



# **Business Operations Department Policies Handbook**

**October, 2013**

Produced by

PMO-BOD

Reviewed by

Office of AVP for Facilities & IT

Chief Operational Officer

## Preface

The Business Operations Department (BOD) is a department that formed to provide a suitable environment for students, teachers and employees so that everyone can efficiently and easily do his/her job. That is accomplished through providing around the clock services such as civil maintenance, electrical maintenance, new constructions, security, safety ... etc.

Responsibility for providing these services is distributed between BOD' offices according to relevant scope of work. So, these offices participate in achievement the general policy of BOD through own specific actions and clear responsibilities then integrated to form a main component of the BOD's policy as a whole.

This Handbook presents own offices policy in accordance with the general model adopted to form in the end, BOD's policy overall as following:

Part 1 “ Capital Projects Office (CPO) Policies.

Part 2 “ Facilities Management Office (FMO) Policies.

Part 3 “ Projects Management Office (PMO) Policies.

Part 4 “ Environmental and Safety Office (ESO) Policies.

Part 5 “ Support Services Office (SSO) Policies.

Part 6 “ Security Services Office (SSS) Policies.

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## **Part-1**

# **Capital Projects Office (CPO): Policies**



## PL-BOD-01: Capital Projects Office (CPO): Policy

<b>Contents:</b> <ul style="list-style-type: none"> <li>▪ Policy Description</li> <li>▪ Who Should Know This Policy</li> <li>▪ Policy Sections</li> </ul>	<b>Version Number: 01</b>
	<b>Effective Date:</b>
	<b>Reviewed by EMC on: --/--/----</b>
	<b>Approved by the President on: --/--/----</b>

### Policy Description

The purpose of this policy is to regulate processes of the management the design and the construction of all the new projects according to the QU approved master plan to convert customer/business needs into physical development, and provide high standard management of the capital projects' management services supporting QU campus growth and implementing the overall policy of BOD.

### Who Should Know This Policy

- ☒ The President
- ☒ The Vice President
- ☒ The Associate Vice President for Facilities & IT
- ☒ The Associate Vice President of Administration
- ☐ The Legal Advisor
- ☐ The Dean
- ☒ The Director/ Department Head
- ☐ The Faculty member
- ☐ The Accounting/ Finance Personnel
- ☐ The Student
- ☒ All Employees

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## **1.1 Definition**

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It is the policy of Capital Projects Office (CPO) to manage initiating, planning, executing, controlling and closing-out the new projects in QU.

The Management of these phases for the project life cycles depends on an in-house staff's accomplishments through the implementation of standard project management system, outsourcing consultants' supervision and main contractors.

Organization structure of CPO show three management levels:

- 1- The CPO manager.
- 2- The Projects Manager.
- 3- The Project manager/engineer.

Contractual communication of CPO with external customers is materialized through the COO of BOD and internal communication implemented through the CPO manager.

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## **1.2 Policy Statements**

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- Assignment and initiation of the projects according to a decision of BOR.
- Design and construction of new projects are undertaken by outsourcing procurement out sourcing parties.
- The Project manager, and the supporting work team from other offices/departments are assigned the planning phase of project cycle life.
- Work team is responsible for preparing RFP and review final tender documents
- The Work team is responsible for the evaluation of bidders.
- Optimizing rules of supervision , consultation and ensuring the implementation of all obligations is steadfast target.
- Coordination between all design consultants aims to minimize minimize changes during the construction phase.
- Approving the cost and time of variations is BOD's responsibility.
- Approval interim and final payments is the responsibility of the financial authority matrix.
- The Project manager and the work team follow certain standard methodologies under the (supervision of an experienced consultant/contractor) reports of progress assessment which are discussed at a relevant meeting. meetings if needed.
- Monthly updating of the project schedule and relevant programs are major periodical issues for the management of the projects.

- CPO implements an internal process of evaluating external parties and establishing a log of consultants and contractors.
- Commissioning is the process of transferring the project to the Facility Management Office through the facilities engineers.
- Closing-out a project is achieved at three levels:
  - External close-out between contractor and supervision consultant.
  - External close-out between CPO and the supervising consultant
  - Internal close-out between CPO and the relevant departments.
- Final close-out and relevant payments/certificates depend on completion of all close-out levels.
- The development plan for CPO staff is continual process through academic training/ professional and certificate/of-job training.

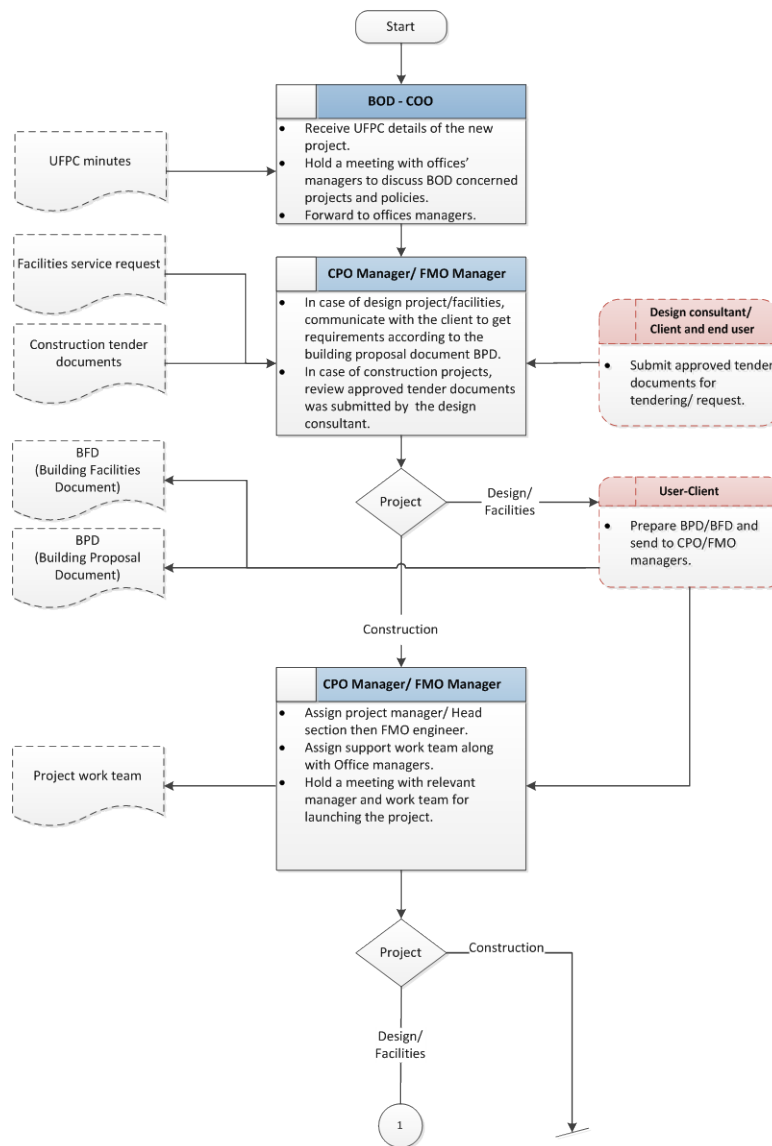
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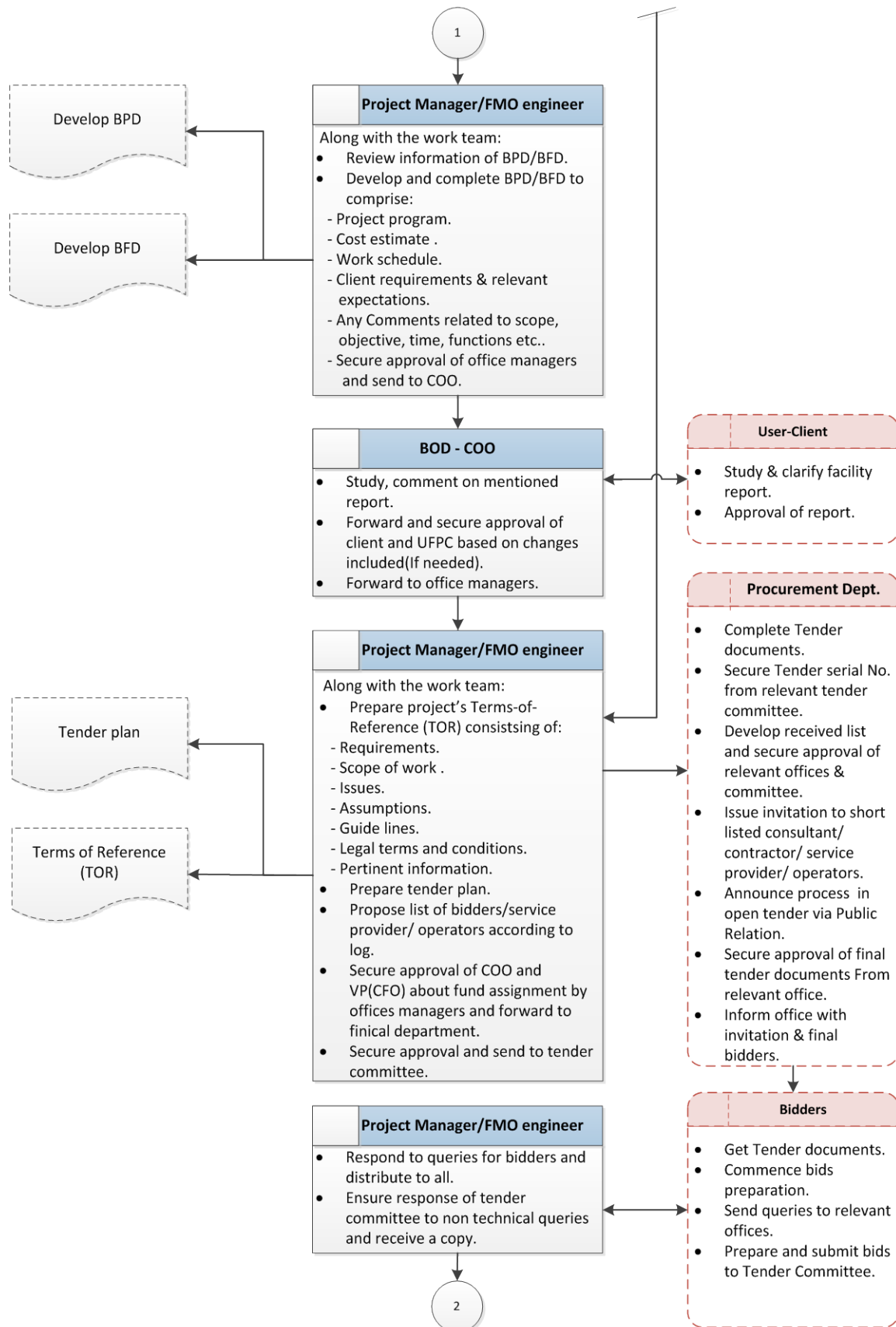
## **1.3 Procedures**

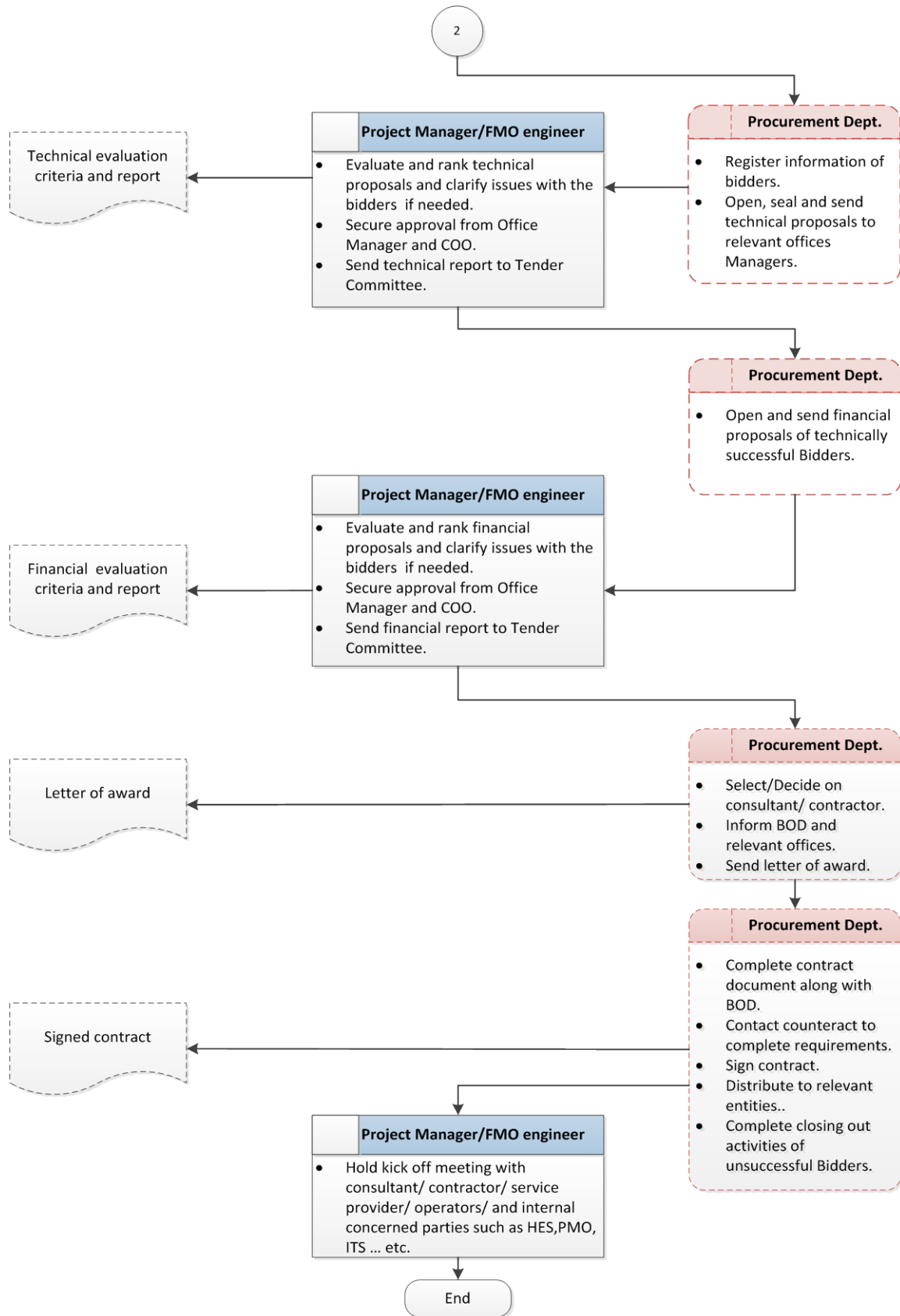
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BOD-01 : Initiating and Tendering for Projects and Facilities Services.

- Initiating the project through an authorized level and confirmed requirements within the scope of work for the clients if needed.
- Assign project work team, prepare Building Proposal Document/Facilities Proposal Document and secure acceptance of the client.
- Identify tender type, announce, manage queries with bidders.
- Evaluate bidders technically and financially through approved rules and recommended list of final ranking.
- the winner, complete the documents required, sign and finalize the contract and launch the project.

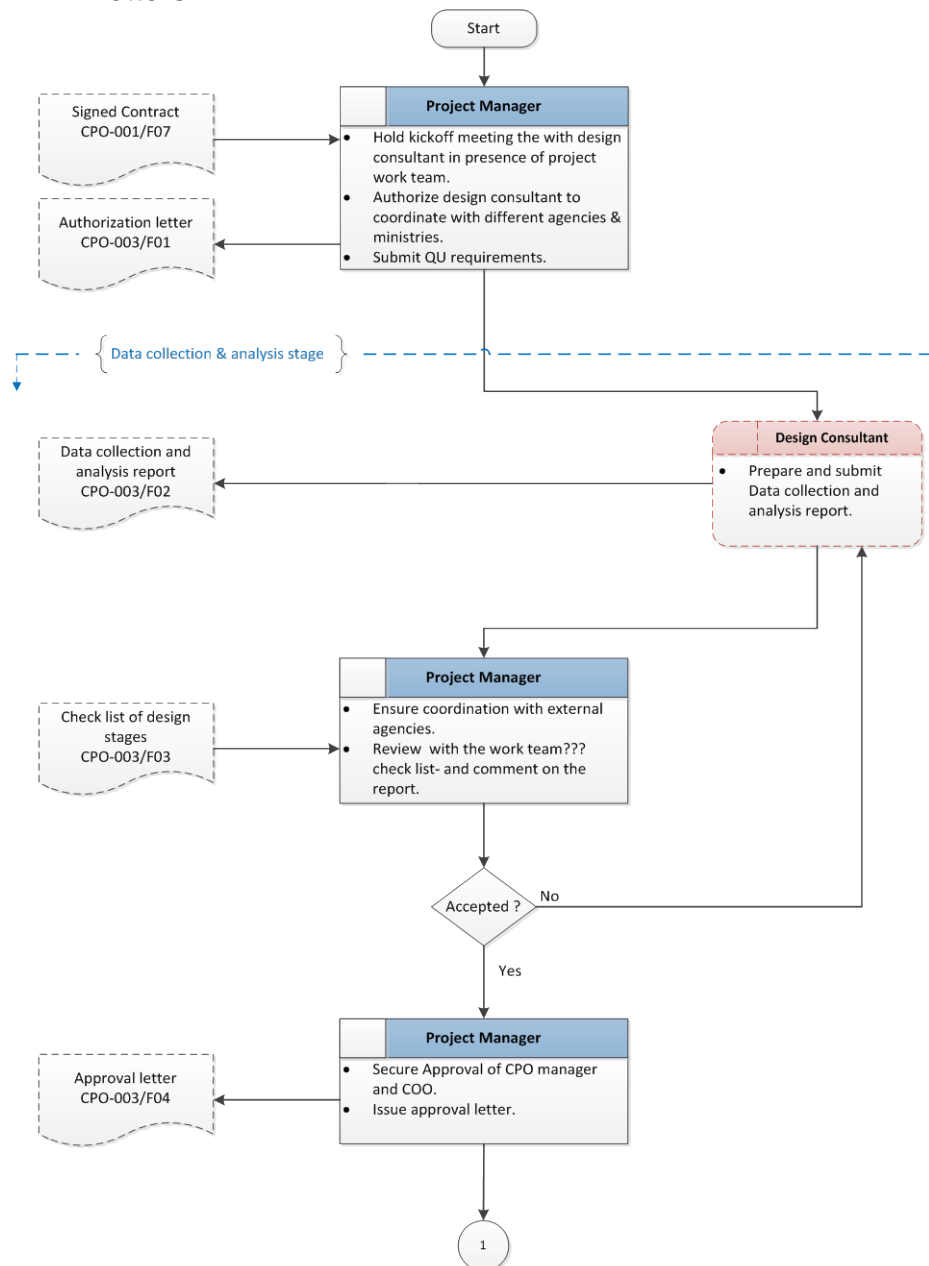


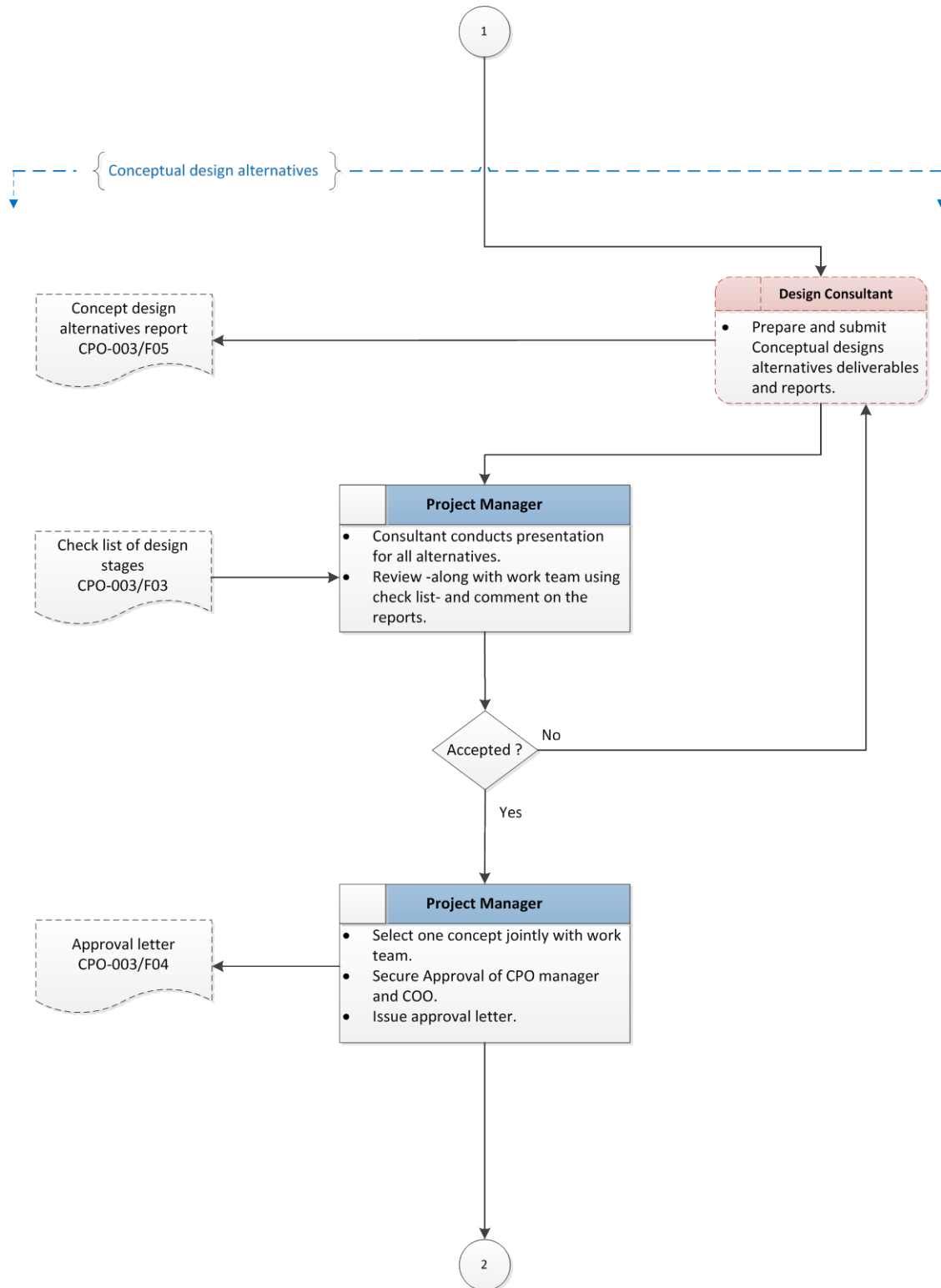




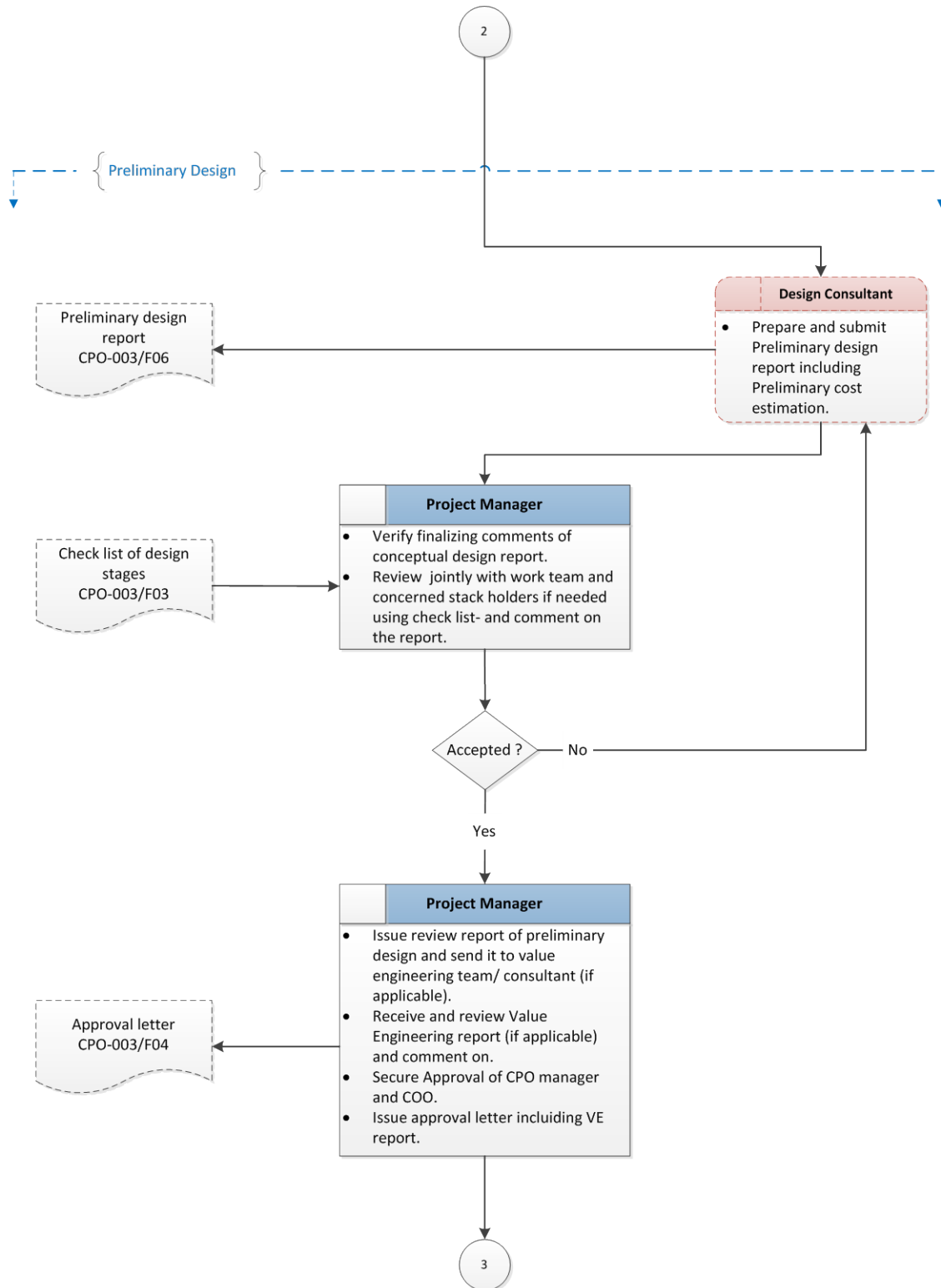
BOD-02 : Review and approval of the designs of the projects deliverables.

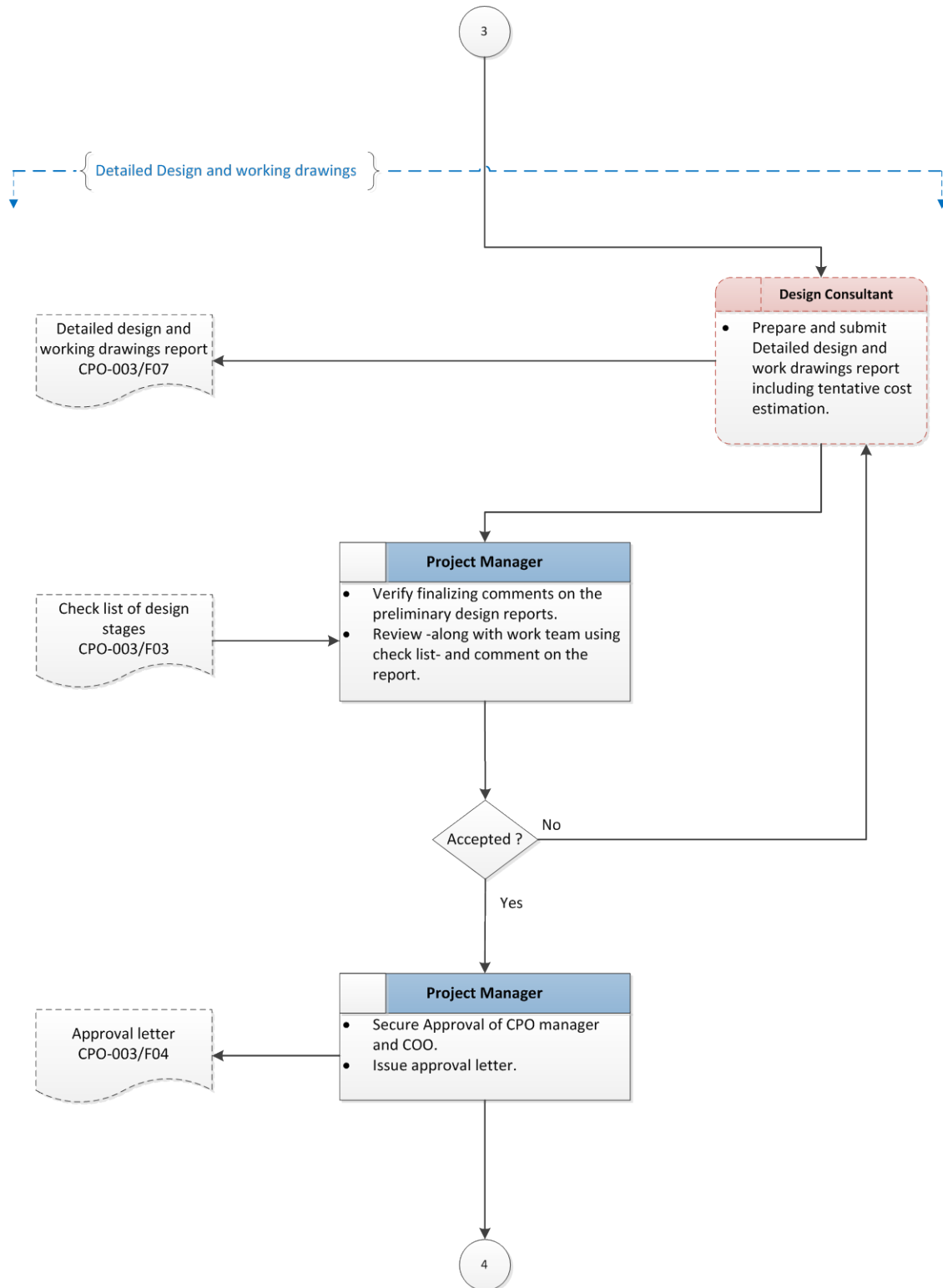
- Issue design consultant authorization for coordination with different agencies.
- Perform design work with the help of the design consultant over standard stages and submit relevant report for each stage.
- Review and approval of the deliverables of each stage and issue approval letters.

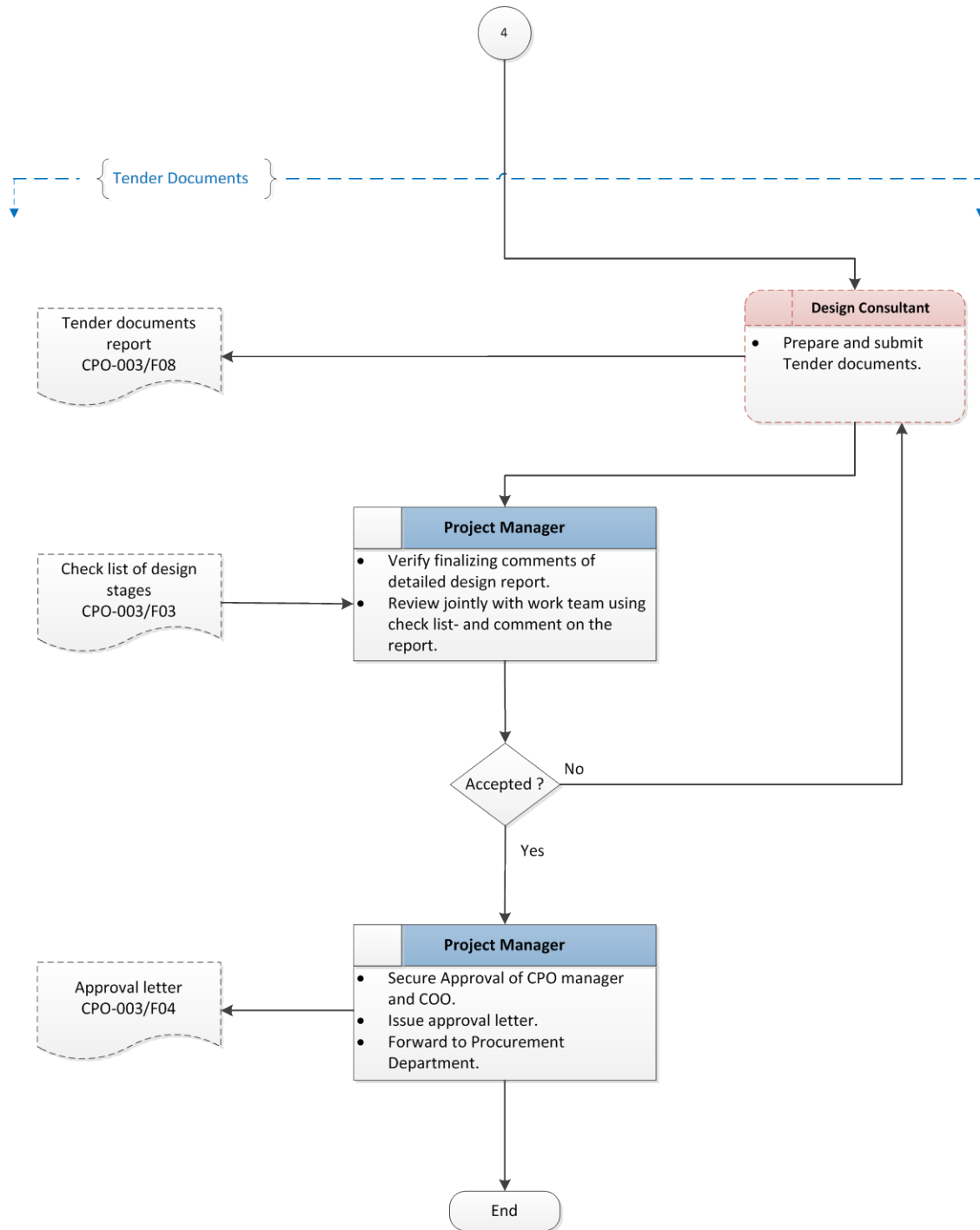






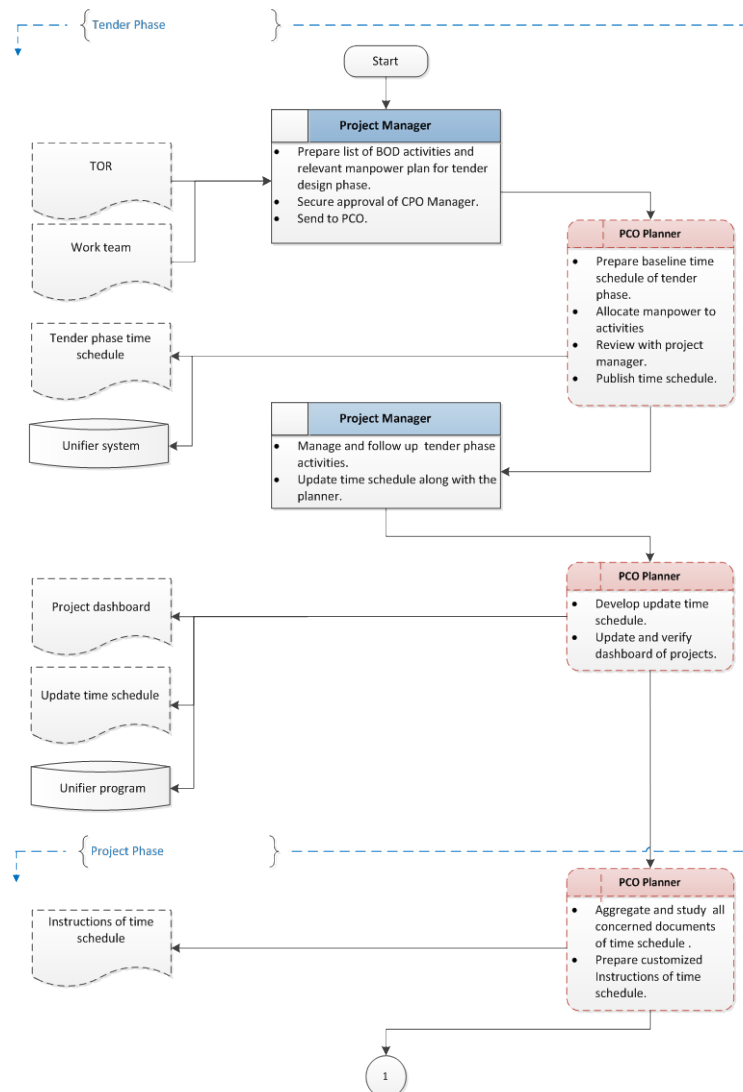


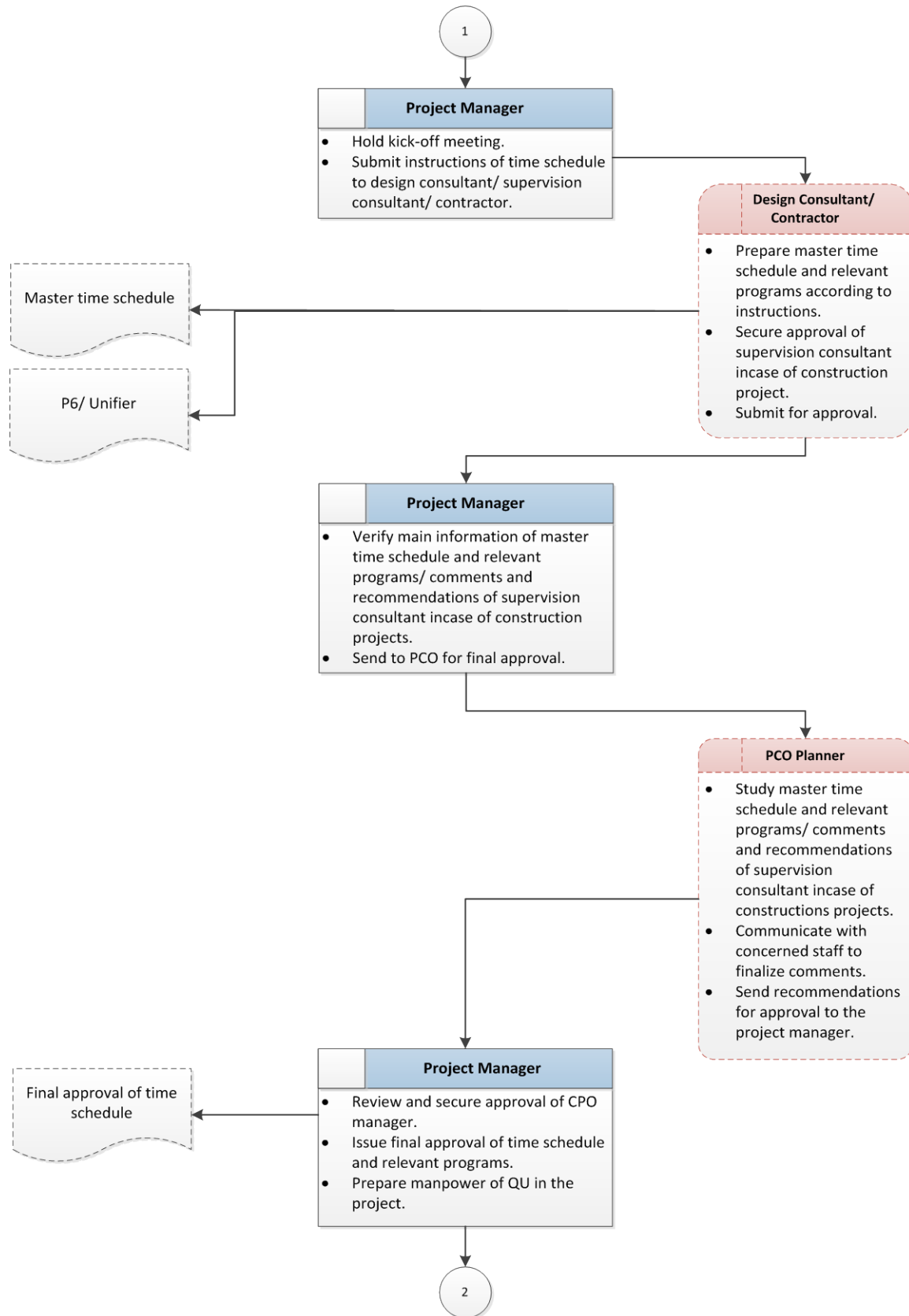


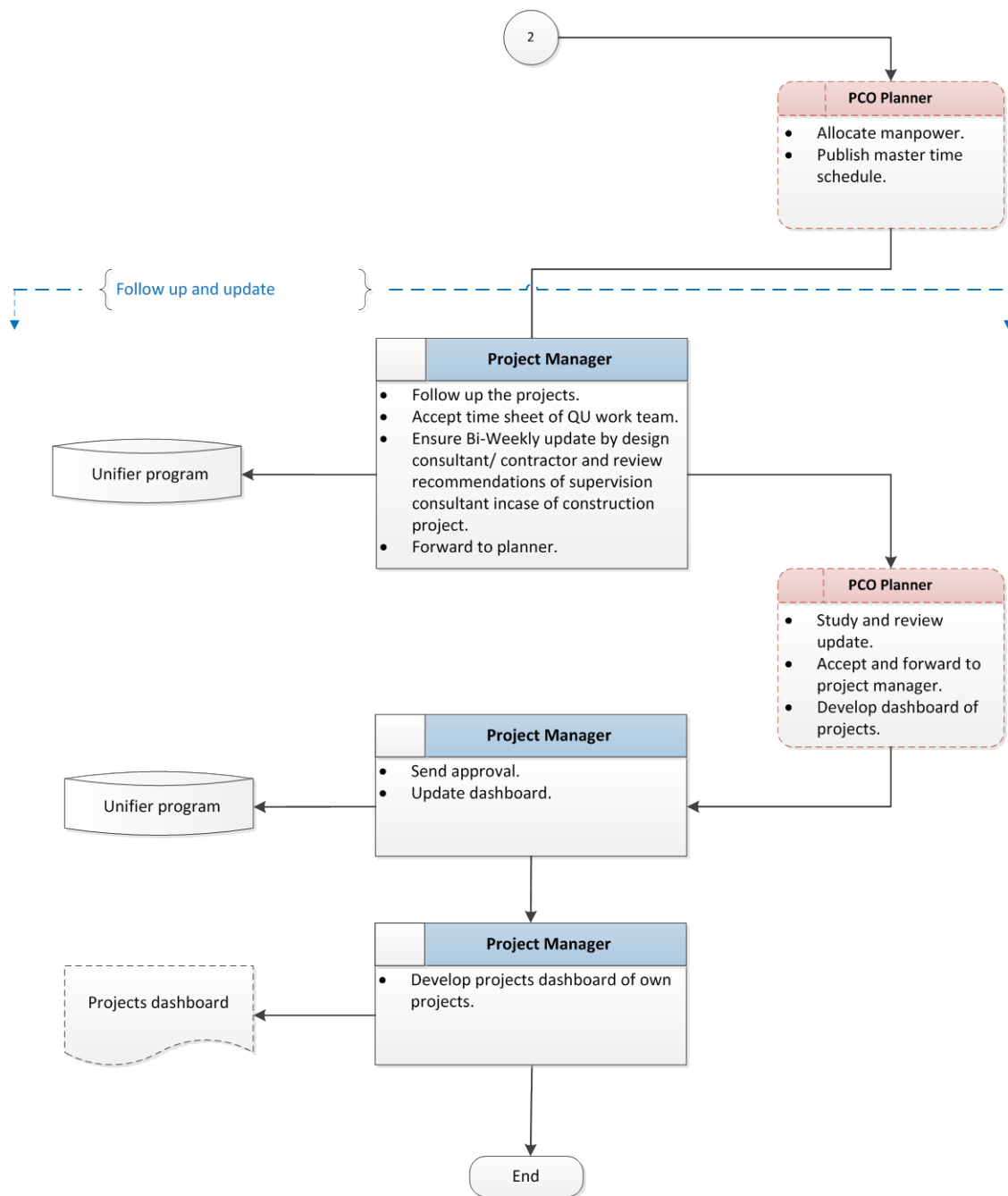


BOD-03 : Planning and Control of Projects.

- Prepare, update follow up and manage the time schedule and manpower of the tender phase projects/facilities/ and services.
- Prepare, study, review, and approve all the master programs of projects/facilities/services and their relevant revisions.
- Prepare, study, review and approve all update programs of the projects/facilities/services.
- Prepare and manage the BOD manpower and budget for all the projects/facilities/services at the corporate level through relevant plans.
- Manage and update the different levels of the dashboards related to the master programs and updates.

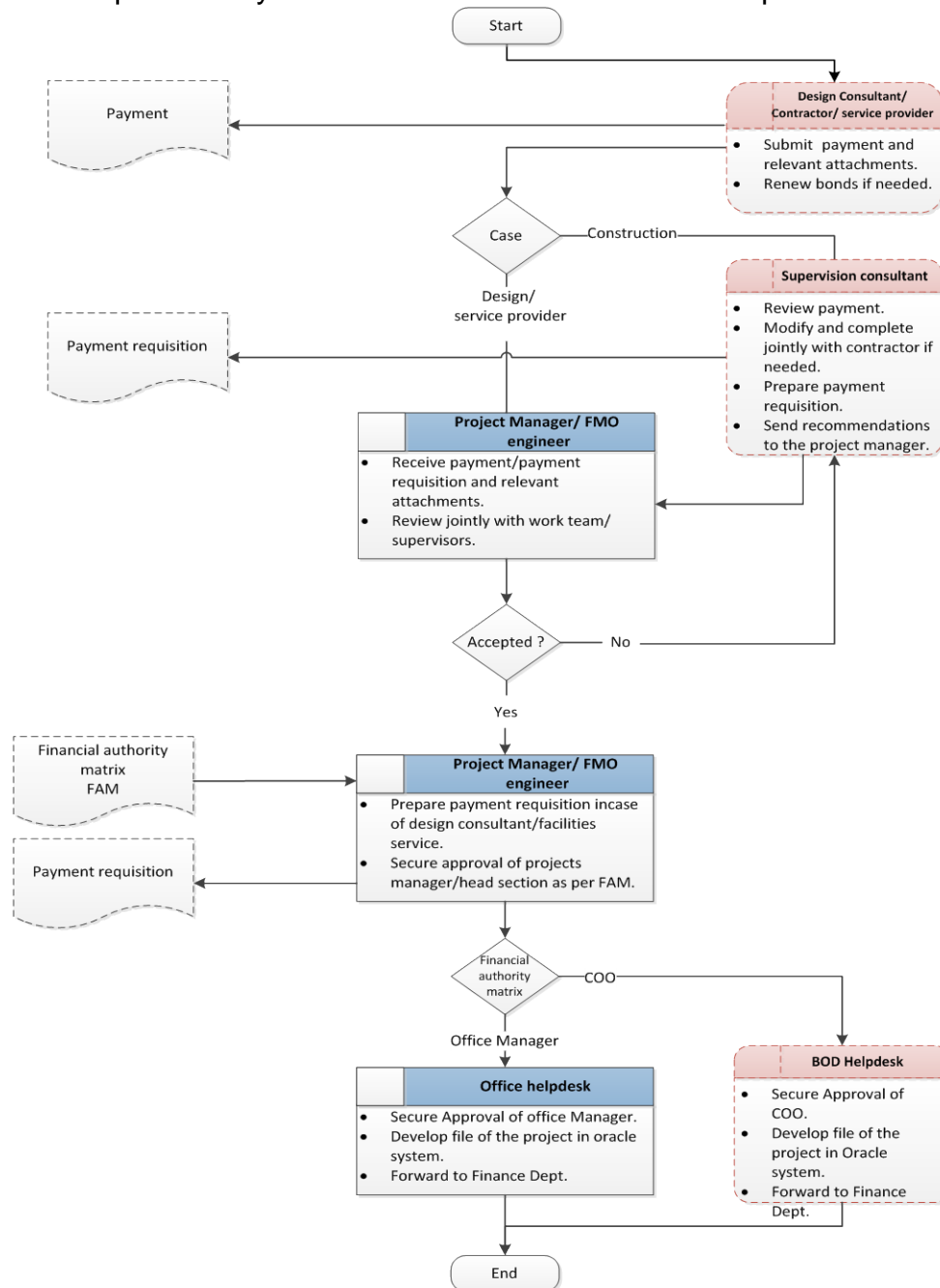






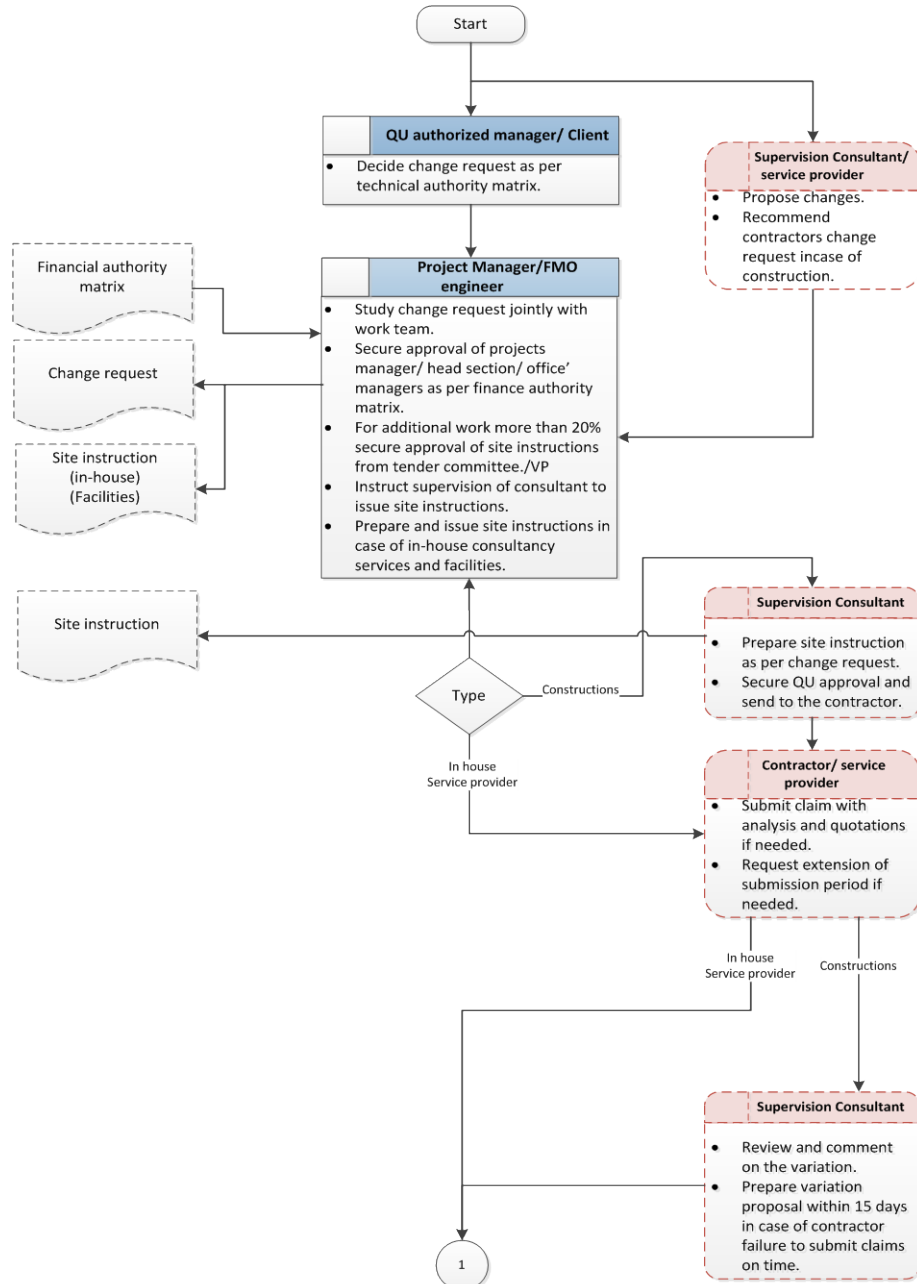
**BOD-04 : Interim /Final payment.**

- Prepare Payments for the projects/facilities/services.
- Review, study payments and prepare payment requisitions.
- Review and approve payment requisitions as per financial authority matrix.
- Develop Oracle system and forward to the financial department.

