work orders to the main office.
- ✓ Arranging legal access to all occupied units as necessary for MSP personnel.
- ✓ Inspecting completed work and notifying DFM of any problems.

C. MAINTENANCE SUPERVISOR (MS)

The MS shall be responsible for:

- Scheduling maintenance work.
- Accomplishing all work in a timely and professional manner and as directed by the DFM.
- Being available for emergencies, and making appropriate arrangements for communication when not available.
- Complete all paperwork in the manner required by these policies and the Accounting Policies.
- Maintenance of all staging areas in an orderly fashion.
- Maintenance of all tools and equipment, including identification and security measures.
- Maintenance of all inventory and supplies, including the cost of acquiring them.
- Respecting the private property of occupants and treating all occupants in a courteous and respectful manner.

SECTION 1.0 Maintenance and Repairs

1.1 REPAIRS

1.1(a) Communication: All occupants shall be provided with reasonable access to Maintenance Request FoFMs for use in securing maintenance/repair services. The Repair Request FoFM signed by the tenant shall give the tenant the option to authorize staff and/or vendors to enter the premises for the purpose of performing the needed repair without further notice. If such permission is not granted, the FM shall be responsible for providing at least forty-eight (48) hours written notice to the occupant of the unit except in the case of an emergency, when whatever notice is deemed reasonable shall be given. In all cases, no staff shall enter an apartment without ample announcement of their intended entry to any person who may be inside the apartment.

1.1 (b) Work Orders: All activities of MSP staff shall be pursuant to a work order. The DFM or FM shall complete the work order based on information called in or provided on the Repair Request FoFM. Minor repairs and maintenance items may be performed by the FM and/or Assistant Manager (AM).

1.1 (c) Response by Maintenance: It shall be the goal of Maintenance to respond to non-emergency work orders within 48 hours and complete the repair within 5 days of request by a tenant. Upon receipt of a properly completed work order the DFM shall prioritize and schedule the work. Emergency work orders will be responded to immediately or within 24 hours. Emergency Information Sheets for each building will be maintained by DFM.

1.1 (d) Scheduling: The DFM and MSP staff shall meet daily to coordinate scheduling of work orders. The DFM will determine whether MSP staff or outside contractors are used on specific jobs. DFM will consider the following factors before determination:

- skill level of current MSP staff;
- workload of MSP staff;
- anticipated time for job. Generally, if job will take longer than 8 hours, an outside contractor will be used.
- anticipated cost of job. Generally, if an outside contractor can do the job for less cost than MSP, we will use the outside contractor.

1.2 REGULAR CLEANING

The FM and/or AM shall be responsible for maintaining all building common areas in a clean and orderly condition as follows:

EXTERIOR

Check garbage area regularly: The garbage area is clean and containers are securely fastened with lids. Dumpsters and garbage areas are washed/scrubbed weekly with hot water and degreaser detergent. Garbage containers are adequate size for amount of garbage. The area does not have a strong odor. Neighbors are not using the building's garbage receptacles.

Recycling areas: The central recycling area is clean. Containers are not overly full and the scheduled pick-up/disposal has occurred. Paper materials are neatly stacked and present no fire hazard. The recycling area is used only by occupants.

Yard areas are clean and attractive: Front and rear yard are not littered with toys, equipment, or debris. Plantings, garden beds and lawns are well maintained and weed free.

Lighting: Exterior lights are all working properly.

Parking: Parking areas shall be kept clean and free of trash at all times. Weekly sweeping and hosing/washing as needed. All parking stalls shall be clearly marked as private property.

Walkways/Stairs/Sidewalks: All areas of foot traffic are clean and free from hazards. Porch areas are not littered. Floor mats are in place and sidewalk in front of building is not obstructed. Sidewalks/stairs are regularly swept; wet mopped or hosed down if very soiled.

Drainage systems: Gutters/down spouts appear well attached and unclogged. Stairwell drains are free from accumulated leaves, mud and other blockages.

Exterior common areas: Decks, garage roofs and front porches are well maintained and free from litter. Barbecues are placed away from the building and not allowed to smolder under trees or leaves. Awnings are hosed down and checked for damage.

Security: The front and other exterior doors close and lock properly. Ground floor and other accessible windows are properly locked. The basement is secure. Garages and other outbuildings are securely locked. Equipment is stored securely. Building intercoms function properly. Tenant rosters are current and posted where appropriate.