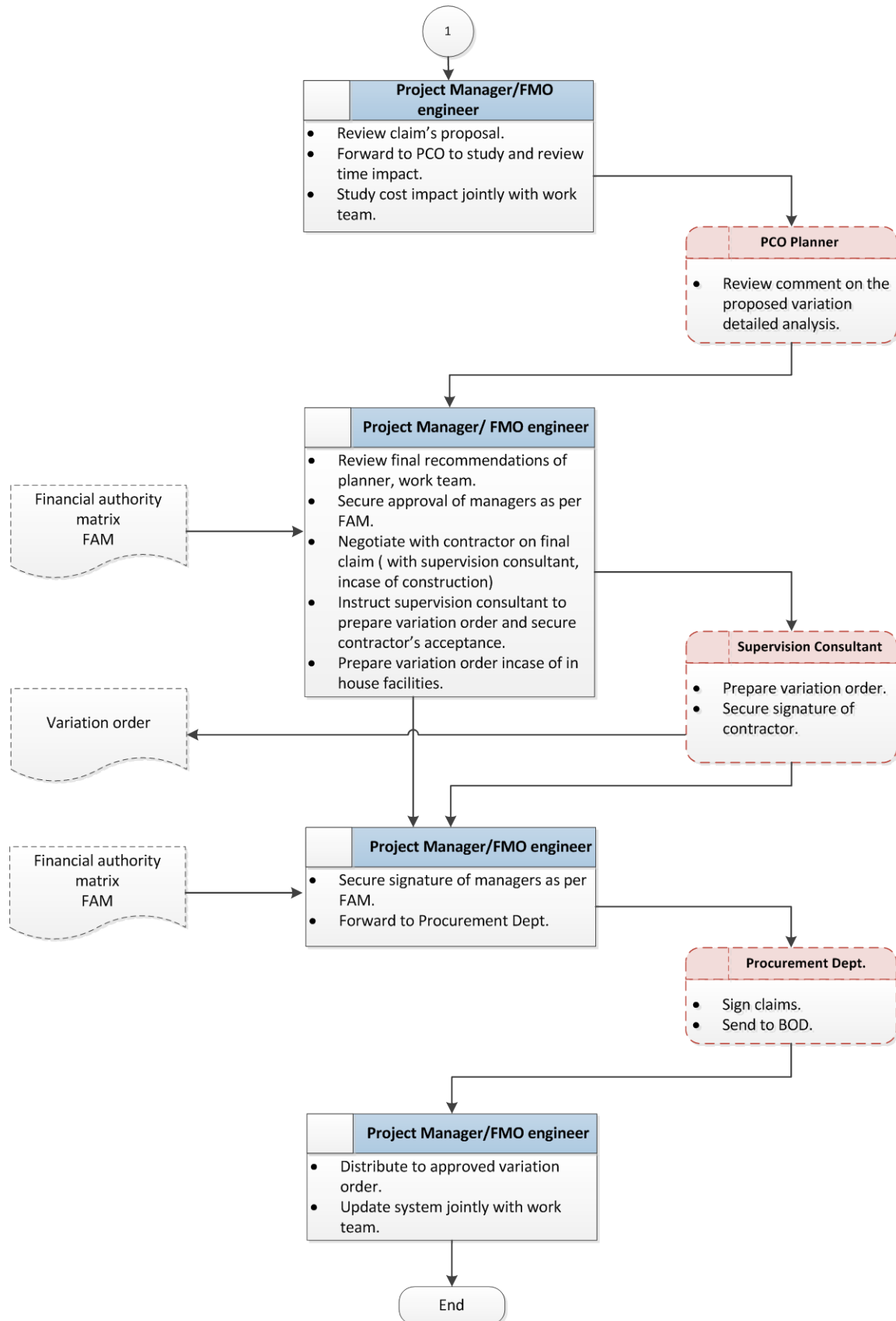


## BOD-05 : Change management and variation order.

- Initiate the change request as authorized for the statuses of the projects/facilities.
- Study change request and issue official site instruction if needed.
- Prepare, submit and review claim of the variation.
- Study impacts, negotiate and recommend the claim.
- Approve, sign the claim as per the authority matrix, distribute and update the system.

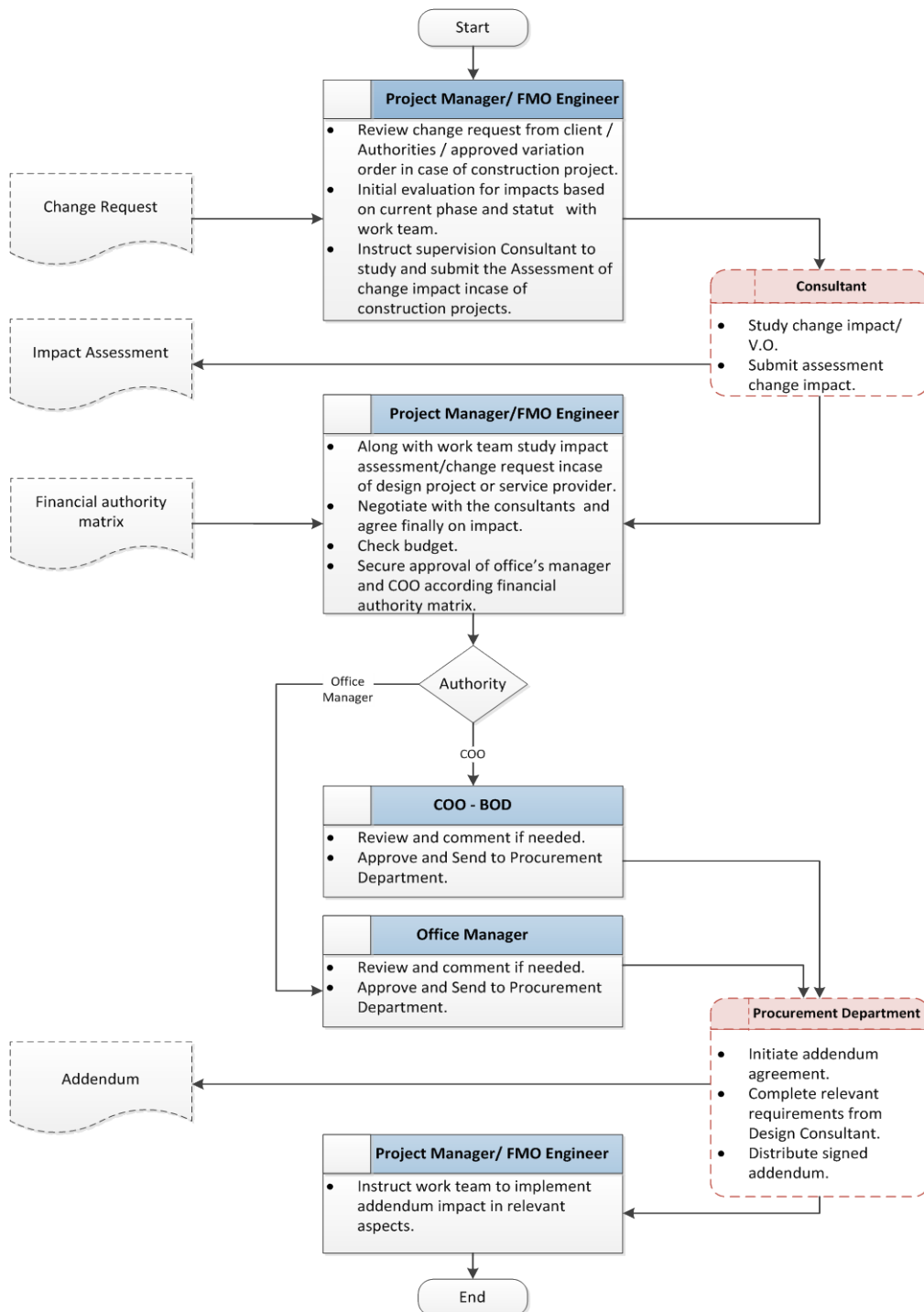






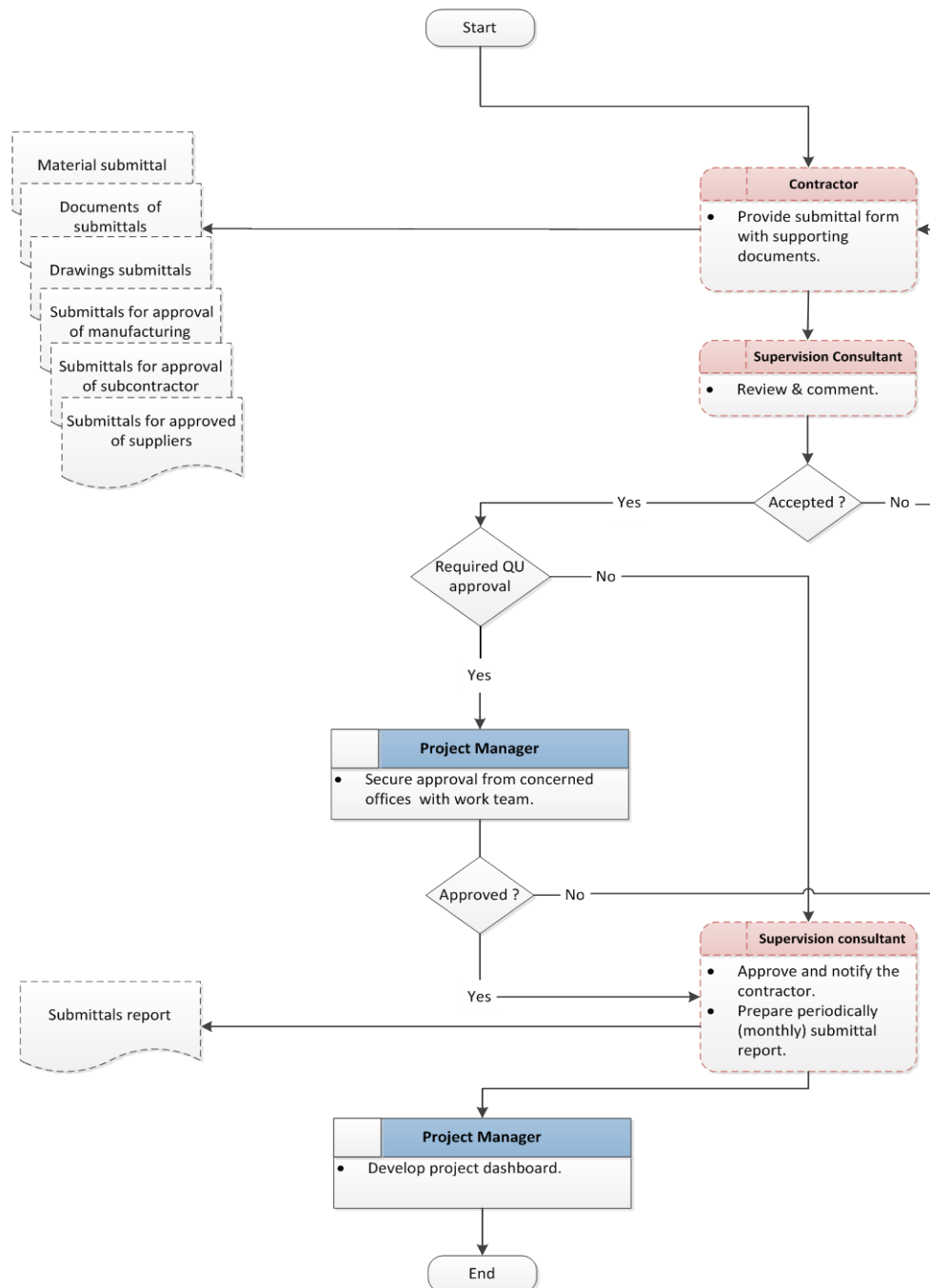
## BOD-06 : Addenda and Claims.

- Initiate claims and prepare an assessment of the impact of change in case of the construction projects.
- Study, review and approve claims as per the authority matrix.
- Sign and issue the addendum of the claim.



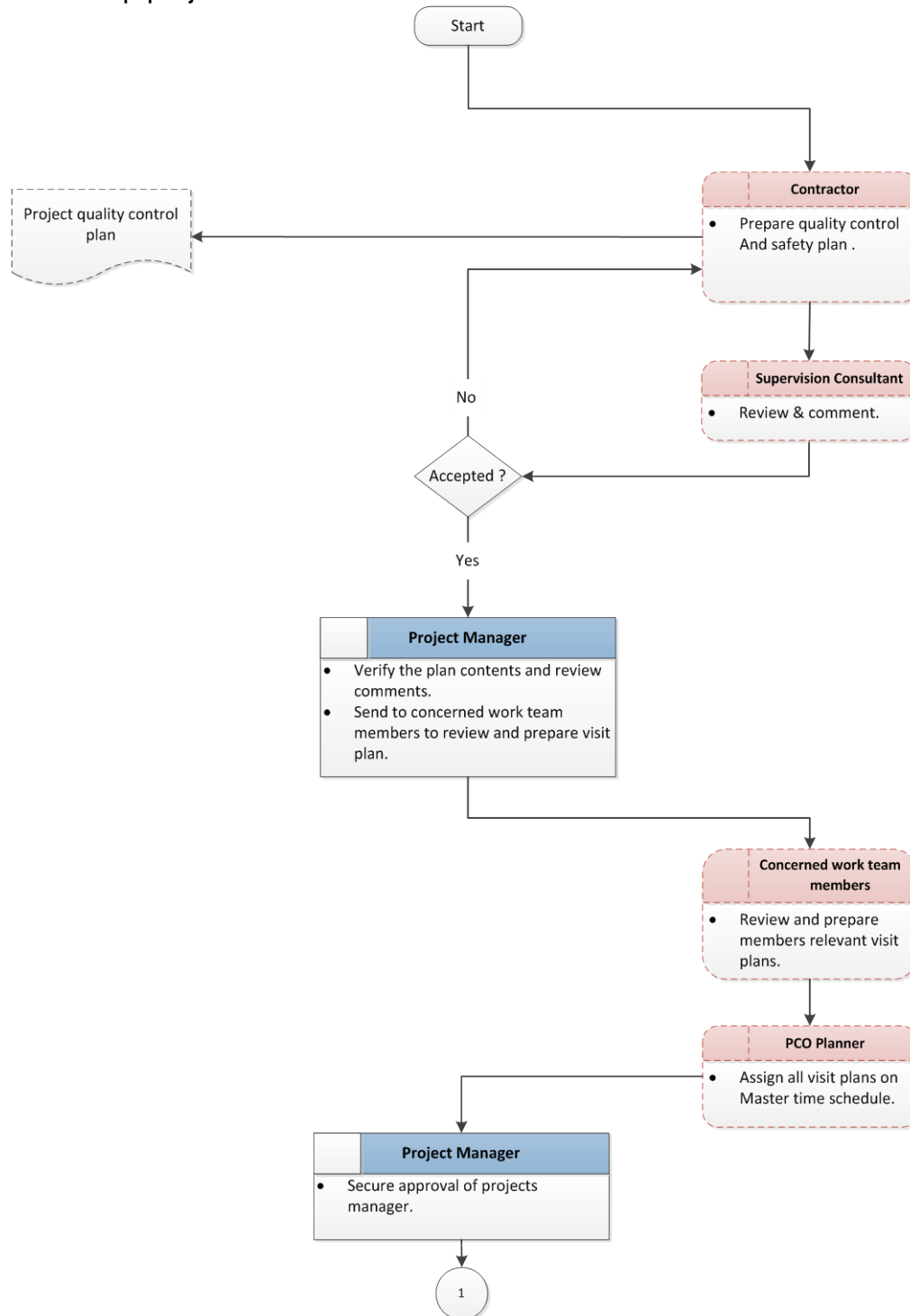
**BOD-07 : Managing Submittals.**

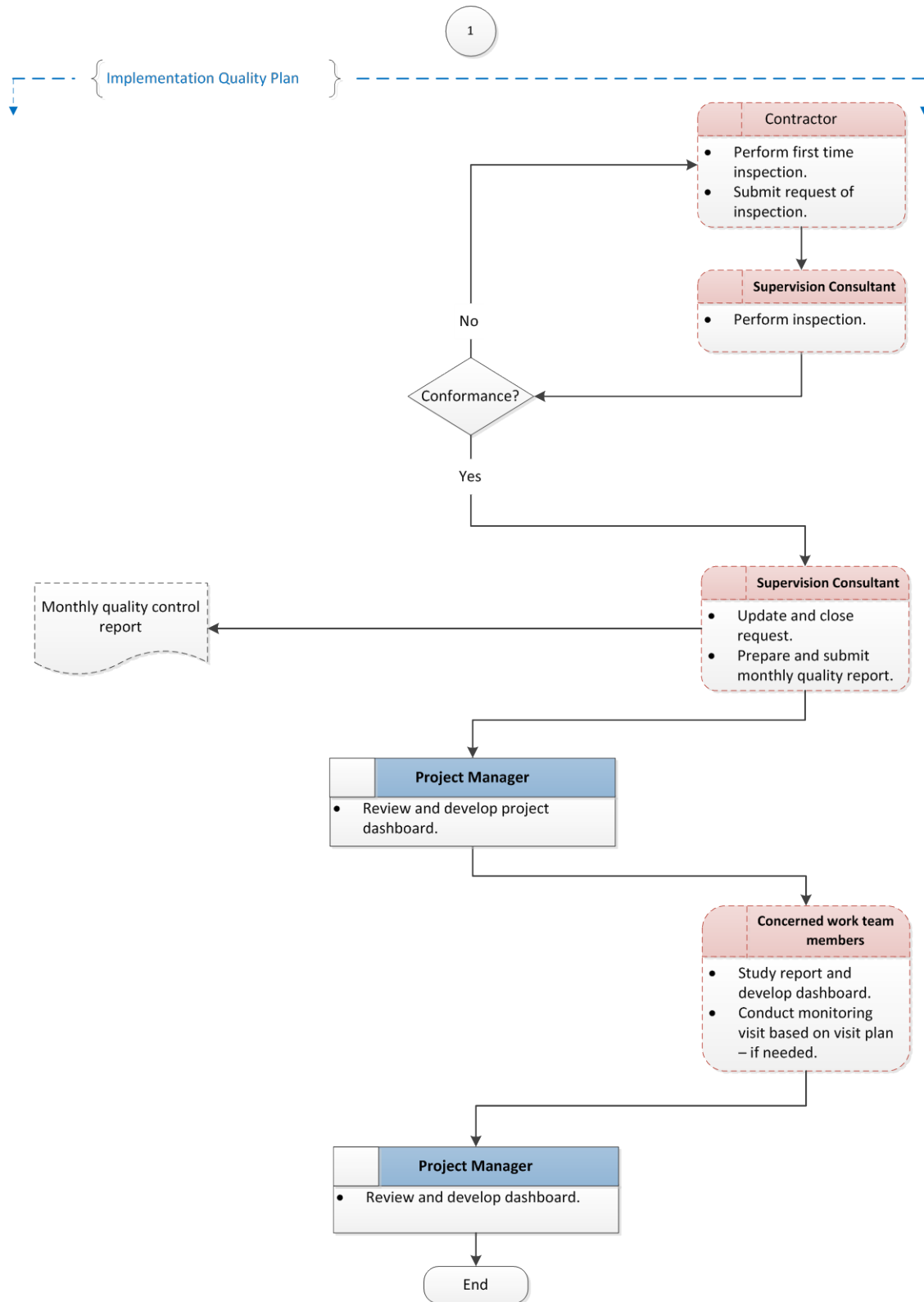
- Prepare and submit submittal form.
- Study, review, approve and comment in case of QU approval.
- QU review and approval.
- Develop relevant dashboards.



**BOD-08 : Tracking Inspections and Quality Control for Construction Project.**

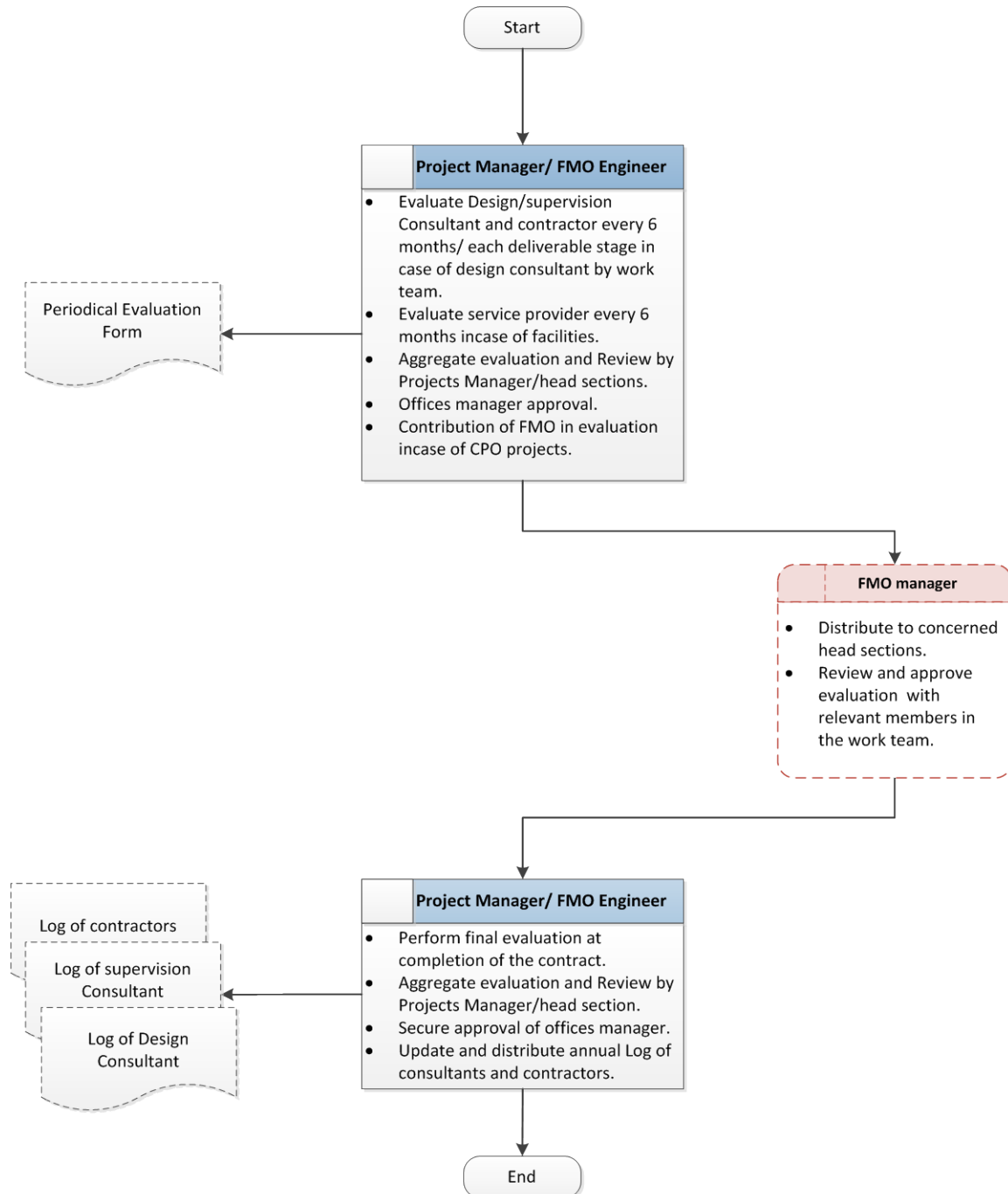
- Prepare, review and accept project quality control plan.
- Prepare follow up visit plan.
- Perform inspections and submit periodical quality reports.
- Develop project dashboards.





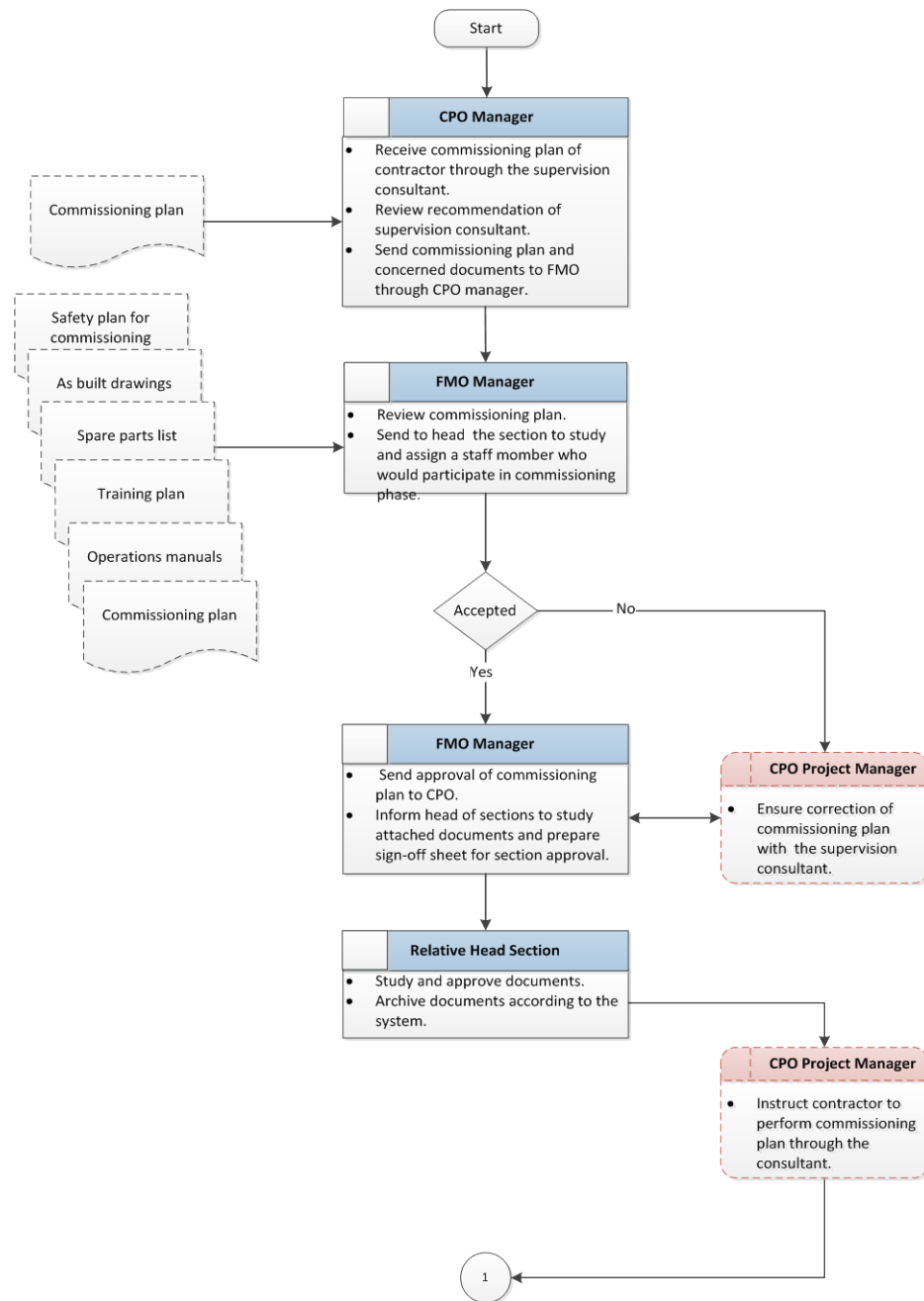
BOD-09 : Periodical Evaluation.

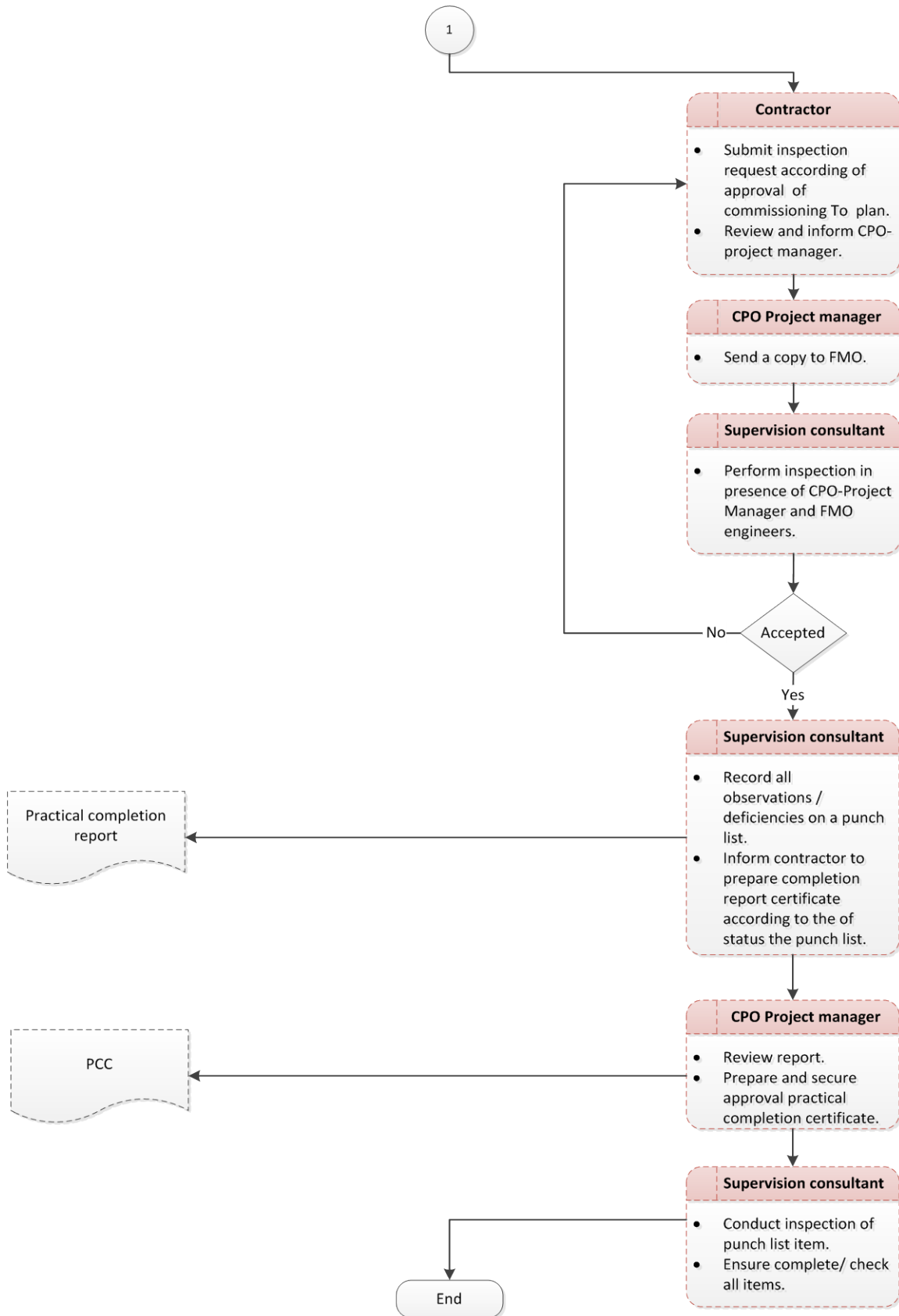
- Prepare logs for different external parties.
- Perform periodical and final evaluation by Participating staff who deal with the external parties.
- Update logs and use in the technical evaluation process.



BOD-10 : Testing and commissioning of construction projects.

- Prepare, review and approve the commissioning plan and relevant documents.
- Perform the commissioning plan with the presence of the MO staff.
- Prepare punch list and modify the comments.
- Prepare a close-out report and issue Partial Completion Certificate PCC.

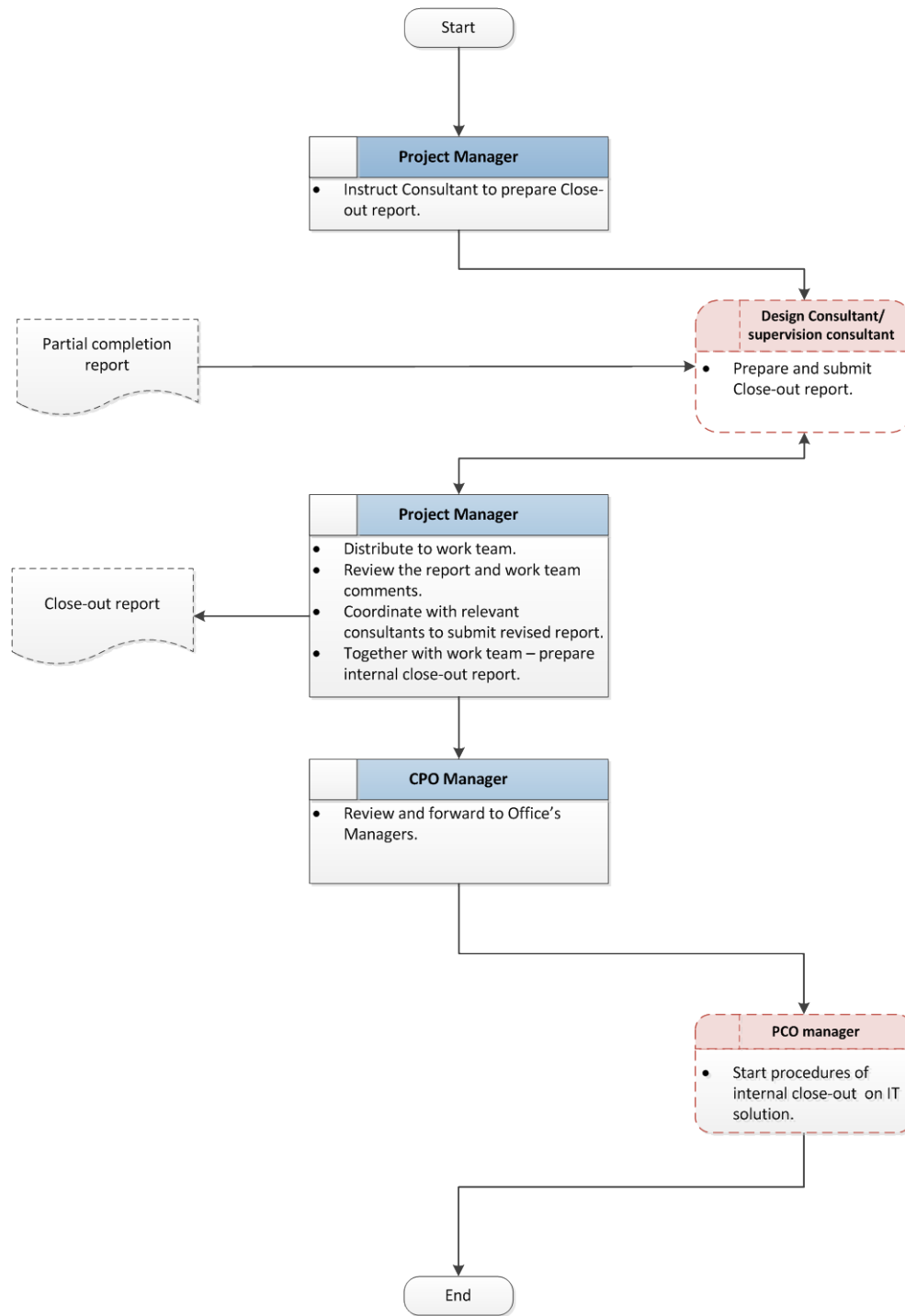






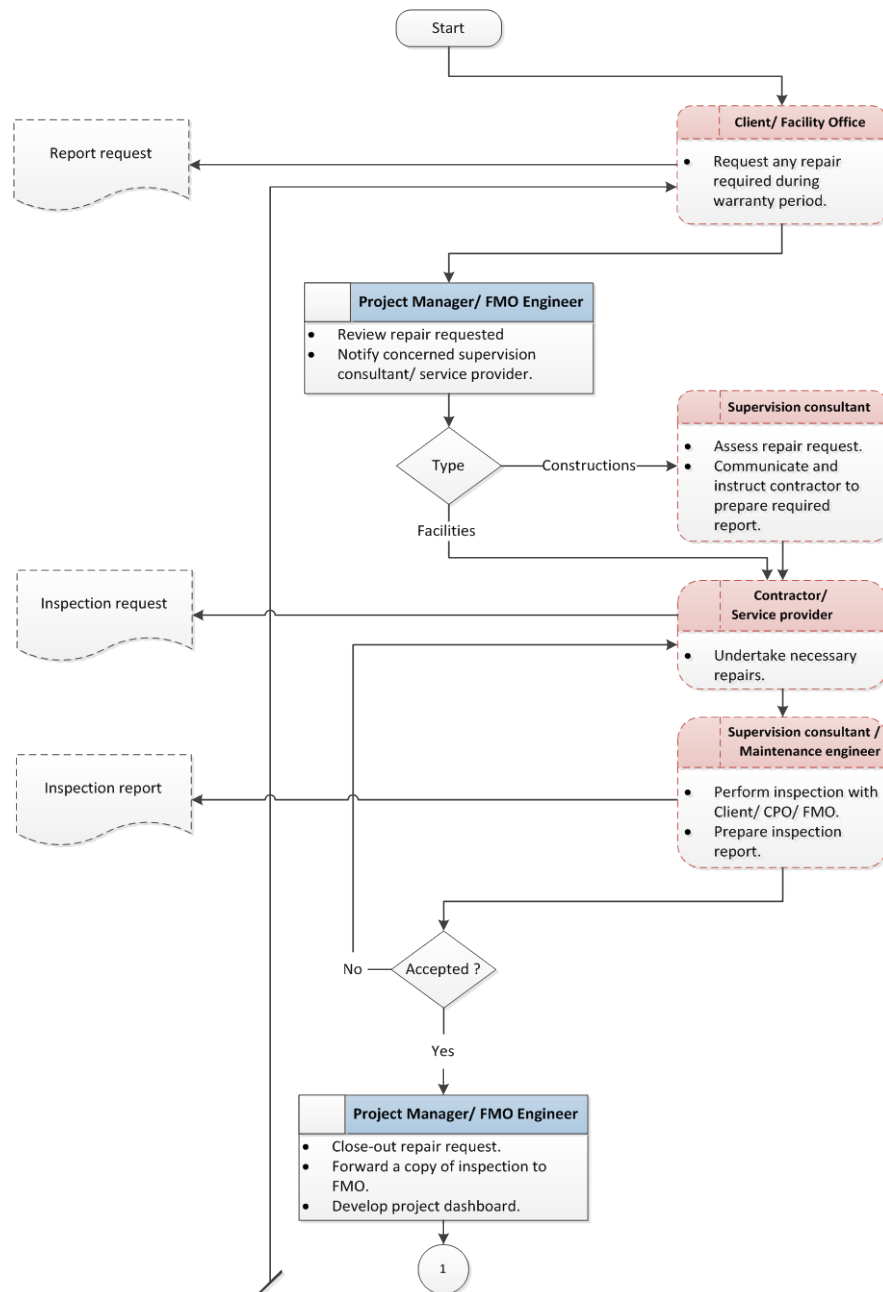
BOD-11 : Handing over the internal close out projects.

- Prepare, review and accept external close-out report.
- Prepare and accept internal close-out report.
- Implement the close-out procedures for the project files on the system.



## BOD-12 : Managing Warranty Period.

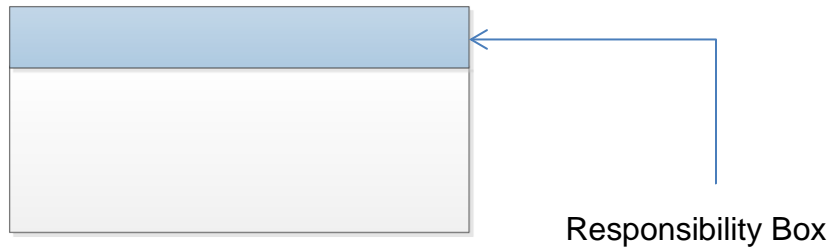
- Prepare and receive repair requests.
- Perform, inspect, approve and close-out repairs request.
- Completion of warranty period and perform final handing-over.
- Prepare and rectify final punch list.
- Handing-over final documents, issuing final payment and final completion certificate FCC.





## **1.4 Responsibilities**

Responsibilities Shown in Previous Workflow as Following:





## **Part-2**

### **Facilities Management Office (FMO): Policies**

**PL-BOD-02: Facilities Management Office (FMO): Policy**

<b>Contents:</b> <ul style="list-style-type: none"> <li>▪ Policy Description</li> <li>▪ Who Should Know This Policy</li> <li>▪ Policy Sections</li> </ul>	<b>Version Number: 01</b>
	<b>Effective Date:</b>
	<b>Reviewed by EMC on: --/--/----</b>
	<b>Approved by the President on: --/--/--- -</b>

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**Policy Description**

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The purpose of this policy is to regulate processes of handing-over major projects, operations and maintenance facilities of campus by outsourcing parties or using in-house crews, as well as manage maintenance plans, resolve complaints, process close-outs and get ultimate user satisfaction.

The policy aims to regulate the process of renovating and maintaining the existing assets in a manner that effectively guarantees high standard qualities and economize on costs.

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**Who Should Know This Policy**

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- ☒ The President
- ☒ The Vice President
- ☒ The Associate Vice President for Facilities & IT
- ☒ The Associate Vice President of Administration
- ☐ The Legal Advisor
- ☐ The Dean
- ☒ The Director/ Department Head
- ☐ The Faculty member
- ☐ The Accounting/ Finance Personnel
- ☐ The Student
- ☒ All Employees

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## 1.1 Definition

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It is the policy of Facilities Management Office (CPO) to manage the implementation of maintenance activities through plans or work orders.

Sections of MEP, civil, landscape and environmental safety would participate in managing QU assets and operations throughout the campus, faculty, staff and students through the achievement of preventative and correctives maintenance, facilities planning and development, as well as campus up-keeping. Quality service is provided by both QU staff and contracted suppliers; many services are maintained on a 24-hour basis.

Moreover, FMO provides quality technical and general support for QU infrastructure, facilities, academic and non academic Departments in a timely manner using internal and external specialized staff to safeguard the university assets..

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## 1.2 Policy Statements

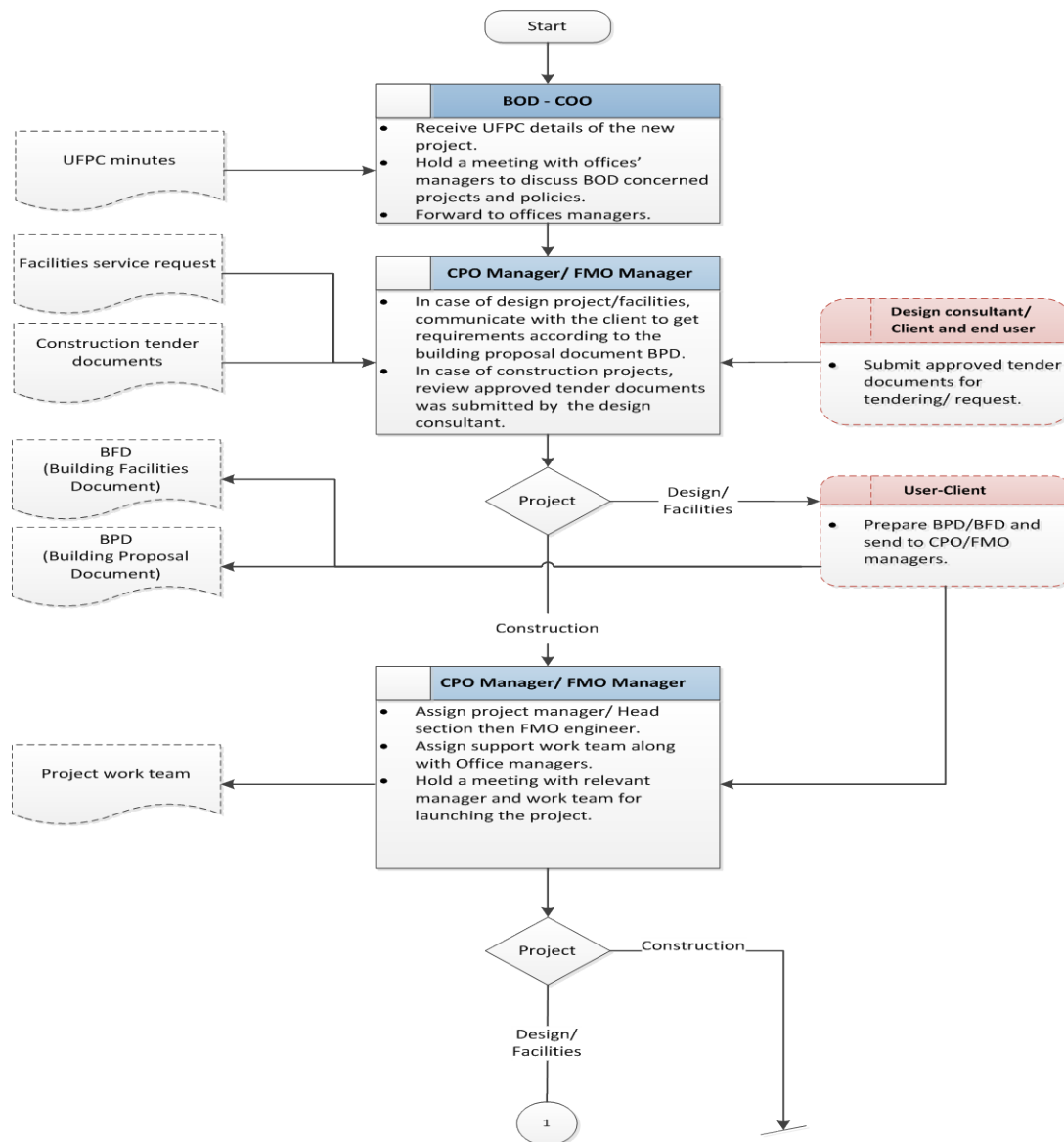
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- FMO staff would participate in establishing a project work team for support.
- Commissioning of capital projects is considered essential for transferring projects to FMO.
- Management of the warranty period of capital projects is the responsibility of the FMO staff along with the CPO project managers.
- Preparing annual maintenance plans and approved by COO .
- Using the Oracle system to finalize work order.
- Execution of plans and work orders through outsourcing contractors/in-house crews.
- Procurement outsourcing contractors is achieved through the standard process of tendering.
- Many types of contracts are implemented to cover the diversity of the maintenance required tasks.
- Petty cash and P card are used according to the financial authority matrix to facilitate maintenance activities.
- Time schedule and relevant programs are used for the management of maintenance activities.
- Close out of work orders should be achieved up to the customer's satisfaction.
- Goals of FMO depends on analyzing results of regular surveys between students and employees.

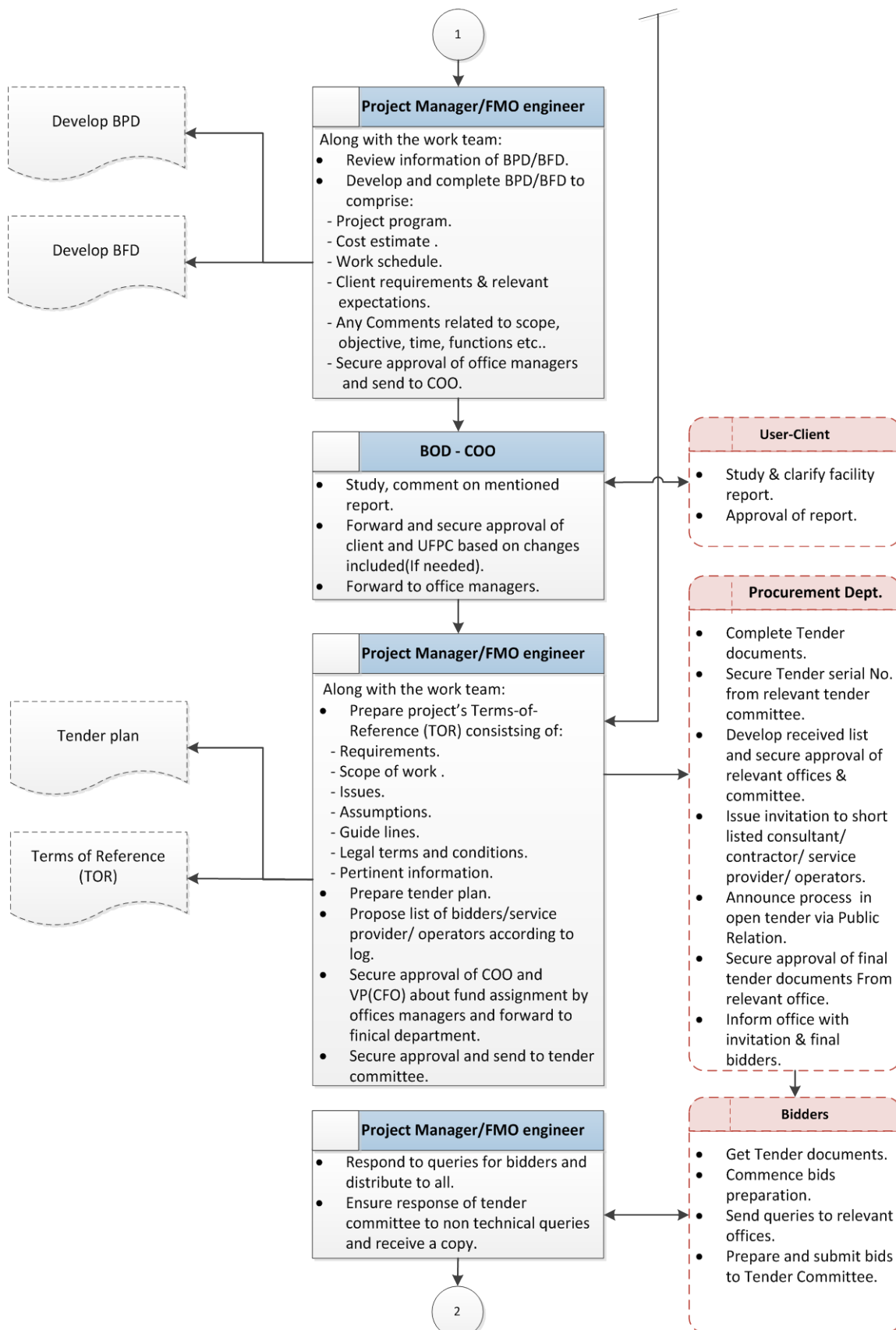
## 1.3 Procedures

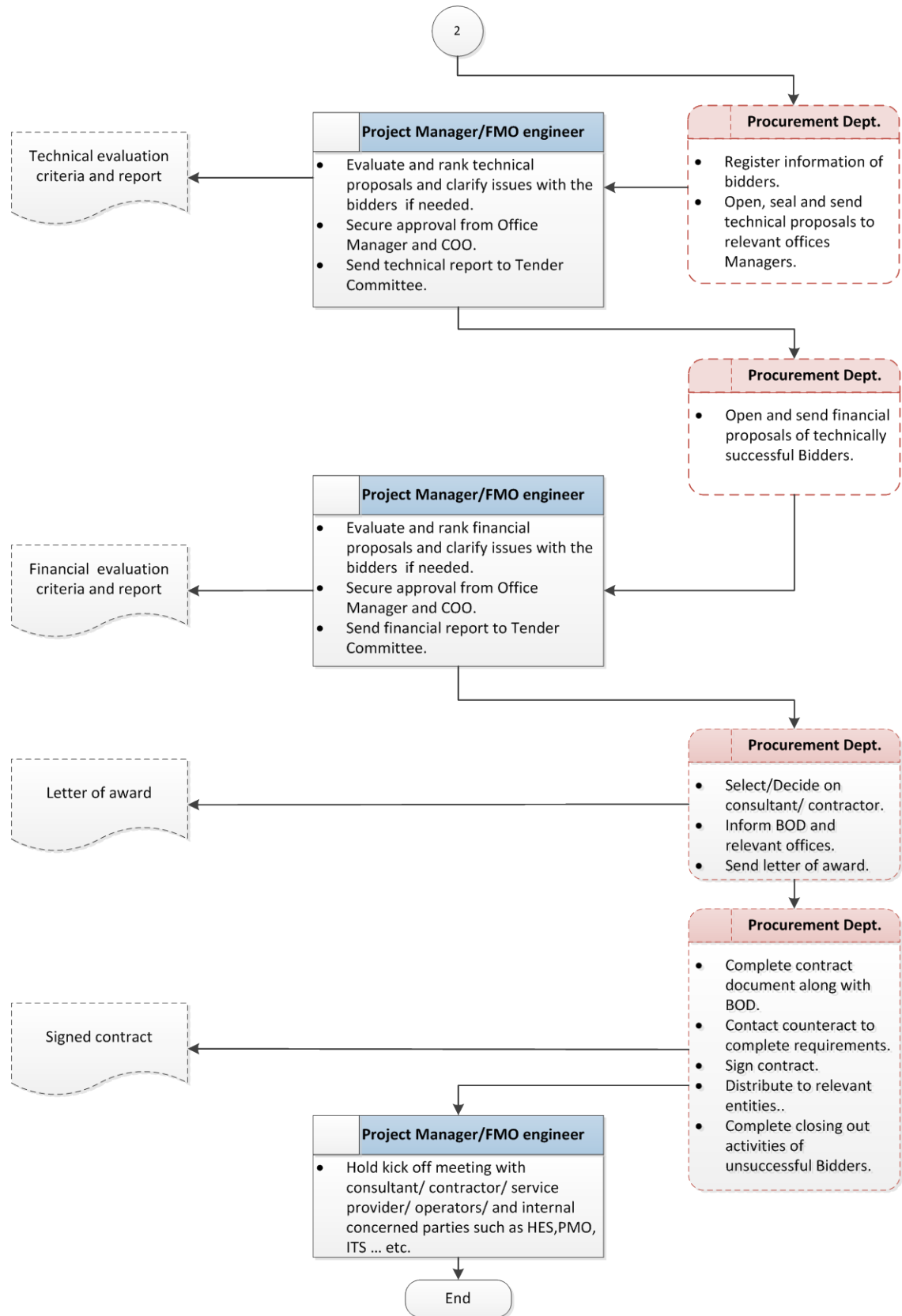
### BOD-01 : Initiating and Tendering for Projects and Facilities Services.

- Initiating the project through an authority and confirming the requirements and the scope of work with clients if needed.
- Assign a project work team, prepare a Building Proposal Document and secure acceptance of the client.
- Identify tender type, announce it, manage queries with bidders.
- Evaluate bidders technically and financially through approved rules and recommend a list of final ranking.
- Select the winner, complete the documents required, sign and distribute the contracts and launch the project.



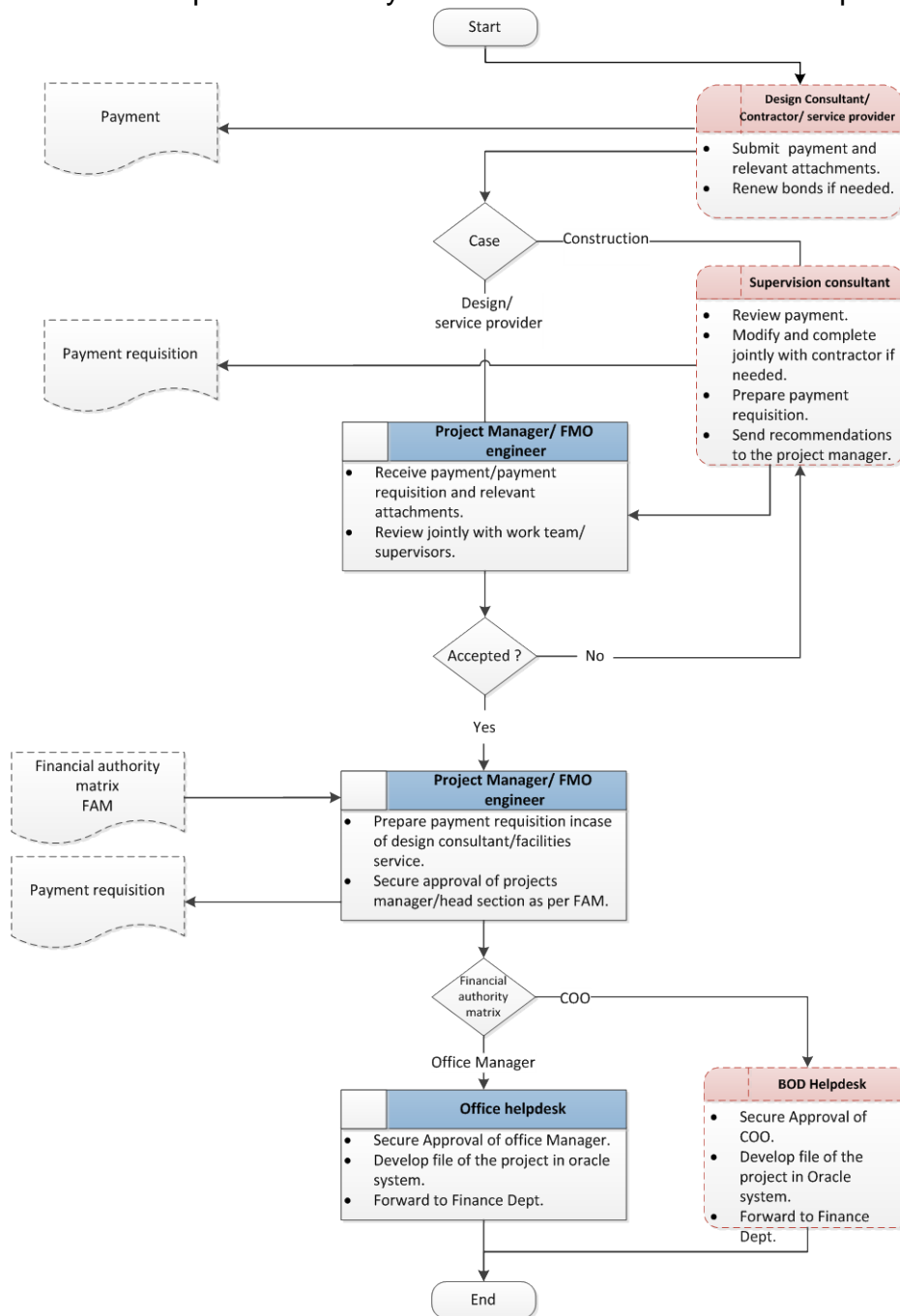




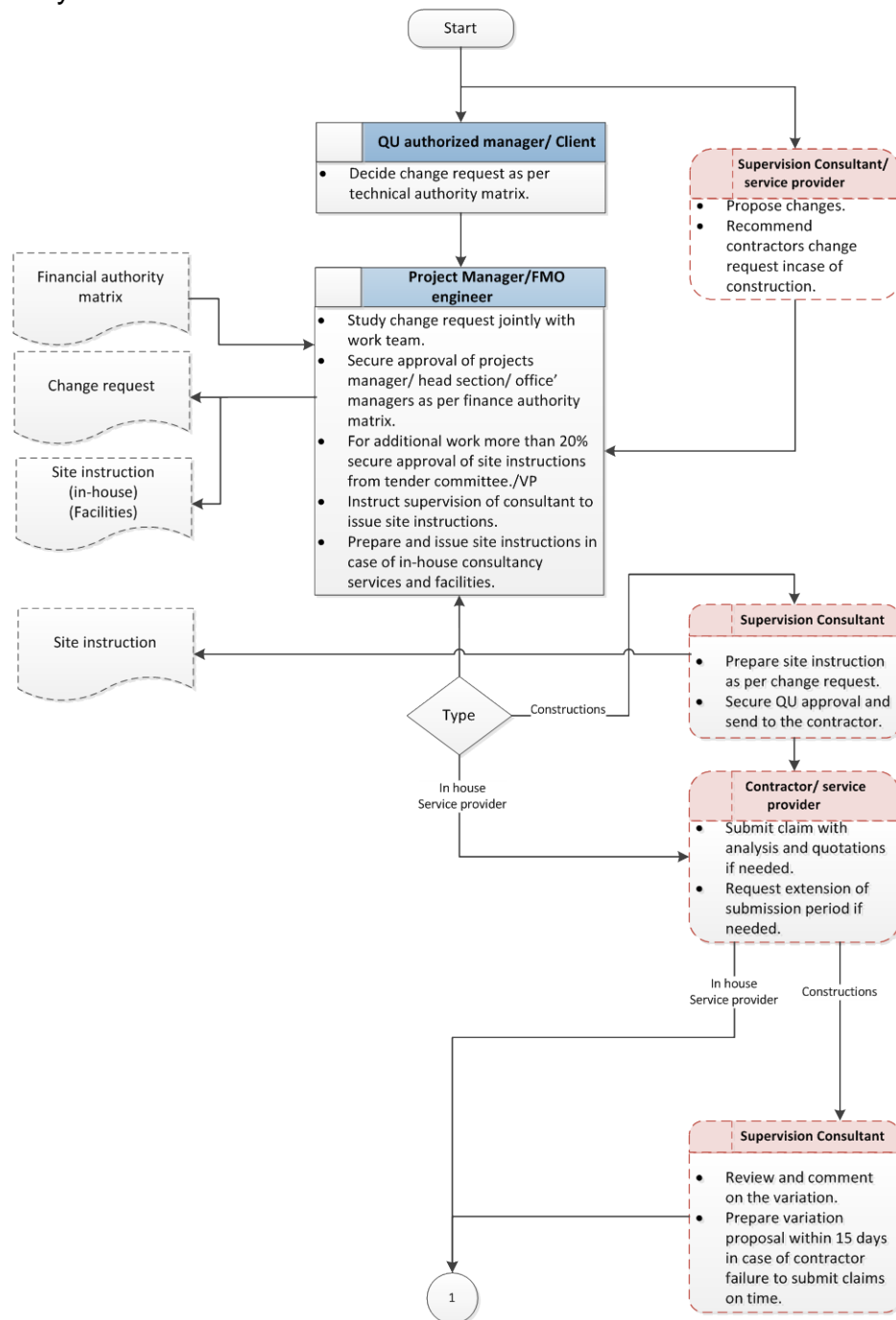


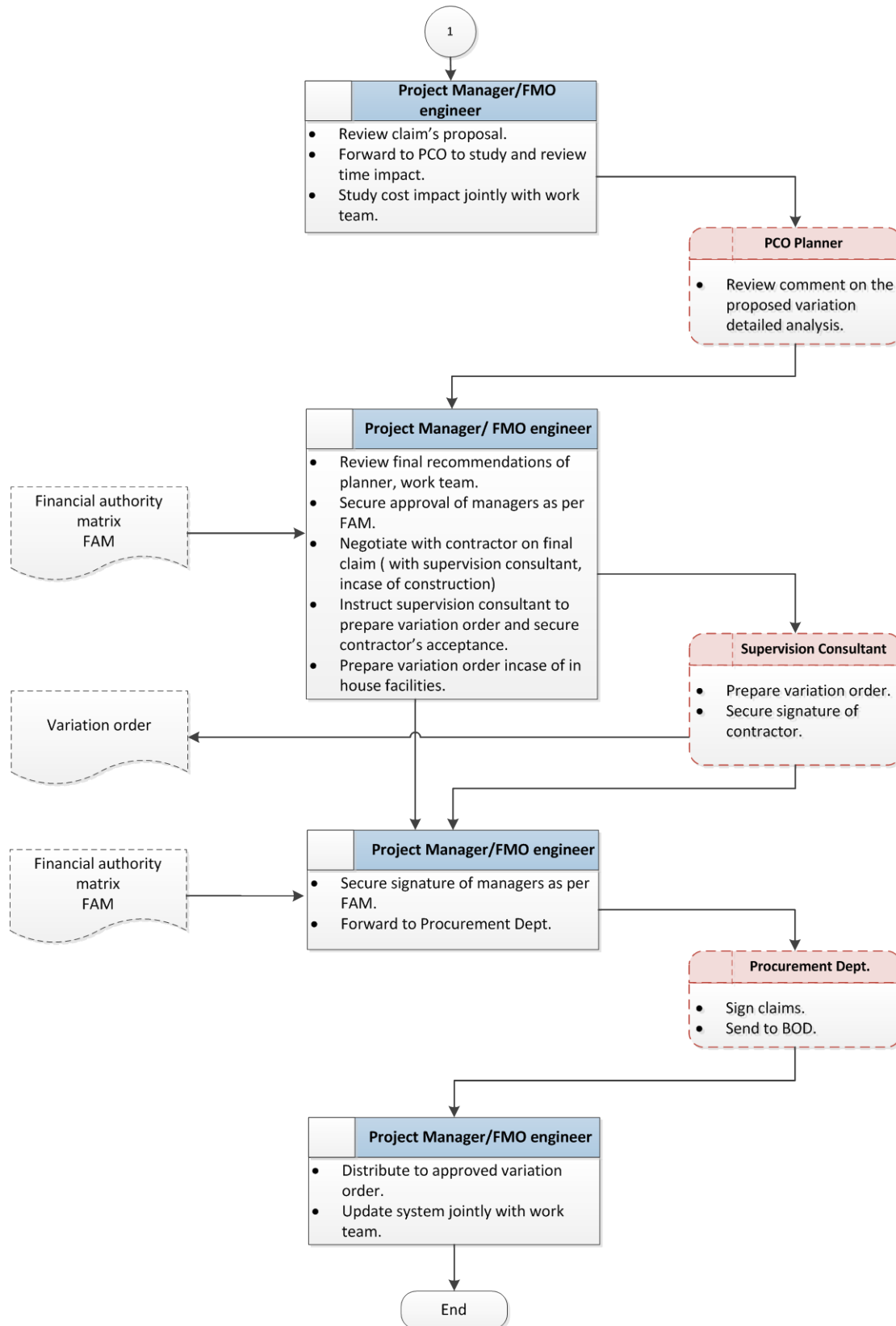
## BOD-04: Interim /Final payment..

- Prepare Payments for projects/facilities/services.
- Review, study payments and prepare payment requisitions.
- Review and approve payment requisitions as per the financial authority matrix.
- Develop the Oracle system and forward to financial department.



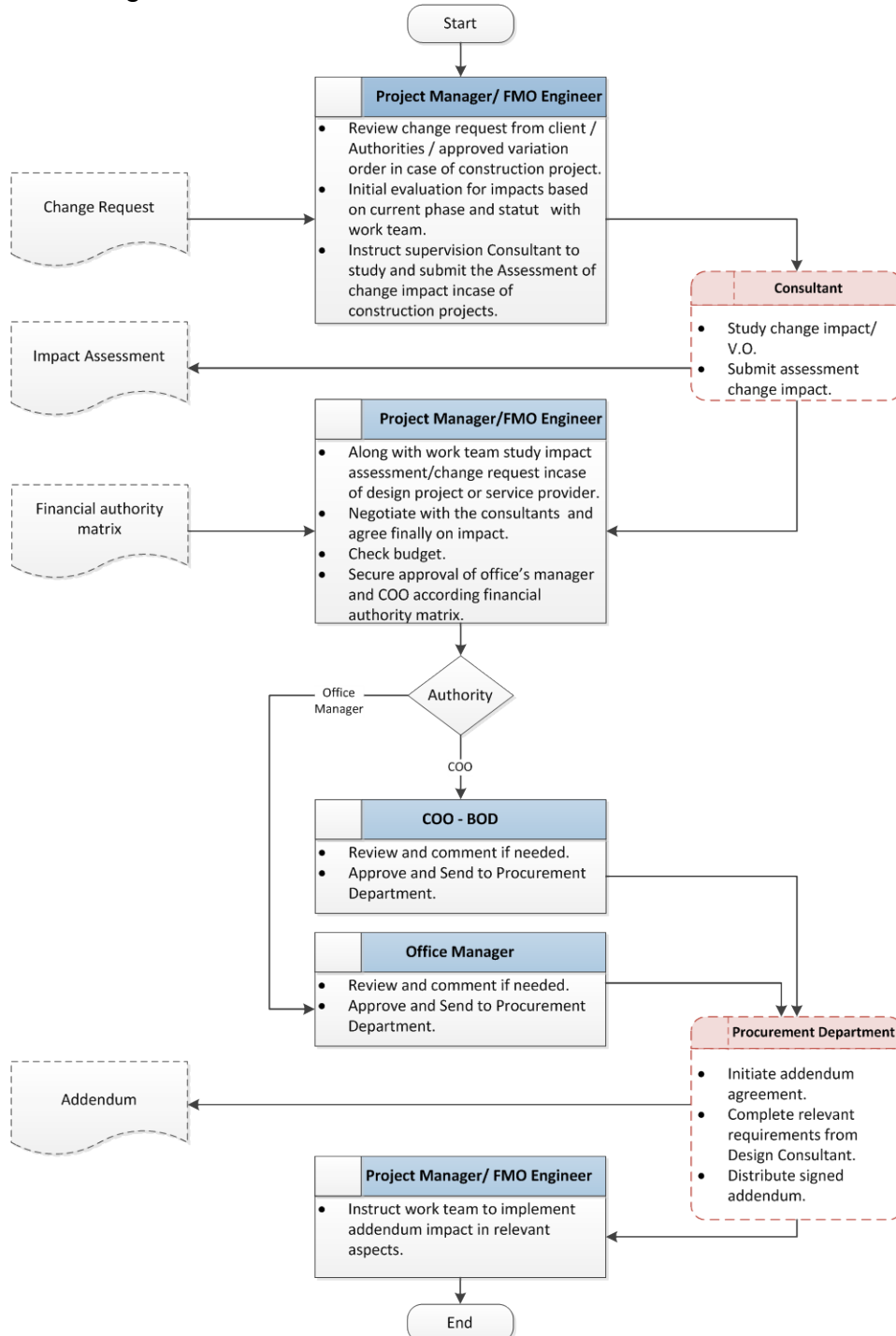
- Initiate the change request as authorized and define the status of projects/facilities.
- Study change request and issue official site instruction if needed.
- Prepare, submit and review claim of the variation.
- Study impacts, negotiate and recommend the claim.
- Approve, sign the claim as per the authority matrix, distribute and update the system.





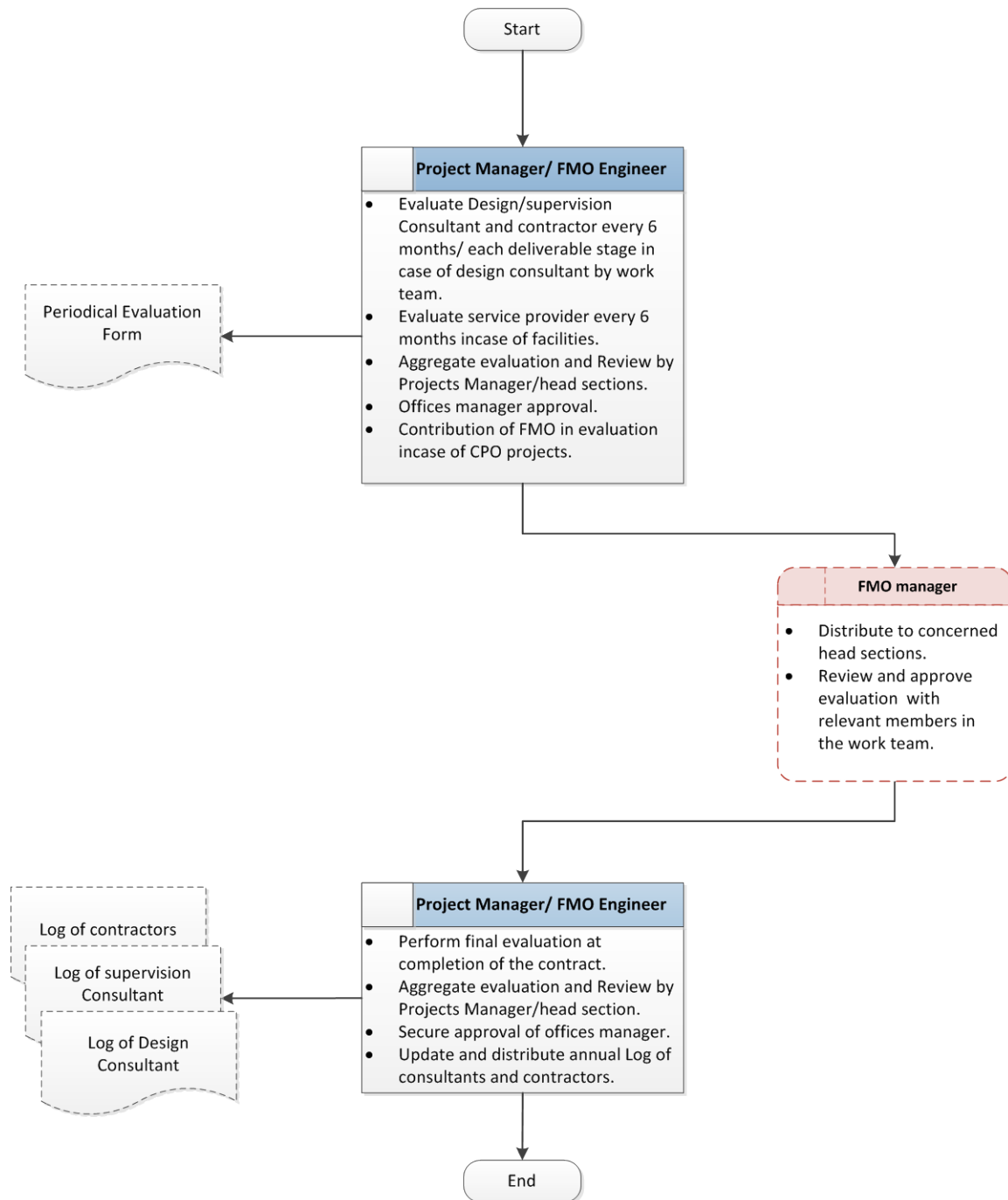
## BOD-06 : Addenda and Claims.

- Initiate claims and prepare assessment of change impact in case of construction projects.
- Study, review and approve claims as per the authority matrix.
- Sign and issue the addendum of the claim.



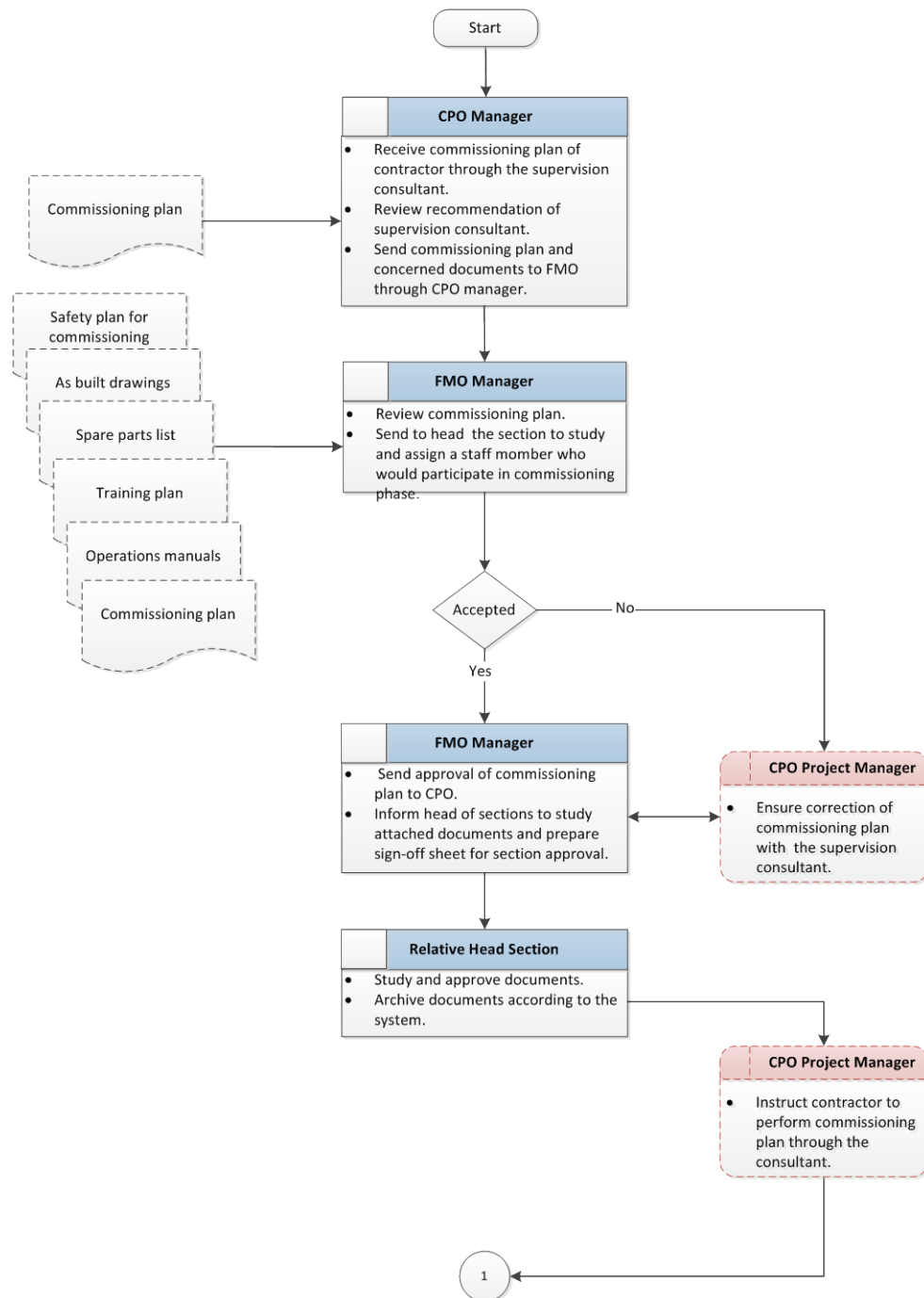
## BOD-09 : Periodical Evaluation.

- Prepare logs for different external parties.
- Perform periodical and final evaluation by Participating staff who deal with the external parties.
- Update logs and use in the technical evaluation process.

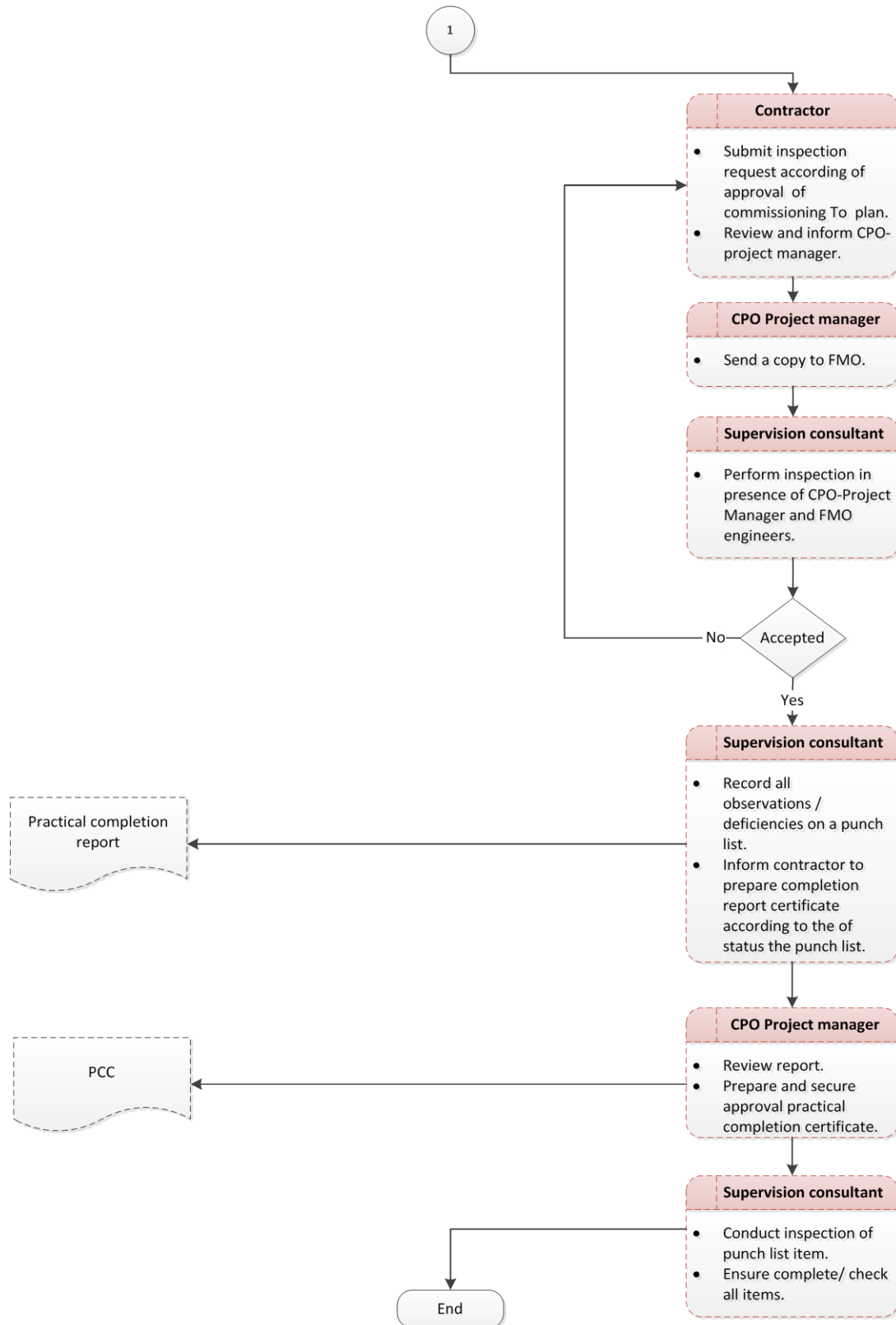


## BOD-10 : Testing and commissioning construction projects.

- Prepare, review and approve commissioning plan and relevant documents.
- Perform the commissioning plan in presence of FMO staff.
- Prepare a punch list and check the comments.
- Prepare close-out report and issue Partial Completion Certificate PCC.

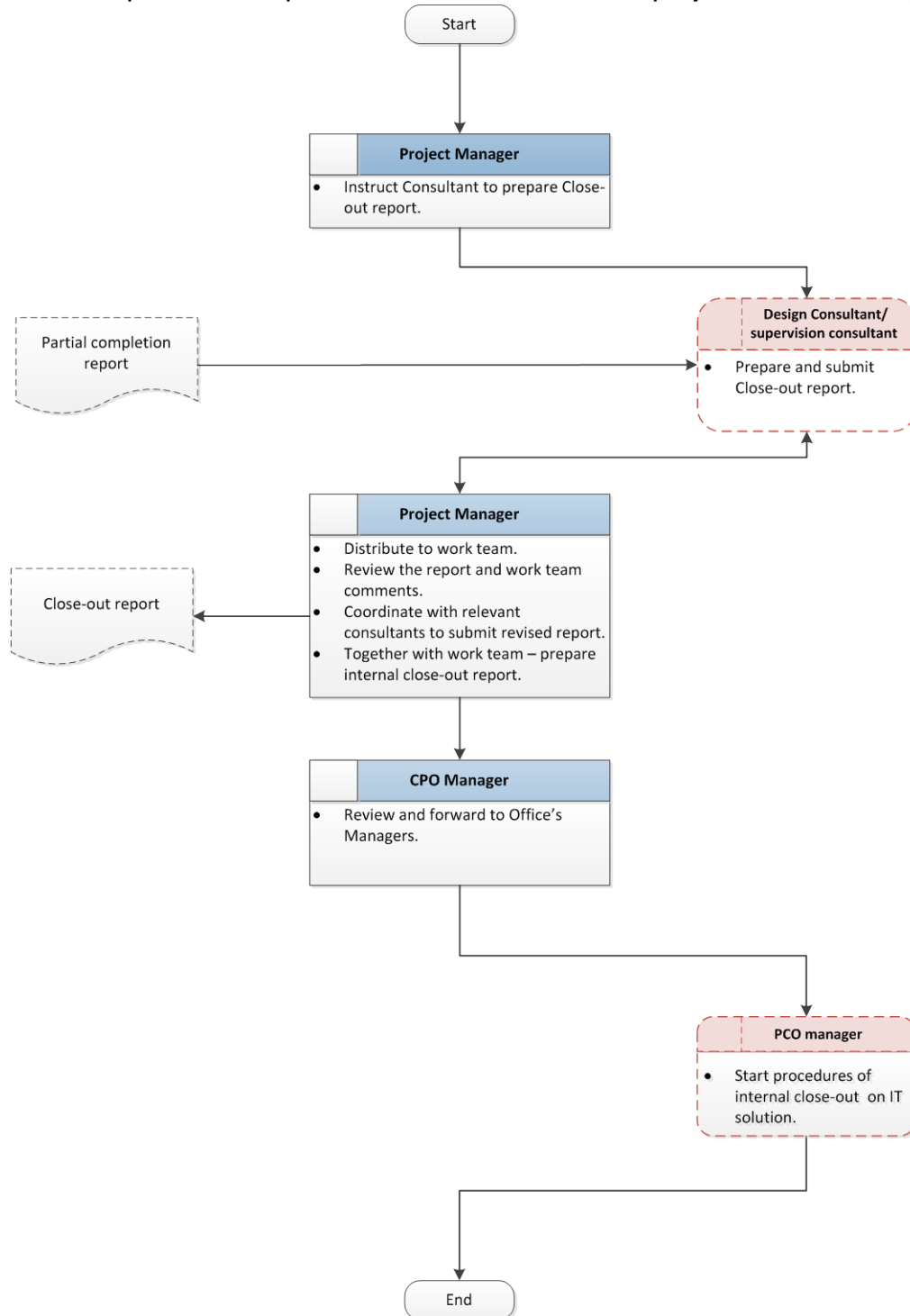






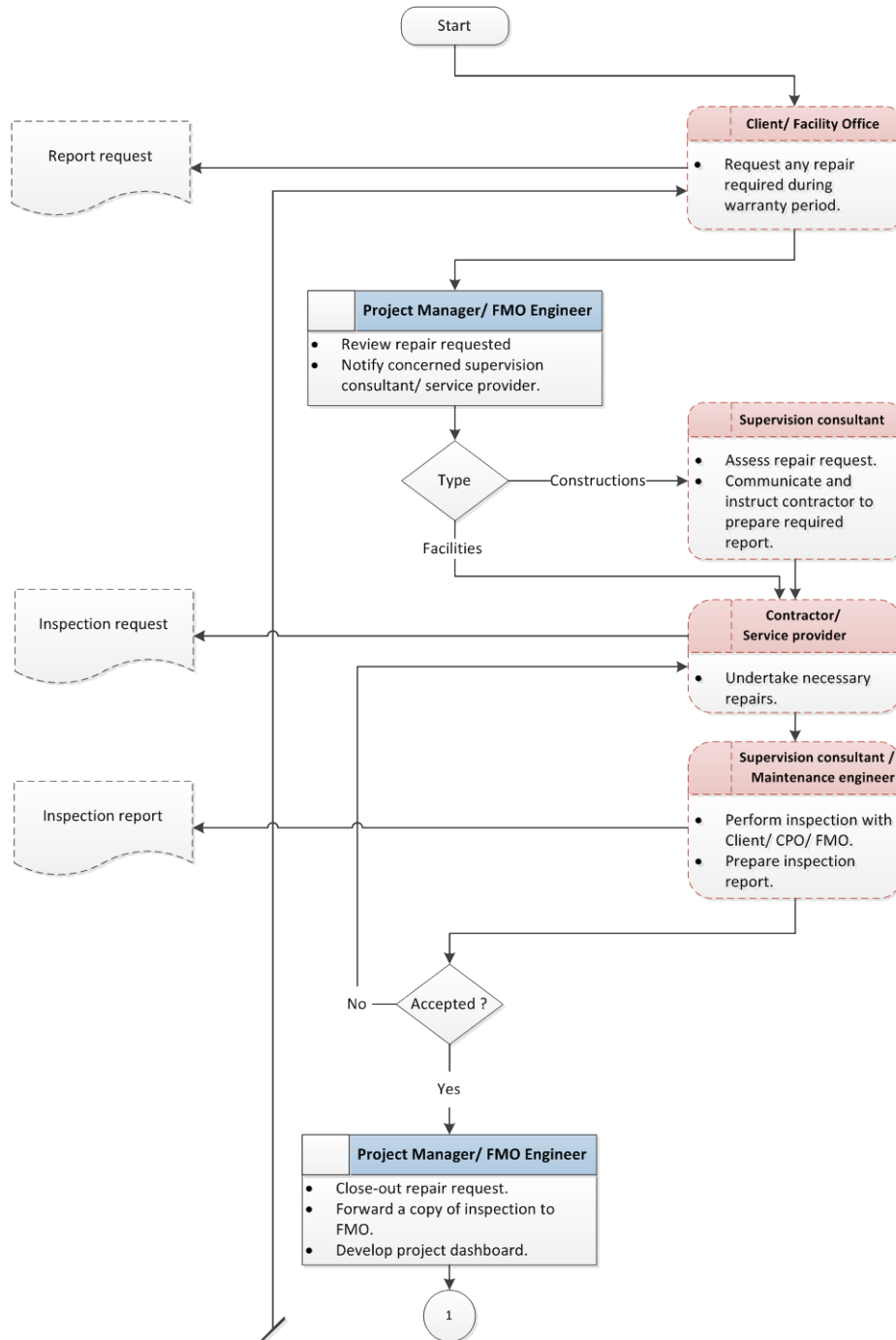
## BOD-11 : Handing over internal close out projects.

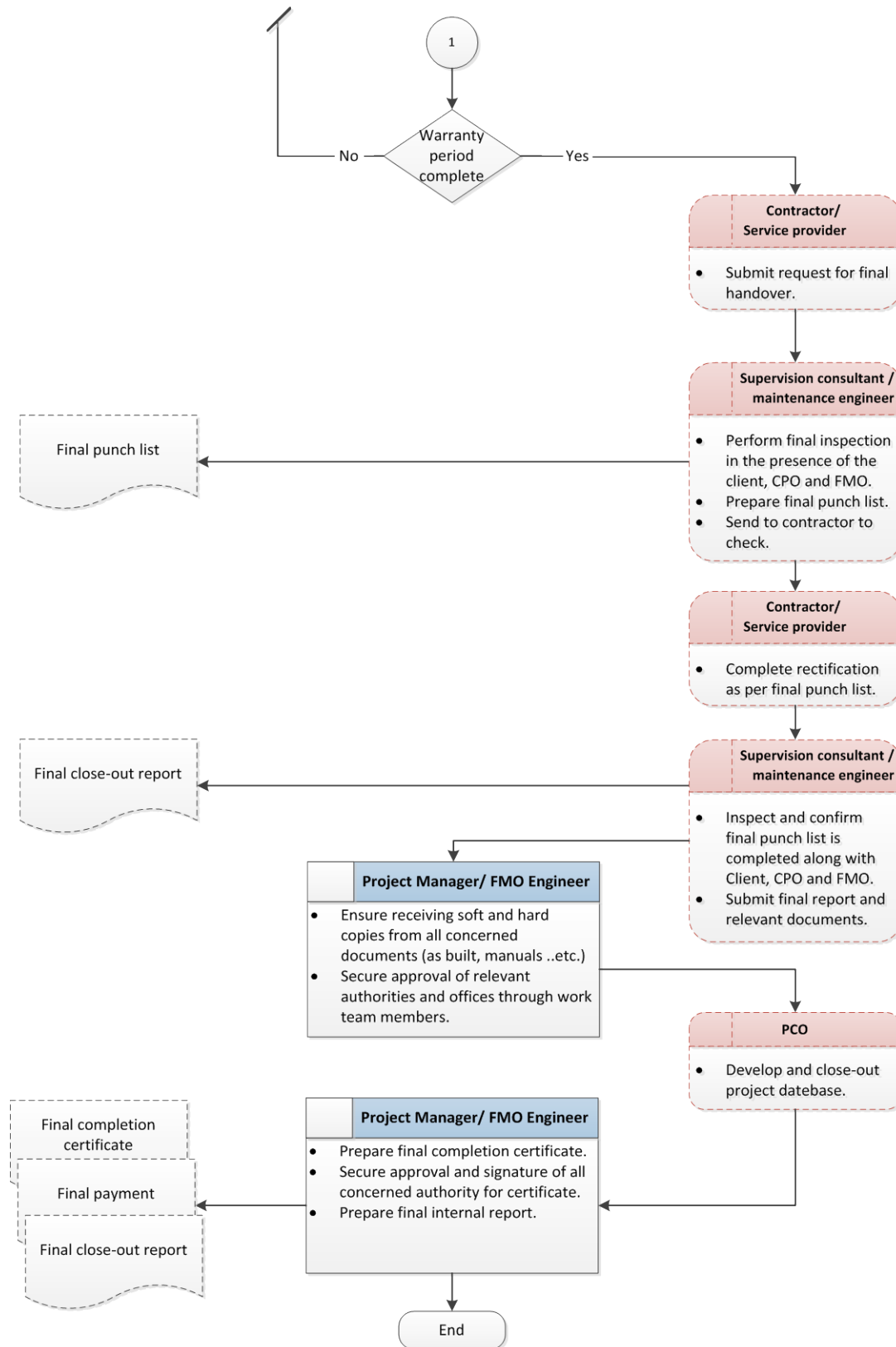
- Prepare, review and accept external close-out report.
- Prepare and accept internal close-out report.
- Implement the procedures close-out for the project files on the system.



## BOD-12 : Managing Warranty Period.

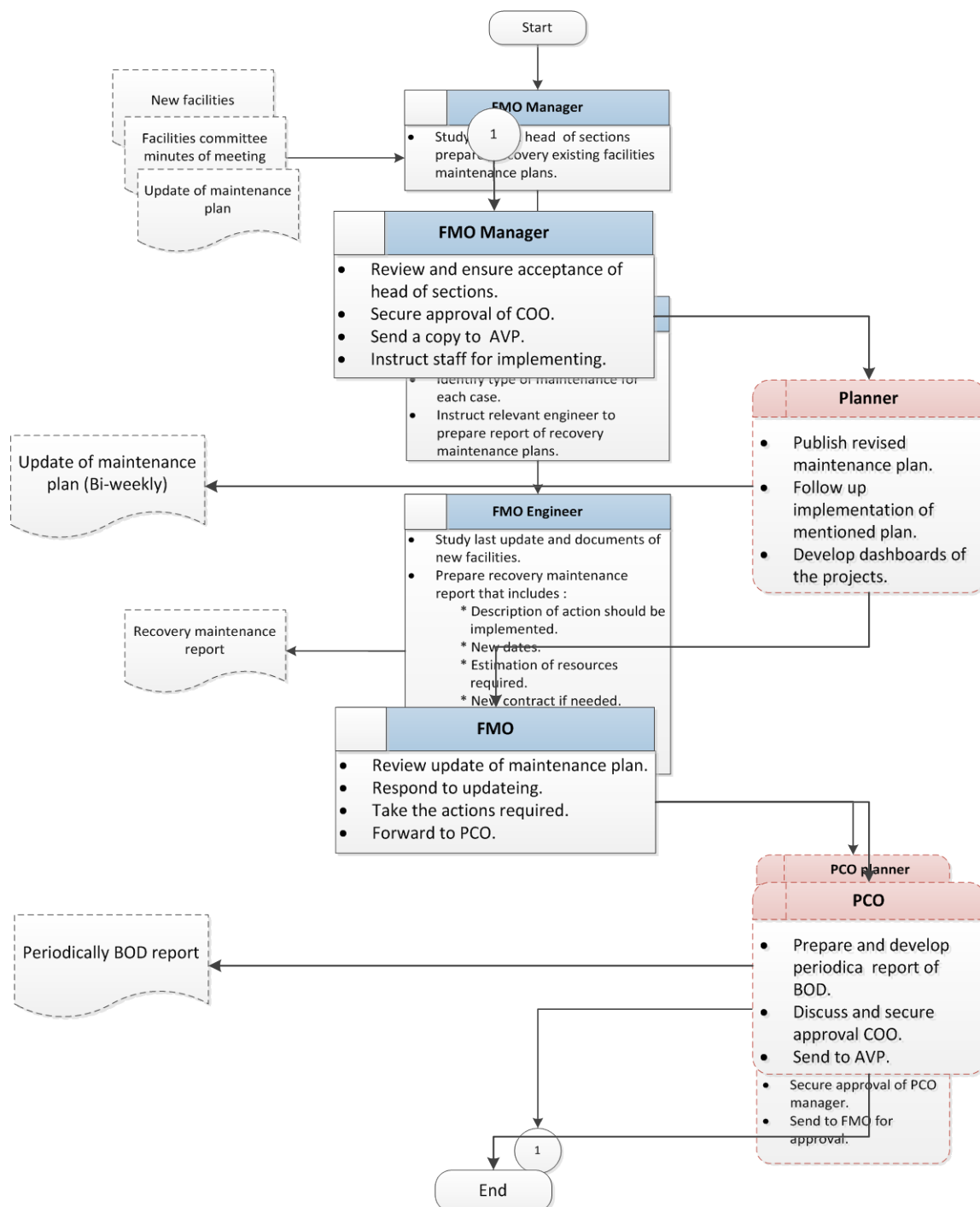
- Prepare and receive repair requests.
- Perform, inspect, approve and close-out repair requests.
- Complete warranty period and perform final handing-over.
- Prepare and rectify final punch list.
- Handing-over final documents, issue final payment and final completion certificate FCC.