Graffiti: All graffiti will be cleaned off or painted over within 48 hours of discovery.

INTERIOR

Halls and stairs: All hallways and stairs are clean and neat. Items are not being stored in halls or at apartment entry doors. The carpet has been vacuumed and interior door mat is in place and clean. The building entry is attractive.

Windows/Glass: Glass in windows is not broken or cracked. All glass is clean, inside and out. Hallway windows lock securely and are closed.

Walls/Baseboards/Trim: All wall and trim surfaces are clean. Stair handrails are wiped down and scuff and finger marks are removed. Touch-up painting is performed as needed.

Laundry Room/Equipment: The laundry room is not used for storage. Equipment is working properly. Lint screens are cleaned and washers are wiped down inside and out. The laundry tub is checked for leaks and drips. Clothes are not lying around. The folding table is wiped down and the floor is swept/vacuumed/mopped.

Interior Lighting: All interior lights are working. The timer is working properly and there is sufficient light. Fixtures/covers are securely fastened. Lighting covers are cleaned at least once per year.

Bulletin Board/Table: The bulletin board is neat and organized. Old notices are removed regularly and no junk mail is allowed to accumulate on floor or table.

Disposal of drugs and drug paraphernalia:

The Seattle Police Dept. will be notified immediately if FM or AM ever find drugs or drug paraphernalia on the premises. Drugs will be turned over to the Police. Drug paraphernalia will be turned over to the Police or disposed of as per Solid Waste Utility guidelines. Current guidelines require needles and syringes to be placed in a rigid container with secure cap such as a plastic milk jug. One gallon containers are allowed per pickup. If drugs or drug paraphernalia is found in a specific unit, photos shall be taken to document prior to removal.

SEASONAL MAINTENANCE ITEMS

Heating:

Central building heat shall be turned off June 1 and turned back on September 30 as per City building code, unless unusually cold weather disallows this schedule.

Spring/Summer

Lawn and plantings: Lawn, flowers, shrubs, trees are watered and tended as needed. Lawn is mowed and trimmed regularly using a mulching mower.

Fall/Winter

Ice and Snow: All walkways are kept free from accumulated ice, snow and slush. Snow is removed within eight hours after accumulation stops. Rock salt is kept on hand for FM to use if walkways are extremely icy and a danger to occupants. Only use salt if absolutely necessary because it can harm the environment.

Systems: Be sure all water spigots/hose bibs are insulated and not dripping. Downspouts are not iced up and drains are functioning. Any above ground or exposed exterior plumbing is thoroughly insulated.

SECTION 2.0 PREVENTIVE MAINTENANCE

2.1 PREVENTIVE MAINTENANCE DEFINED

Preventive maintenance is the process of anticipating repair needs through regular attention to basic property operating systems designed to extend the useful life of those systems. The costs of preventive maintenance efforts will result in lower operating costs and rents to low income households over the long run.

2.2 PREVENTIVE MAINTENANCE PLAN

The DFM shall be responsible for producing a Preventive Maintenance Plan for each property. The Plan shall provide for systematic servicing of all building systems in a manner which extends the operating life of each system. The Plan shall also provide for a method to insure that specific actions anticipated in the Plan are accomplished on a regular schedule including the responsibilities of specific staff in carrying out the plan.

Roofs/Gutters/Downspouts:

MSP staff will check and clean every 6 months. Conditions will be noted on work orders and repairs completed as needed. FM's will check roofs monthly for any obvious repair needs and report these repairs to DFM immediately.

HVAC Systems:

All systems are serviced professionally or by MSP staff depending on the system.

Unit bath fans and vents, electric heaters, and refrigerator coils and motors:

FM cleans and vacuums annually in the spring and/or on unit turnover.

Boilers and Pumps:

MSP staff will oil circulating pumps at all appropriate buildings regularly in January, March, May, July, September, and November.

Unit and building inspections shall be conducted annually at all properties in order to catch unreported repairs and anticipate non-emergency maintenance items for future budgets.

Laundry Dryer Vents:

Vents shall be professionally cleaned annually in the spring.

Carpets:

Hall and common areas shall be cleaned professionally a minimum of once a year or as needed for high traffic areas. Unit carpets shall be cleaned professionally on unit turnover.

2.3 PREVENTIVE MAINTENANCE BUDGET

DFM shall include specific expense line items in each property's annual operating budget to finance the costs of regular and programmed preventive maintenance activities contained in the plan. Budget amounts will be determined through review of historical levels, age of building, annual inspection results, building type and needs.

SECTION 3.0 PERFORMANCE STANDARDS

3.1 PERFORMANCE STANDARDS

All repairs made to occupied units shall be accomplished in a good and professional fashion. Materials and equipment shall be installed according to manufacturer's instructions and generally accepted methods.

3.2 WORK CLEAN-UP

The following clean-up standard shall be maintained for work done in occupied units.

3.2(a) Remove debris from surfaces which have been affected by the work performed.

3.2(b) Use and remove temporary protection and labels not required to remain.

3.2(c) Clean finishes free of dust, stains, films, and other foreign substances.

3.2(d) Remove waste, foreign matter and debris. Disposal should not occur in occupants' garbage containers. Hazardous materials must be disposed of in an appropriate manner.

3.2(e) Do not allow a hazard to exist at any time.

3.2(f) Restore occupied apartments to original condition at end of each work day. In the event that delays are necessary, the tenant and the FM must be advised in writing and informed when the work will be completed and when restoration will occur. A work order that is incomplete at the end of any work day shall be the first priority of work at the beginning of the next work day. A work order that cannot be completed before the end of the work day should generally be postponed to the next work day.

3.2(g) Any damage to tenant property must be reported to FM and DFM immediately.

3.3 WORK IN COMMON AREAS

If work in common areas presents any hazard, temporary barriers shall be used and alternate traffic and fire routes shall be posted. If work requires any interruption of basic utilities for more than thirty (30) minutes, the tenant(s) must be notified in advance. Twenty-four (24) hours advance posting shall constitute notice in buildings with only central water stops or central heat.

SECTION 4.0 WORK AREAS AND EQUIPMENT

4.1 STORAGE AND SHOP AREAS

4.1 (a) Security: All storage and shop areas shall be kept locked at all times. These are restricted access areas and no occupants shall be allowed unsupervised access at any time. Whenever possible, storage areas will be located in a different area than the shop. Storage areas are to remain locked at all times.

4.1(b) Maintenance: Storage and shop areas shall be kept clean at all times. Stored materials, tools, and equipment shall be properly stored and neatly organized. The MSP staff shall be responsible for maintenance of main shop and storage areas. Any authorized user of shop areas shall be responsible for keeping them clean and orderly at all times. The main shop is a principal work area for MSP staff.

All other building based storage and shop areas shall be maintained by the building's FM and AM. MSP staff may store supplies at specific buildings for convenience and efficiency after coordinating with the building's FM.

4.2 AGENCY OWNED EQUIPMENT

4.2(a) Inventory: An up-to-date inventory of all equipment shall be created by FM for building based equipment and MSP staff for general agency equipment. The inventory list shall include the manufacturer, serial number, date purchased, supplier and location of the equipment. MSP staff shall maintain a record of location of general agency equipment by posting a sign-in/out sheet in the main shop.

4.2(b) Identification: All agency owned equipment shall be engraved with “*agency name and unique identifier numbers*” for purposes of identification and recovery in the event of theft.

4.2(c) Loaning/Borrowing: No agency equipment shall be loaned or borrowed for personal use. Only MSP and/or building staff insured by agency through appropriate Department of Labor and Industry rates shall use equipment.

4.2(d) Vehicles: Agency owned vehicles shall be used for agency business only. Only agency employees insured as authorized operators shall use vehicles. The DFM will ensure that all vehicles are maintained properly.

SECTION 5.0 OUTSIDE LABOR AND CONTRACTS

5.1 STANDARD CONTRACTORS

The agency shall make an effort to establish relationships with standard service providers familiar with existing conditions and systems at all properties. The highest priority for standard service providers shall be licensed and bonded specialty contractors available on a twenty-four (24) hour basis to service basic systems. Current vendor lists shall be maintained by DFM.

5.2 LICENSE AND BOND CERTIFICATION

Contractors used by the agency shall be licensed and bonded in Washington State.

5.4 NON-LICENSED OUTSIDE CONTRACTORS

At the discretion of the Executive Director, the agency may use non-licensed outside contractors to provide services to its properties. Written contracts shall be established as necessary with outside contractors. Agency shall report all sums paid to unlicensed individuals as required by the Internal Revenue Service.