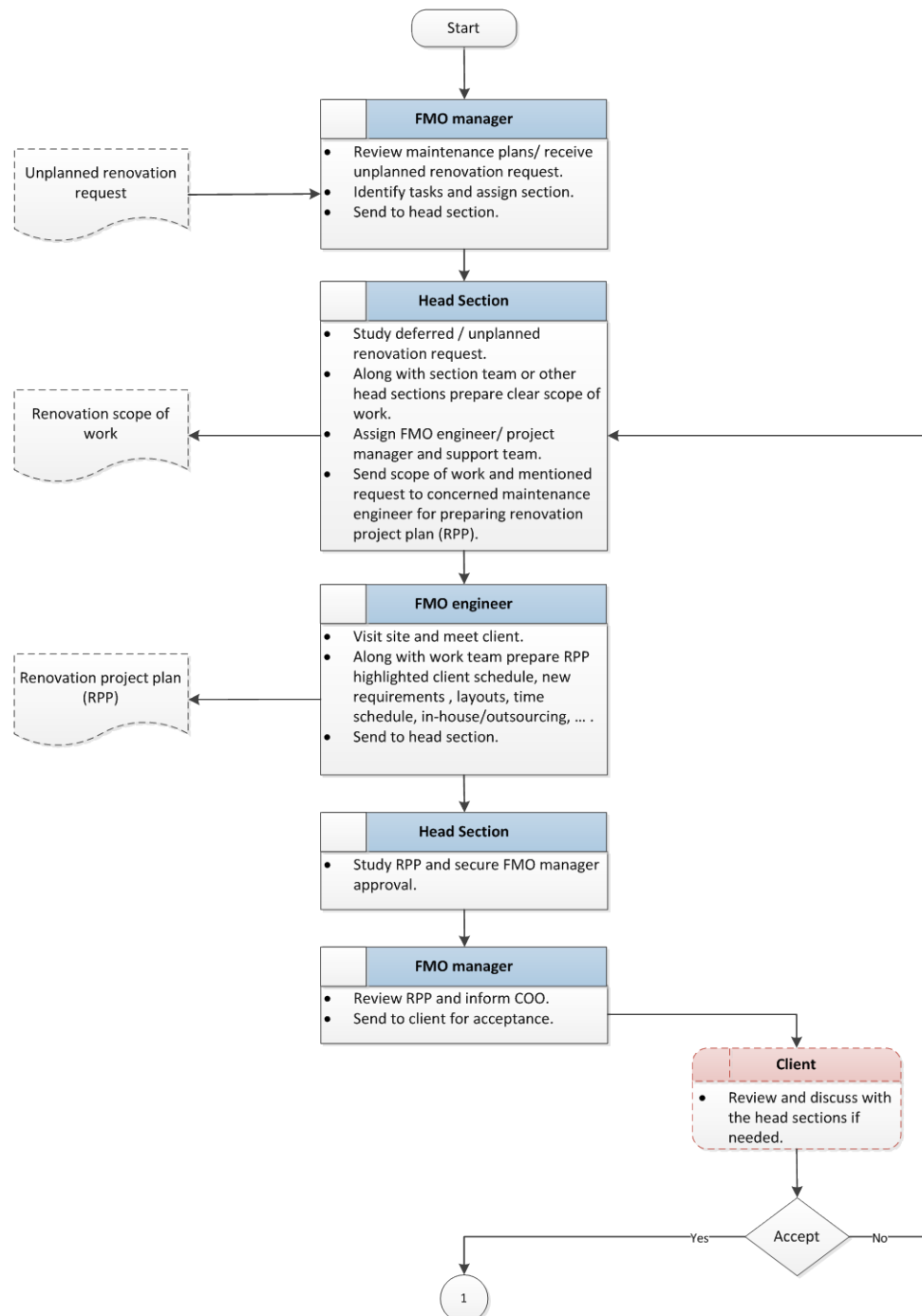
### BOD-13: Develop Maintenance Plans.

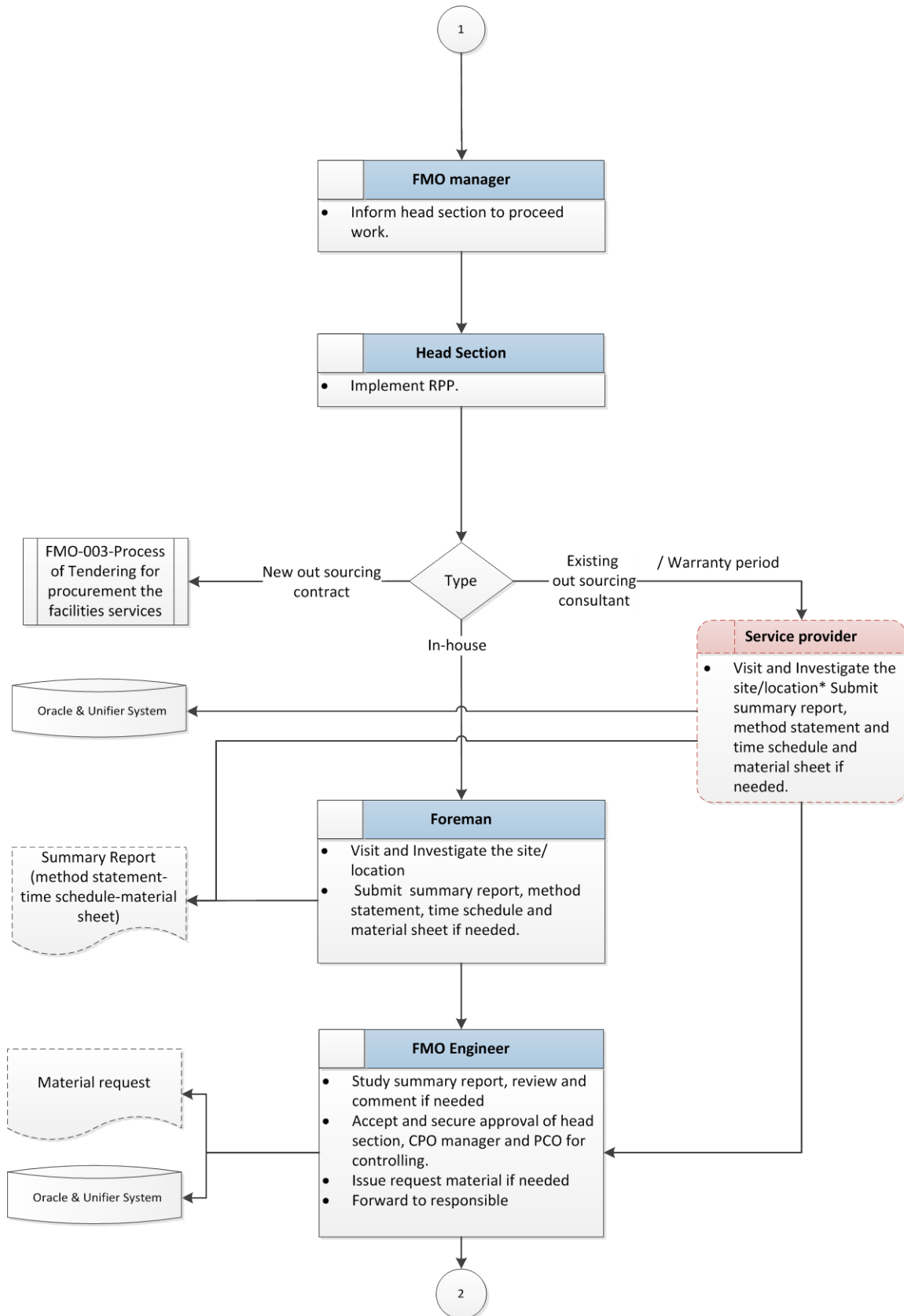
- Prepare new/recovery existing facilities maintenance plan.
- Perform maintenance schedule as planned, identify type of work and prepare recovery maintenance report.
- Update maintenance plans as per recovery report and secure approvals.
- Follow up Implementation plans, develop relevant dashboards and issue periodical reports.

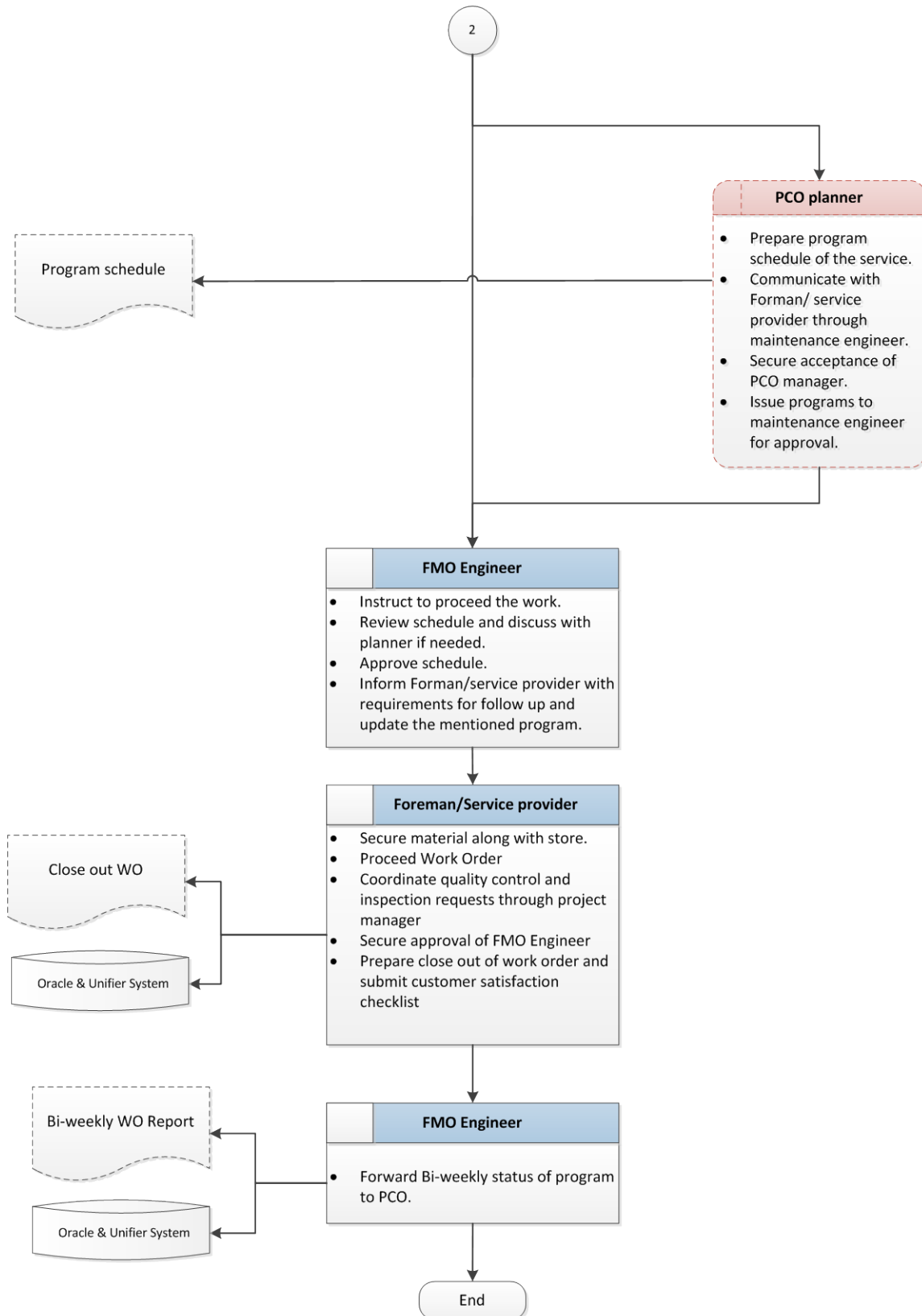


## BOD-14: Initiating Deferred Maintenance.

- Review maintenance plans and initiate renovation tasks and their types of execution.
- Prepare renovation scope and plans then secure BOD approval and client acceptance.
- Prepare and issue relevant programs for implementing and follow up.
- Manage performance of renovation details, material requests, inspection, progress, manpower performance.



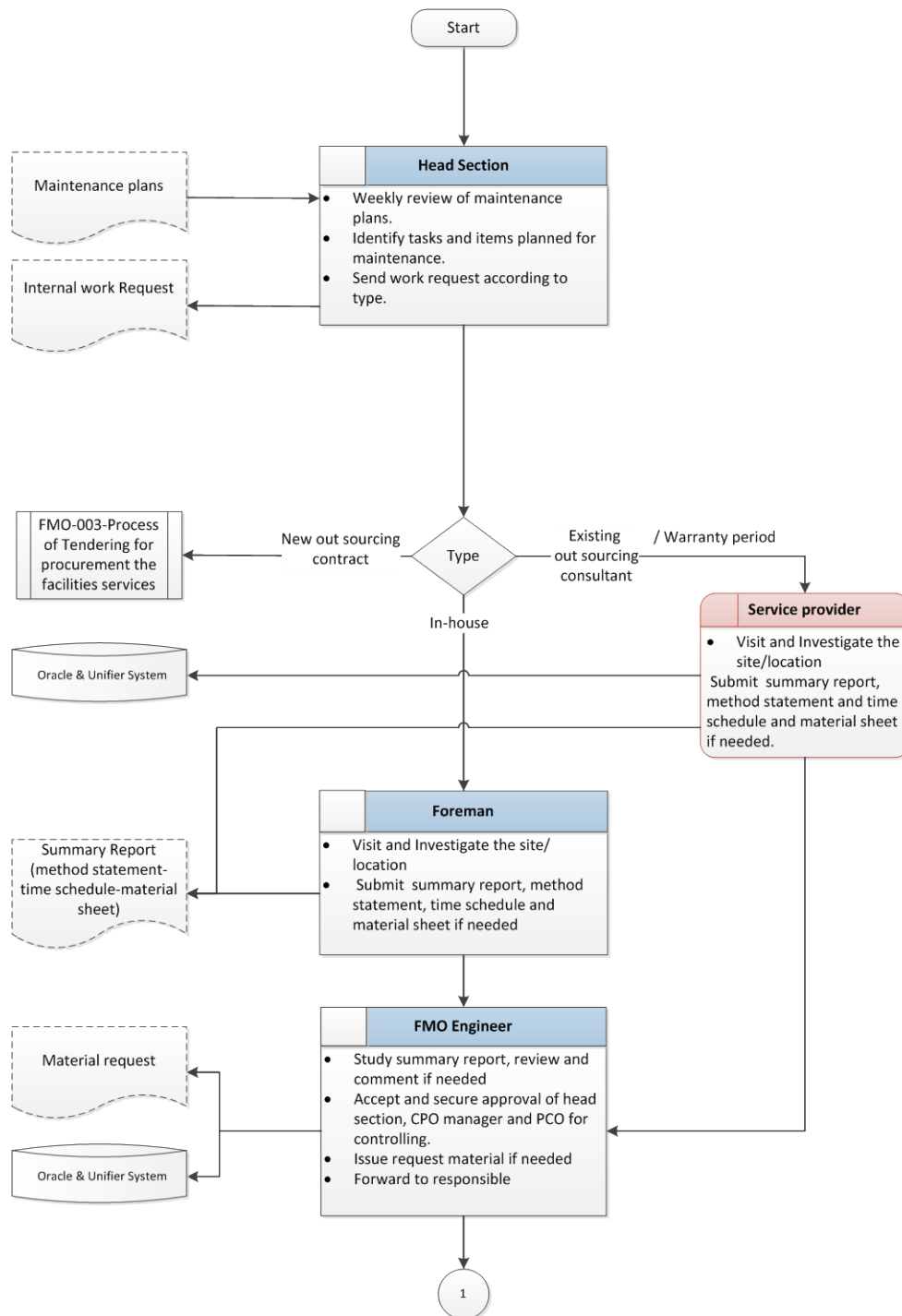


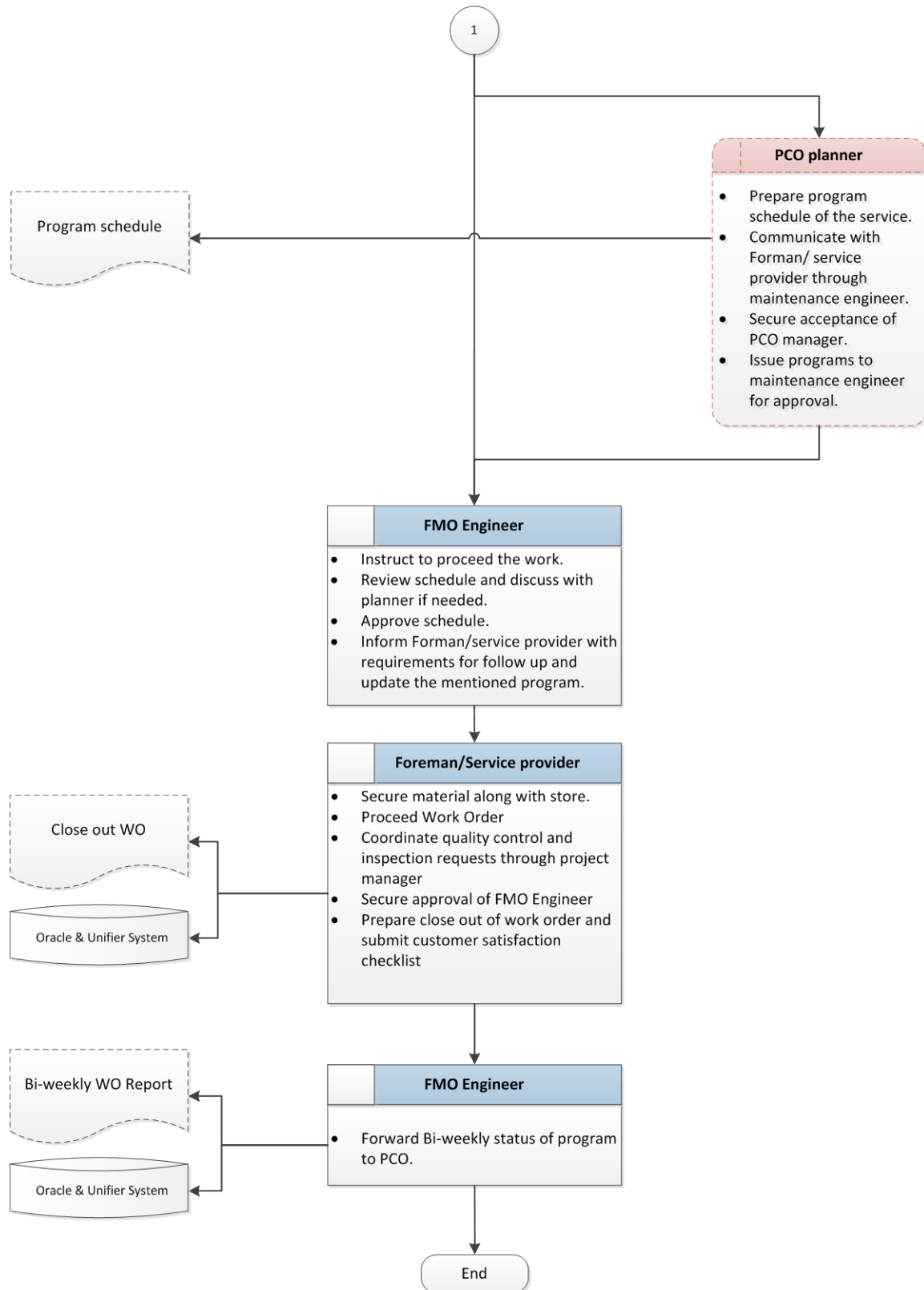




## BOD-15: Work Order of Preventive Maintenance.

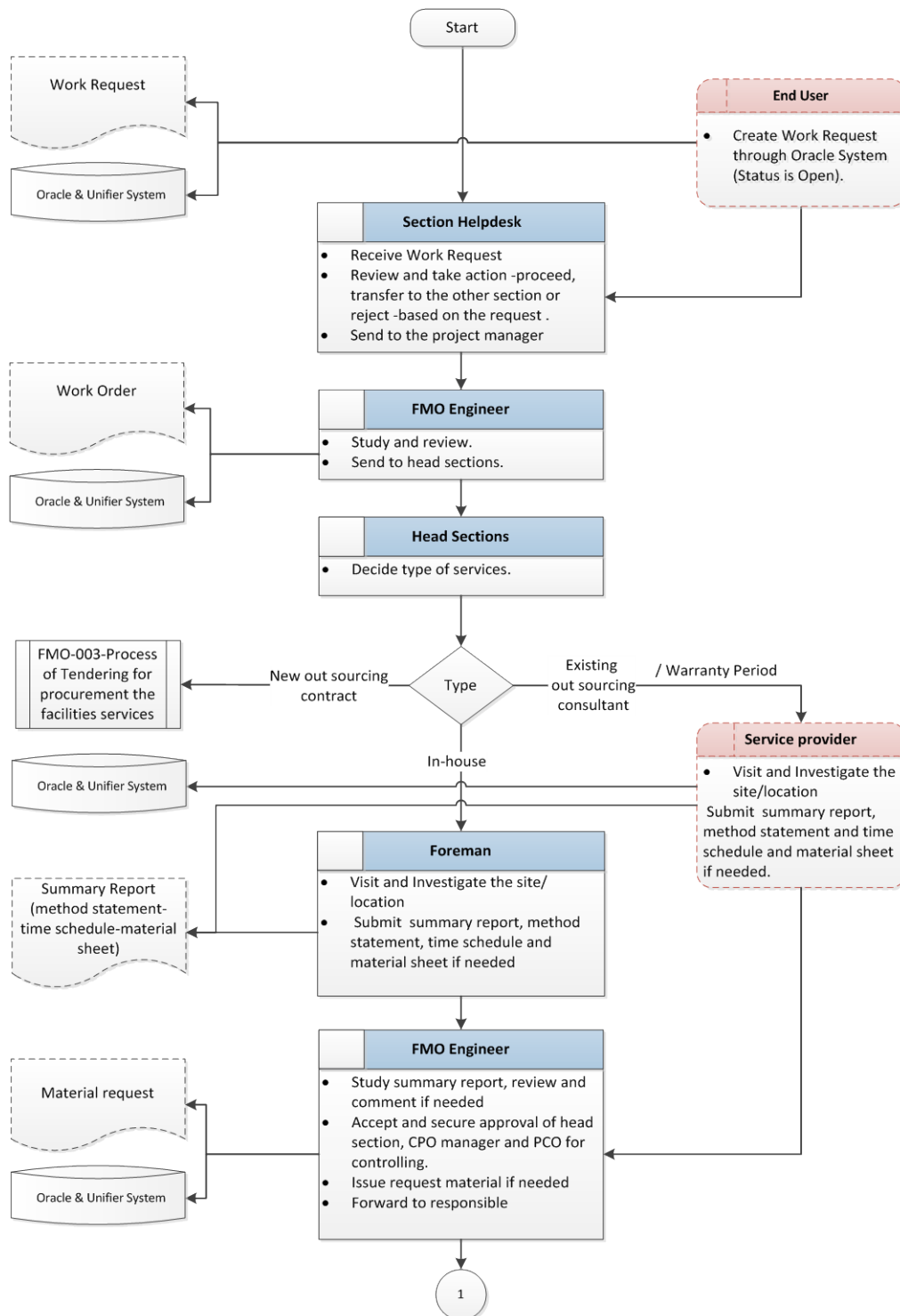
- Review maintenance plans and initiate tasks of maintenance.
- Prepare summary report then secure BOD approval.
- Prepare and issue relevant programs for implementing and follow up.
- Manage performance of work , material requests, inspection, progress, manpower performance.

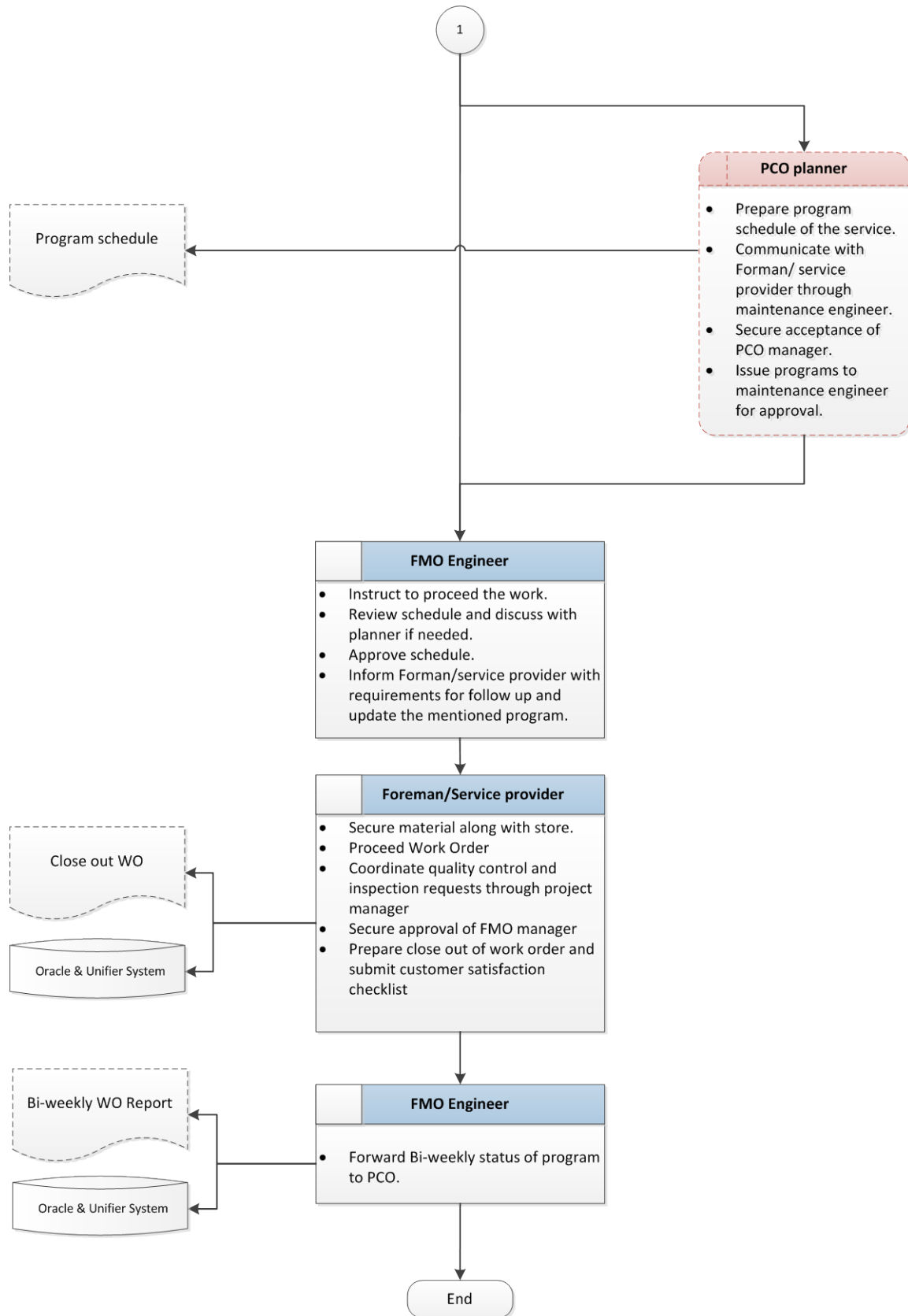




## BOD-16: Managing Complaints and Emergency Maintenance.

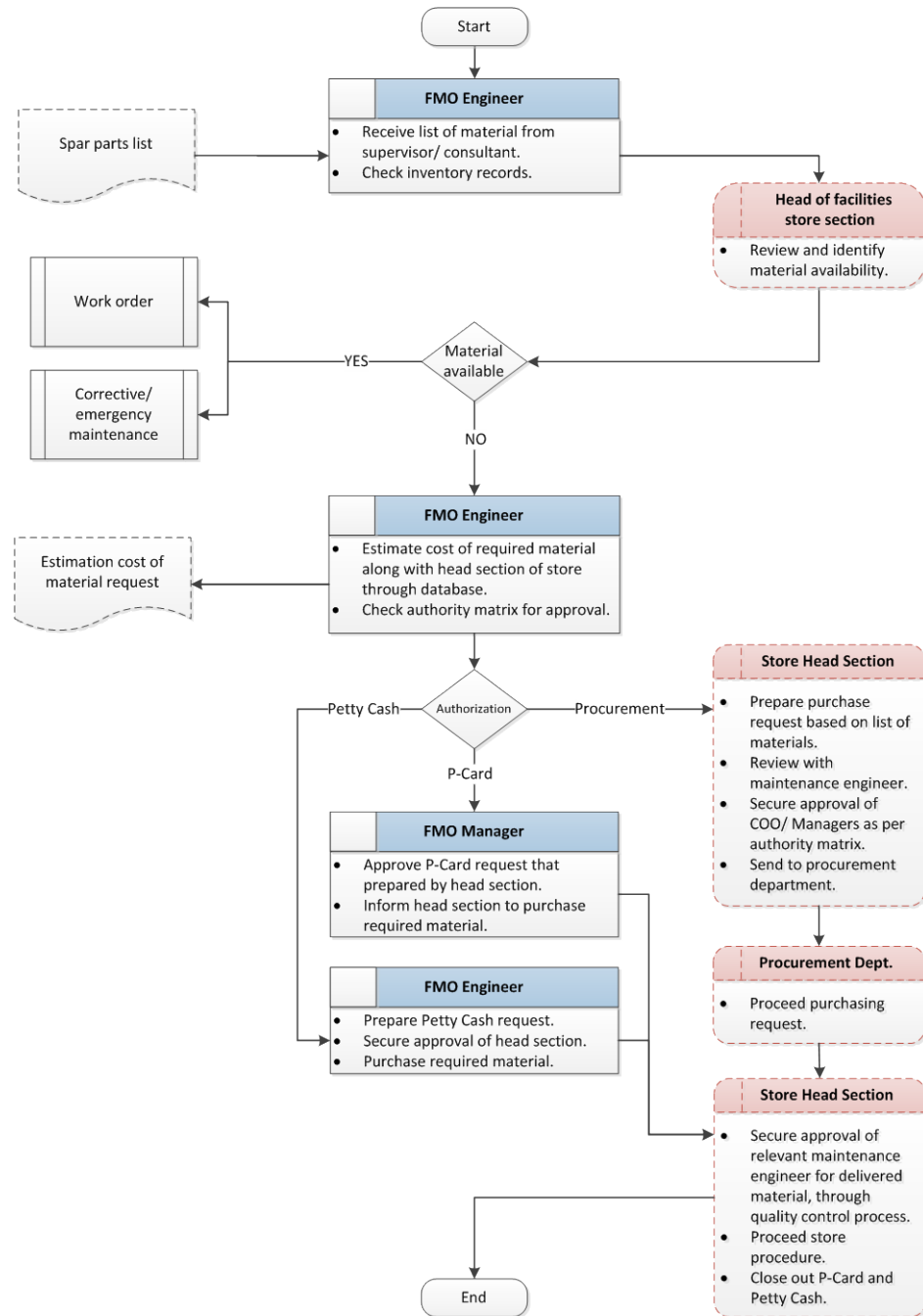
- Receive work request and decide its method of execution.
- Prepare summary report then secure BOD approval .
- Prepare and issue relevant programs for implementing and follow up.
- Manage performance of executing , material requests, inspection, progress, manpower performance .





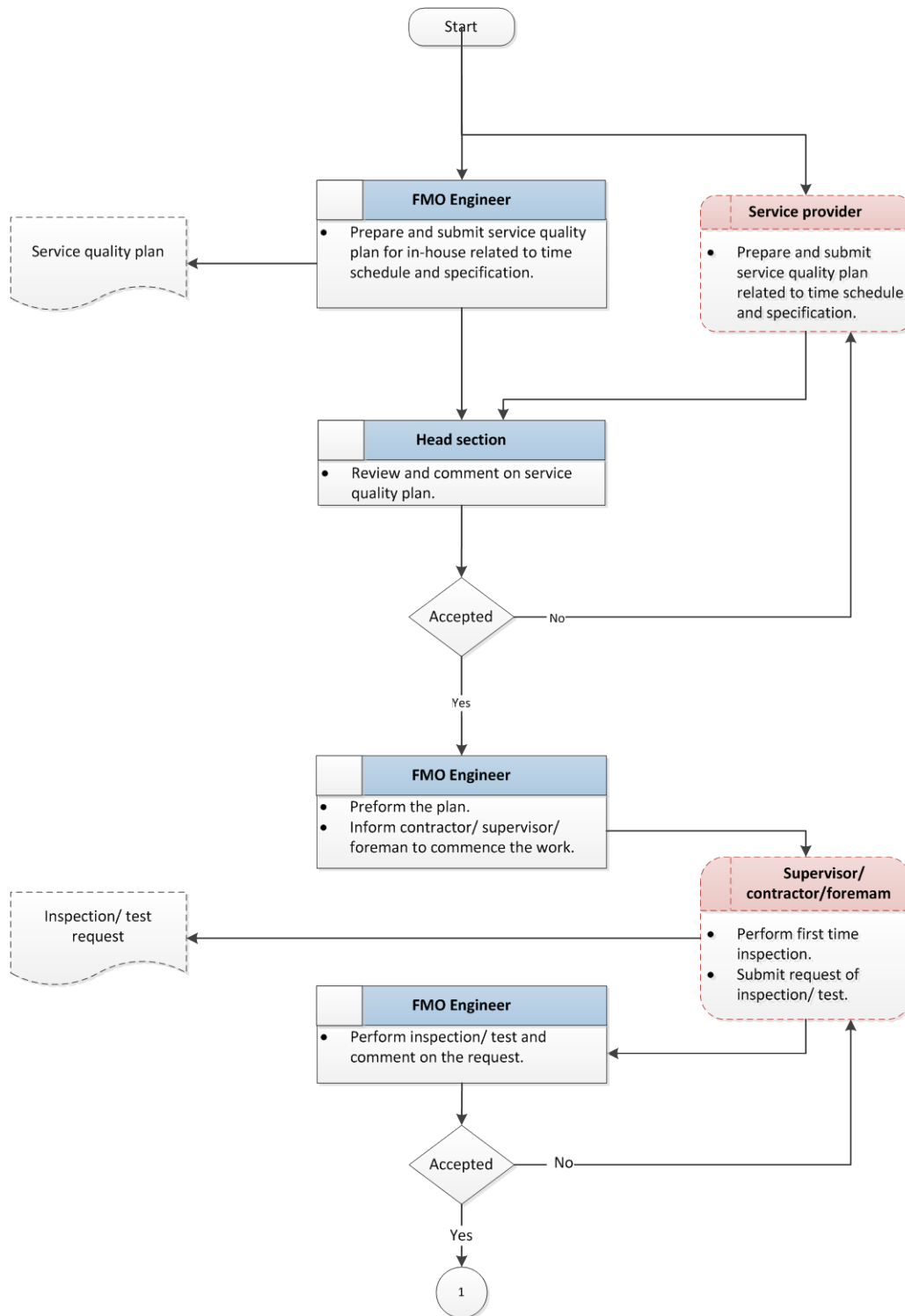
## BOD-17: Material Procurement for Facilities Services.

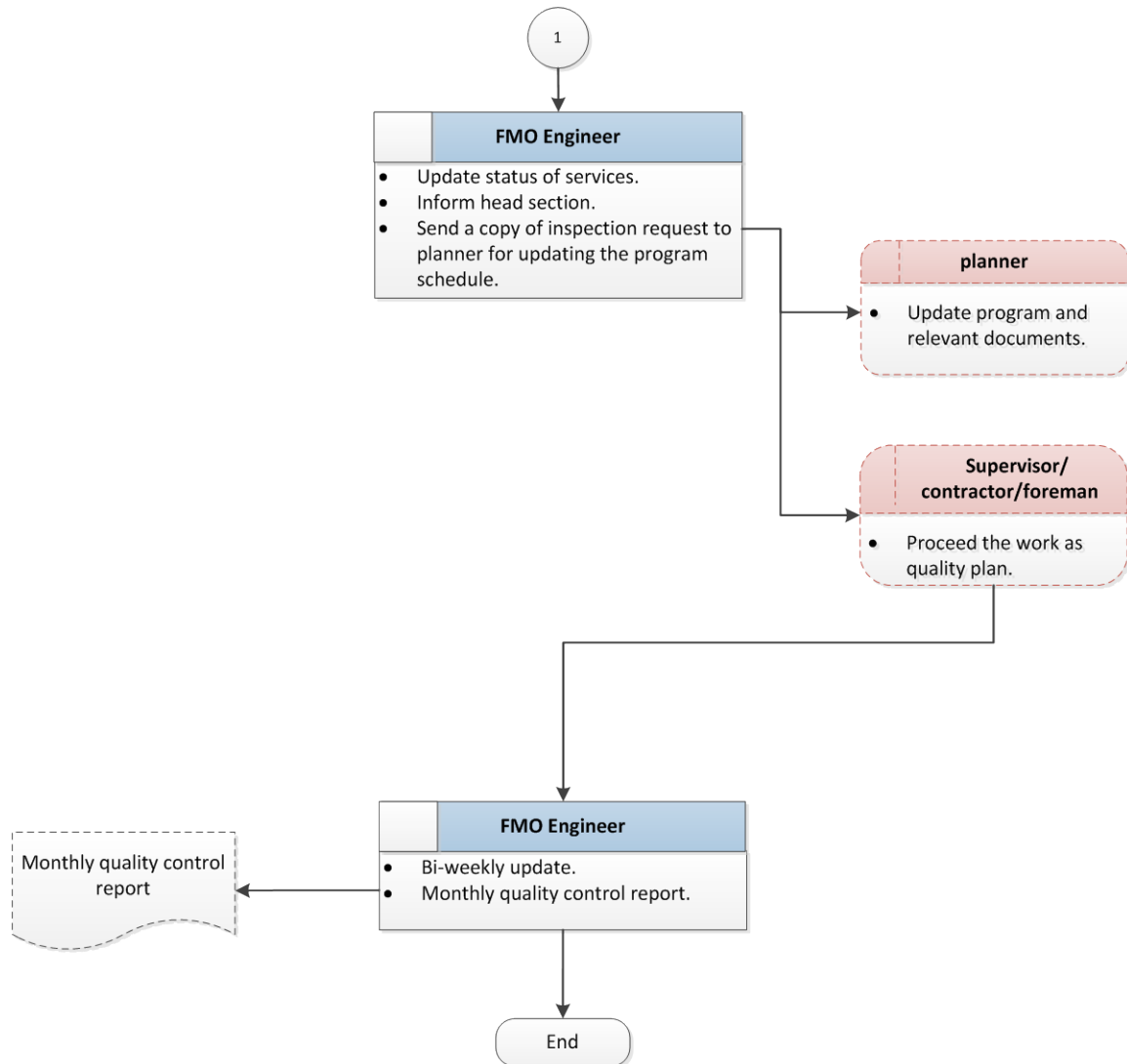
- Receive material request , check warehouse record and material availability.
- Prepare cost estimation of unavailable material to check the authority matrix.
- Prepare purchase request , review by relevant engineer and proceed purchasing according to the authority matrix.
- Receive material and secure approval of maintenance engineer according to quality control process.



## BOD-18: Quality Control for Facilities Activities.

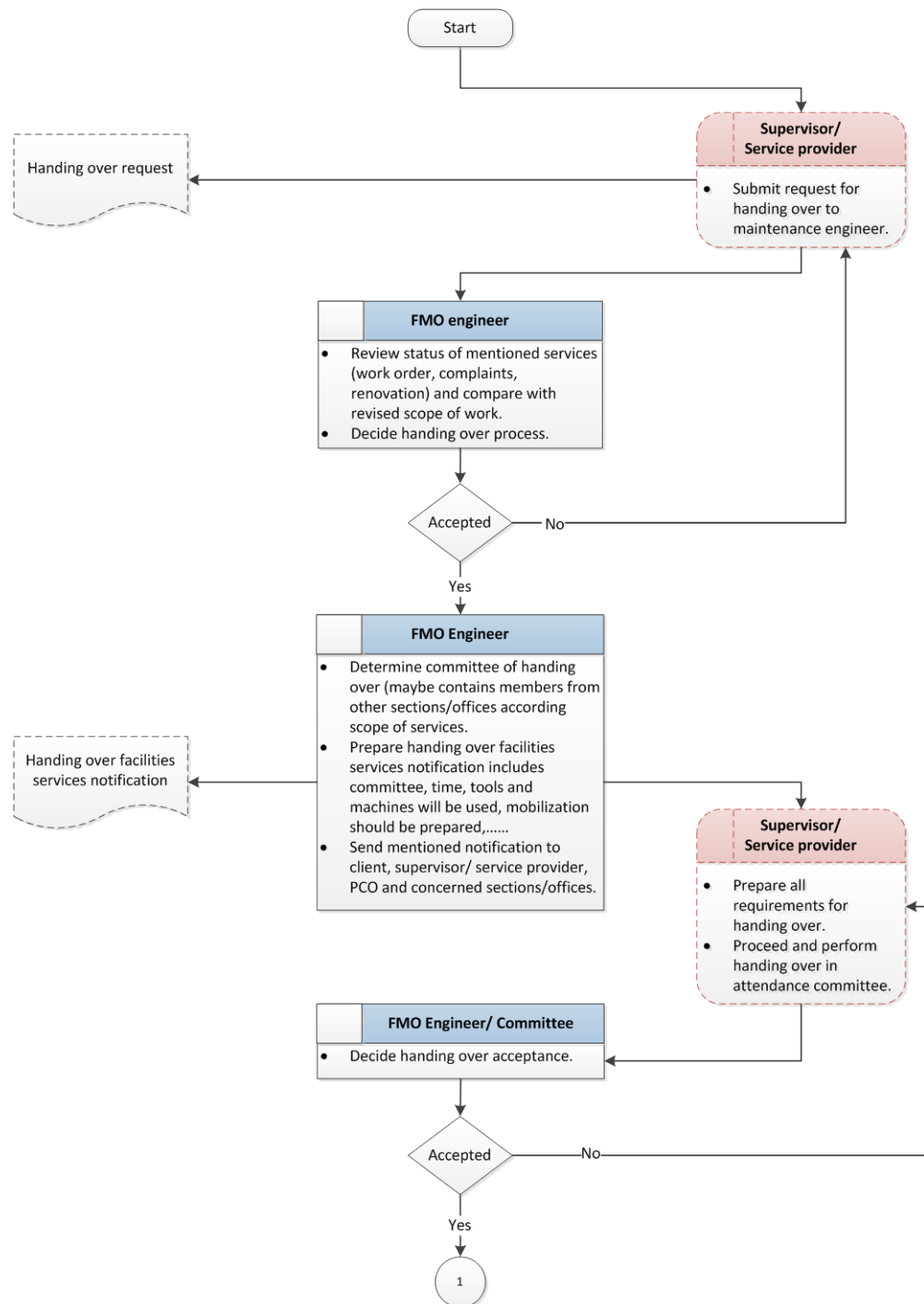
- Prepare, review and accept service quality plan.
- Perform inspection/test on specifications and criteria.
- Update programs and inspection plan.
- Prepare periodical quality control report.



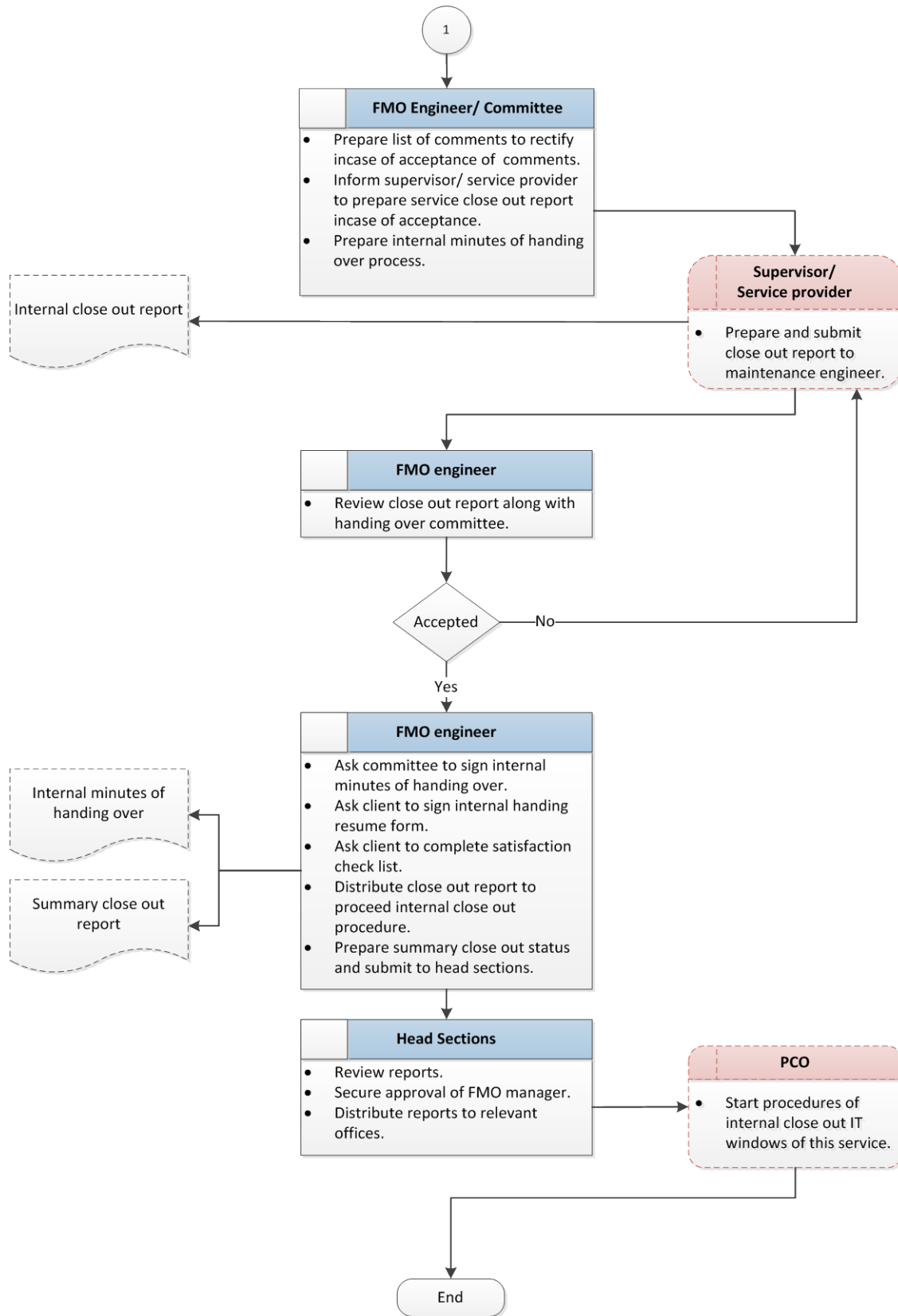


## BOD-19: Handing over and close-out of facilities service.

- Request of handing-over, determine the committee of handing-over and preparing notification report.
- Proceed and perform handing-over and preparing list of comments.
- Rectify comments and prepare close-out report.
- Proceed internal summary close-out report and close-out IT windows.

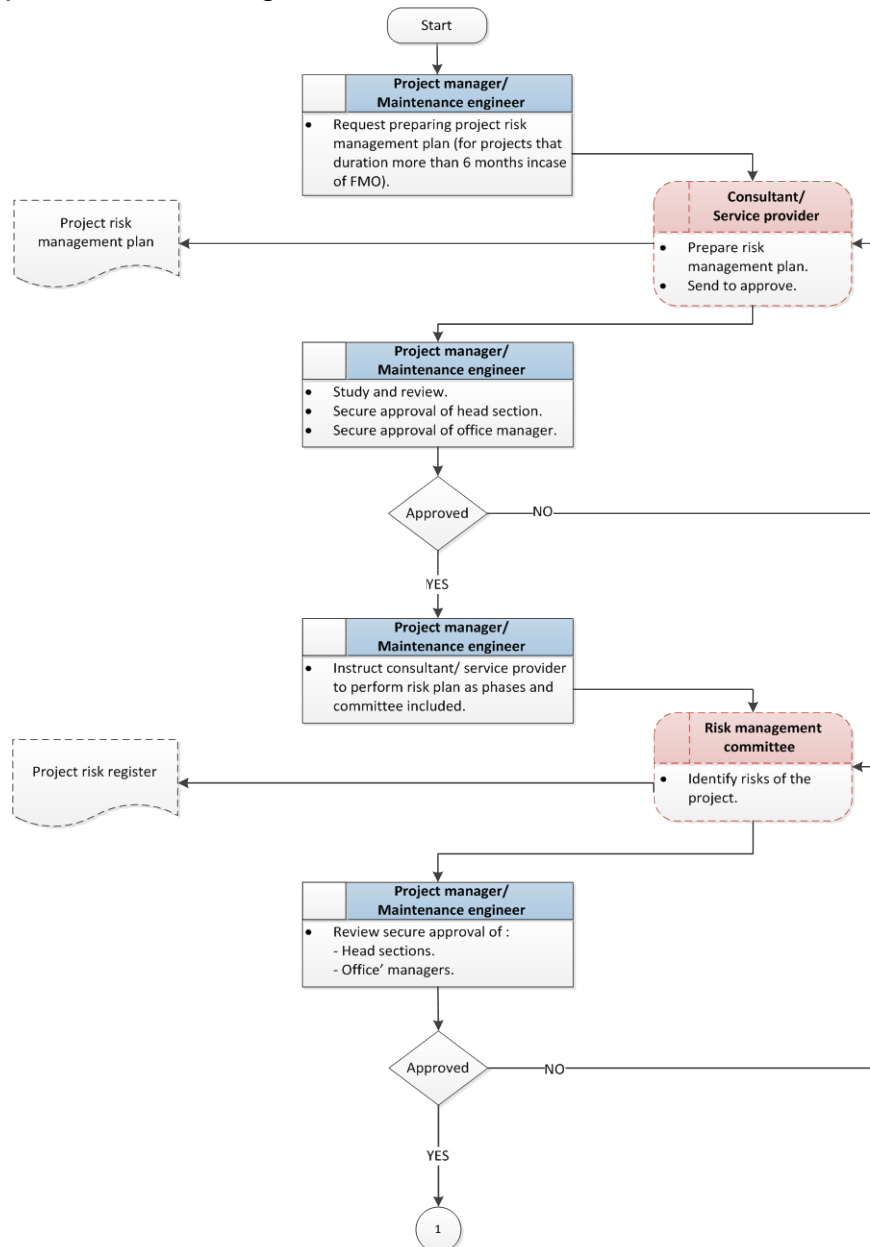


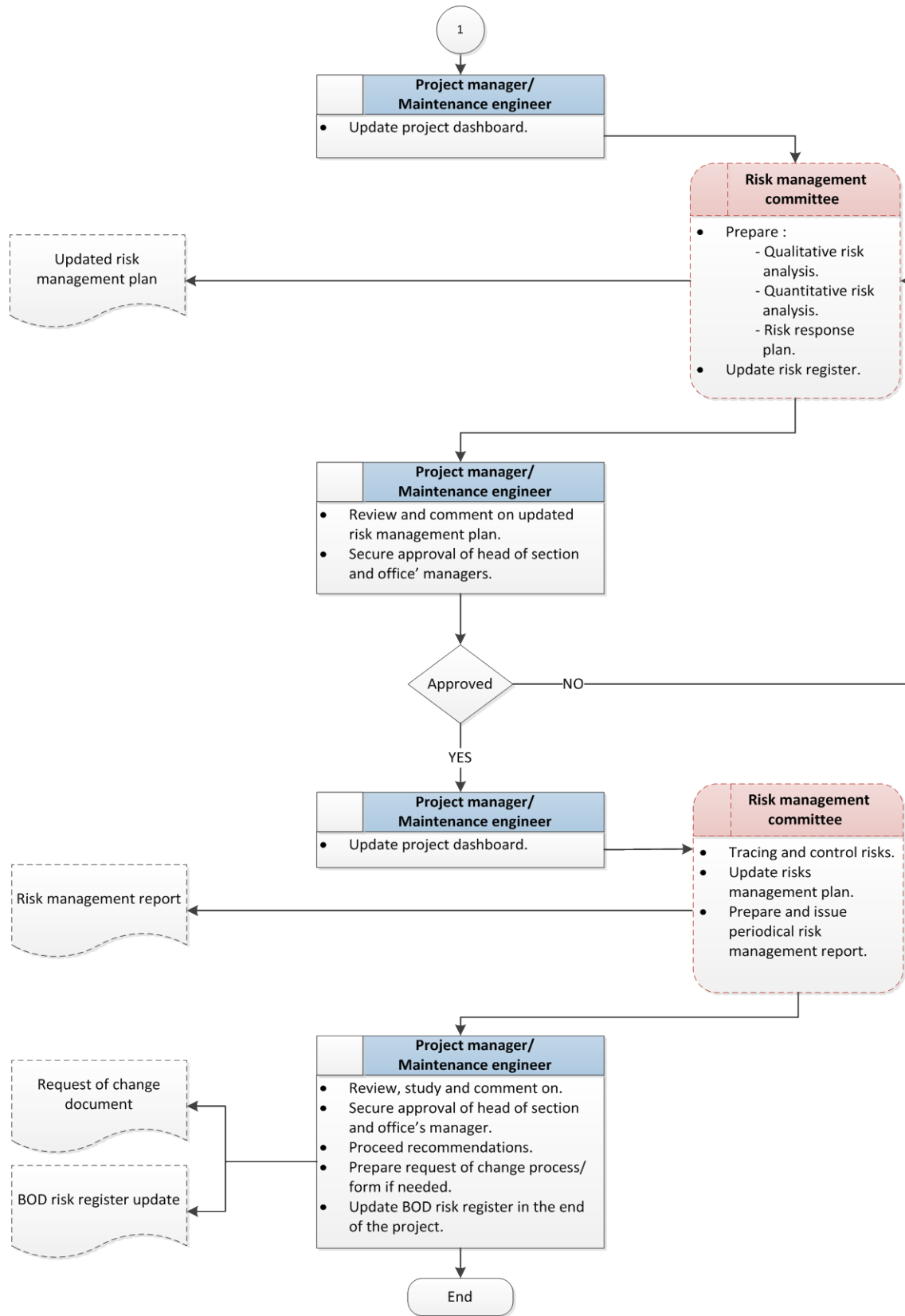




## BOD-21: Project Risk Management.

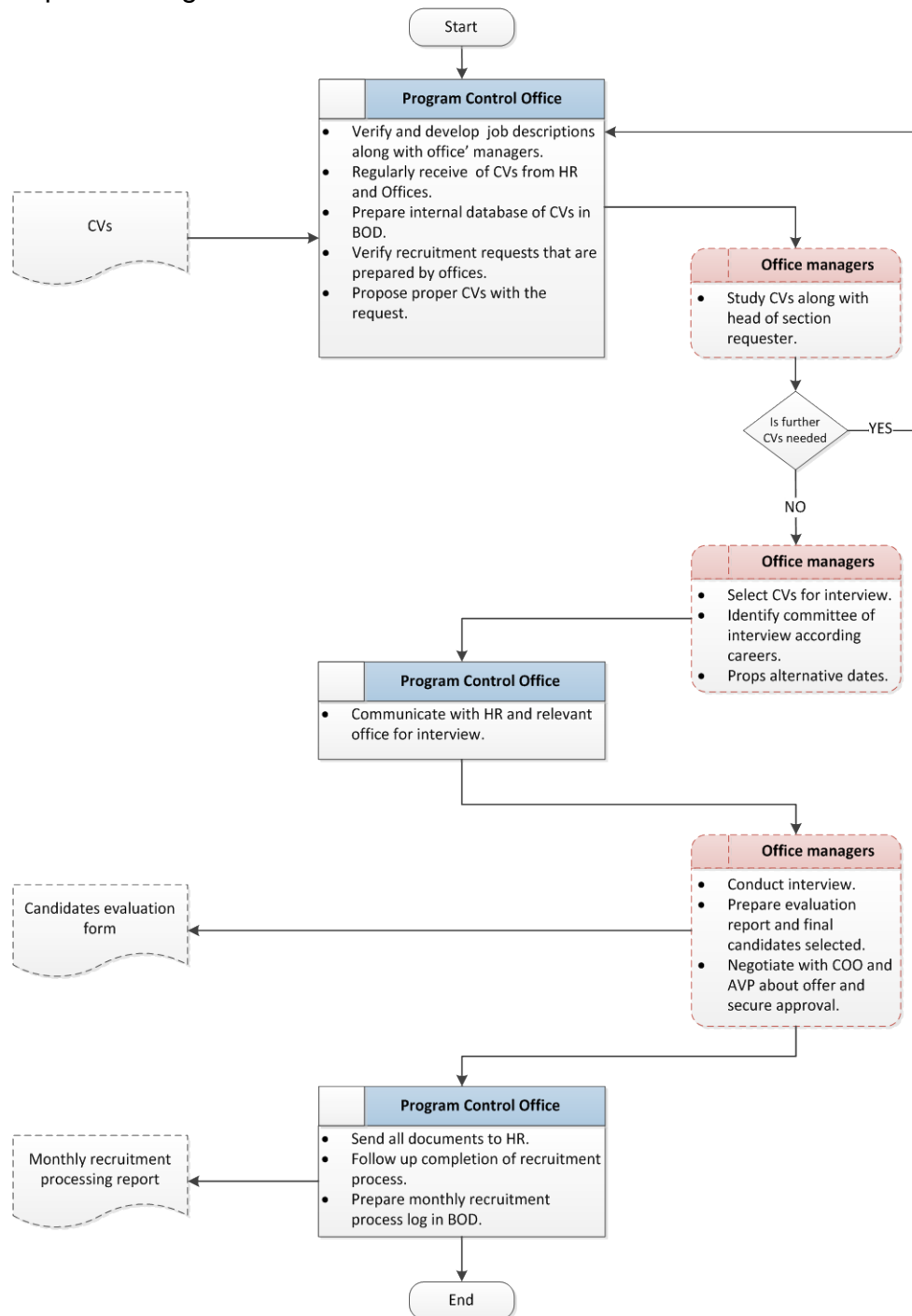
- Prepare the project risk management plan, review, identify the committee and secure approval.
- Perform phase of identifying the risks of the project , prepare risk register and secure approval.
- Perform phase of Qualitative, Quantitative analyses and response plan then secure approval.
- Tracing, control and update risk management plan.
- Prepare and issue periodical risk management report, secure approval and update BOD risk register.





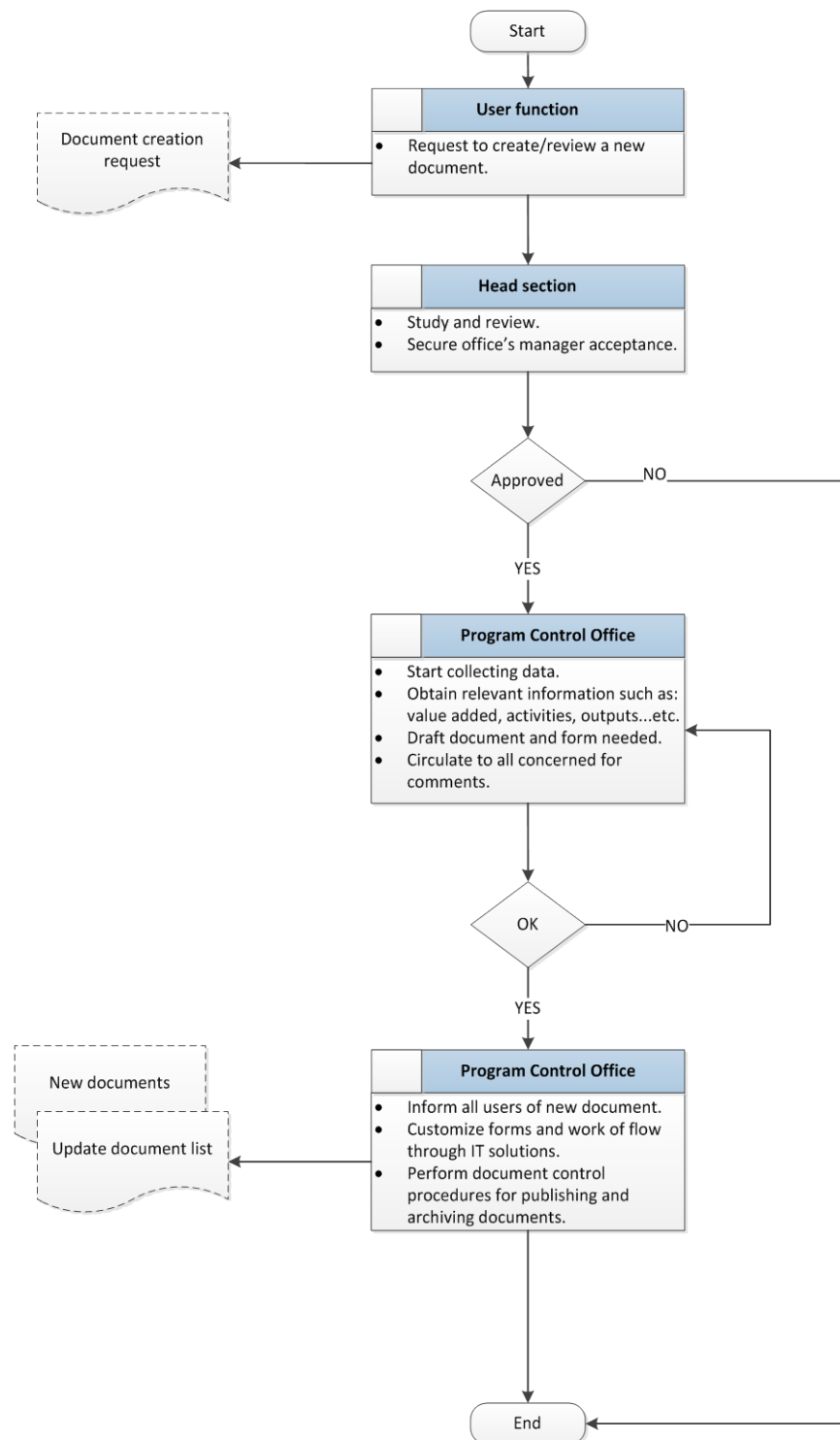
## BOD-24: Recruitment BOD Staff.

- Preparation and development of job descriptions for BOD's jobs .
- Prepare database of CVs for all BOD's positions.
- Manage securement requests and issue interview evaluation report .
- Select candidates, follow up with HR and issue monthly recruitment process log in BOD.



## BOD-26: BOD Documents and Data Control.

- Requests of creation/change documents .
- Study the requests relative to the PMS and ISO requirements.
- Draft changes requirements and secure approval.
- Perform document control procedures for distribution and archiving.





## **Part-3**

### **Projects Management Office (PMO): Policies**

## PL-BOD-03: Projects Management Office (PMO) Policy

<b>Contents:</b> <ul style="list-style-type: none"> <li>▪ Policy Description</li> <li>▪ Who Should Know This Policy</li> <li>▪ Policy Sections</li> </ul>	<b>Version Number: 01</b>
	<b>Effective Date:</b>
	<b>Reviewed by EMC on: --/--/----</b>
	<b>Approved by the President on: --/--/----</b>

### Policy Description

The purpose of this policy is to regulate processes of supporting BOD offices through knowledge of project management and guidelines of implementing relevant requirements in the project's life cycles of. It also aims to regulate the process of technique control for all office activities.

The policy also regulates corporate the processes of BOD and relevant main issues as auditing, lessons learned, .....etc.

### Who Should Know This Policy

- ☒ The President
- ☒ The Vice President
- ☒ The Associate Vice President for Facilities & IT
- ☒ The Associate Vice President of Administration
- ☐ The Legal Advisor
- ☐ The Dean
- ☒ The Director/ Department Head
- ☐ The Faculty member
- ☐ The Accounting/ Finance Personnel
- ☐ The Student
- ☒ All Employees

## 1.1 Definition

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It is the policy of the Project Management Office (CPO) to implement project management requirements and meet the ISO standards in all projects/facilities and services of BOD.

The PMO-BOD is project and service to be a complete as required. It aims to ensure that the customer satisfaction is achieved and the corporate integration is implemented through the following criteria:

- Completion of projects/services on time and cost.
- A high-quality is fully maintained
- Change management procedures are implemented and changes minimized
- The Program Management System is implemented with IT solutions through all the project's modules.
- The customers are happy
- Minimizing complaint persistence.
- Establishment of all dashboards

## 1.2 Policy Statements

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- Design the Project Management Office System (PMOS) with IT solutions using suitable Project management Programs
- Implementation and development of Program Management Office system based on feedback of the implementation process .
- Managing and developing Database of the system in BOD .
- Managing and supporting implementation of electronic document control system in all the BOD offices.
- Preparing and conducting on-job training matrix plan for all the staff.
- Supporting all the staff in different BOD's offices, internal and external parties in implementing the IT solutions.
- Management and implementation KPIs of all the BOD business activities and improvement performance goals based on analysis.
- Preparing and following up the budget plan of BOD.
- Ensuring the issuance of the office's different reports and the preparation of periodical BOD corporate Reports on time.
- Planning, and conducting analysis of the annual internal audit plan by the BOD's staff.
- Ensure implementation lessons learned activities in different BOD's offices and manage corporate lessons learned log.
- Management planning Resources in BOD based on resources allocation in Program
- Management System.

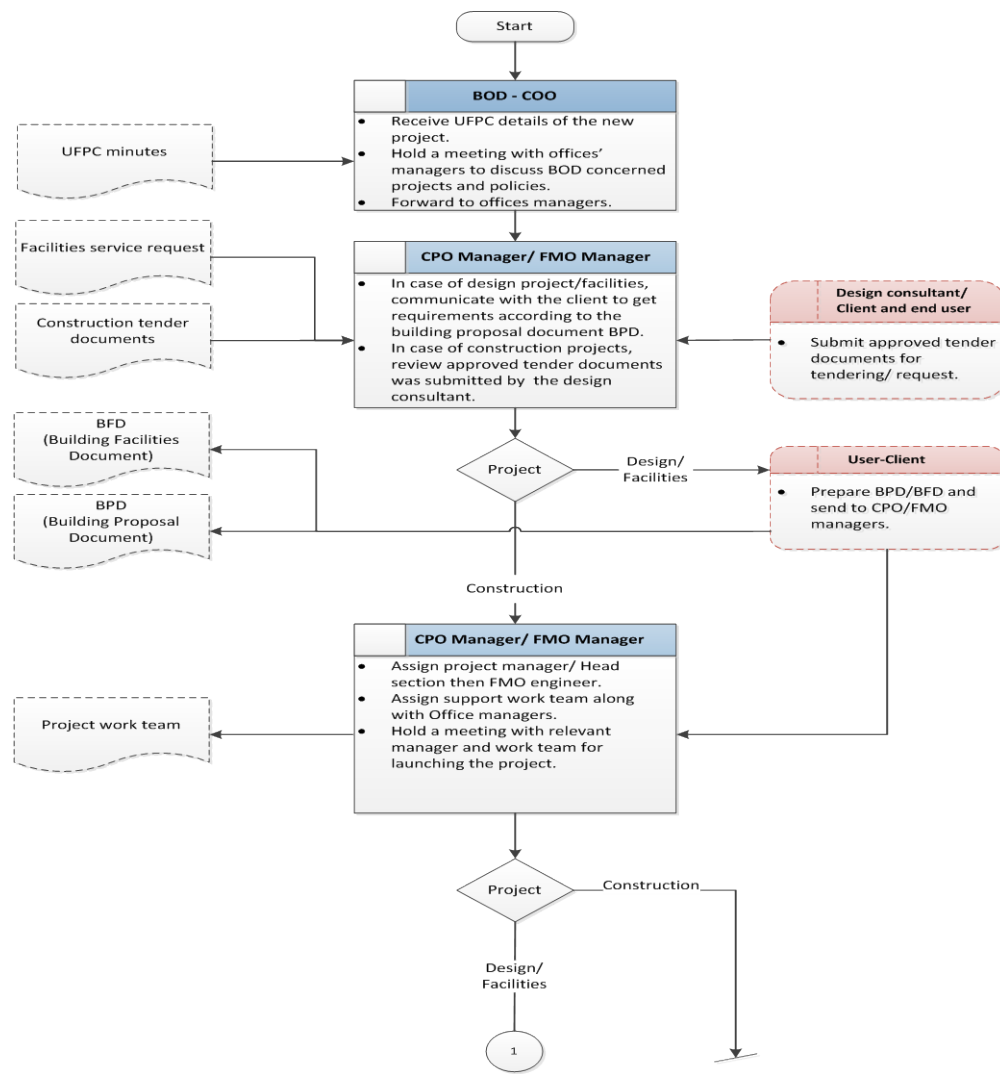


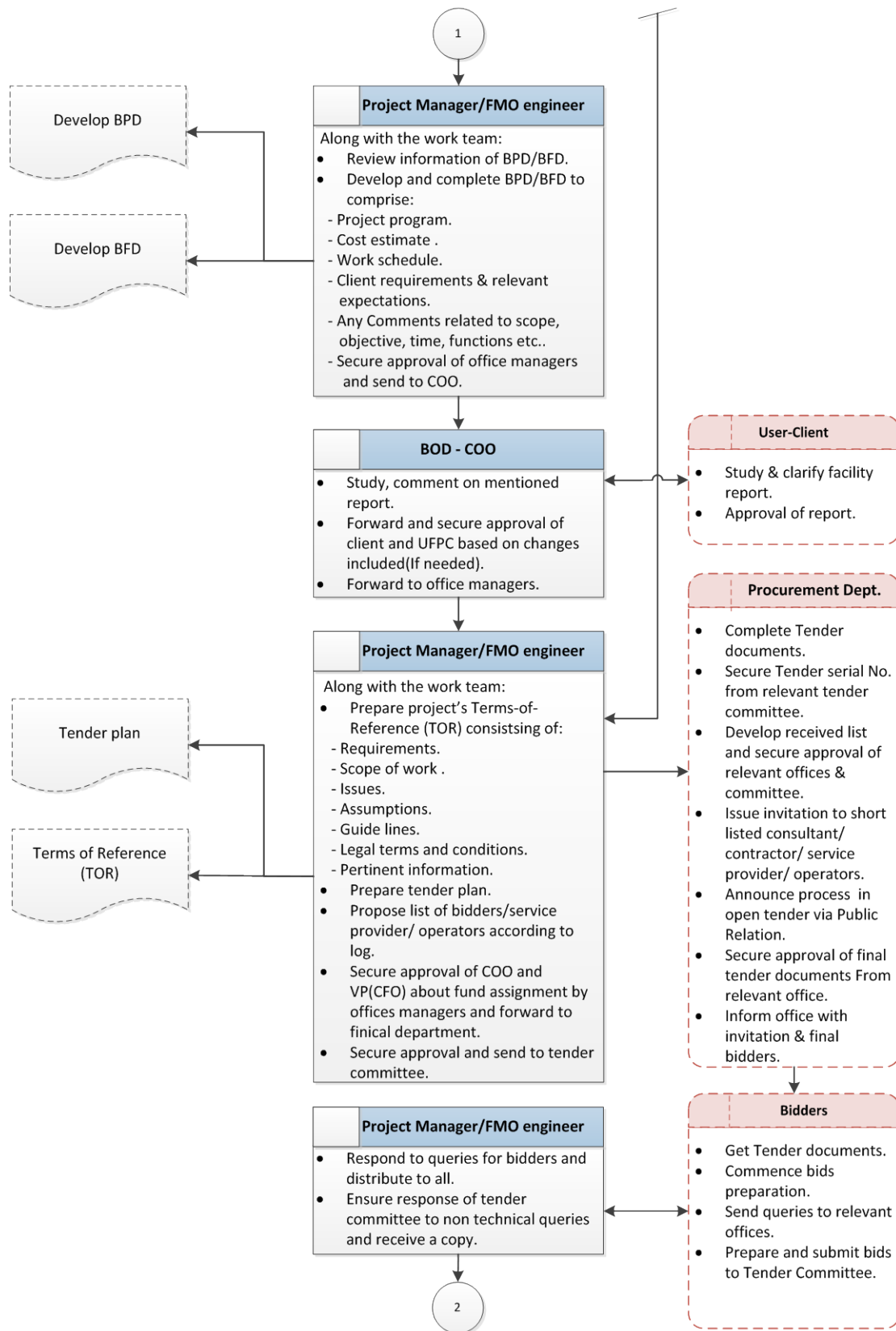
- Implement corporate and offices technical risk management activities.
- Ensuring the issuance of the offices' different reports and preparing periodical BOD corporate Reports on time.
- Maintaining and publishing a "Lessons Learned" database
- Designing and managing the automated dashboards for all the management levels.
- Preparing and following up time schedule of the tendering phases for all the BOD' projects, contracts, services and activities
- Participating in the evaluation of all the programs of bidders
- Designing, Managing and Developing the different levels Dashboards of BOD.
- Reviewing and approving the baseline and updated time schedule and the programs of designing projects which were submitted by the designer.
- Reviewing and accepting the recommendations of baseline and updated time schedule that were submitted by the supervision consultant.
- Studying the impact of time and cost of variation orders based on the current status.
- Managing and supporting the implementation of electronic system of document control in all the BOD offices.
- Serving as the official source of project templates and other project aids.
- Serving as the official source of project templates and other project aids

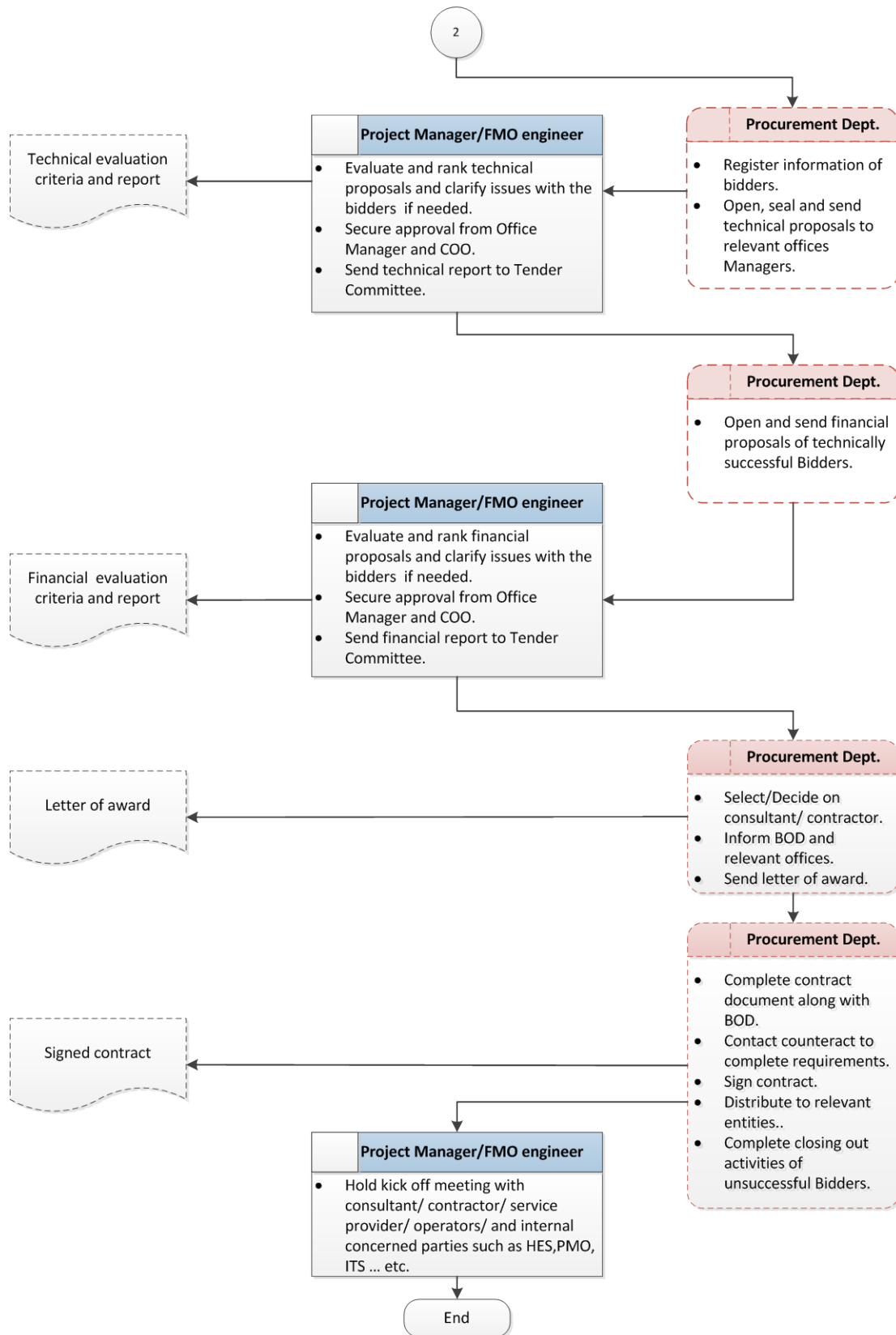
## 1.4 Procedures

BOD-01: Initiating and tendering for projects and facilities services.

- Initiating the project through an authorized level and confirming requirements and scope of work with the clients if needed.
- Assigning project work team, preparing Building Proposal Documents/Facilities and securing acceptance of the client.
- Identifying the tender type, announcing, managing queries with the bidders.
- Evaluating bidders technically and financially through approved rules and recommending list of final ranking.
- Selecting the winner, completing the documents required, signing and distributing the contracts and launching the project.

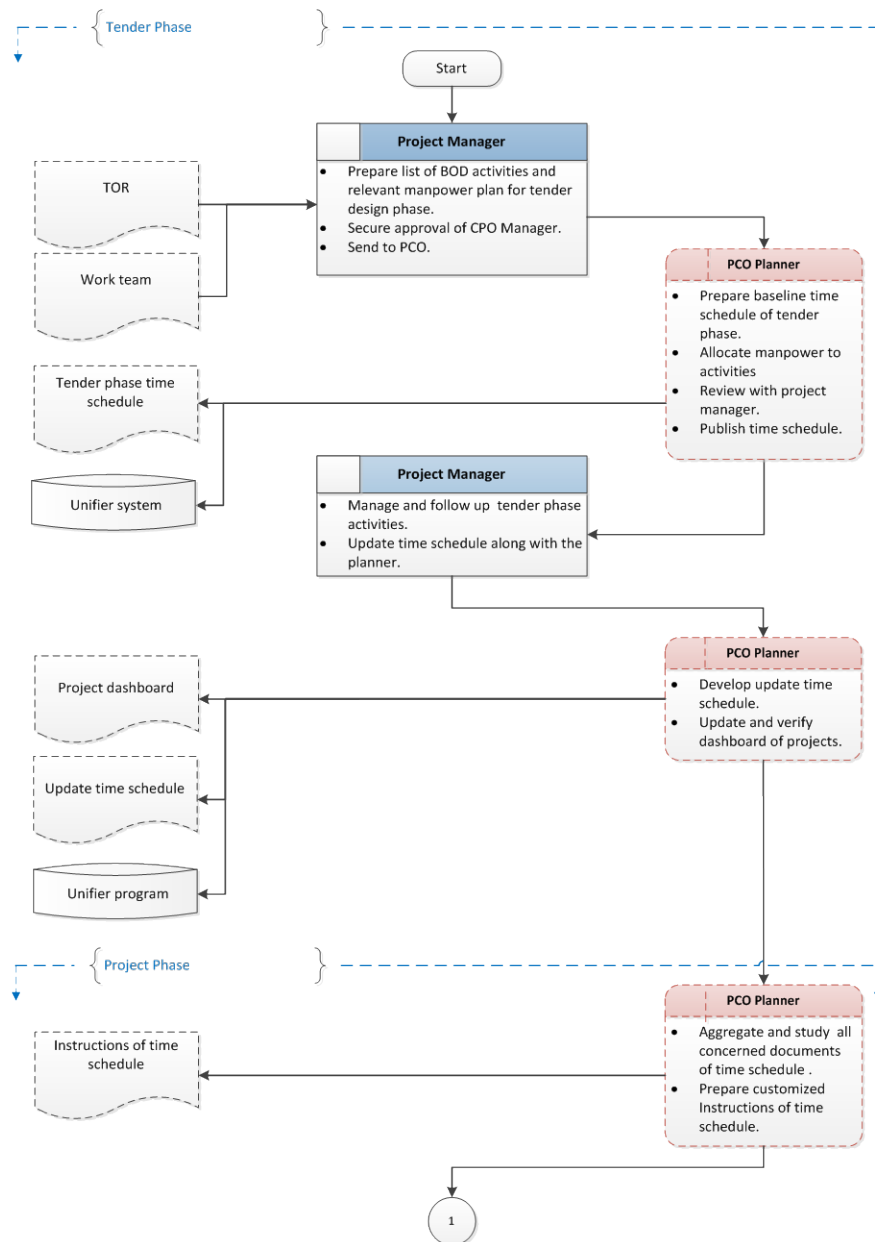


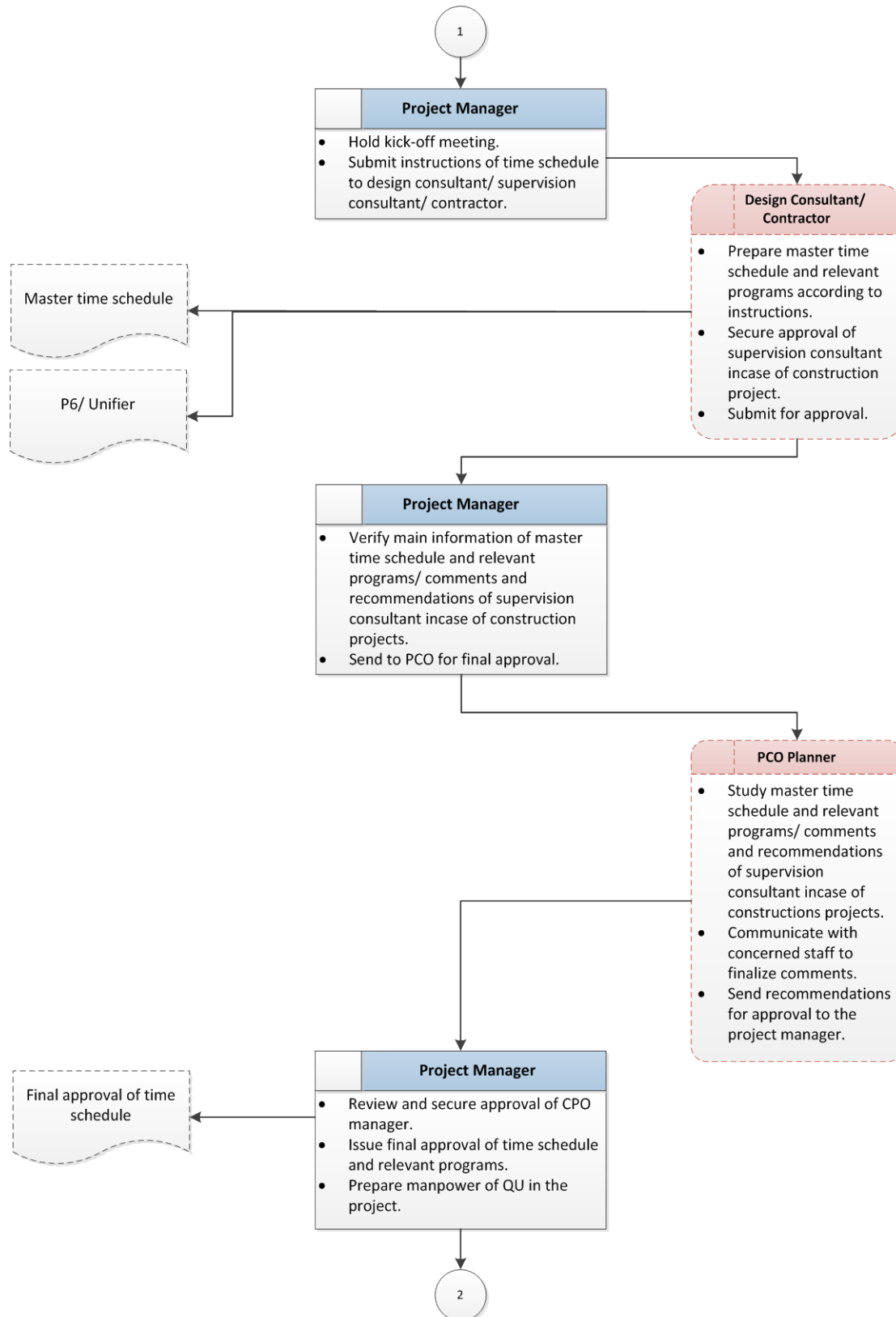


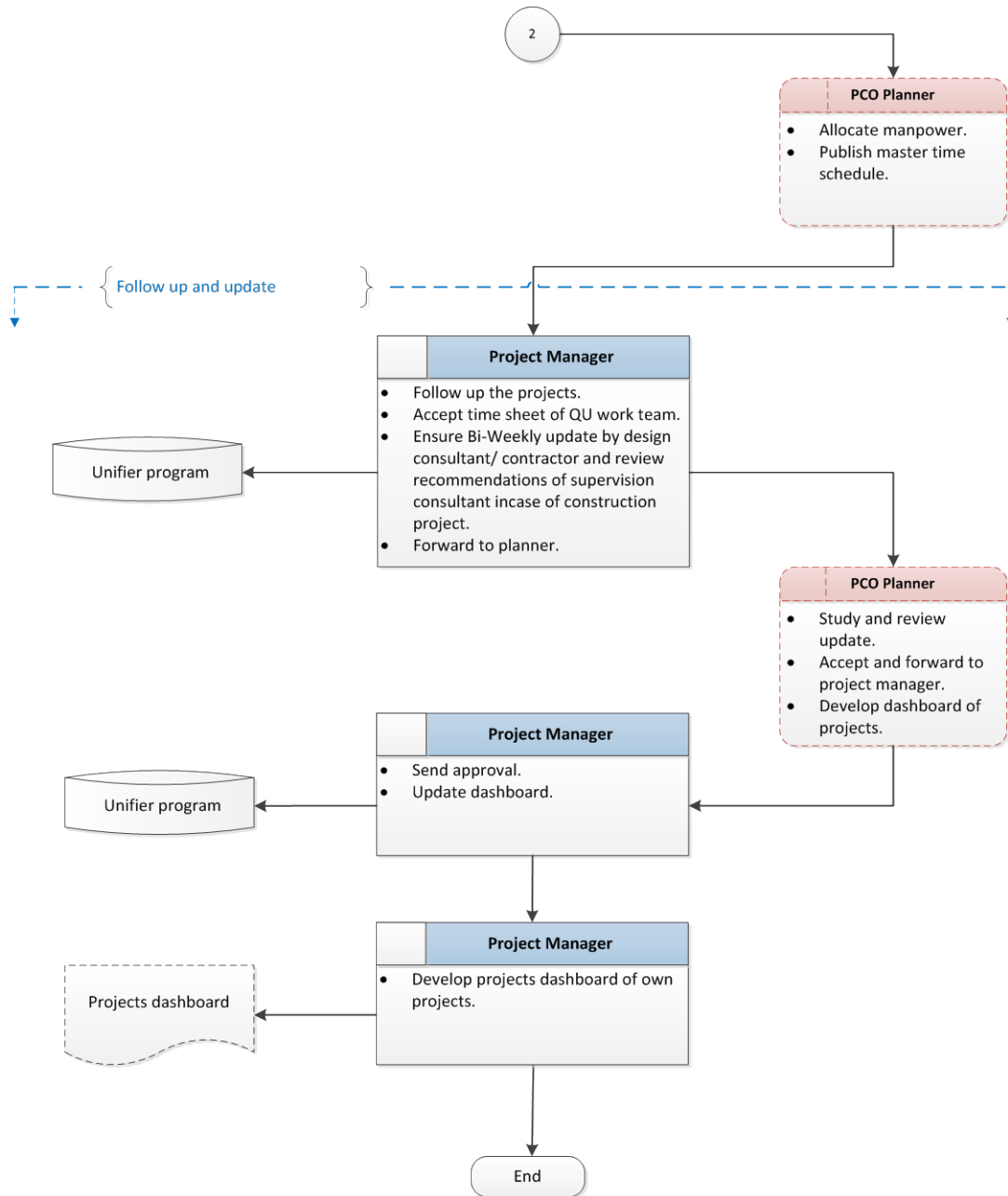


## BOD-03 : Planning and Control of Projects.

- Prepare, update follow up and manage time schedule and manpower of projects/facilities/services tender phase .
- Prepare, study, review, and approve all master programs of projects/facilities/services and its relevant revision.
- Prepare, study, review and approve all update programs of projects/facilities/services.
- Prepare and manage BOD manpower and budget for all the projects/facilities/services on corporate level through relevant plans .
- Manage and update the different levels of the dashboards related to master programs and updates

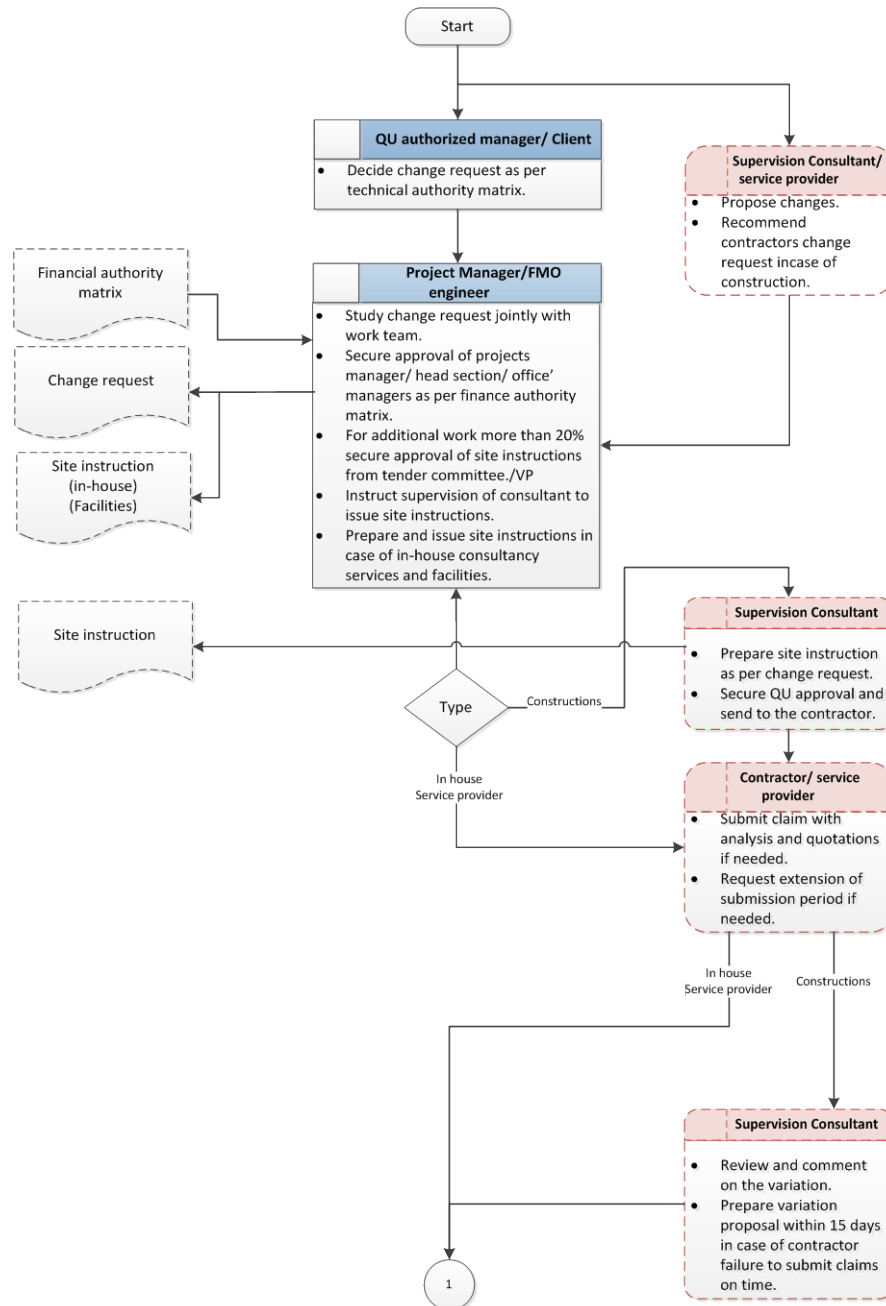




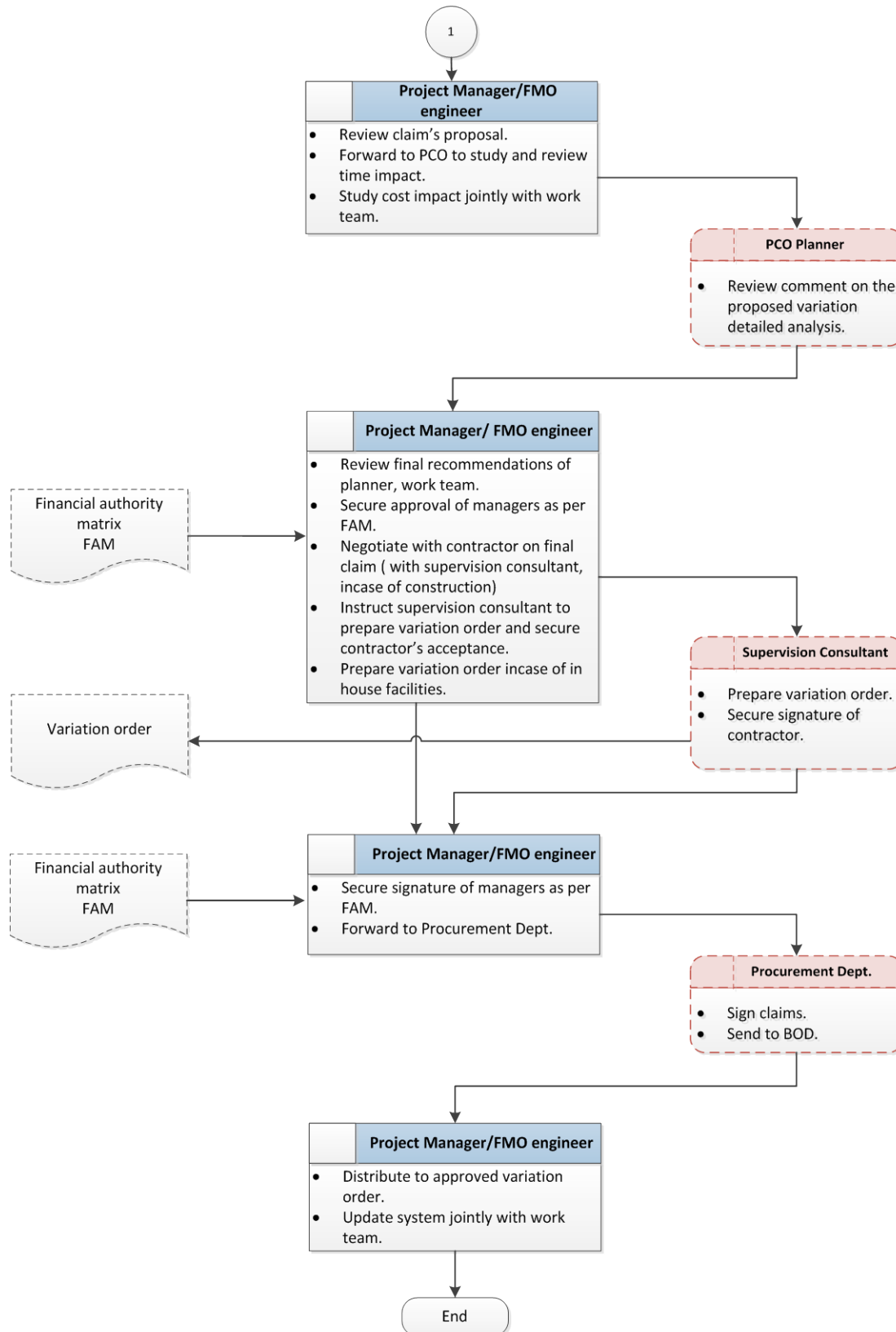


BOD-05 : Change management and variation order.

- Initiate the change request as authorized and the status of projects/facilities.
- Study change request and issue official site instruction if needed.
- Prepare, submit and review the claim for variation.
- Study impacts, negotiate and recommend the claim.
- Approve, sign the claim as per authority matrix, distribute and update the system.

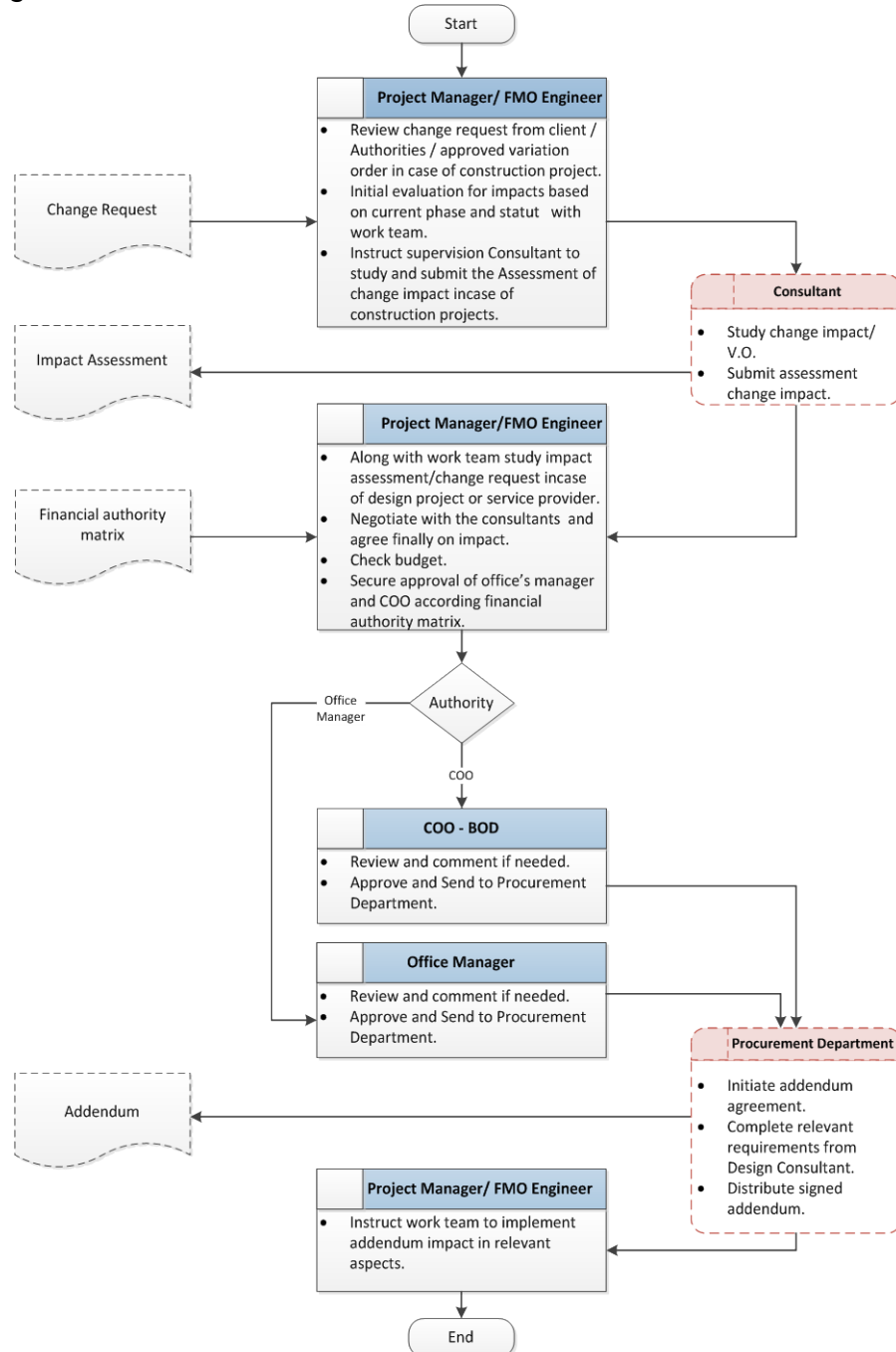






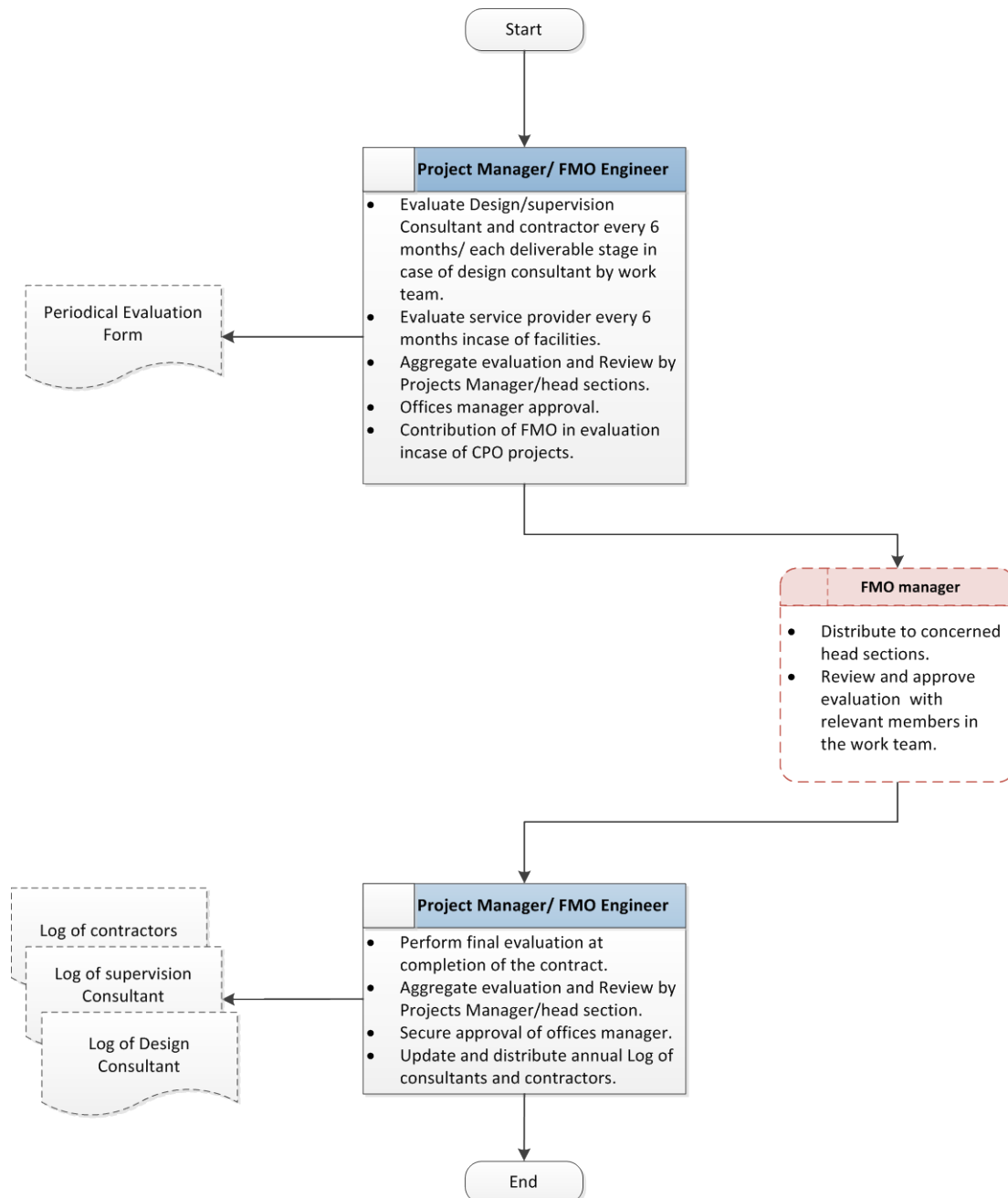
## BOD-06 : Addenda and Claims.