SECTION 6.0 CLEANING, REPAIR AND PREPARATION OF UNITS

6.1 PROCESS FOR VACATING OCCUPANTS

The following steps and actors are involved in the process of vacating an occupied apartment and preparing it for re-occupancy by a new tenant:

6.1(a) Notice to Vacate: FM and Tenant

A departing tenant shall issue a Notice of Intent to Vacate to the FM at least twenty (20) days prior to the end of the rental period. The FM shall schedule a unit inspection within two days of receipt of the Notice of Intent to Vacate.

6.1 (b) Unit Inspection 1: FM and Tenant

The FM shall conduct a complete inspection of the unit to be vacated. The purpose of this inspection is to advise the departing tenant of any apparent damages to the unit, based on the Move-In Condition Report and to alert the MSP staff of probable work orders involving the unit. The FM shall indicate in pencil on the Inspection Report any condition problems apparent in the unit.

6.1(c) Work Orders: FM

The FM shall complete work orders for repairs to the unit and begin processing them per these policies. Repairs to the unit may begin immediately, prior to vacation by the departing tenant. Repairs may also be done after tenant has vacated unit. Repairs to be billed to the departing tenant's damage deposit shall be handled through separate work orders for purposes of documenting costs. FM will inform departing tenant that tenant is responsible for all repair costs caused by them.

6.2 PROCESS FOR UNIT AT TURN-OVER

6.2(a) Unit Inspection 2: FM and Tenant

The FM shall conduct a second unit inspection. This shall be the final inspection for the vacating tenant. Any changes to the inspection report shall be indicated. The purpose of this inspection is to establish any amounts to be withheld from the security damage deposit. Tenant must receive notice and/or refund within fourteen (14) days of turning in their keys and/or vacating unit.

6.2(b) Work orders: FM/MSP:

MSP staff shall complete remaining work orders, as scheduled by the DFM. All unit entry locks and mailboxes shall be re-keyed on unit turnovers by MSP.

6.2(c) Cleaning/Painting FM/AM

The FM and AM shall be responsible for all cleaning and painting of any vacant unit, as directed by the DFM. DFM will maintain the list of approved cleaning products and cleaning guide to be used by on site staff.

Unit conditions standards are as follows:

- ConfiFM that all fixtures, hardware and equipment are in good working order, recently cleaned and tested, and ready for proper use. Refrigerators cleaned inside and out, coils and motor vacuumed if accessible. Ranges cleaned inside and out.
- Unit door locks and mail boxes are re-keyed by MSP staff.
- Wall and ceiling surfaces are clean and free from grease, marks, holes, and other damage. If the surfaces have not received fresh paint in the last three years, or if harsh use by departing tenant, new paint shall be applied. All wall surfaces will be painted with a semi-gloss paint-unless otherwise specified by DFM.
- Woodwork, trim, door jambs, and window sills are recently cleaned and free from accumulated dust, grit, greases and scuff marks.
- All doors and windows are in good working order, fasten/lock securely, and properly in place; interior glass is clean; exterior glass is clean if accessible.
- Window coverings are recently cleaned, in place, and in good working order.
- Floor coverings are recently cleaned, VCT/sheet vinyl is waxed with 2-3 coats if appropriate, vacuumed, shampooed, and/or mopped (as applicable), free from stains and damage.
- Light fixtures are clean, with working bulbs, and properly fastened.
- Mechanical exhaust equipment is recently cleaned, and filters (if applicable) changed/cleaned.
- Smoke detectors are in good working order, including a fresh battery (if applicable).
- Heating equipment is clean, free from hazards, and in good working order.
- Shelves, cupboards, and countertops are all clean and free from damage.
- Bathroom tub, toilet, sink, floor (all washable surfaces) are cleaned and sanitized. FM will inspect the unit prior to occupancy to confiFM that housing quality standards are met.

6.2(d) Move-In Inspection: FM/Tenant

The FM shall conduct a move-in inspection with the new tenant.



SECTION 7.0 REPORTING OF PERSONAL INJURY

All injuries must be reported to DFM immediately. If injury requires a doctor's attention, emergency care or hospitalization, obtain necessary Labor and Industries physical injury report foFMs from care provider. Provide copies of the completed foFM to DFM.

SECTION 8.0 HAZARDOUS MATERIALS

Staff will make all reasonable efforts to ensure that no environmentally hazardous materials exist at any time on property. Staff will follow all Federal, State and local laws regarding hazardous materials.

8.1 ASBESTOS MANAGEMENT PLAN

Some buildings may contain asbestos in the walls, ceilings, insulation, flooring, boilers, pipe wrap and/or other materials. When staff doesn't know the extent or location of asbestos, the following protocol will be initiated:

Protocol During Development:

Development staff will immediately infoFM the DFM and Maintenance Supervisor (MS) if asbestos is discovered as part of the acquisition and/or rehabilitation phase of development. Typically this will be documented in the Environmental Assessment prepared as part of the due diligence. A written asbestos report or AHERA report (if available) will be given to DFM and MS as soon as it is available. AHERA reports are done for construction activities that involve potentially hazardous materials. Any abatement process that occurs during the development phase of acquisition/rehab will be managed and documented by Development staff. All hazardous materials reports will be maintained in maintenance central office files.

Protocol During Maintenance:

The following will occur if asbestos is present and/or discovered during noFMal maintenance operations. The Maintenance Supervisor will be trained and State-certified to identify and collect samples in areas where asbestos may commonly be found. If any repairs are needed in an area that may have asbestos, the MS will test for asbestos first with an approved hazardous materials testing center to ensure the repair area has no asbestos present before any work is initiated. If the MS is not State-certified to identify and collect samples, then MS will engage a certified outside contractor. Whenever asbestos is known or confiFMed, the MS will notify the DFM. The DFM will decide 1)whether abatement is necessary; 2)whether to contract with an outside licensed abatement contractor; or 3)whether to conduct abatement with in-house staff. DFM will authorize the MS to proceed with one of the three choices above as appropriate and according to Federal, State and local law. The MS is responsible to keep clear and complete files on all work in asbestos areas. The MS will document any abatement process (in-house or outside contractor) and these files will be kept in maintenance central office files. All asbestos areas that are not abated will be clearly labeled and identified. Whenever there is repair work in areas where asbestos is known to be present, MS will notify in writing to all outside contractors and/or vendors of any known asbestos. Proper handling of asbestos by outside contractors and/or vendors will be required on all contracted repair work.



SAMPLE

REPAIR REQUEST

Name _____ Date _____
Please PRINT

Unit # _____ Pet in Unit? Yes No

Describe work needed:

Please clear all items from work area. By signing below you authorize entry to your unit to complete all necessary repairs.

Signature of Tenant

Date

II. INTRODUCTION

Open access to University campus are an essential ingredient of academic life, but is not without risks. Some security measures are therefore necessary to maintain a safe and secure environment for staff, students and visitors.

If left insecure or unattended, theft of personal possessions such as wallets, purses, handbags, laptops, mobile phones etc. is a possibility. Incidents of burglary or theft of office equipment such as laptops, flat screen monitors, laser printers, Digital Projectors and Digital Cameras etc. occur occasionally. There are also instances of criminal damage through vandalism, graffiti etc. The perception of the campus communities about personal safety and security is a general concern.

The University should therefore develop and apply security controls, and procedures, to be widely published. Security is not intended to be a hindrance to academic activity but to be an essential ingredient for the efficient operation of the University.

Responsibility for personal property remains with the owner of the property. The University takes no responsibility for such property left on the premises, including motor vehicles and bicycles, although the Security team and related personnel will aim to provide a security presence across the campuses at key times.

This Security Policy therefore seeks to formalise a cohesive and integrated approach to security throughout the University.

III. POLICY STATEMENT

The University will endeavour to ensure, as far as is reasonably practical, the personal safety and security of all students, staff, visitors and contributors at all University campuses and University controlled buildings.

Responsibilities for security and personal safety rests with all persons who study, work, or who visit the University campus. All students, staff, visitors and contractors should assist the Security Team and related personnel to ensure the success of the Policy.

Unless otherwise specified, this policy covers Alfaisal University Campus and all associated buildings.

IV. RESPONSIBILITIES

Responsibility for security rests with all students, staff and visitors to the University. In particular, everyone should report all activity, suspected or real, of a criminal nature or any suspicious activity immediately to the security staff. Within this overall responsibility some particular elements are defined as follows:

Senior Management Team: The senior management of the University (the President, VP's and the Directors) should ensure that support and resources are available to staff for the

implementation of the Security Policy. Necessary measures to improve security in essential areas should receive priority consideration. Where appropriate, specific training to achieve acceptable standards of operation should be supported and properly resourced.

Facilities Director/ Senior Facility Manager: overall development and planning of security strategy, policies and procedures and overseeing the operation of the Security Section.