- Initiate claims and prepare assessment of change impact in case of the construction projects.
- Study, review and approve claims as per the authority matrix.
- Sign and issue the addendum of the claim.



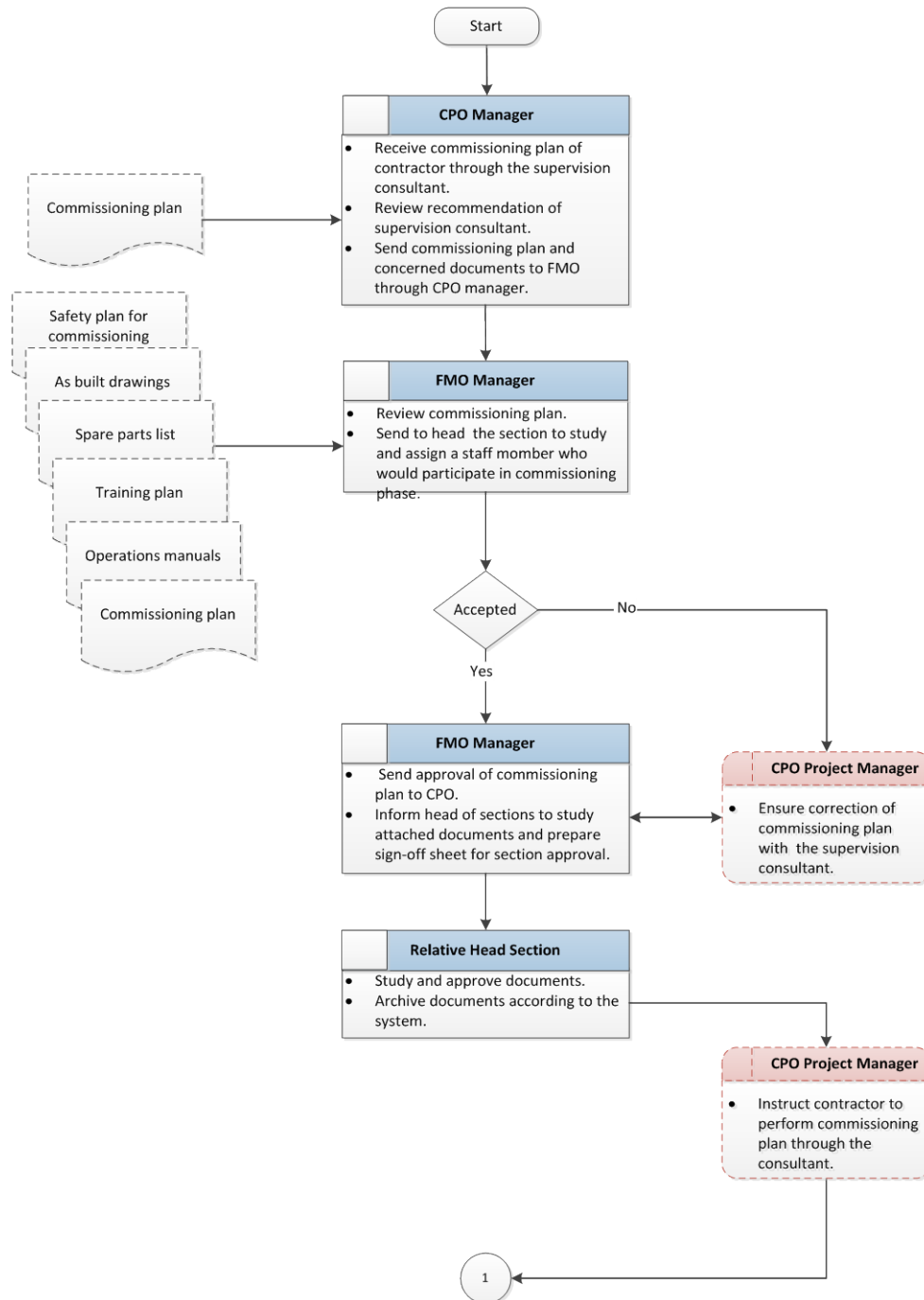
## BOD-09 : Periodical Cvaluation.

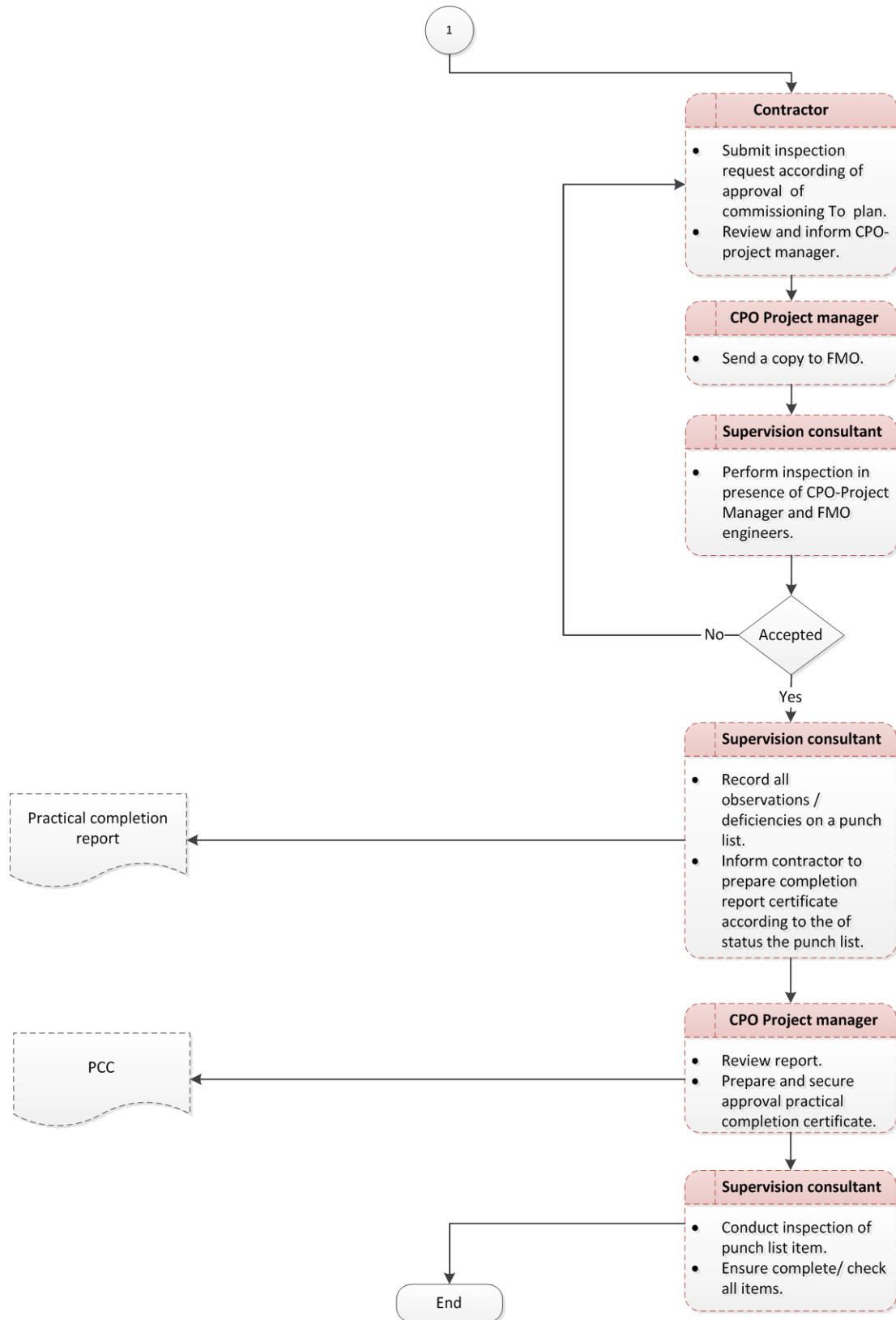
- Prepare logs for different external parties.
- Perform periodical and final evaluation by Participators of staff who deal with the the external parties.
- Update logs and use in the technical evaluation process.



## BOD-10 : Testing and commissioning the construction projects.

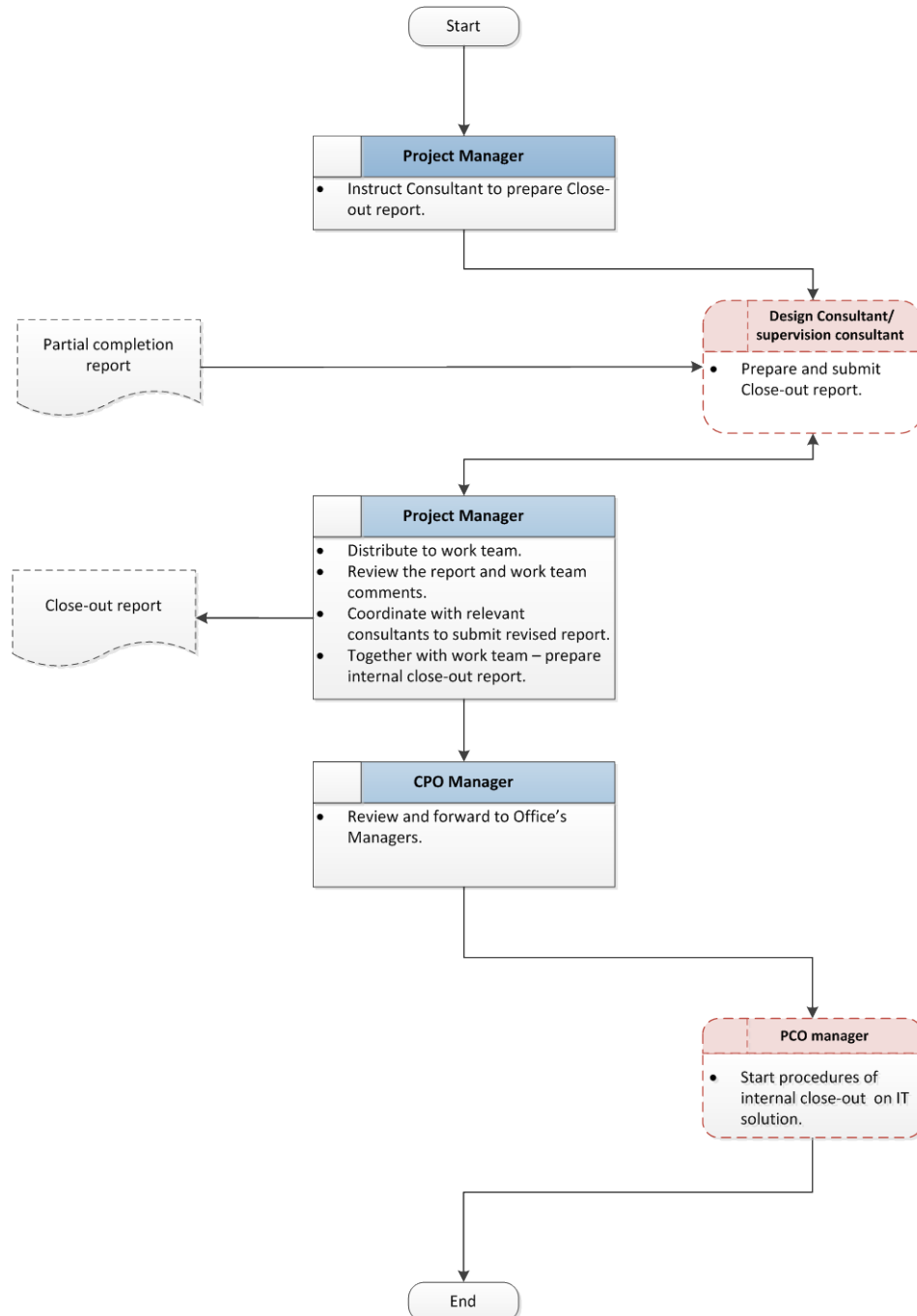
- Prepare, review and approve commissioning plan and relevant documents.
- Perform the commissioning plan with attendance of FMO staff.
- Prepare a punch list and rectify the comments.
- Prepare a close-out report and issue Partial Completion Certificate PCC.





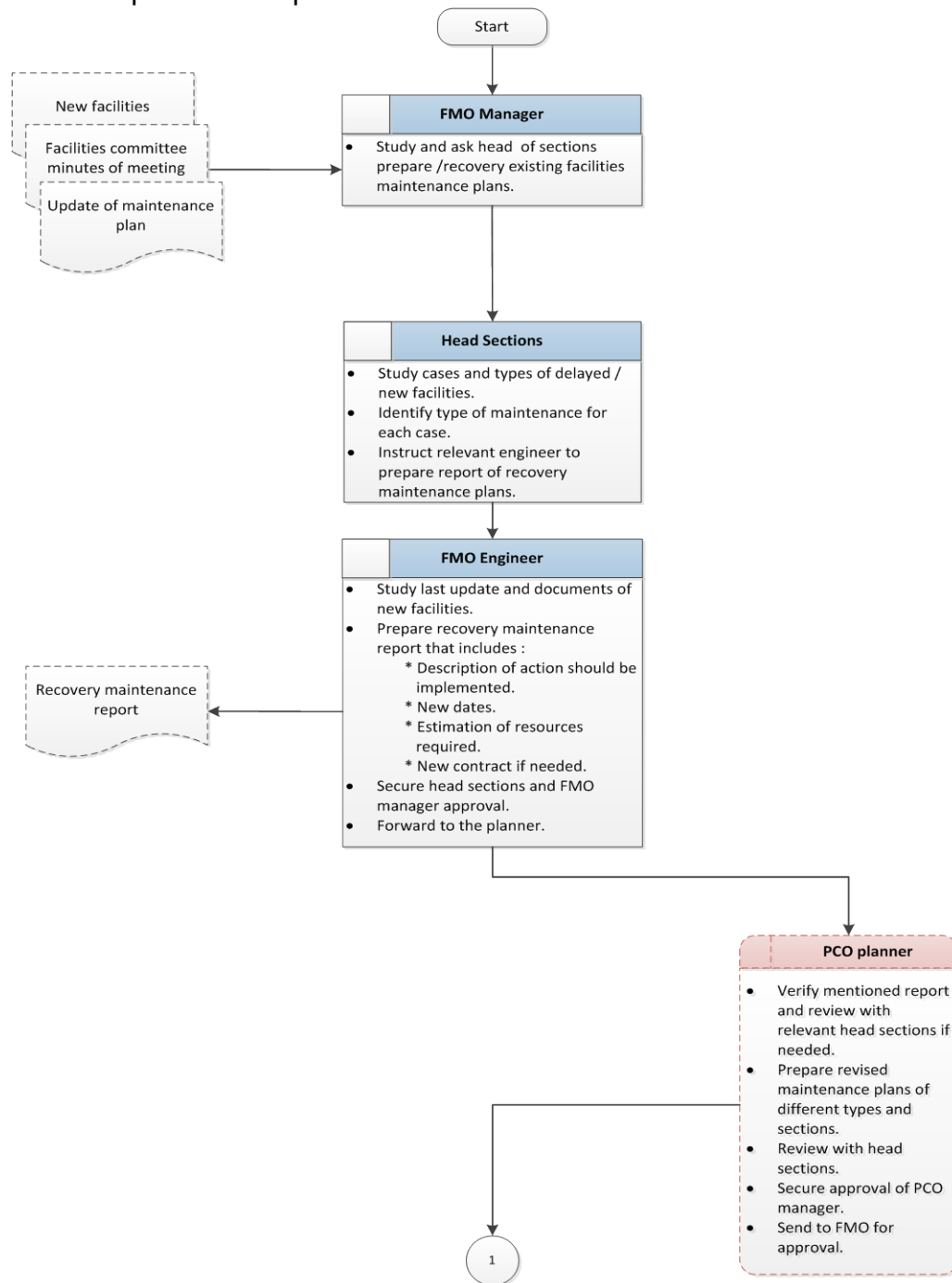
BOD-11 : Handing over the Internal Close Out Projects.

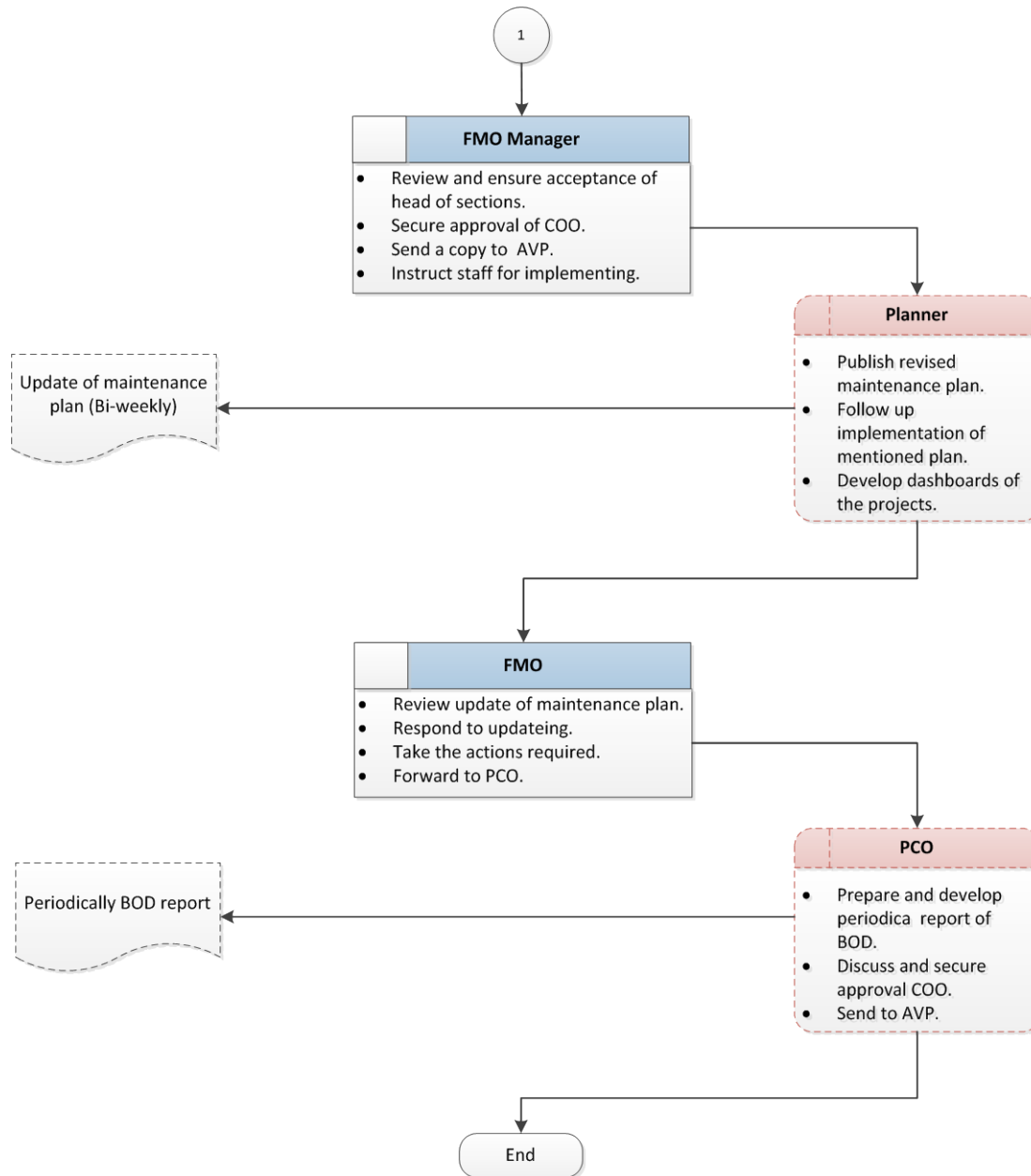
- Prepare, review and accept the external close-out report.
- Prepare and accept internal close-out report.
- Implement the procedures of the close-out for the project files on the system.



BOD-13: Develop Maintenance Plans.

- Prepare new/recovery existing facilities maintenance plan.
- Perform maintenance schedule as planned, identify type of work and prepare recovery maintenance report.
- Update maintenance plans as per recovery report and secure approvals.
- Follow up the Implementation of plans, develop relevant dashboards and issue periodical reports.

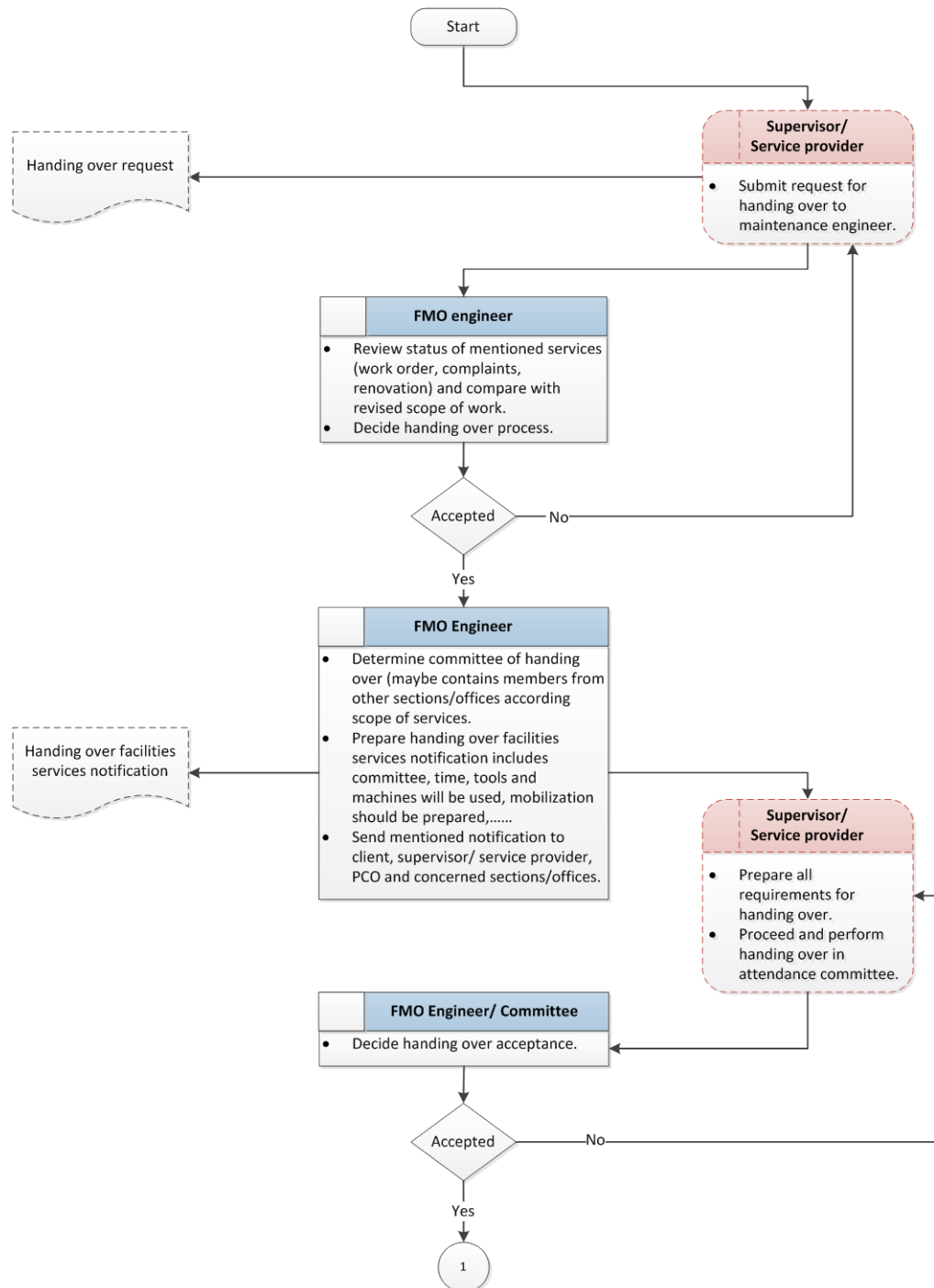


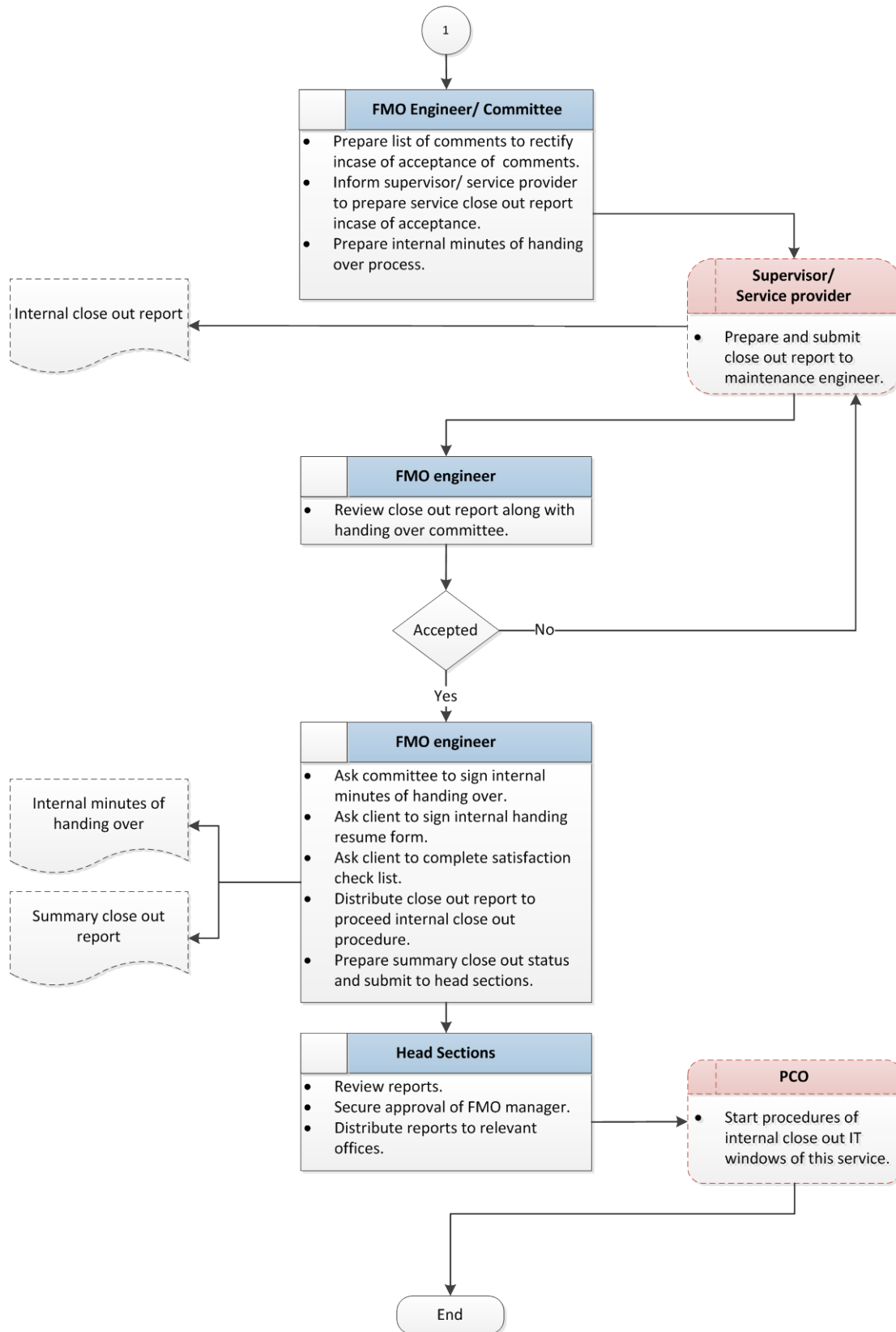


BOD-19: Handling over and Close-Out of Facility Services.



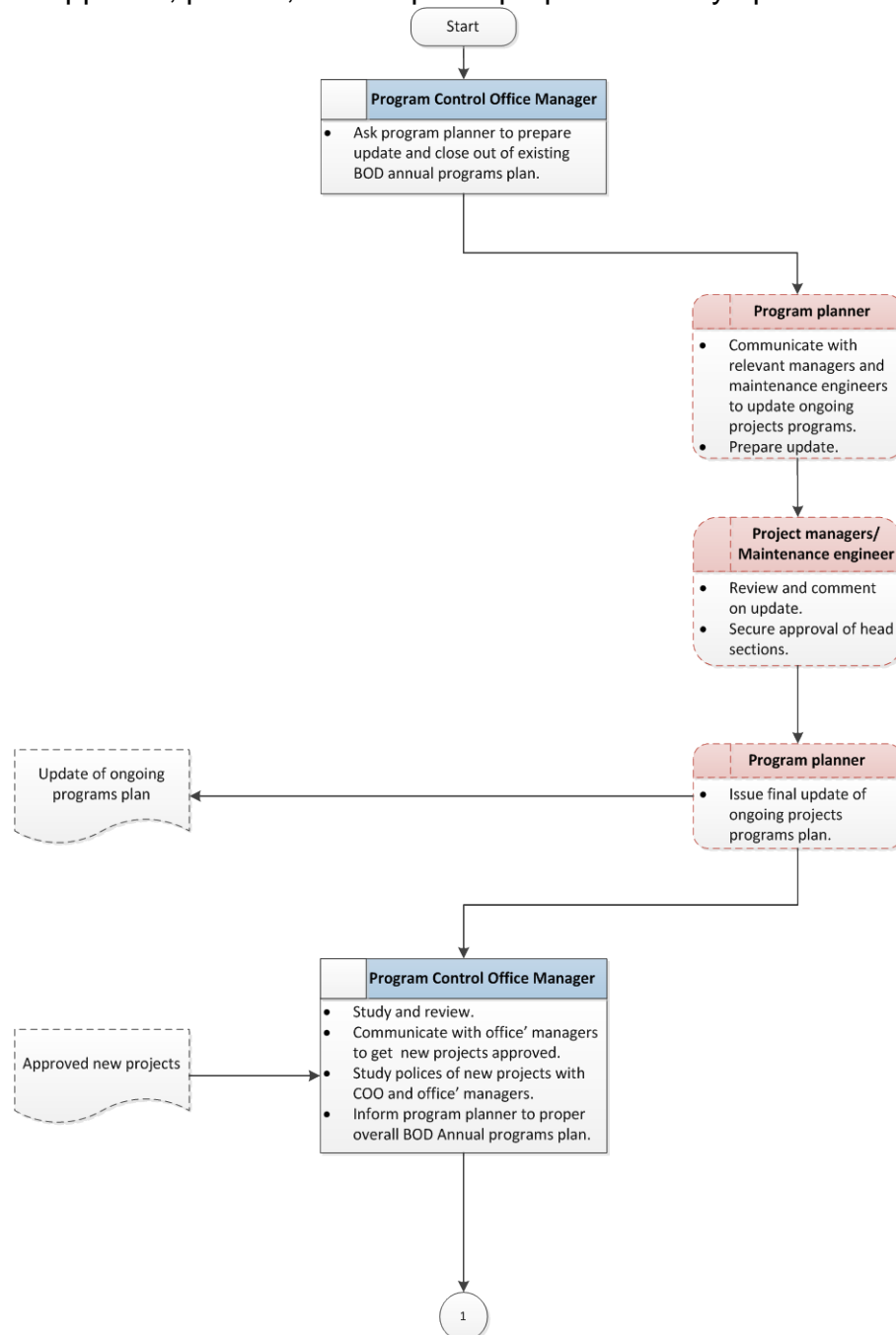
- Request of handing-over, determining committee of handing-over and preparing the notification report.
- Proceed and perform handing-over and prepare a list of comments.
- Check comments and prepare close-out report.
- Proceed internal summary close-out report and close-out IT windows.

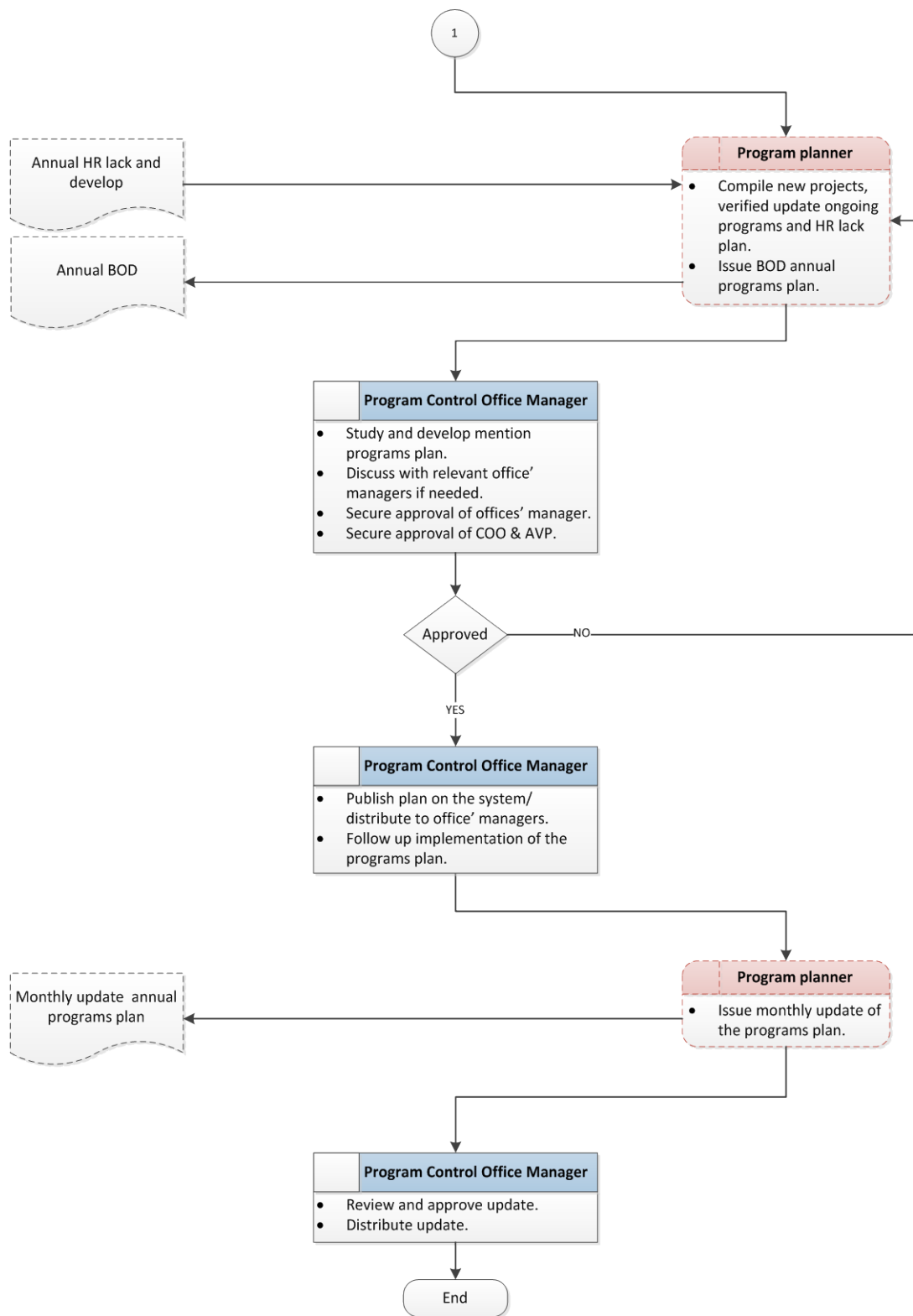




## BOD-20: BOD Annual Plan.

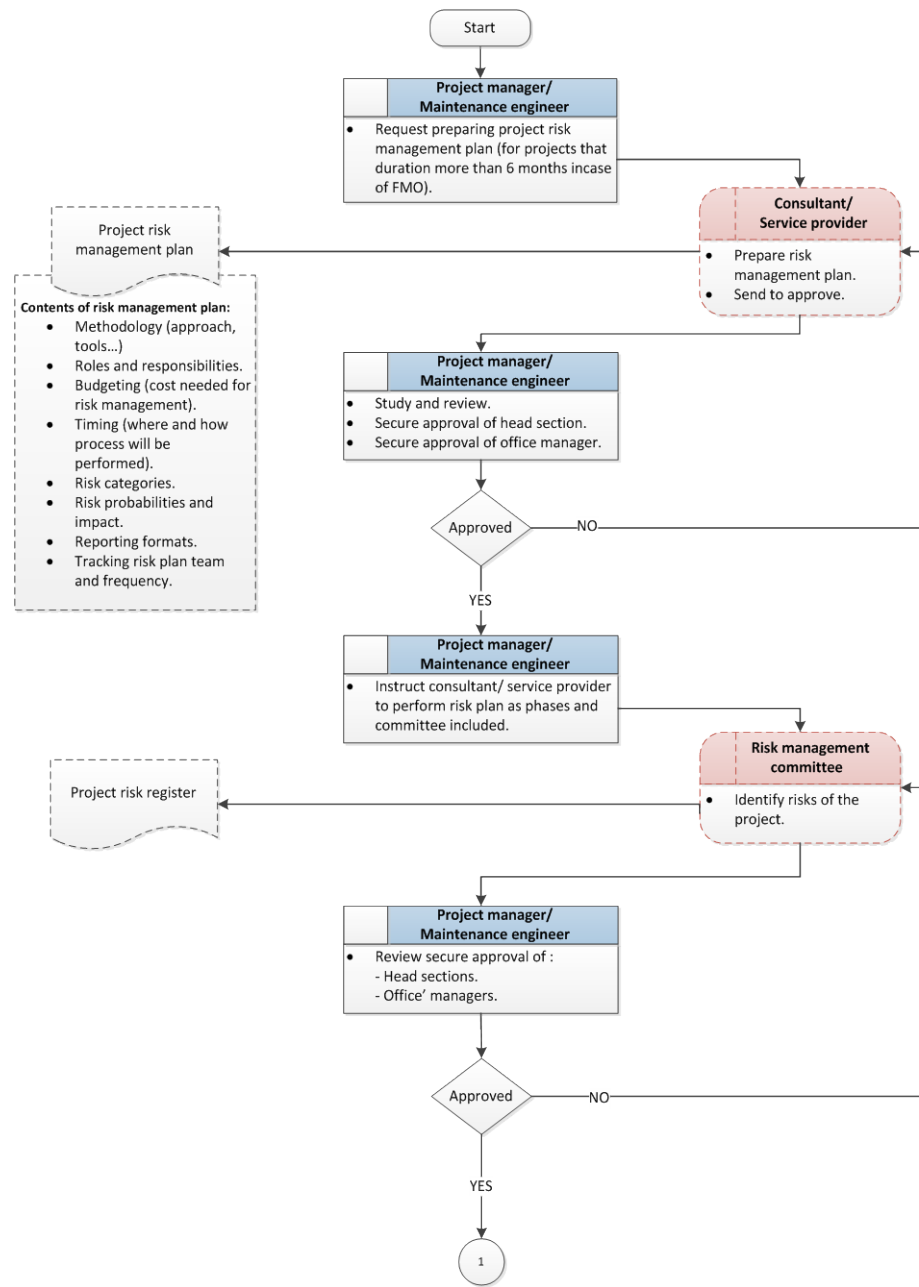
- Close out existing BOD annual programs plan.
- Prepare and develop the update of new programs plan for on-going projects.
- Prepare plans of the approved new projects through implementing BOD's policies and aggregation of ongoing projects in master programs plan.
- Secure approval, publish, follow up and prepare monthly update.

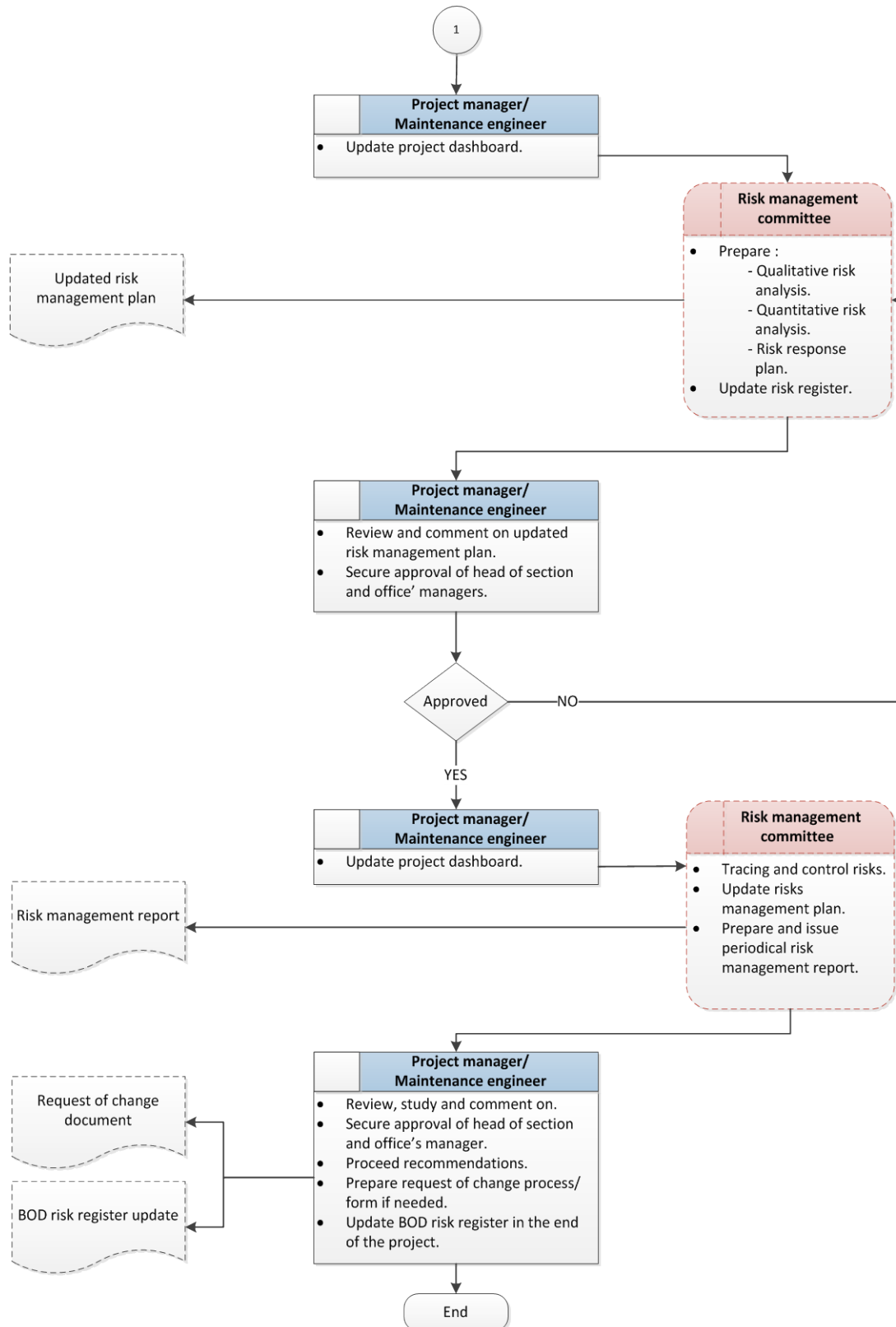




BOD-21: Project Risk Management.

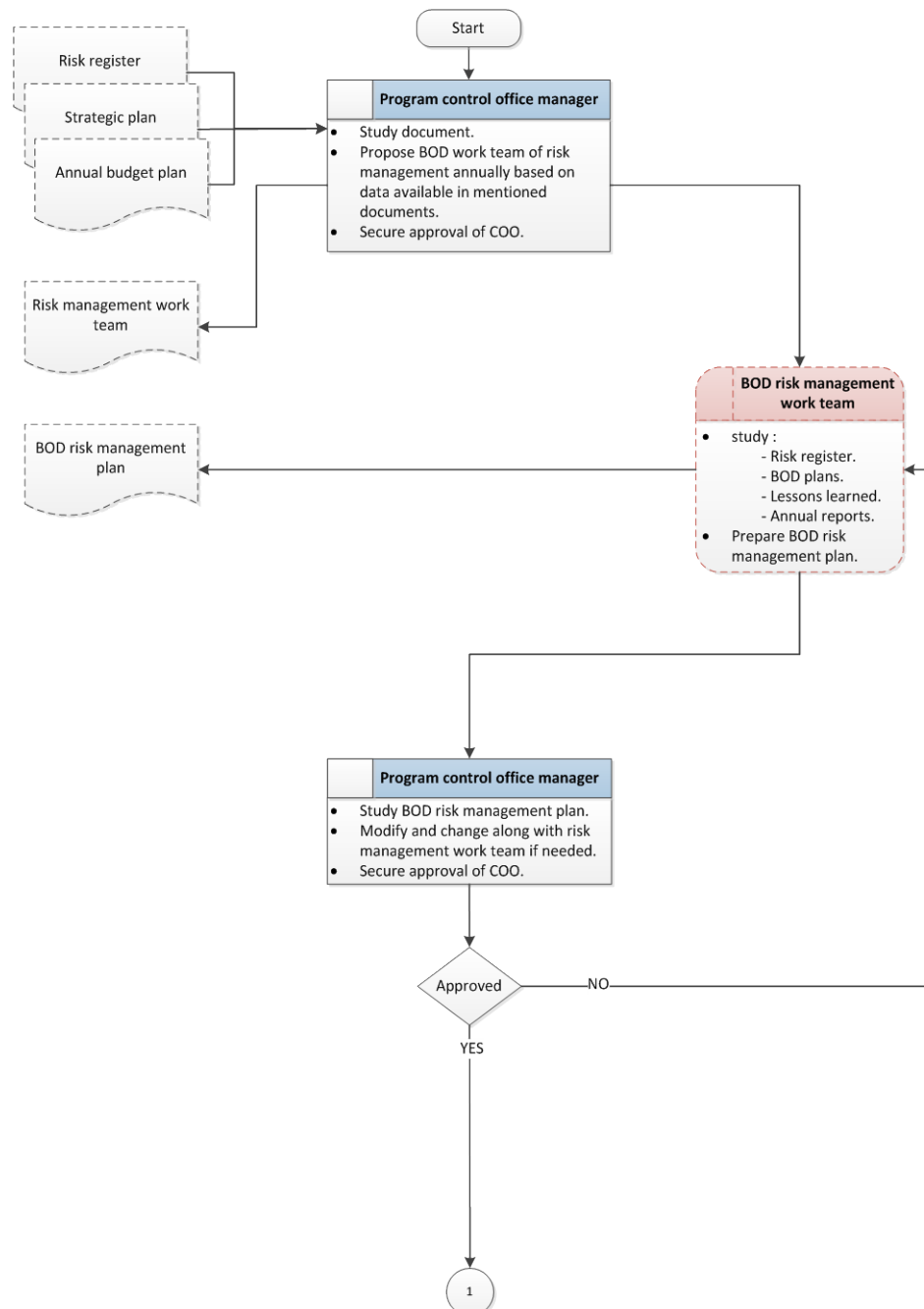
- Prepare the project risk management plan, review, identify the committee and secure approval.
- Perform phase of identifying the risks of the project , prepare risk register and secure approval.
- Perform phase of Qualitative, Quantitative analyses and response plan then secure approval.
- Tracing, controlling and updating risk management plan.
- Prepare and issue periodical risk management report, secure approval and update the BOD risk register.