Safety and Security Manager: development and implementation of security strategy, policies and procedures and the monitoring of their effectiveness and efficiency. Investigation of serious crime, breaches in security and student disciplinary matters; provision of expert and impartial up-to-date advice; liaison with police, emergency services and local authorities; management of the AU Security Team and CCTV systems; implementation of University Car Parking Policy.

Security Coordinator: management of Security Guards, delivery of an efficient and effective Guarding service to the University; management and training of security staff in security issues; day-to-day management and implementation of the security policy and procedures; monitoring of these policies and procedures to ensure their continued effectiveness, liaison with police, and local authorities; implementation and management of University **Car Parking Policy**.

Security Guard: day-to-day management and implementation of the security policy and procedures, security duties as defined in **Operational Instructions**, including patrolling of external areas to deter trespass, daily unlocking/locking procedures and access control for out of core hour events, caretaker duties.

Deans and Heads of Support Departments: have a key role in promoting security within their area. The actual responsibilities will vary according to the location and the nature of the activity taking place. A number of specific responsibilities can be identified. (It is recognised that Deans and Heads of Department may wish to delegate responsibility for the routine involved in these tasks to a nominated individual in their Department but the overall responsibility for security matters will remain with the Dean and Head of Department.):

- Ensuring their staff have access to and are familiar with the Security Policy, paying particular attention to those issues which are directly relevant to the activity of their department.
- Ensuring that all members of staff and students in their department understand and exercise their security responsibilities, including the displaying of University Identity cards, and have due regard to University property (see Sections below), in particular the security of IT equipment.
- Liaise with the Security Team on any security matter.
- Controlling access to their departmental areas by approving the issue of keys and by authorising staff to have 'out of hour's accesses only as necessary.

- Ensuring that their departmental staffs return to the Facility and HR Departments their University card and any issued keys on their last day of work.
- Notifying the Security team of any security risk.

Staff: All staff must ensure they are familiar with and follow the procedures in the University Security Policy, paying particular attention to those issues which are relevant to their activities. They must also co-operate with requests from the Security Team, especially in emergency or evacuation situations and in relation to security procedures. Staff are required at all times when on University property to carry their University cards.

Students: have a general responsibility to look after University facilities properly and to give due consideration to security issues. They must follow security procedures designed to protect University property, in particular regulations governing access to computer rooms or areas with other public use equipment.

Students must co-operate with requests from the Security Team, especially in emergency or evacuation situations and in relation to security procedures. Students are required to carry their University cards with them at all times and when on University property.

Advice and information on security issues for students is provided by the University in **Students Handbook and on the University website.**

Visitors: (including conference delegates and external event attendees) have a general responsibility to look after the University facilities whilst on campus and to give due consideration to security issues. In particular they must follow security procedures designed to protect University property and where issued, wear their visitors badge at all times. Visitors must follow instructions from the Security Team or from their host department, particularly in emergency situations.

V. SECTION 1 – CRIME PREVENTION

A. SECURITY AWARENESS

Proactive crime prevention and security awareness will help to ensure a safe, secure environment, enabling work and study to continue with the minimum amount of disruption. Staff and students should make every effort to counter the threat of crime.

1. PROCEDURE: Crime Prevention and Security Awareness

- All suspicious activity should be immediately reported as set out below.

- Personal valuables should be locked away or placed out of sight or kept on the person, and personal property should never be left unattended.
- Curtains or blinds in all rooms should be closed at dusk and lights (except security lighting) should be turned off when leaving.
- Laptops and other portable IT/AV equipment should be locked out of sight when not in use, particularly overnight, in open areas.
- All incidents of crime on University premises, real and suspected, must be reported to the Security Team.

B. INCIDENT REPORTING

It is the responsibility of all staff and students of the University to report all activity, suspected or real, of a criminal nature. Incident reporting is crucial to the identification of patterns of criminal activity. It provides information and recommendations to be made to prevent a recurrence. Comprehensive reporting of incidents provides an accurate picture of the level of crime throughout the University and thus ensures that adequate resources are provided to combat that crime. Success in the University's fight against crime is greatly enhanced by fast, efficient and detailed reporting.

1. PROCEDURE: Reporting of Security Incidents

- All incidents of a security nature should be reported in the first instance to Security Control on ext. **7857** (24 hours) or on ext. **7853/7856/7861** during office hours.
- All available information should be included - time, location, persons involved, items missing etc.
- An Incident Report Form (available on the Facility Forms on the public folder) should be completed as soon as possible after the event by the person reporting the incident and sent to the Facilities Director/ Senior Facility Manager.
- Criminal Offences committed by Students should be reported to the Police by the Safety and Security Manager.
- All Police involvement on any campus is to be notified to the Facilities Director to enable effective University management of any subsequent actions on University premises.
- This reporting procedure should be followed 24 hours per day.

C. CRIME INVESTIGATION

All crimes that occur on University premises will be investigated appropriately to prevent re-occurrence and aid crime prevention. The Safety and Security Manager or other members of the Security Team as delegated will carry out internal investigations of security related incidents, producing written reports for circulation where necessary and providing follow up crime prevention advice.

VI. SECTION 2 – ACCESS CONTROL

A. UNIVERSITY CARDS

All staff and students are issued with Alfaisal University card which is used as an identity card, a student registration card, and a Library membership card. Students are required to carry their card with them at all times and to show their card to Security guards or employees on request. Staff are required under the teFMs of their employment contracts to carry their card at all times whilst on University premises. Loss of one of these cards should be reported, as soon as possible to the Facility Dep.

Access Control Cards – Access Control Systems operate in some areas. Card controlled barriers/doors are an effective method of preventing unauthorised access and the security strategy will move towards expansion of access control systems throughout the University. Access cards should be regarded for security purposes the same as a key. Cardholders must safeguard their card and report any loss to the Security team as soon as possible, so the card access can be cancelled

Visitors and ad-hoc Contractors will be issued with a ‘visitor’s pass’ at point of entry and should wear these passes throughout their visit to the University.

Contractors who will be on site for more than 2 weeks will generally be issued with a University ‘Contractor’ card to allow them access to the building they are working in. Arrangements for these cards are to be agreed by the Contract Project Manager and Facilities Director/ Senior Facility Manager. Contractor identity cards must be displayed at all times whilst on University premises.

All staff and students are required to show their University card to security staff or facilities Staff, on request. Failure to do so may result in an immediate request to leave University premises, if a person’s identity cannot be confiFMed.

Deans of Faculty and Heads of Support Departments may liaise with the Security Team to arrange for random checks of University cards and Student cards.

B. UNIVERSITY CORE HOURS

These are currently:

Students:

06:00 – 22:00 Saturday to Thursday (Semester Time)

Closed – Friday and Official Holiday

C. WEEKEND FUNCTIONS/MEETINGS/EVENTS

The use of University premises at weekends or out of hours is restricted. Departments or individual staff wishing to teach, run tutorials or organise an event should complete an **Out of Hours FoFM**.

D. CONTROL OF LOCKS, KEYS AND ACCESS CONTROL CARDS

The Facilities Department control the issue and use of all locks, keys and access control cards. The University operates a suited key system which allows various levels of access (an ‘operator key’ for one room, to a ‘master key’ for a building).

No other make of lock or key should be installed on University premises without the authority of the Facilities Department. Operator keys or sub master keys may be issued to departments for local use and issue to individual staff.

Departmental administrators should keep a record of all keys issued locally and ensure that staffs return keys when they move offices or leave the University’s employment. It is the responsibility of all individuals who are issued keys or cards to ensure their safe keeping at all times and report any loss immediately to security staff.

1. Request for Locks & Keys

Staff

- All applications for new keys should be made via a request to the Facilities Department **Helpdesk** by filling the Key Request FoFM.(KRF)

Contractors

- Contractors’ access to University buildings will be strictly controlled by the Security Team according to agreed access control procedures.

General

All losses of keys must be reported immediately to the Security Team.

- Persons leaving the University or transferring to another Department are to return their keys direct to the Facilities Dep. They should not pass keys directly to their replacement.

- Replacement keys will only be issued after an investigation of the loss. The cost of replacement will be charged to individual concerned.
- Any loss of master or sub-master keys will be the subject of an inquiry, with all resultant costs for replacement of locks and keys borne by the Department or individual concerned. If loss of master or sub master keys is suspected to have arisen through negligent action by a member of staff, then an investigation under the appropriate Disciplinary Procedure should be undertaken. Further disciplinary action may be taken if appropriate, following the completion of the investigation.

VII. SECTION 3 – ASSET PROTECTION: EQUIPMENT/ DOCUMENTATION

A. SECURITY OF EQUIPMENT

The safekeeping of all property will help to ensure that the maximum amount of equipment is available for use at all times. Students and staff are to make all possible effort to ensure that all equipment is protected from the possibility of theft or damage.