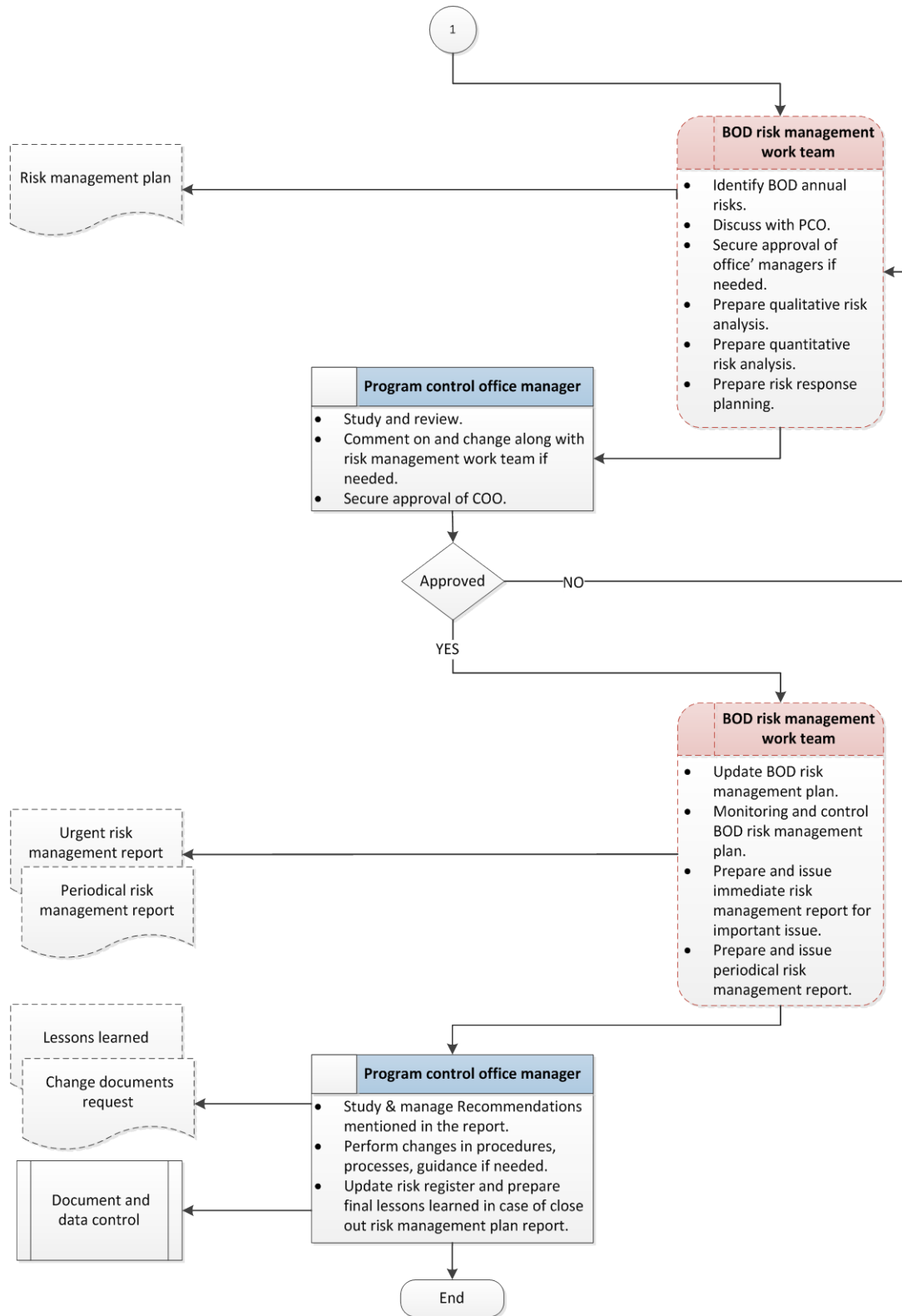




## BOD-22: BOD Risk Management.

- Identify BOD work team for risk management.
- Study concerned documents , prepare the BOD risk management plan and secure approval.
- Perform phases of risk management plan – qualitative, quantitative and response planning and secure approval.
- Tracing implementation of plan, preparing immediate report for important issues and prepare periodical reports.
- Perform changes due to feedback and prepare final lessons learned.

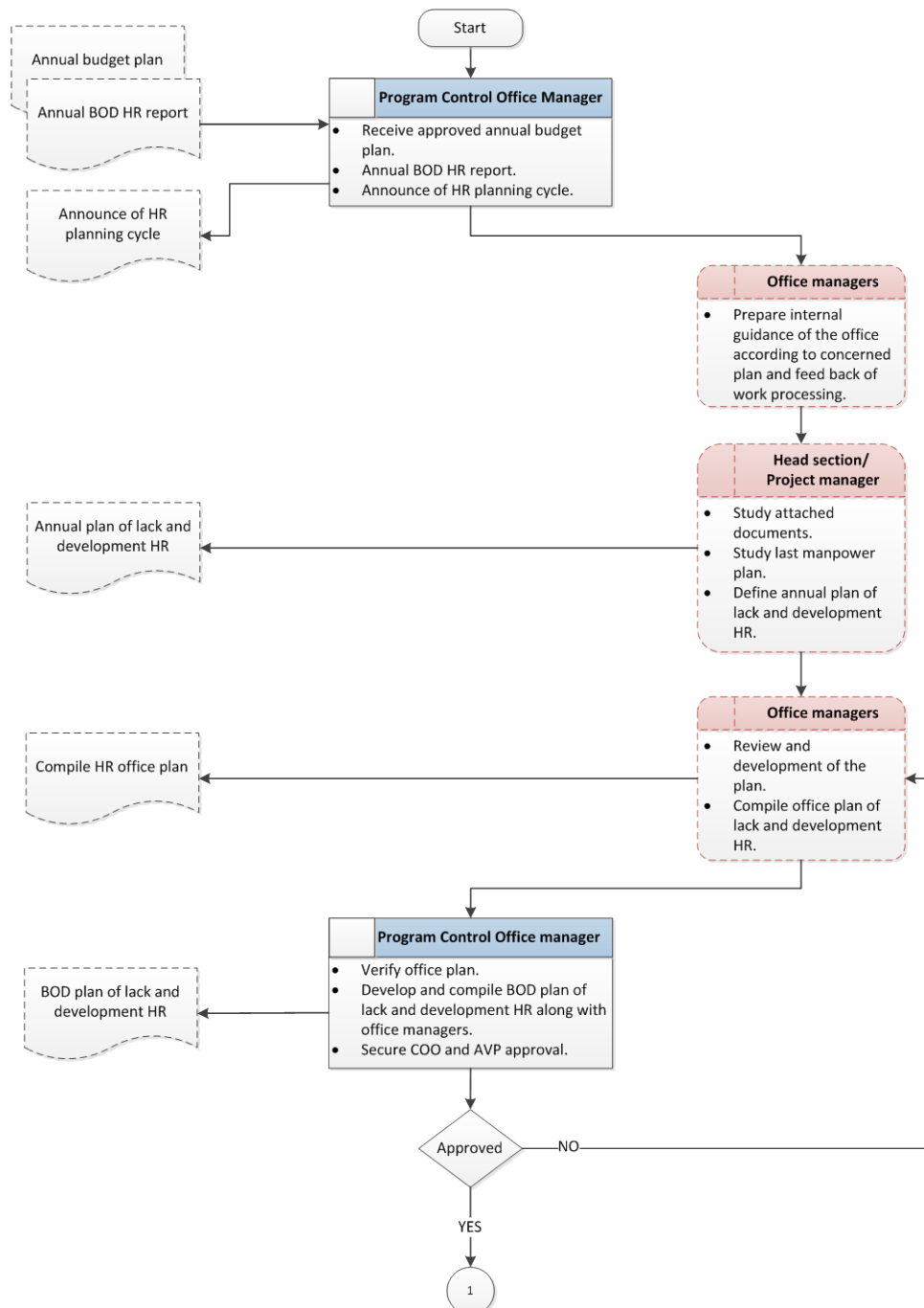


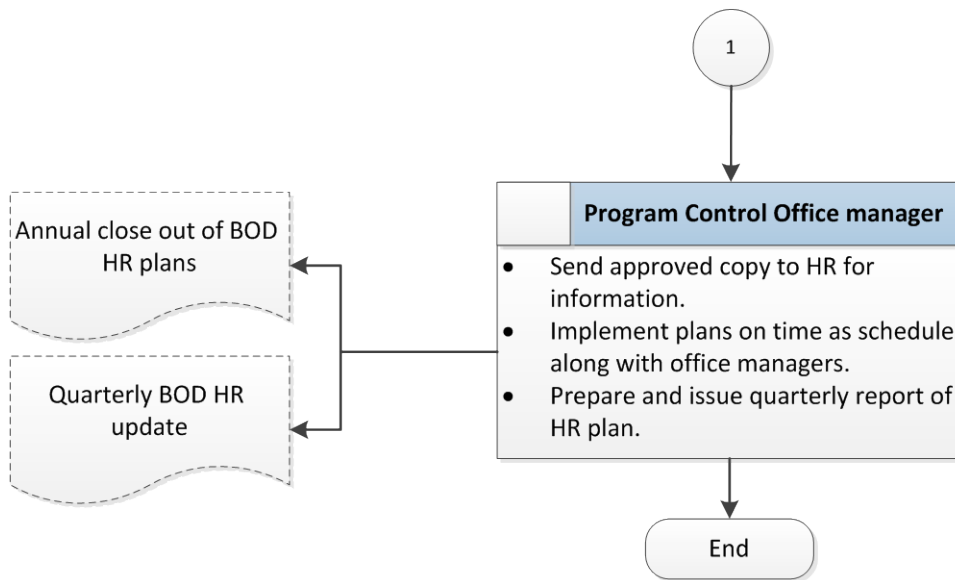




## BOD-23: Planning for BOD Human Resources.

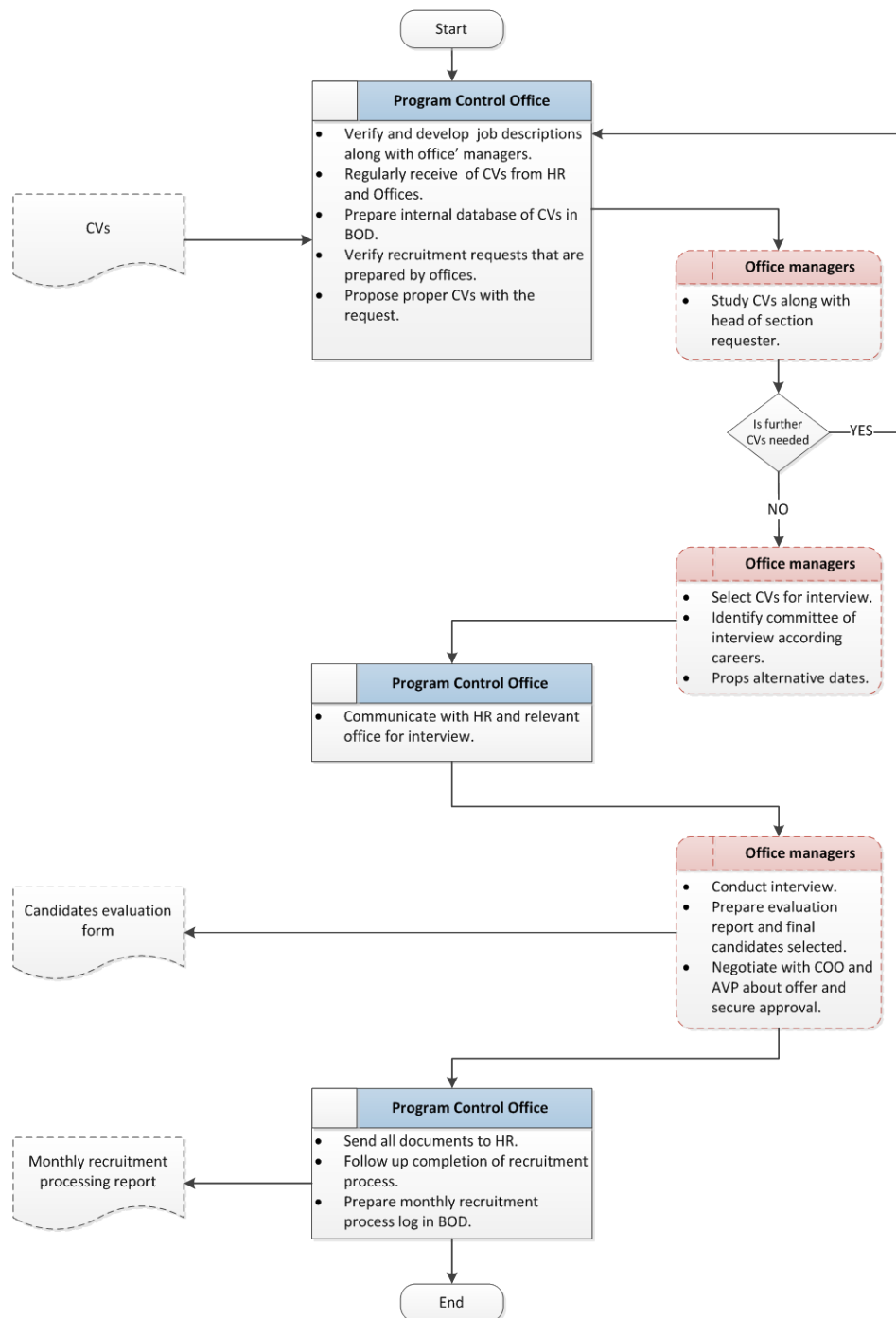
- Prepare the offices' plan of lack and development of HR according BOD annual plan and internal guidance.
- Compile and prepare the BOD HR lack and development plan and secure approval.
- Implement the recruitment and development plans as the master.
- Prepare and issue the periodical report of BOD's HR plan.





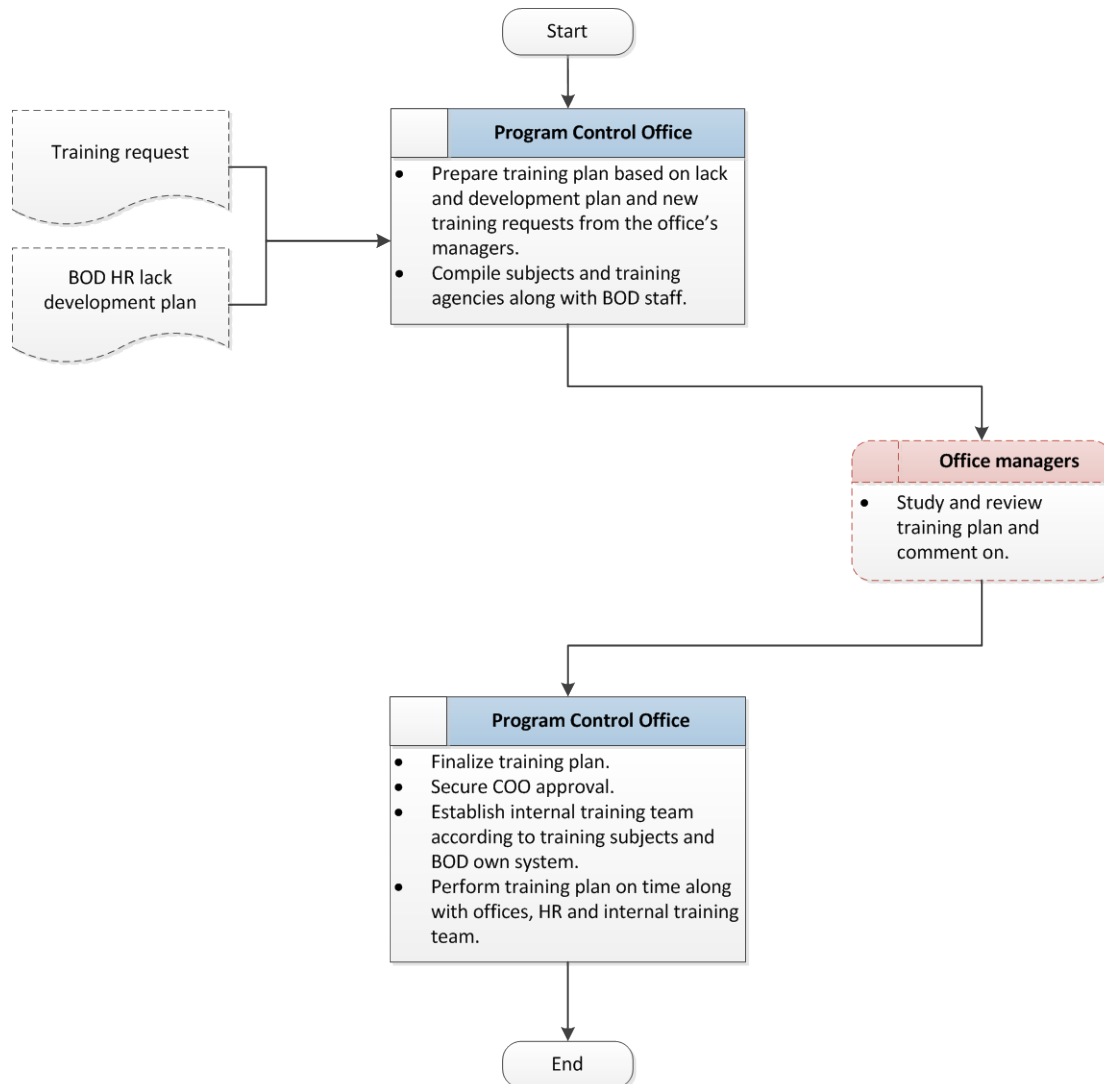
## BOD-24: Recruitment BOD Staff.

- Preparation and development of job descriptions for BOD jobs .
- Prepare database of CVs for all BOD positions.
- Manage security requests and issue interview evaluation report .
- Select candidates, follow up with HR and issue monthly recruitment process log in BOD.



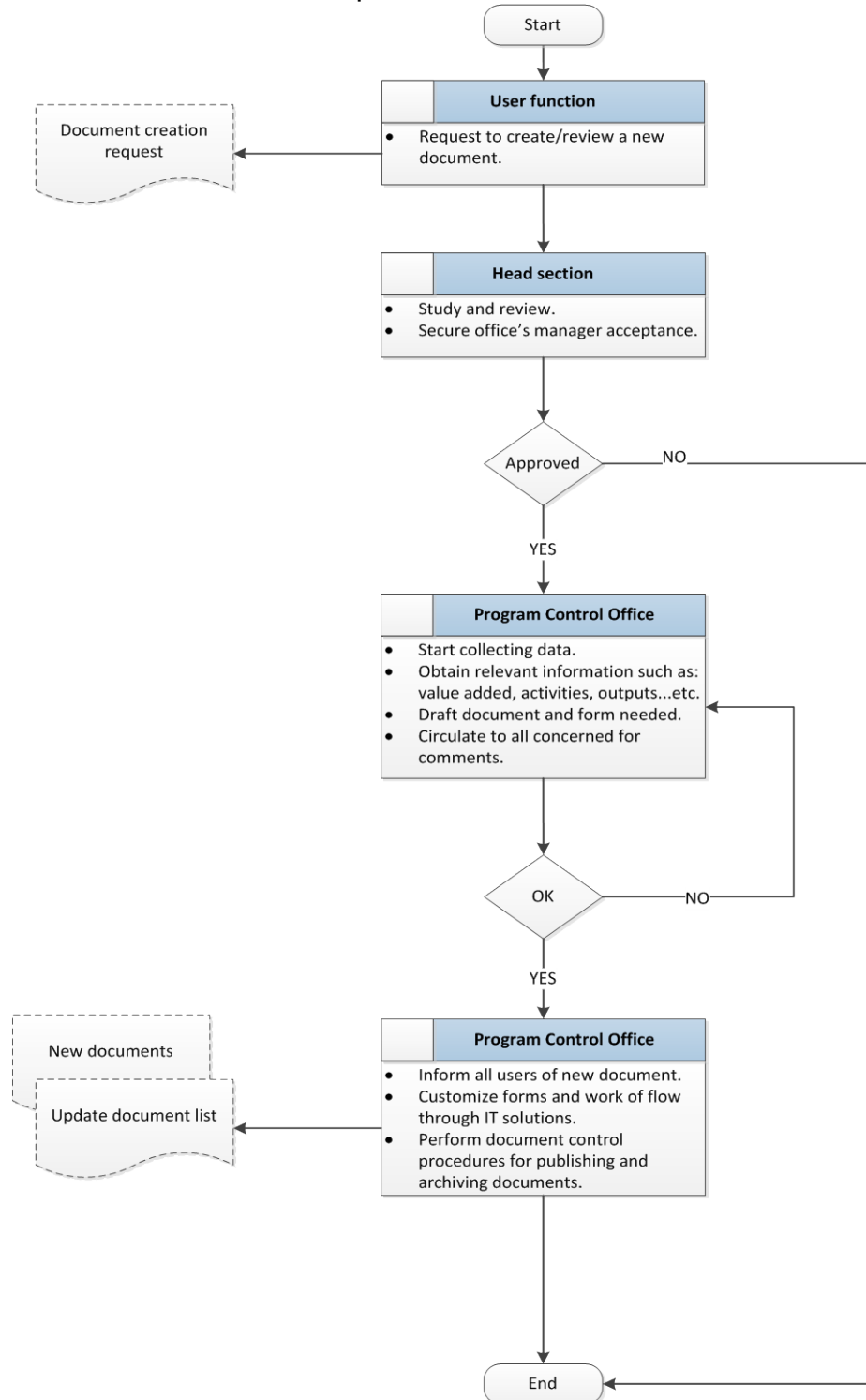
## BOD-25: BOD HR Development.

- Preparing BOD training plan based on the lack and development of HR report, annual appraisal and training requests
- Review and approval.
- Establish internal training team, conduct training plan and manage coordination with the HR and internal training team.



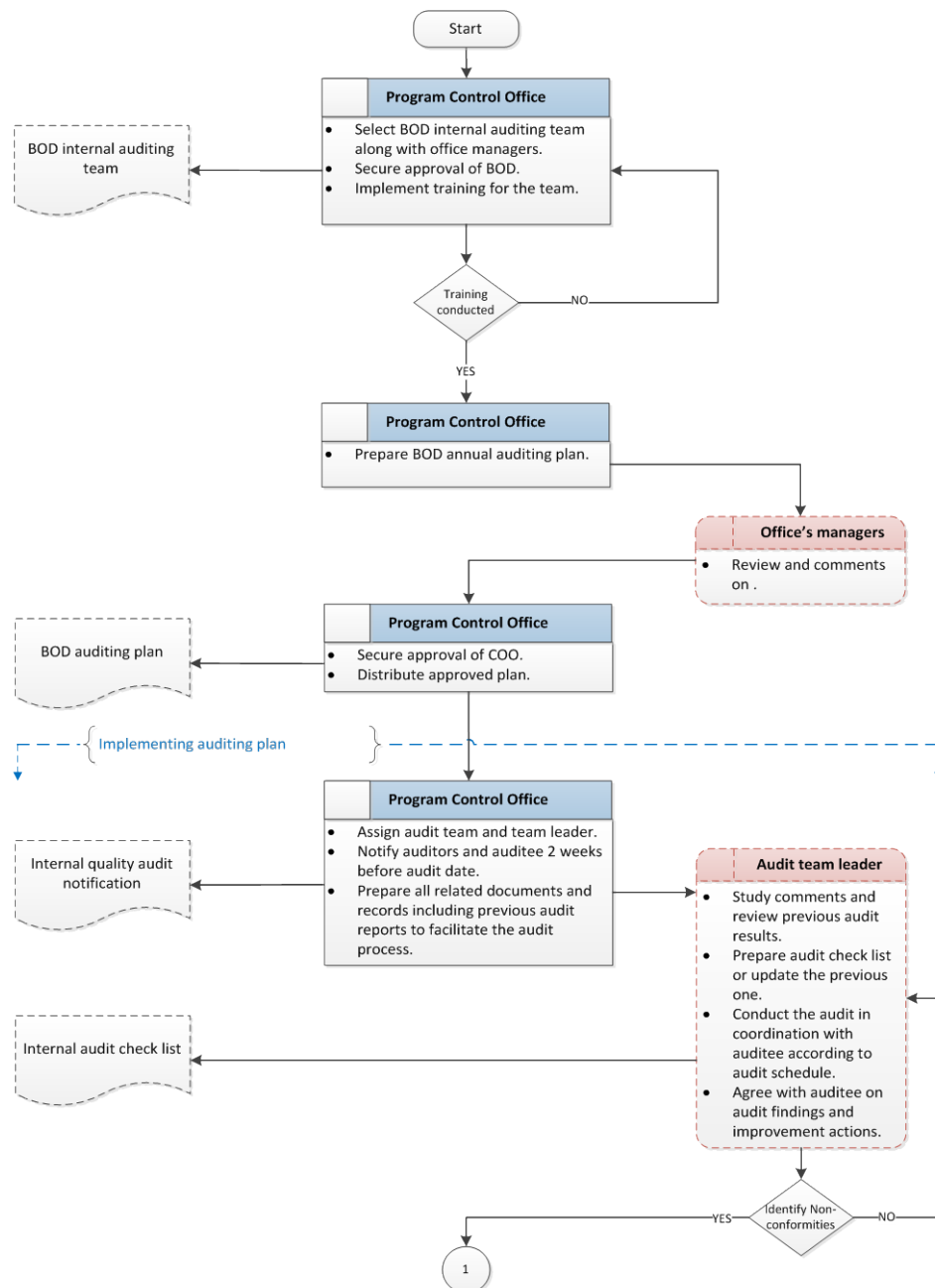
## BOD-26: BOD Documents and Data Control.

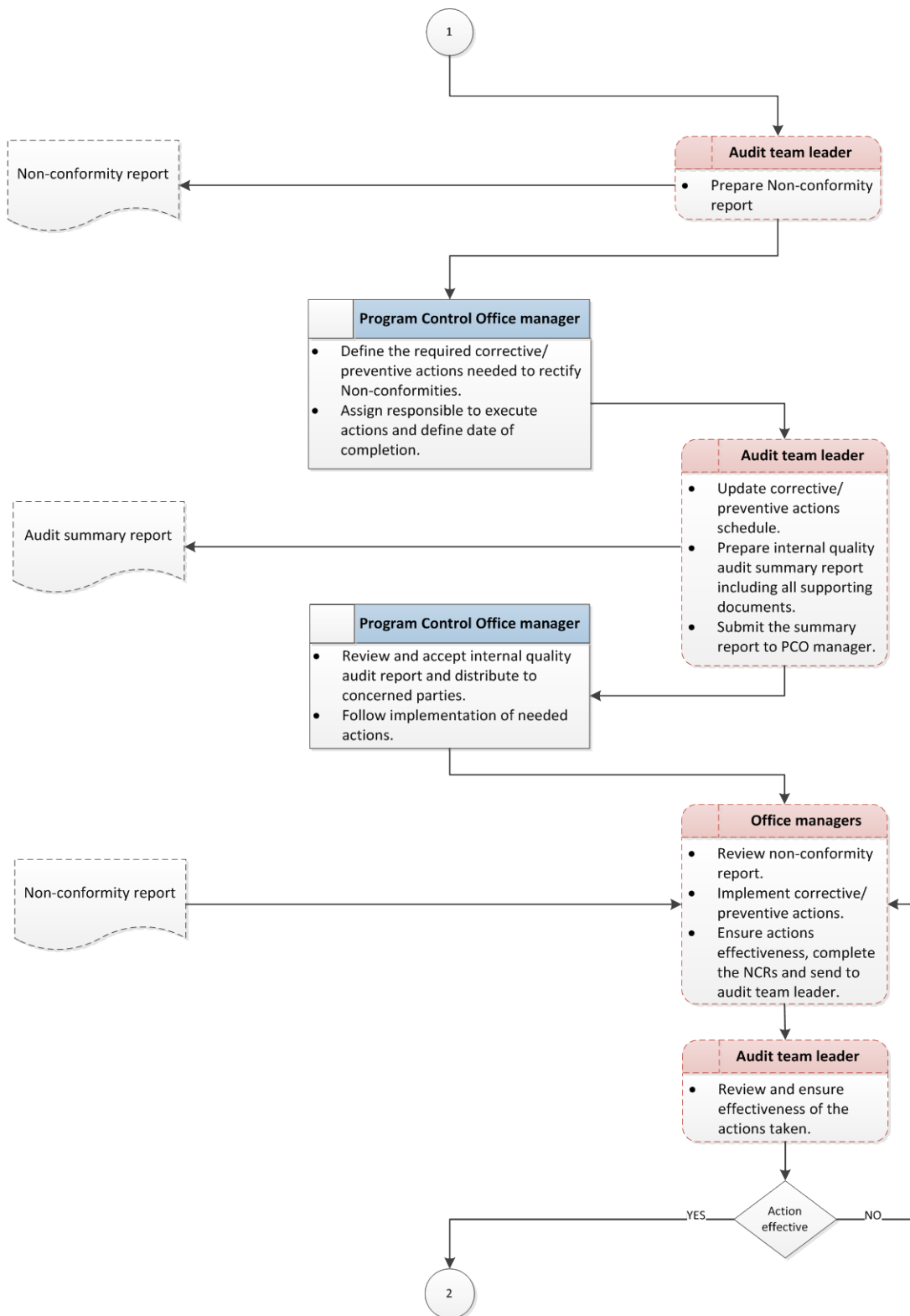
- Requests of creation/change documents.
- Study the requests relative to the PMS and ISO requirements.
- Draft changes requirements and secure approval.
- Perform document control procedures for distribution and archiving.

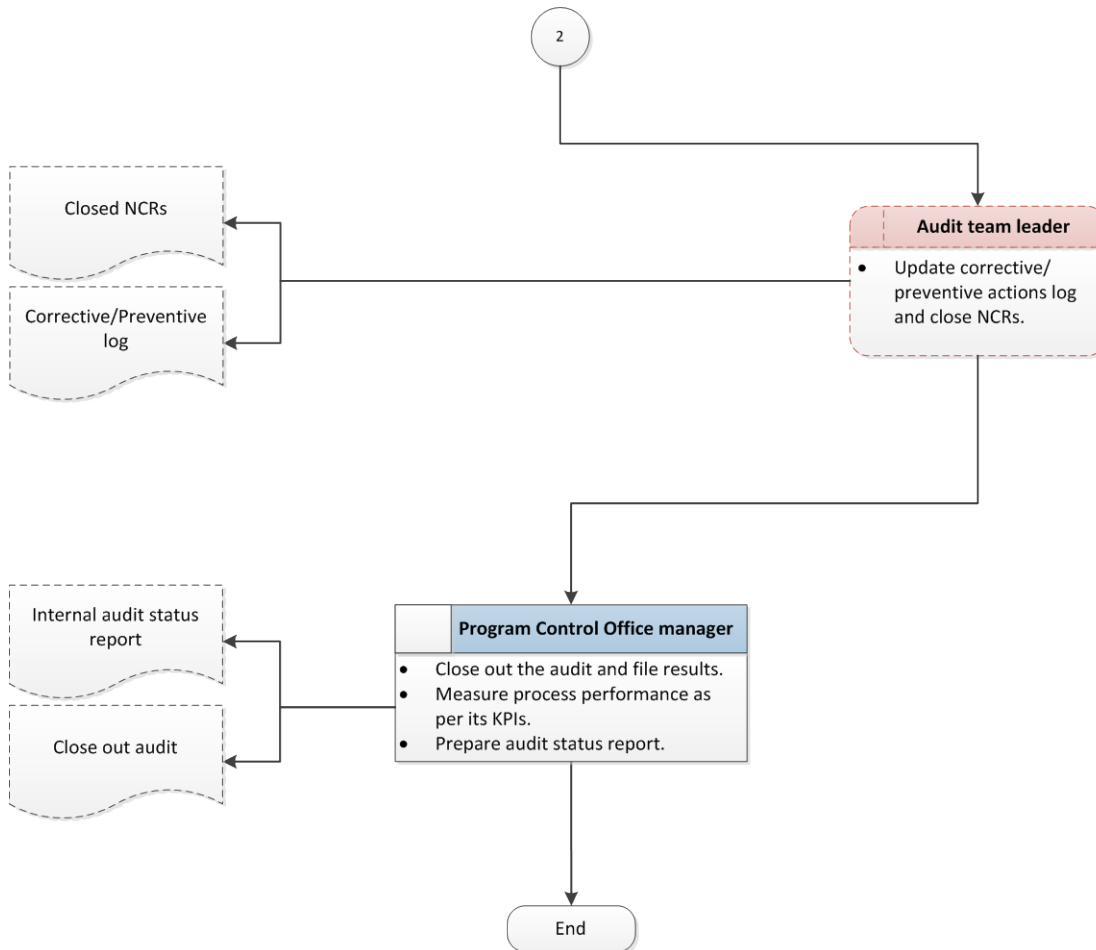


## BOD-27: BOD Quality Assurance.

- Select BOD internal audit team, conduct a training course for the team, prepare BOD auditing plan and secure approval
- Implement an audit plan as scheduled, arrange with managers, identify auditors and the leaders and prepare all the documents required.
- Perform auditing, prepare Non-conformity report (NCRs), define corrective and preventive actions and forward to managers.
- Rectify NCRs and ensure effectiveness.
- Close out auditing, update corrective/preventive actions log and prepare the audit report.











## **Part-5**

# **Support Services Office (SSO) Policies**

## PL-BOD-05: Support Services Office (SSO) Policy

<b>Contents:</b> <ul style="list-style-type: none"> <li>▪ Policy Description</li> <li>▪ Who Should Know This Policy</li> <li>▪ Policy Sections</li> </ul>	<b>Version Number: 01</b>
	<b>Effective Date:</b>
	<b>Reviewed by EMC on:</b>
	<b>Approved by the President on:</b>

### Policy Description

The purpose of this policy is to regulate processes of providing following services to students and employees of QU:

- Transportation.
- Logistic support, mail and archiving
- Housekeeping

Also regulate management activities and processes based on Project Management System and quality assurance activities based on ISO standard requirements.

### Who Should Know This Policy

- ☒ The President
- ☒ The Vice President
- ☒ The Associate Vice President for Facilities & IT
- ☒ The Associate Vice President of Administration
- ☐ The Legal Advisor
- ☐ The Dean
- ☒ The Director/ Department Head
- ☐ The Faculty member
- ☐ The Accounting/ Finance Personnel
- ☐ The Student
- ☒ All Employees

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## 1.1 Definition

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It is the policy of Support Services Office (SSO) to manage providing Logistics, Transportation, Mailing & Archiving and Housekeeping Services .

SSO provides those services by concerned sections and relevant units which has been actively involved in providing The Office is well reputed for timely execution using efficient procedures, modern techniques and highly qualified personnel.

sections and concerned units participate in achieved the policies of SSO through their own policies and procedures. Also implementation of ISO standard which SSO is certified ensure top management in SSO is highly committed towards development, implementation, maintenance and continual improvement of quality management system and its effectiveness. This commitment is reflected through:

1. Understanding customer and statutory and regulatory requirements and conveying the importance of meeting them to the Office
2. Establishing the quality policy
3. Ensuring that quality objectives are developed and updated as necessary
4. Performing management review meetings
5. Ensuring the availability of resources
6. Other continual improvement activities.

SSO and relevant sections provide the services through own staff and crews or outsourcing services providers depend on the scope and time span of the service. Implantation of new

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## 1.2 Policy Statements

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- Prepare events required based on official requests.
- Study and visit locations and sites to identify requirements.
- Follow events to ensure services quality and cover any comments .
- Coordination with the requester to evacuate location.
- Survey efficiency of work with requester.
- Implement services by outsourcing services provider .
- Follow distribution of internal mails.
- Communicate with post company to arrange shipping activities.
- Follow up and finalize cases of non-inference.
- Distribution of received mails under tracking .
- Housekeeping is done by outsourcing company.
- Storage complimentary toiletries housekeeping monthly .
- Daily follow up for housekeeping activities

## 1.5 Procedures

### BOD-A : Control of Document

Steps (S.No)	Description of Activities	Responsibility	Docs. / Resources												
1.1	Identify the need of a document. Prepare the draft document and send it to MR / HOD for review.	Employees	—												
1.2	Review the draft document with concerned Section Heads to establish the need and subsequent approval of document and getting their approval on the Draft Document.	HOD / MR	—												
1.3	Allot unique identification number to the quality related documents. <b>Document Hierarchy:</b>	MR	—												
	<table><tr><td>Level-1</td><td>QM, QP, QO</td><td>Quality Manual, Quality Policy, Quality Objectives</td></tr><tr><td>Level-2</td><td>PR</td><td>Procedure</td></tr><tr><td>Level-3</td><td>OP, WI, JD,</td><td>Operational Process, Work Instruction, Job Description</td></tr><tr><td>Level-4</td><td>F</td><td>Forms, Templates</td></tr></table>			Level-1	QM, QP, QO	Quality Manual, Quality Policy, Quality Objectives	Level-2	PR	Procedure	Level-3	OP, WI, JD,	Operational Process, Work Instruction, Job Description	Level-4	F	Forms, Templates
	Level-1			QM, QP, QO	Quality Manual, Quality Policy, Quality Objectives										
	Level-2			PR	Procedure										
	Level-3			OP, WI, JD,	Operational Process, Work Instruction, Job Description										
	Level-4			F	Forms, Templates										
Example: Procedure of Control of Document:															
<div>SSO - Level - 001</div> <div><div></div><div></div><div></div></div> <div>Group Name                  Type of Document                  Document No.</div>															

1.4	<p>Get the quality document approved from the approving authority as below.</p> <p>Quality Policy : SSO - Head  Quality Objective : SSO - Head  Quality Manual : SSO - Head  Procedures : SSO - Head  Operation Manual/WI : SH  Job Description : SSO Head</p> <p><b>Header:</b>  Header of each controlled document will contain following:</p> <table border="1"> <tr> <td rowspan="4"><b>LOGO</b></td><td rowspan="4"><b>CONTROL OF DOCUMENTS</b></td><td>Reference:</td><td>SSO-PR-001</td></tr> <tr> <td>Rev:</td><td>00</td></tr> <tr> <td>Date of Issue:</td><td>__-__-2011</td></tr> <tr> <td>page</td><td>3/5</td></tr> </table>	<b>LOGO</b>	<b>CONTROL OF DOCUMENTS</b>	Reference:	SSO-PR-001	Rev:	00	Date of Issue:	__-__-2011	page	3/5	MR	—
<b>LOGO</b>	<b>CONTROL OF DOCUMENTS</b>			Reference:	SSO-PR-001								
				Rev:	00								
				Date of Issue:	__-__-2011								
		page	3/5										
1.5	Enter the detail of all documents in the Master List.	MR	Master List										
2	<b>Issue Control:</b>												
2.1	<p>Maintain one set of hard copy of the documents duly approved (with original signatures) to demonstrate the current documentation. This hard copy will also be for reference purposes by MR &amp; auditor.</p>	MR	—										
2.3	Distribute the documents as Hard / Soft Copies then, for hard copy mark main page of the document with a rubber stamp as “ <b>CONTROLLED</b> ” and for soft copy mark the main page with water mark as “ <b>CONTROLLED</b> ”. Distribute the controlled copies of documents for implementation.	MR	—										
2.4	Maintain the issue status, revision status and document distribution in Master list. For every change, the revision number is incremented and updated. After every 09 revision the issue number is incremented and updated. Once the issue number is updated the revision number starts from 00.	MR	Master List										

2.5	Any controlled documents printed & is without CONTROLLED stamp is considered as “ <b>UNCONTROLLED</b> ”. Such documents shall not be used for any practical purposes, except learning interest, training. It would be the responsibility of the individual to ensure availability / access to the latest documents available.	MR	—
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3	<b>Document Changes / Revisions:</b>		
3.1	Send request for changes in quality document to MR / HOD on ‘Change Proposal form’.	Employees	Change proposal form
3.2	MR sends the required change for approval to the management authority, which initially approved the document.	MR / HOD / SH	Change proposal form
3.3	After getting approval from the approving authority, issue in accordance as per above step-2.	MR	Master List
3.4	Distribute the amended documents to concerned parties and remove the obsolete documents from the point of use.	MR / HOD	—
3.5	Retain the master copies of obsolete documents after stamping as “Obsolete” in “Obsolete Documents File” for future references.	MR	Obsolete File
4	<b>Documents of External Origin:</b>		
4.1	Maintain a list of External documents determined necessary by company and Keep them updated.	MR	External Origin List
4.2	External documents will be used for reference only and shall be replaced to their origin when ever concern person use it. Maintain distribution records.	MR	Distribution record
5	<b>Control On Electronic Data and system for changing documents in computerized system:</b>		
5.1	Take the backup of all documents once in a month and keep in different place and maintain Data Backup record accordingly.	MR / HOD	Data Backup Record

BOD-B : Control of Record.

Steps (S.No)	Description of Activities	Responsibility	Docs. / Resources
1	Identify the QMS information /data / records required to be maintained in the department / section and including QMS files and project files. (NOTE: Document generated by project need only to be maintained in project file can be hard or soft copy)	SH	—
2	Keep Record matrix, giving details of records to be maintained along with the retention period, authority for disposing and method of disposing of records.	MR	Record Matrix
3	Maintain active files / registers / books for these records.	MR	—
4	Ensure that the records are not lost / damaged and are kept in safe custody with access to authorized personnel.	MR	—
5	Ensure that the records are kept at their designated locations.	MR / SH	—
6	At the designated locations, indicate the file number and Title of record for easy retrieval.	MR / SH	—
7	Ensure that the records are legible.	MR / SH	—
8	Make available the records to customer or his representative, if contractually required, within the retention period as agreed with the customer.	MR	Record Matrix / Records
9	Maintain data in active files / registers / books as per the retention time specified for the records.	MR	Record Matrix
10	At the end of the retention period, review the records and decide on which records are to be retained and which are to be disposed off.	MR	—
11	For the records to be retained indicate the file reference, location to be shifted and retention period and shift to the Record Room/Cabinet.	Disposal	—
12	For the records to be disposed off, dispose off by shredding / tearing / burning / recycling / erasing or any other stated method in record matrix.	MR	Record Matrix

BOD-C : Control of Non Conformance.

Steps (S.No)	Description of Activities	Responsibility	Docs. / Resources
1	Any deviation with respect to specified customer requirement will be considered as NC. Any deviation / rejection by the subcontractors is considered as a NC.	MR / SH	
2	Identify nonconformity as following categories; <ol style="list-style-type: none"> <li>1. Incoming goods</li> <li>2. Non conformities in projects <ul style="list-style-type: none"> <li>➤ Project delays</li> <li>➤ Project creep</li> <li>➤ Provide service out of scope</li> <li>➤ Specifications not complying</li> <li>➤ Complaints / Observation / Snags not addressed adequately</li> <li>➤ Any incomplete documentation</li> <li>➤ Client unsatisfied</li> <li>➤ Process Non-conformities or</li> <li>➤ Any internal failure of processes or system.</li> </ul> </li> <li>3. Final Product to customers</li> </ol>	Employees / SH	CPA
3	Identify non-conformities and report to MR for raising a CPA	Employees / SH	CPA
4	Review CPA generated against each non-conformity. Relevant process owners / qualified personnel decide actions to eliminate detected non-conformity.	MR / SH	CPA
5	Identify the root cause and personnel responsible for correction and corrective action on related CPA as per corrective and preventive action procedure.	MR / SH	CPA
6	All rectified parts are again re-inspected / verified for conformity and only accepted products are approved to customer	SH	Inspection report
7	In case of non conforming products reaching the customer is noticed, the same will be promptly informed to customer by Marketing executive and corrective actions are taken as per corrective and preventive action procedure	MR / SH	CPA



8	For all customer end rejections / complaints, Corrective action reports are prepared, and a copy of the same is sent to customers if required.	MR / SH	CPA
9	The organization avails no customer waivers	SH	---
10	Review trends or patterns of non-conformities at periodic intervals (every MRM).	MR	CPA
11	Compile analysis of trends of non-conformities from all divisions and processes for purpose of reporting in Management Review.	MR	---

BOD-D : Internal Audit.

Steps (S.No)	Description of Activities	Responsibility	Docs. / Resources
<b>1</b>	<b>Audit Scheduling</b>		
1.1	<p>Prepare an Annual Audit Schedule to cover all divisions over one year period.</p> <p><i>Note:</i></p> <ol style="list-style-type: none"> <li>1. A division refers to entire scope of that entity.</li> <li>2. Taking into consideration the status and importance of the process and areas to be audited, as well as the results of previous audits.</li> </ol>	MR	Annual Audit Schedule
1.2	<p>Initiate an unscheduled internal audit based on the following conditions:</p> <ol style="list-style-type: none"> <li>a) If a serious deficiency in any part of the Quality Management System become apparent during routine operations.</li> <li>b) From review of Quality Records.</li> <li>c) As a result of a customer complaint.</li> <li>d) Upon request from a concerned division head.</li> </ol>	MR	—
<b>2</b>	<b>Audit Plan:</b>		
2.1	Based on Annual Schedule, Issue a detailed plan that shows when and by whom each audit will be performed and sent to related division.	MR	Audit Plan
2.2	Assign the Auditor from the list of the certified Internal Auditors to conduct audits.	MR	Audit Plan
<b>3</b>	<b>Notify Audit:</b>		
3.1	Agree audit date, scope and program with the Auditee and confirm prior to the audit, if there is any time conflict re-notify to all concern to MR.	MR / Auditee / Auditor	—
<b>4</b>	<b>Review System Documentation</b>		

4.1	Provide controlled copies of all the relevant documents pertaining to the audit, e.g. procedures, Work Instructions, previous Audit Reports, and Standard etc. from the MR and shall review the same.	Auditor / MR	—
<b>5</b>	<b>Audit Checklist Preparation</b>		
5.1	Based on the above review, each Auditor shall prepare their own Checklist (if required) for the procedure and related QMS for the area / business / scope to be audited.	Auditor	Checklist
<b>6</b>	<b>Audit Performance</b>		
6.1	<ul style="list-style-type: none"> <li>a) Conduct the audit at the work place using the Checklist as a guide.</li> <li>b) Record all the objective evidence received, nonconformance found and all the pertinent information against the nonconformance observed in the Checklist.</li> <li>c) If appropriate, expand the Checklist to include audit of any additional requirements, which become apparent as the audit.</li> </ul>	Auditor / Auditee	CPA / Audit Observation Sheet
<b>7</b>	<b>Audit Findings and close up</b>		
7.1	<ul style="list-style-type: none"> <li>a) Review the objective evidence and evaluate conformance.</li> <li>b) Raise a CPA for any nonconformance found. State the objective evidence of the nonconformance observed, giving the pertinent information on the CPA.</li> <li>c) Invite the Auditee to acknowledge the audit findings by signing the CPA.</li> </ul>	Auditor / Auditee	CPA / Audit Observation Sheet
<b>8</b>	<b>Audit Reporting</b>		
8.1	Prepare the Audit Summery Report, which consists of the non-conformance (if any), attached with CPA.	Auditor	Audit Summary Report
8.2	Audit Summery Report and CPA send to the Auditee. (If there is no non-conformance, the MR shall file the original Audit Report and send a copy to the Auditee.)	Auditor / MR	CPA / Audit Summary Report
<b>9</b>	<b>Correction &amp; Corrective Action</b>		

9.1	Upon receiving the Audit Report, write down the completion date and the details of Correction and Corrective Actions, which need to be taken for the raised nonconformance and send back to the MR / Auditor.	Auditee	CPA
<b>10</b>	<b>Follow up Audit</b>		
10.1	Perform the follow-up audit within week of the proposed follow up date to verify the implementation and effectiveness of the Correction and Corrective Actions taken.	Auditor	CPA
10.2	Close out section of the CPA, whether the corrective action has been implemented and is effective.	Auditor	CPA
10.3	If the deficiencies have not been addressed effectively and / or not convinced with the actions taken, the CPA will remain OPEN and inform the same to Auditee.	Auditor	CPA
10.4	Investigate the subject and schedule a new follow-up audit and resolve the matter in effective manner.	MR / Auditor / Auditee	CPA
<b>11</b>	<b>File Audit Report</b>		
11.1	File the original Audit Report (including the closed-out CPA's).	MR	Audit Report

BOD-E : Corrective and Preventive Action.