All computer/AV equipment should be secured dependent on its use. Equipment used in departments and colleges must be managed to reduce the risk of the equipment being damaged, stolen or accessed by unauthorised persons.

All valuable portable IT and AV equipment such as laptops & PDA's, must be locked away out of sight when not in use, especially overnight. Suspected thefts of equipment should be reported promptly to both Security and to the Finance Director. Heads of Departments are responsible for maintaining inventories for all plant, equipment and furniture in their departments.

VIII. SECTION 4 – ASSET PROTECTION

A. SECURITY IN THE OFFICE

It is the responsibility of all staff to be aware of, and familiar with, all procedures that ensure a safe and secure environment for personnel, equipment and documentation in their office areas.

1. General Awareness:

- University ID cards should be carried by students and staff at all times on University premises.
- Students and staff should be aware of the ext. **7857** (24 hours) or on ext. **7853/7856/7861** during office hours for gaining assistance & reporting incidents.
- Staff working 'out of hours' should ensure they follow 'out of hours' procedures and contact Security if they need assistance.

2. At the end of the working day, staff should ensure that:

- Valuables and confidential documents (laptops, exam scripts, research data, personnel files etc.) are locked away with keys secured in key cabinets or taken home.
- A 'clear desk policy' is maintained where possible to ensure confidential documentation is locked out of sight.
- All non-essential electrical appliances are switched off/unplugged.
- Doors and (windows) are closed and locked as appropriate.
- Blinds are closed with any items on windowsills, which hinder closure, removed and lights turned off.
- PC's are switched off or password protected when not in use to prevent unauthorised access to infoFMation.

B. PERSONAL SECURITY

Whilst it is the responsibility of the Security team to provide a safe and secure environment, it is the responsibility of all students and staff on University premises to take all reasonable measures to ensure their own personal security.

Moving between University buildings - students and staff should make themselves aware of their surroundings and of other people when walking between buildings. Try to avoid poorly lit or isolated areas and where possible, walk with other members of staff or students. Report any deficiencies in lighting on University buildings through the Facilities **Helpdesk** so that remedial action can be taken where appropriate.

Suspicious behaviour - If suspicious activity is noticed, notify or get a colleague to notify the Security on **7857**. Challenge if you feel able but do not get yourself into a vulnerable or confrontational situation. More important is to make a mental or written note of a description, direction of travel, what suspicious acts you saw and any other infoFMation which may help Security identify and locate the individual(s). Security staff will direct security response to the area as a matter of urgency. Each situation of this type will be different and it is at the discretion of the individuals concerned as to what action they wish to take, but at no time should they put themselves at risk. Reporting suspicious activity is extremely important to Security Staff in helping to prevent and detect crime against the University.

Threatening or abusive behaviour: If staff or students are faced with threatening or abusive behaviour, stay calm, avoid raising your voice and aggressive body language such as finger pointing/wagging. Call for assistance from colleagues and/or Security Staff.

C. DRUGS AND ILLEGAL SUBSTANCES

All suspicions of the handling or using of controlled or illegal substances should be reported to the Security, in the first instance, so that appropriate investigation and consultation with University authorities may take place.

D. PROPERTY – LOST AND FOUND

1. Found Property

Unidentified found property should be handed in to staff at the **Security reception in the CoS Building**. When property is handed in, the date/time, finder's name, department and contact details will be recorded. If the property is not returned to the owner or is left unclaimed for a minimum of one month, the property will be passed to charity or disposed of.

2. Claiming Property

When a loser claims property, full details will be required. i.e. a full description of the item and for certain items, proof of ownership may be requested. When staff is satisfied of the owner's claim, the property will be handed over on signature. Where any doubt to ownership exists, the Head of Security will be asked to arbitrate.

3. Property Left in Lecture Theatres or Classrooms

No items of property or teaching material should be left unattended in teaching rooms. Teaching rooms are cleaned daily and any item of property will be treated as found property and dealt with as above. Where the value is questionable (leftover hand-outs or teaching material) and/or the condition of the item is poor, noFMal practice is to treat this as 'waste' and dispose of it.

4. Students' Personal Property

The University does not accept liability for loss and/or damage to Students personal property unless negligence of the University or its employees can be established. Students are strongly advised to make their own arrangements for insuring their personal property.