Steps (S.No)	Description of Activities	Responsibility	Docs. / Resources
<b>1.</b>	<b>Control for Non-conformance</b>		
1.1	Identify the Non conformance in incoming materials, non-conforming projects and process non conformities.	Employees / SH	CPA
1.2	Prepare a report of list of non conformities.	MR	NC Report
1.3	Analyze and Take necessary actions.	MR / SH	CPA
<b>2</b>	<b>Corrective and preventive action</b>		
2.1	Collect the information and record the various types of non-conformities through CPA.	MR	CPA
2.2	Define and implement short term correction until a permanent corrective and preventive actions are implemented	MR / SH	CPA
2.3	Investigate the actual / potential causes of non-conformance through verification of Product / Process / activity and relevant Records / Complaints received in consultation with relevant department / section heads.	MR / SH	CPA
2.4	Take suitable immediate corrective action and monitor the activity. Ensure that the earlier non-conformance is not being repeated.	MR / SH	—
2.5	While analyzing the root cause of the problems, use any of the following systematic Problem Solving Techniques as necessary: a) Cause & Effect Diagram b) 5 Why's c) Histograms d) Pareto analysis or any other suitable analysis method	MR / SH	Problem Solving Technique

2.6	Determine and implement the corrective / preventive action including the target date(s) as well as personnel responsible, in consultation with management.	MR / SH	CPA
2.7	While examining the preventive action for a potential nonconformance, consider similar other processes / products being processed for taking same preventive actions	MR / SH	—
2.8	Prepare “Corrective & Preventive Action Report(CPA)” and send the same to respective Head / In charge for taking necessary corrective / preventive measures	MR / SH	CPA
2.9	Verify the effectiveness of the corrective / preventive action taken and take steps for changes in relevant Product / Process related documents.	MR / SH	Relevant procedure / WI / GL
2.10	Maintain the same records in corrective and preventive actions report	MR	CPA
<b>3</b>	<b>Concept of corrective actions</b>		
3.1	Identify the type of the correction needed to fix or remedial to overcome the NC.	MR / SH	---
3.2	While examining the corrective action for a potential nonconformance, consider similar other processes / products being processed for taking preventive actions.	MR / SH	---
3.3	Prepare “Corrective & Preventive Action Report (CPA)” and send the same to respective Head for taking necessary corrective measures.	MR / SH	CPA
3.4	Maintain records in corrective and preventive actions status log.	MR	CPA
3.5	Decided Corrective / Preventive Action and ensure that the problem is not being repeated. Enter the action taken in “Corrective & Preventive Action Report” and send to MR / DMR.	SH	CPA
3.6	Verify the effectiveness of the corrective / preventive action taken and take steps for changes in relevant Process related documents.	MR	Relevant procedure / WI / GL

<b>4</b>	<b>Customer Complaints</b>		
4.1	Receive the customer complaint and raise the CPA for all the written complaints.	MR / SH	CPA
4.2	Resolve the Customer complaints as per above mention procedure.	MR / SH	CPA

## BOD-F : Management Review.

Steps (S.No)	Description of Activities	Responsibility	Docs. / Resources
1	Composition of Review Committee responsible for Management Review are: HOD Head of Department GM General Managers of each divisions MR Secretary for the meeting SH Section Heads Other representatives from different sections as needed.	MR	Agenda and Minutes of MR Meeting
2	The Management Review is carried out after every internal audit. If required the Management Reviews may be conducted at more regular intervals for continual improvement or on the criticality of requirement.	MR	Agenda and Minutes of MR Meeting
3	Distribute the management review agenda to all members, mandatory agenda to be discussed during MRM are: <ul style="list-style-type: none"> <li>• results of audits (internal &amp; external)</li> <li>• customer feedback &amp; complaints</li> <li>• process performance and product conformity</li> <li>• status of corrective &amp; preventive actions</li> <li>• follow-up actions from previous management review</li> <li>• changes that could affect the quality management system and,</li> <li>• recommendations for improvement</li> </ul> **Based on the requirements to be discussed on other issues, agenda points can be added to the above points.	MR	Agenda and Minutes of MR Meeting
4	The Agenda for the review meeting takes into account all elements of ISO Standards, so, more emphasis is given for preparing review inputs.	MR	Agenda and Minutes of MR Meeting
6	Review Committee discusses agenda along with supportive documents and takes decision wherever required. However while taking decisions, emphasis on following, is considered: a) Improvement of characteristics significant to customer (Internal / External) requirements b) Improvement in effectiveness of quality management Systems & processes. c) Resources needed to achieve the above;	MR	Agenda and Minutes of MR Meeting



7	Prepare minutes of management review and circulated to all members and Management.	MR	Agenda and Minutes of MR Meeting
8	Requirements forward to concern person to take action / corrective action wherever required.	MR	Agenda and Minutes of MR Meeting
9	Monitor and follow up of arising issues.	MR	---



## **Part-6**

# **Security Services Office (SSS) Policies**

**PL-BOD-06: Security Services Office (SSS) Policy**

<b>Contents:</b> Policy Description Who Should Know This Policy Policy Sections	<b>Version Number: 01</b>
	<b>Effective Date:</b>
	<b>Reviewed by EMC on: --/--/----</b>
	<b>Approved by the President on: --/--/----</b>

**Policy Description**

The purpose of this policy is to outline the general information and code of conduct that must be followed within the Security Function of QU and jurisdiction under the direct supervision of the Head of the Security Service Office.

**Who Should Know This Policy**

- ☒ The President
- ☒ The Vice President
- ☒ The Associate Vice President for Facilities & IT
- ☒ The Associate Vice President of Administration
- ☐ The Legal Advisor
- ☐ The Dean
- ☒ The Director/ Department Head
- ☐ The Faculty member
- ☐ The Accounting/ Finance Personnel
- ☐ The Student
- ☒ All Employees

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## **1.1 Definition**

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1.1.1 This Security Policies & Procedures Manual (hereinafter 'Manual') details the rules and responsibilities of Qatar University (hereinafter 'QU' or the 'University') the employees with respect to the related Security Function. This Manual should form the basis of QU's Security Department policies and procedures once approved by QU's Executive Management Committee and endorsed by the Board of Regents (hereinafter 'BOR'). This Manual is prepared taking into consideration the current and relevant laws and regulations within the State of Qatar, The leading practices have been established as promulgated by the standard setting bodies' literature, and the system functionalities as depicted in the modules covering the Security function.

1.1.2 Each student and staff member is personally accountable for fulfilling his/ her responsibilities according to this Manual.

1.1.3 This Manual should serve as the document that aims to ensure a common understanding among employees and students of QU regarding the Security function. The Executive Management Committee involved in the Security function should be responsible for securing complete familiarity with the contents of this Manual as it currently exists and as it undergoes any subsequent approved updates.

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## **1.2 Policy Statement**

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### **1. Ethics**

1.1 QU Security Function personnel will adhere to the following criteria:

- 1.1.1 To give first consideration to the objectives and policies of QU.
- 1.1.2 To strive to obtain maximum security at all times while on the job.
- 1.1.3 To cooperate with various university departments, governmental and private agencies involved in the promotion and development of security in QU.
- 1.1.4 To provide a statement to demand honesty in security representation whether delivered verbally, or in writing, or in physical activities.
- 1.1.5 To decline personal gifts, gratuities or services, with the exception of low value promotional material.
- 1.1.6 To cooperate with peers and promote a spirit of team work among them.
- 1.1.7 In case of any doubt concerning security incidents, contact the relevant security Office.

### **2. Work Schedule and Public Holidays**

#### **2.1 Work Schedule**

- 2.1.1 Friday and Saturday are the weekend holidays
- 2.1.2 Library: 7:30am to 7:30pm
- 2.1.3 Campus Security: 24/7
- 2.1.4 Security Office:

2.1.5 Safety Office:

2.1.6 Office of Student Affairs:

2.1.7 Facility Services Office:

2.1.8 Business Operations Department:

2.1.9 Helpdesk:

2.2 Public Holidays

2.2.1 National Day: 18th December

2.2.2 Eid Al-Fitr Holiday: starts from the 28th of Ramadan until the 4th of Shawal (Higri Calendar)

2.2.3 Eid Al Adha Holiday: Starts from the 9th of Zilhijjah (Hijri Calendar)

### 3. Emergency Contact Numbers

<b>Police and Information Service</b>	
<b>Police, Fire and Ambulance</b>	<b>999</b>
<b>Qatar Traffic Police</b>	<b>4489-0666</b>
<b>Telephone Directory</b>	<b>180</b>
<b>Kahramaa Emergency Call Center</b>	<b>991</b>
<b>On Campus</b>	
<b>QU Emergency</b>	<b>4403-0505</b>
Campus Security	4405-3564
Main Clinic	4403-3285
Student Helpdesk - Male / Female	(4403-3845) / (4403-3780/ 3781)
Security and Safety Services	4 485-6006 / 5 / 4
<b>Hospitals</b>	
Hamad General Hospital/ Women's Section	4439-4444 / 4439-6666
Doha Clinic	4438-4333

### 4. Safety and Security Related Services on Campus

4.1 Business Operations Department

4.1.1 The Safety and Security Services are the responsibility of the Business Operations. Department suggestions or complaints regarding the Safety and Security Services may be made in writing to the Business Operations

Department: [bodhelpdesk@qu.edu.qa](mailto:bodhelpdesk@qu.edu.qa).

4.2 Security Office

4.2.1 The Security Office is located at Gate 2 and may be contacted for assistance with the Security Function of QU in view., Please see section SC - 02 Security Personnel.

4.3 Safety Office

4.3.1 The Safety Office may be contacted in case of fires and related incidents.

4.4 Guide Service

4.4.1 QU operates a motorized and walking Guide Service for members of the University community between the hours of 7 P.M. and 2 A.M., seven nights a week during the academic year. For more information on this service, please see the Policy section of SC -02 Security Personnel.

## 5. General Conditions

5.1 Suggestions: regarding improvements in services or complaints may be made in writing to the Security Office; QU: XXX@QU.edu.qa.

5.2 Warning: the University cannot be held liable for any material loss or bodily injury incurred by any visitors arising from any incident during their presence on campus.

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## 1.3 Procedures

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Policy Code: SC - 02

Effective Date:

\_\_/\_\_/20\_\_

Revision Date:

\_\_/\_\_/20\_\_

Resource Person: Mr./Mrs. \_\_\_\_\_ Policy Name:

SC – 02 Security Personnel

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### Purpose

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The purpose of this policy is to provide the guidelines for the University's Security Function.

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### Scope

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The scope of implementing this policy is within the jurisdiction of the Security Function and under the direct supervision of the Head of the Security Office. It is the responsibility of all the University Community to provide full information and authorization when dealing with this policy.

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### Policy

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#### 1. General Policy Statements

1.1 The primary role of the QU Security Function is to enforce the rules and regulations of the University, to enforce the laws of the State of Qatar, to protect and safeguard the rights, property, and privacy of individual members of the University community, to protect and safeguard University property, and, generally, to maintain peace.

1.2 The QU Security Function personnel have no legal standing as police officers. However, they do have authority as officials in the University and are empowered to enforce University rules and regulations.

1.3 If necessary, the QU Security Function has the right to temporarily detain violators of the law, until the Qatar police are summoned. The Authority will then be transferred to the Qatar police, where the violators will be penalized accordingly.

1.4 The QU Security Function is responsible for enforcing the Parking and Traffic Regulations on the University campus.

1.5 Any individual, department, or organization that requires the services of security personnel for a function or activity sponsored by Qatar University, or held on the University campus, must contract personnel for those services through QU's Security Function.

## 2. Major Responsibilities

2.1 Issuing Security permits to vehicles and individuals passing through the university gates.

2.2 Issuing University access cards (ID cards) for both staff and students.

2.3 Facilitating the movement of people and vehicles.

2.4 Monitoring and securing the University premises 24/7.

2.5 Promoting and maintaining civil order.

2.6 Creating and maintaining a sense of security in the community.

2.7 Aiding those in danger of physical harm.

2.8 Resolving conflicts

2.9 Assisting those who cannot look after for themselves.

2.10 Monitoring the parking lots and issuing traffic violation tickets in coordination with the Qatar Traffic Police.

2.11 Supervising the Lost and Found procedures.

2.12 Supervising the performance of the security companies working with the University.

2.13 Ensuring that the university is clean at all times and supervising the cleaning companies within the university.

2.14 Providing other services on an emergency and nonemergency basis.

## 3. Appearance

3.1 Both male and female security personnel are required to wear their work uniforms at all times while working in the university.

3.2 The uniforms of the security personnel can be modified only with prior approval from the Head of Security.

3.3 All university employees, including those of the Security Function, must maintain their general appearance by committing themselves to the following:

- 3.3.1 Maintaining personal hygiene;
- 3.3.2 Wearing the proper attire;
- 3.3.3 Maintaining a decent haircut;
- 3.3.4 Maintaining dental hygiene;
- 3.3.5 Maintaining clean and well clipped nails;
- 3.3.6 Polishing one's shoes and belt;
- 3.3.7 Ironing one's clothes; and
- 3.3.8 Not smoking at all within the University premises.

#### 4. Familiarization and Training

4.1 The Outsourced Security Supervisor and Chief Guard should be trained to monitor the establishment of the management system, the Fire alarm panel,. They shall be able to report any complaint or deviations.

4.2 All outsourced security personnel must be trained to use the fire extinguishers and fire hose reel.

4.3 All outsourced security personnel should be trained to use the emergency doors and rescue techniques for anybody trapped in the elevator.

4.4 All department names and phone numbers shall be maintained by the Security Function.

4.5 The outsourced security supervisor on duty should clearly understand the emergency building evacuation procedure and shall lead the team in case of any emergency.

4.6 At least two guards on duty should be competent and able to administer first aid.

4.7 It is the responsibility of the outsourced security supervisor that the first aid kit is mounted in its proper location, and is well stocked and maintained with the correct items.

4.8 The outsourced security supervisor in charge shall pay special attention to all areas containing fire sprinkler pipes and fire alarm systems and should ensure that they are kept isolated for any maintenance/operational purposes.

4.9 Security personnel should have full knowledge of all the QU locations within their designated areas, including:

- 4.9.1 All the staircases;
- 4.9.2 All facility doors and windows;
- 4.9.3 All the prayer rooms;
- 4.9.4 All fire exits;
- 4.9.5 All wash rooms;
- 4.9.6 All department buildings and facilities and their names;
- 4.9.7 All residence buildings and their names;



- 4.9.8 The nearest exit to a particular building;
- 4.9.9 All the fire hose reels;
- 4.9.10 All the fire extinguishers inside the buildings;
- 4.9.11 Sprinkler drain valves;
- 4.9.12 Emergency push buttons for main electricity supply;
- 4.9.13 The fire alarm panel;
- 4.9.14 All electrical rooms and areas served by each room;
- 4.9.15 Ventilation fan room and controls;
- 4.9.16 All telephone rooms; and
- 4.9.17 All garbage rooms.

## 5. Required items for emergencies

- 5.1 The list of items to be maintained for emergencies by the Security Office include, but are not limited to, the following:
  - 5.1.1 All designated keys, including emergency keys, keys for buildings, keys for lifts, etc.;
  - 5.1.2 Log books, permits, approvals, reports, key registers, stock lists, police reports, etc;
  - 5.1.3 Traffic torches, reflective jackets, warning tapes, traffic cones, grey adhesive tapes, etc.;
  - 5.1.4 First aid kit, stretchers, wheel chairs; and
  - 5.1.5 Emergency contact numbers, residents contact numbers, Management staff contact numbers.

## 6. Patrolling

- 6.1 In order to discharge its responsibilities, QU outsourced security guards to operate on an around-the-clock schedule. Three full shifts are staffed every day, including holidays, throughout the year. Each shift is under the immediate command of a Security Supervisor. The Chief Guard constantly patrols the university premises to ensure the contracted security personnel are doing their job efficiently.
  - 6.1.1.1 If the Chief Guard notices the security personnel are not doing their job, he/she informs the Head of Security.
  - 6.1.1.2 The Chief Guard then cooperates with the Head of Security in taking the relevant action to resolve the issue.
- 6.2 The University (non – outsourced) security guards work two shifts from 6:00am to 2:00pm and from 2:00pm to 10:00pm. These Security guards supervise the outsourced security personnel.
- 6.3 Throughout each 24 hour period, via car or foot, security personnel conduct patrols that cover the entire campus. However, the intensity of the coverage of any given area or facility may vary in accordance with shifting

requirements, as determined by the Security Office in cooperation with the users of the area or facility, or as determined by the University policy.

6.4 All department vehicles and security personnel are equipped with two-way radios. For emergency use, cruisers are also equipped with emergency lights, sirens, and public address systems. Security personnel use the radios and vehicles for better communication and a quicker response to any queries, issues or services relating to the university.

6.5 While patrolling through the relevant locations on QU campus, the security personnel use a time attendance system. The system uses fingerprint devices to record in/out records for the security personnel. There are several fingerprint devices located throughout the university. The security personnel should register with each device at the required times during their daily patrols.

6.6 A number of offices and other areas in which cash or valuable property is kept are equipped with alarm systems connected to Security Office. If an alarm goes off, pre-assigned security personnel on patrol respond quickly by:

6.6.1 Arriving at the scene to take the necessary action; and

6.6.2 Contacting the Qatar police.

## 7. Guard Posts

7.1 The University guards will monitor both the male and the female sections of the campus. Guards will also be stationed in specific areas of the University, including but not limited to the following:

7.1.1 Research centers

7.1.2 Student housing premises

7.1.3 New sites under construction within the campus

7.1.4 The Male, Female, and Service Gates of the University

## 8. Guide Service

8.1 QU operates a motorized and walking Guide Service for members of the University community between the hours of 7 P.M. and 2 A.M., seven nights a week during the academic year. Individuals who require a guide should dial the Security Office's Guide Service extension, and the service is dispatched by radio to the designated security guard to make the guide. Guide vehicles and walkers are easily identified as belonging to the QU Security Function, and the vehicles are driven by Security Personnel in uniform. The service is primarily for the transport of unaccompanied individuals to and from defined locations.

## 9. Leave

9.1 Security personnel are not permitted to leave their locations unless there is an emergency. The requesting security member must fill out an Exit Permit (see Appendix 01) and have it approved by the Head of Security before being allowed to leave.

## 10. Internal Security Function

10.1 The internal Security Function in QU is made up of several positions. The positions include the following:

### 10.1.1 Head of Security

The Head of Security is responsible for the entire Security Functions of QU.

### 10.1.2 Head of Security Unit

The Head of Security Unit assists the Head of Security in making key decisions.

### 10.1.3 Head Security Support Personnel

The High Security Office consists of the Security Coordinator and the Administration Assistant.

### 10.1.4 Card Issuers.

The High Security Office is responsible for managing the QU access cards and access permits

### 10.1.5 The University Security Supervisors and Security Assistants

The University security supervisors are responsible for overseeing the University security guards.

### 10.1.6 The University Security Guards and Security Assistants

The University security guards are responsible for supervising the outsourced security personnel.

10.2 Besides the main Security Office, the Security Functions there is also a branch in the female section of the campus. The Female Security branch is responsible for the handling of queries, issues, and services related to the female section of campus.

## 11. Security Outsourcing

11.1 The majority of QU's security guards are outsourced. QU maintains contracts with the relevant security company to ensure the recruitment of these guards.

11.2 Around 95 of QU's security guards and watchmen, along with two of the security guards' direct supervisors and a chief guard, were outsourced.

11.3 Male outsourced security guards work 24 hours per day in three shifts, covering all areas of

QU except for the Female section of campus. The shifts are from 6:00am to 2:00pm,

, from 2:00pm to 10:00pm, and from 10:00pm to 6:00am. This work schedule remains the same throughout Ramadan and all holidays.

11.3.1 In the female section of campus, there are female security guards. These guards will only work two shifts from 6:00am to 2:00pm and from 2:00pm to 10:00pm

11.4 Employment requirements for the outsourced Security Personnel include the following:, each must:

11.4.1 Chief Guard:

11.4.1.1 be 30 - 50 years old;

11.4.1.2 be physically fit with no physical defects that may hamper job related work;

11.4.1.3 have practical experience in the field of security for no less than (8) years;

11.4.1.4 be able to properly communicate orally and in writing in both Arabic and English;

11.4.1.5 submit a police clearance report from their home country's police authority of having no criminal record ; and

11.4.1.6 possess a Qatari driving license.

11.4.2 Security Supervisor:

11.4.2.1 be 30 - 45 years old;

11.4.2.2 Must be physically fit with no physical defects that may hamper job related work;

11.4.2.3 have at least high school or equivalent level of education t; of completing (4) years of schooling ;

11.4.2.5 be able to communicate orally and in writing properly in both Arabic and English;

11.4.2.6 submit a police clearance report from their home country's police authority of having no criminal record and 11.4.2.7 possess a Qatari driving license.

11.4.3 Male and Female Security Guards:

11.4.3.1 be 25 - 40 years old;

11.4.3.2 be physically fit and with no physical defects that may hamper job related work;

11.4.3.3 have at least a primary school level of education;

11.4.3.4 have practical experience in the field of security for no less than (3) years.

11.4.3.5 be able to properly communicate orally and in writing in both Arabic and English. ;

11.4.3.6 submit a police clearance report from their home country's police authority of having no criminal record of ; and

11.4.3.7 be of Arab or Asian nationality. (The proportion of the Asian security guards must not exceed 30% of the total security guards).

11.5 The Security Company contracted with Qatar University must abide by all the terms and conditions stated in the contract. These include, but are not limited to, the following:

11.5.1 The duration of the Contract between QU and the relevant security company is three years, with a probation period of two months from the date of signing the contract.

11.5.2 The contracted company must be a specialized security company and must have experience of no less than five years in the security field.

11.5.3 The system shifts and working hours could be changed only with prior approval of the Head of Security.

11.5.4 The security guards must be personally searched before leaving the university premises to ensure that they have not obtained anything that does not belong to them.

11.5.5 While in the University, the contracted company security personnel shall not watch TV, listen to the radio, or read books for leisure. They should not also use the computers or any other University hardware, except for University phones and cell phones. The phones must only be used for matters relating to work.

11.5.6 All correspondence between the University and the contracted security company must be in Arabic.

11.5.7 Outsourced security personnel should not enter the university during their non-working hours, unless they are summoned by the Security Office or the President of the University.

11.5.8 In case of the absence of any security staff, the contracted company is required to provide a proper replacement.

### Procedure

#### 1. Duty Takeover by the Guards

1.1 A briefing is made by the outsourced security supervisor at least 15 minutes prior to the start of duty in each shift.

1.2 Each guard goes to his / her allocated station area and meets the guard on duty.

1.3 The guard on duty briefs the incoming guard with a summary of all that has taken place in his area of responsibility.

1.4 The In-coming guard then makes a round of the designated areas and documents all routine checks.

1.5 Any deviation or unusual observation is reported to the outsourced security supervisor immediately through a two-way radio.

1.6 The security guard then documents the changes in the daily Incident Report (see Appendix 05).

1.7 After this, the security guard submits the Incident Report to the outsourced security supervisor and the chief guard, to get their approval before being sent to the Security Office.

1.8 Once all the above is carried out, the incoming guard relieves the outgoing guard from his/her duty.

1.9 Following this, the outsourced security supervisor physically pats down the outgoing security guard before the guard leaves university premises. This is done to ensure that the security guards have not retained anything that they do not rightfully own.

1.10 The incoming guard then registers himself in the system and takes over his / her duty.

## 2. Duty Takeover by the Outsourced Security Supervisor

2.1 The outsourced security supervisor on duty provides a summary of all that has taken place during his / her duty to the in-coming outsourced security supervisor.

2.2 Following this, the in-coming supervisor, having been briefed, goes through the previous shift activities that have now been designated to him, to ensure that everything is in order.

2.3 The in-coming security supervisor then appoints the guards to their respective area stations and duty responsibilities.

2.4 Finally, the in-coming security supervisor registers himself in the system and takes over his / her duty.

## 3. Using the Time Attendance System

3.1 The steps for using the Time Attendance System's fingerprint devices are as follows:

3.1.1 Firstly, security personnel contact the help desk and arrange for a date and time to register themselves in the system.

3.1.2 Next, the security personnel scan their fingerprints into the system.

3.1.3 Following this, the security personnel are given a brief training on how to use the fingerprint device.

3.1.4 Finally, after being given the required training, the security personnel begin patrolling their designated areas of the University, and register with each relevant Time Attendance System device, at the designated times.

### **Note\***

*Other operational procedures of the security function, such as lost and found procedures, are found in the relevant sections throughout this manual.*

Policy Code: SC - 03

Effective Date:

\_\_\_/\_\_\_/20\_\_\_

Revision Date:

\_\_\_/\_\_\_/20\_\_\_

Resource Person: Mr./Mrs. \_\_\_\_\_ Policy Name:

SC – 03 Access to Campus

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## Purpose

The purpose of this policy is to ensure that only those who are authorized, can enter the university premises. This allows the University to uphold and maintain a secure environment.

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## Scope

The scope of implementing this policy is within the jurisdiction of the Security function under the direct supervision of the Head of Security. It is the responsibility of all the entities involved in this process to provide full information and authorization when dealing with this policy.

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## Policy

### 1. Admission to Campus

1.1 The Security Office is responsible for on the admission to campus. The Security Function controls entry at each gate, and security guards are authorized, at their discretion, to check each person entering campus and while they are on campus. Security guards may verify the identity and credentials of all persons coming into campus. Persons will not be allowed into campus unless they are sponsored by a student or department or display to the security guards any of the following relevant items:

1.1.1 The relevant QU parking permit for their vehicles;

1.1.2 A QU vehicle license plate;

1.1.3 A QU access card; or

1.1.4 An authorized photo ID for visitors who are being sponsored by a student, faculty member, or a department.

### 2. QU Access Cards (Identification Cards)

2.1 Official access cards (also known as identification cards) and visitors' passes issued by the Card Issuers are forms of identification that allow an individual access to the campus. Access cards remain the property of the University and use for any purpose other than the identification of the person to whom the card was issued constitutes a misuse which may



result in the card being withdrawn and/or disciplinary action against the cardholder. The University reserves its right to refuse entry to any individual and to withdraw or cancel the validity of an access card without prior notice or justification.

### 3. Issuing QU Access Cards

3.1 University access cards are issued at the Security Section's Card Issuing Office, within the Business Operations Department.

3.2 For First time Issuance of access cards, faculty members and university employees will be issued the cards free of charge. However, students, alumni association members, visitors, and members of outsourced companies will have to pay QAR 50 for their access cards.

3.3 If an access card needs to be re-issued, for reasons such as being lost, stolen or damaged cards, all concerned persons must pay QAR 50.

3.3.1 If an access card needs to be replaced because of a significant change in an individual's appearance, it may be issued free of charge as well..

3.4 Student access cards are valid throughout their time at the university, while faculty members' access cards are generally valid for five years. Other QU employees must re-register their access cards at the beginning of each academic year.

3.5 For more on access cards please see section SC 04 - Access Cards.

### 4. Entry For Visitors

4.1 The Security Office may issue temporary campus passes to visitors for periods of one day or less. University employees or campus residents may request temporary passes of one day or less for their guests. The temporary passes will be issued by the Security Section's card Issuing Office only after a university employee or campus resident has submitted a formal request to the Director of the Business Operations Department and obtains approval.

4.2 Unannounced visitors must indicate where they intend to go and must submit an official photo ID (e.g., passport, Qatari identification card, driver's license) that will be returned to visitors when they submit the temporary visitors' passes that are issued on arrival at the relevant Gate. The security guards at the relevant gate will assist these visitors to contact specific departments or members of the staff and faculty.

4.3 Visitors who access the campus frequently (such as contractors and their personnel, users of the Library, and Extension Program students) are required to apply for a QU access card.

4.4 No visitors are permitted on campus after 10 pm, unless sponsored by a campus resident.

### 5. Vehicles



5.1 Vehicles that do not have QU permits or a QU license plate are not generally admitted to the campus.

5.2 For visits of one day or less, visitors must be sponsored by a department head or campus resident, who must submit a request for entry on their behalf to the Security Office to secure the necessary permit. At the point of entry the driver must deposit a valid driver's license and the vehicle registration number to the security guard. The driver's license will remain with the security guards at the relevant university gate until the driver and vehicle are at the point of leaving the campus.

5.3 Vehicular access through the Female Gate is restricted to females, or those with permits which authorize access to those parking lots.

Contractors and other personnel providing a service to the university are required to enter through the Service Gate

5.4 Drivers have an obligation to abide by the campus parking and traffic rules and by all the posted traffic signs and the campus speed limit of 15 Km/hr. Longer-term visitors must apply to the Security Office for parking permits, and the permits will be issued based on availability.

5.5 For more on QU Traffic and Parking, please see section SC -10 Traffic and Parking.

## 6. Holidays

6.1 University members, companies, and guests are only allowed into campus during the holidays if they have a Security Permit. Furthermore, a valid reason must be provided by the requester for wanting to enter campus during that time. The Security Office, within the Security Function, is responsible for issuing the Security permits.

## 7. While on Campus

7.1 Minors: children aged 14 years or younger must be accompanied by an adult at all times.

7.2 Pets: visitors are not allowed to bring pets on campus.

7.3 Cycling, Skateboarding, In-Line Skating, etc.: are not permitted on campus, unless sanctioned by the University.

7.4 While on campus, security personnel are authorized to ensure that all refuse, beverage bottles, food wrappers, chewing gums, etc., are properly disposed of in the receptacles located on the campus. Security personnel are also authorized to prevent individuals from playing loud music or making unnecessary noise.

7.5 In order to protect the greenery in the campus, security personnel will request visitors to remain on the roads and pathways. Picking flowers or gathering plants on campus is strictly prohibited.

7.6 Smoking is prohibited on campus. The Security Function is responsible for observing this rule and safely disposing of any smoking materials.

## Procedure

## 1. Vehicle Entrance

1.1 When a vehicle arrives at one of the university gates (either the Male, Female, or Service Gate), the respective security guard shall not allow entry unless he/she is sure that the vehicle includes at least one of the following:

1.1.1 the relevant QU vehicle permit;

1.1.2 a QU license plate; or

1.1.3 visitors who have been sponsored by a relevant department.

1.1.3.1 If unaware of the visitor being sponsored, the security guard contacts the relevant department and gets their approval before going ahead with the procedures.

1.1.3.2 Before the visitor is given permission to enter, the security guard asks for a the visitor's valid picture ID of, such as a driver's license; and the vehicle registration number.

1.1.3.3 Once the picture ID and registration number are given to the security guard, he / she stores the ID and issues a temporary pass and temporary parking permit to the visitor.

1.1.3.4 The security guard then explains to the visitor that he/she may stay on campus no later than 10:00pm.

1.1.3.5 The visitor keeps the temporary pass and temporary parking permit throughout his/her time on the premises and switches them back with his/her ID card once he/she leaves the premises through the relevant gate.

1.1.4 The security guard documents the vehicle, and the visitor entering through the designated gate on a daily Log of Vehicles (see Appendix 02).

1.1.5 The security guard submits the daily log to the outsourced security supervisor before submitting it to the Head of Security.

## 2. Entrance by Foot

2.1 The respective security guard does not allow entry unless the concerned individual:

2.1.1 shows the security guard an authorized QU access card; or

2.1.2 is a visitor sponsored by a QU student, a faculty member, or department.

2.1.2.1 is given permission to enter, after a security guard asks for a valid picture ID of the visitor, such as a driver's license.

2.1.2.2 hands in a picture ID to the security guard, who keeps the ID and issues a temporary pass to the visitor.

2.1.2.3 The security guard then explains to the visitor and sponsor that visitors may stay on campus no later than 10:00pm.

2.1.2.4 The visitor keeps the temporary pass throughout his/her time on the premises and switches it back with the relevant ID card once he/she leaves the premises through the relevant gate.

### 3. Holidays

3.1 If one is not a campus resident, he/she collects a Security Clearance to access the university during holidays and after working hours.

3.2 To apply for a Security Clearance, the applicant sends a formal letter, along with a valid reason to enter campus at this time, to the Business Operations Department Manager.

3.3 If the Business Operations Manager approves the request, he sends it to the Security Permit Office for processing.

3.4 The applicant then goes to the Security Permit Office, or to the security guards of one of the main gates, to collect the Security Clearance.

3.5 Before the Security permit is handed over, the relevant security personnel ask for proper identification, such as a Qatari ID, to ensure that the permit is being given to the right person.

**Note\***

*If individuals are having difficulties with the Security permit process, they may contact the help desk or the Security Clearance Office.*

Policy Code: SC - 04

Effective Date: \_\_\_\_/\_\_\_\_/20\_\_\_\_ Revision Date: \_\_\_\_/\_\_\_\_/20\_\_\_\_

Resource Person: Mr./Mrs. \_\_\_\_\_ Policy Name:

SC – 04 Access Cards

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## Purpose

The purpose of this policy is to develop the guidelines for the issuance, handling, and replacement of the access cards to maintain overall security on campus.

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## Scope

The scope of implementing this policy is within the jurisdiction of the Security Function, under the direct supervision of the Head of Security. It is the responsibility of all the entities involved in this process to provide full information and authorization when dealing with this policy.

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## Policy

### 1. Card Issuing Office

1.1 The Card Issuing Office operates as part of the Security Function, within the Business Operations Department. A QU access card (identification card) identifies an individual as a member of the university community.

Cardholders should carry the access card at all times while on campus and present it, upon request, to university officials whose assigned responsibilities authorize them to seek proper identification.

### 1.2 Objective

1.2.1 The Card Issuing Office is entrusted with the responsibility of the issuance of access cards to all authorized members of the QU community. The objective of the Card Issuing Office is to centralize the issuance of the access cards and to automate the information using the network facility and the centralized servers. Information for issuing new access cards for students, academic and non-academic employees, including retirees, can be electronically sent to the Card Issuing Office. The Card Issuing Office can access the information gathered by the departments concerned via the main server in order to produce and renew the IDs for those authorized by the Registrar's Office for students and the Human Resources Department for faculty and staff.

### 2. Location and Staff

2.1 The Card Issuing Office is located at XYZ. The Card Issuing Office can be reached at extension XYZ

### 3. Card Care

3.1 The QU access card is to be treated with care. Cuts, creases, and other damage features can render the card unusable. The card is not to be bent or left in direct sunlight, near sources of heat, or in contact with magnetic fields.

### 4. Lost /Stolen Access cards

4.1 When a QU Access card is lost or stolen, the cardholder should take the following steps:

4.1.1 Report the loss/theft (see Appendix 07) immediately to the Card Issuing Office.

4.1.2 Give the necessary documentation and payment receipts, where applicable, to the Card Issuing Office in order to get a replacement.

### 5. Damaged Access cards

5.1 The replacement of normal wear and tear damage of an access card will be done free of charge.

5.2 The end user will be charged the fees of damaged cards due to loss or mishandling. The fee will be QAR 50.

### 6. Found Access cards

6.1 If a QU access card is found, it is to be delivered to the Security Office as soon as possible.

The Security Office will then attempt to notify the card holder that the card has been found and is available to be claimed.

6.2 Found and unclaimed cards will be kept on file for a period of six months, after which time they will be destroyed.

### 7. Terms of Usage

7.1 Cards are non-transferable.

7.2 Altering an access card or using another person's access card may result in disciplinary action and cancellation of that card.

7.3 A card is issued to assist in the identification of the valid cardholder and is to be presented upon request for obtaining access to the campus.

7.4 A card is valid only while the cardholder is a registered student, active university employee, alumni, retiree, or until the card expires or is revoked.

7.5 An Access card is the property of the University, and it must be returned to the Card Issuing Office upon leaving the University or if otherwise requested by the QU administration.

### Procedure

#### 1. Obtaining and Revalidating a University Access Card (ID card)

##### 1.1 University members

1.1.1 Students, members of the Alumni Association, faculty members, and university employees may collect their QU access cards directly from the Card Issuers located in the Card Issuing Office, during office hours.

1.1.2 While at the Cards Issuing Office, the applicants provide the Card Issuers with the relevant documents.

1.1.2.1 The faculty members and university employees are required to present to the card issuers their Job ID number, their actual National ID, and a copy of their National ID. For first time issuance of the access card, the card issuers deliver the cards to these university members free of charge. However, if it is not the first time an access card is issued to the applicant, the Card Issuers request a replacement fee of QAR 50.

1.1.2.2 Students and members of the Alumni Association, before obtaining their access cards, have to present their student registration number and a fee of QAR 50 to the Card Issuers.

1.1.3 The Card Issuers then take a digital picture of the applicant.

1.1.4 Finally, the Card Issuers hand over the access card to the applicant.

## 1.2 Non - University Members

1.2.1 Non-university member applicants including: visitors; outsourced companies; campus residents and their dependents; and household help, contact the concerned department or a university employee to sponsor the required application form that the applicant must complete (see Appendix 03). These forms are available at the Security Office.

1.2.2 After the department head or employee sponsors the application, he/she sends it to the Director, Dean, or Vice president for approval.

1.2.2.1 In the case of visitors' access cards, the application must also be approved by the Head of Security.

1.2.3 Below are the following authorizations required on application forms:

1.2.3.1 Retirees: director of human resources.

1.2.3.2 Residents Dependents: QU employee (sponsor), director of housing.

1.2.3.3 Staff Dependents: QU employee (sponsor), director of human resources.

1.2.3.4 Household Help: QU employee (sponsor), director of auxiliary services.

1.2.3.5 Alumni, President's Club, and Scholarship Committee: director of development.

1.2.3.6 Complimentary Cards: QU employee (sponsor), president.

1.2.3.7 Contract Employees: director, and Head of Security.

1.2.3.8 All Others: QU employee (sponsor), director, dean, VP, and Head of Security.

1.2.4 Once the forms are completed and approved, the applicants go to the Card Issuing Office to collect their QU access cards.

1.2.5 In the Card Issuing Office, the Card Issuers request the applicants to present their QU access card application forms (see Appendix 03), their National IDs, and a copy of their National IDs.

1.2.6 Once the required items are presented and accounted for, the Card Issuers then request the applicants to pay a fee of QAR 50, unless the Director, Dean, Vice President, or Head of Security states otherwise.

1.2.7 The Card Issuers then take a digital picture of the applicants.

1.2.8 Finally, the Card Issuers hand over the access cards to the applicants within less than two minutes from the time the digital picture was taken.

## 2. Revalidating University Access Cards

### 2.1 Students

2.1.1 For registered full-time and part-time students, including Extension Program students, card issuers supply them with access cards.

2.1.2 The access cards issued are valid for one year, and, in the case of students, are renewed free of charge automatically on re-registration.

### 2.2 Faculty and Alumni

2.2.1 Card issuers supply faculty, staff, staff dependents, and alumni access cards, which are normally valid for a period of five years.

2.2.2 At the end of the five-year period, Card Issuers issue a new access card with a new photo through the same process.

### 2.3 University Employees

2.3.1 Card Issuers normally supply university employees with access cards for a period of one year. At the end of the annual period, a new access card with a new photo is issued through the same process.

2.3.2 The University employees will be asked to surrender Access Cards issued to them upon resignation or retirement and when on leave for more than 30 days.

### 2.4 Non - University Members

2.4.1 All other persons are required to complete the application form and obtain the necessary sponsorship of an existing QU full-time employee along with the required approvals.

## 3. Replacement Cards

3.1 Persons requesting a replacement card complete an application form at the Card Issuing Office.

3.2 At the Card Issuing Office, the Card Issuers charge a fee of QAR 50 to replace the lost or damaged card. However, Card Issuers do not charge a fee for replacement cards issued to staff or students in consequence of a change in their appearance requiring the issuance of an updated photo ID.

## 4. Suggestions or Complaints

4.1 Suggestions regarding improvements in service, or complaints regarding denial of campus access cards, or any other aspects of this policy may be made in writing to the Security Function: [XXX@QU.edu.qa](mailto:XXX@QU.edu.qa).



Policy Code: SC - 05

Effective Date:

\_\_/\_\_/20\_\_

Revision Date:

\_\_/\_\_/20\_\_

Resource Person: Mr./Mrs. \_\_\_\_\_ Policy Name:

SC – 05 Campus Facility Access Control, Safety, and Maintenance

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## Purpose

The purpose of this policy is to establish the guidelines that will serve to protect the University's assets and preserve the safety and privacy of all persons who live, work, or study on campus.

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## Scope

The scope of implementing this policy is within the jurisdiction of the Security function under the direct supervision of the Head of Security. It is the responsibility of all the entities involved in this process to provide full information and authorization when dealing with this policy.

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## Policy

### 1. QU Keys

#### 1.1 Definitions

1.1.1 Keying System: all cylinder locks in QU buildings will conform to a uniform keying system which supports the following hierarchy:

#### 1.1.2 Designated Building User:

A faculty or department represented by the dean, director or chair having responsibility for a certain building.

#### 1.1.3 Designated Key Authority:

A person authorized by the designated building user to approve the issuance of keys and who is responsible for the recovery of keys when staff are transferred or leave the employment of the university.

#### 1.1.4 Room Key:

A key which opens all doors of a single room; it is provided to individuals authorized to access the room in question.

#### 1.1.5 Building Key:

A key that opens the exterior door(s) of a building; it is provided to persons authorized to enter specified building outside office hours.



#### 1.1.6 Sub-Master:

A key that opens a designated combination of doors within a building; it is usually provided to department heads, etc.

#### 1.1.7 Master Key:

Opens all locks within a building; copies are provided to:

1.1.7.1 The president or his designate (currently the vice president for facilities).

1.1.7.2 The director of the Business Operations Department.

1.1.7.3 The Head of Security

1.1.7.4 The university security supervisor on duty

#### 1.2 Authority

1.2.1 A copy of the Master Key for most buildings on campus will be handed to the outsourced security supervisor on duty. The key will be exchanged from one supervisor to the next, during each shift.

1.2.2 During each shift, the outsourced security supervisors will record the exchange of

QU keys in the resource book.

1.2.3 Security personnel must safeguard the University keys and store them in the designated cabinet, when they are not required.

1.2.4 Other than security personnel, certain faculty members or Department Heads may be issued keys to various campus facilities.

#### 1.3 Return of Keys

1.3.1 University keys must be returned to the Security Office when it is not longer appropriate for the person to have them. A replacement charge will be levied for any keys not returned.

#### 1.4 Lost Keys

1.4.1 All lost keys must be reported immediately through filling a report of Loss/Theft or Disappearance (see Appendix 07), which is available at the Security Office, and submitting it to the designated key authority who shall, in turn, be responsible for informing the Security Office and the Designated Key Authority (which is responsible for the production and installment of QU keys).

#### 1.5 Replacement of Keys

1.5.1 A written Request must be submitted for the replacement of keys. Damaged or broken keys or cards for electronic locking systems, including broken pieces, must be returned to the Security Office or Designated Key Authority, or accounted for before a replacement may be issued. Replacements of lost keys or cards for electronic locks will be charged to the individual responsible at QAR XYZ each, payable at the Cashier's Office prior to the issuance of the replacement key or card. The cost of cylinder replacement or pin combination change as a result of lost keys will be charged to the party responsible for the loss, with the cost of materials and labor at standard unit rates.

## 1.6 Unauthorized Possession, Use, and Reproduction of Keys

1.6.1 No person shall, knowingly, possess a university key which has not been specifically issued to such person under the procedures set forth in this policy.

1.6.2 No person shall use a university key for which the person does not have express permission from a designated key authority.

1.6.3 The exchanging or lending of keys between individuals is prohibited.

1.6.4 No person shall make a copy of any QU key, unless the president or his designee approves of this. If a key were to be duplicated, it may only be processed by the Designated Key Authority personnel.

1.6.5 If a copy is made of a QU key, the Security Office will issue a period of time for its use before it must be given back to the Security Office.

1.6.6 Violation of any of the above rules may lead to disciplinary action up to and including termination of employment, or, in the case of a student, discharge from the University.

## 1.7 Repair of Locks, Keys, or Door Hardware

1.7.1 Only the Designated Key Authority personnel are authorized to rekey, repair, or relocate university lock cylinders. All repairs or additions to any locking device, key, or door hardware installed by the University shall be controlled by the Designated Key Authority and documented with a numbered work order.

## 1.8 Electronic doors

1.8.1 For facilities with electronic door access, the same guidelines shall apply to facilities without this technology. Furthermore, all doors having card access readers or a combination control must be fail-safe and have a key override in case of fire or other emergencies.

## 2. Facility Access

2.1 The Security Function shall ensure provision of guard services (as an outsourced service) to ensure public safety within the university. The security guards will be used to control entry to and exit from the designated university facilities and office buildings.

2.2 The security guards will ensure that only authorized visitors will be allowed in the designated facilities. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employees' welfare, and avoids potential distractions and disturbances.

2.3 All visitors, such as the Qatari police or Qatari Army, who wish to use the QU athletic facilities, they must get prior approval from the Athletic Facilities department. The Athletic Facilities department must then contact the Security Office staff to inform them of the incoming visitors.

2.4 Residence Hall exterior doors are locked 24 hours a day. They operate on an electronic card lock system and are equipped with mechanisms that secure the door locks upon entering and exiting the residence halls. The doors are alarmed and wired to the QU security office, enabling the detection and response to any propped doors. Security Personnel patrol

the exterior areas of residence halls and check exterior doors during night time hours. Residence hall student rooms are equipped with door and window locks.

### 3. Closing and Securing QU Facilities

3.1 It is the responsibility of the outsourced security supervisors (and other persons assigned to a designated facility) to ensure that:

3.1.1 The area is vacant from personnel;

3.1.2 the door is locked;

3.1.3 lights are put off; and

3.1.4 unnecessary power units, e.g., air conditioning units, are turned off when leaving the area or at the conclusion of work.

3.2 Security personnel shall perform regular checks, which are documented, while on their rounds to ensure that buildings are secure.

3.3 Outsourced security supervisors may enter buildings that are unsecured to make sure that they are vacant and to lock doors and/or switch off unnecessary lighting.

3.4 All security lapses must be documented and reported to the Head of Security. The Head of Security shall then take the necessary measures to ensure that the lapse will not happen again. Depending on the seriousness of the lapse, The Head of Security may report the matter to the president, the president's designee, or the relevant department head.

### 4. Cleaning, Maintenance, and Emergencies

4.1 The outsourced security supervisor is responsible for opening and closing facilities when there is a need to access them for cleaning, maintenance, emergencies, etc.

4.1.1 For the purpose of cleaning and maintenance, the outsourced security supervisor must instruct a designated person in charge of the area to be present, or to dispose of any valuables before the services are offered.

4.2 Security personnel must not allow the cleaners to leave garbage bags or trash outside the buildings. If the cleaners are failing to do their jobs, the security personnel must report them to the Facility Management Department.

4.3 All office maintenance should be done after working hours only, except in emergency cases.

4.4 To insure proper security, security supervisors must oversee the work of contracted service providers within the facilities.

4.5 In case of receiving emergency calls for matters related to the maintenance of the University premises, the Security Function shall be prompt in responding towards taking appropriate actions and informing the concerned internal or external parties of the situation.

## 5. Safety

5.1 Training courses will be conducted by the outsourced security company to familiarize the relevant security personnel of the University buildings, doors, and fire exists.

5.1.1 Before conducting those training courses, the outsourced security company shall notify the Security Section of the training and its contents for approval.

5.2 The following are conditions under which persons should be working alone:

5.2.1 At unprotected heights, using ladders, and scaffolding;

5.2.2 In confined spaces with hazardous equipment; and

5.2.3 In all areas where they can be exposed to:

5.2.3.1 High voltage electricity;

5.2.3.2 Hazardous substances or materials; and

5.2.3.3 Materials under great pressure.

5.2.4 Security personnel must not allow the use of swimming pools without having a lifeguard or supervisor assigned to the athletes.

### Procedure

#### 1. Facility Cleaning/ Maintenance Procedure

1.1 The outsourced security supervisor does not allow maintenance personnel to provide their services, unless it is after University working hours.

1.2 Before allowing the service personnel into the facility, the outsourced security supervisor requests for proper verification. The verification includes the following:

1.2.1 A university access card or temporary QU pass.

1.2.2 A document providing evidence that the concerned department/company is authorized by QU to perform its services in the designated facility.

1.3 After being provided with the relevant items, the outsourced security supervisor asks the service company personnel to sign in on the register. The personnel are required to include the following:

1.3.1 Full name;

1.3.2 Company name

1.3.3 University card number

1.3.4 Time of entrance

1.3.5 Date of entrance

1.3.6 Signature

1.4 After the register is signed, the outsourced security supervisor uses the delegated QU keys to access the facility.

1.5 If the area within the facility is an office or has valuable items, the outsourced security supervisor forbids the service personnel from working unless a designated authority other than the security supervisor is also present, or all valuables are properly disposed of by the person responsible for the area.

1.6 Next, the outsourced security supervisor oversees the service company personnel until their work is complete.

1.6.1 If the outsourced security supervisor notices that the service personnel are not performing their job properly, the outsourced security supervisor writes a detailed explanation of the issue in an Incident Report (see Appendix 05).

1.6.2 The outsourced security supervisor then has the report signed by the chief guard and the non-outsourced security supervisor.

1.6.3 Following the signing of the report, by the relevant authorities, the outsourced security supervisor submits the report to the Security Office.

1.6.4 The Security Office contacts the president, the president designee, or the relevant department head to forward the complaint.

1.7 After the service is complete, the outsourced security supervisor requests the service personnel to sign the register.

Policy Code: SC - 06  
Effective Date: \_\_/\_\_/20\_\_ Revision Date: \_\_/\_\_/20\_\_  
Resource Person: Mr./Mrs. \_\_\_\_\_ Policy Name:  
SC – 06 Housing

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## Purpose

The purpose of this policy is to provide the framework for maintaining and upholding the safety of the University's residents and resident buildings.

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## Scope

The scope of implementing this policy is within the jurisdiction of the Security function under the direct supervision of the Head of Security. It is the responsibility of all the entities involved in this process to provide full information and authorization when dealing with this policy.

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## Policy

### 1. Security and Access

#### 1.1 Students

1.1.1 Residence Hall exterior doors are locked 24 hours a day. They operate on an electronic card lock system and are equipped with mechanisms that secure the door locks upon entering and exiting the residence halls. The doors are alarmed and wired to the QU security office, enabling the detection and response to any propped doors.

1.1.2 Residence hall student rooms are equipped with door and window locks.

1.1.3 Security Personnel patrol the exterior areas of residence halls and check exterior doors during night time hours.

1.1.4 During periods of low occupancy, such as holidays and vacation periods, a reduced number of residence hall staff will remain on site, and the frequency of internal patrols and door checks by the security personnel is increased.

1.1.5 A Residence Assistant (RA) will be living in each floor of the Residence Halls to supervise and assist the student residents. The RA may contact the Security Office to assist with any conflicts, incidents or emergency situations.

1.1.6 Security personnel will be stationed at the ground floor of each residence hall.

1.1.7 When a resident enters the Residence Hall past 10:00pm, he/she is required to sign in on the register, indicating the date and time of entry.

1.1.8 No person of the opposite sex is allowed into the designated male and female residence halls, except for cases of emergencies.

1.1.9 Guests are forbidden to enter the Residence Halls, unless they are accompanied by a resident in the building.

1.1.10 Residents are not allowed to have more than three guests at a time visiting their residence Halls.

1.1.11 All guests are required to check in and out on the register every time they enter and exit the Residence Hall. The information must include:

1.1.11.1 their names and signatures;

1.1.11.2 the name and dorm number of the resident being visited;

1.1.11.3 their valid ID information. A valid ID includes a university access card, Qatari ID, or passport.

1.1.11.4 the date and time of entrance to and exit from the Residence Hall.

1.1.12 Residence Hall guests must be registered with the Male or Female Student Housing Office, and the guest must obtain the written authorization of the Director of Housing for stays that extend the night.

1.1.13 All solicitation is prohibited within the residential hall system unless specifically approved by the Director of Housing.

1.1.14 Those who fail to comply with any of the above stated policies shall be penalized.

Depending on the situation, penalties may include:

1.1.14.1 Warnings (see Appendix 04);

1.1.14.2 Fines;

1.1.14.3 Suspensions or expulsions; and/or

1.1.14.4 Jail sentences for violations that are severe enough. The laws of the State of Qatar do apply on campus, and those who violate these laws may be subject to criminal prosecution.

## 1.2 Faculty

1.2.1 Faculty residences are equipped with door and window locks.

1.2.2 Security Personnel patrol around the faculty residences 24/7.

1.2.3 Unless they are family, other persons of the opposite sex are forbidden from entering the designated faculty residences, except for cases of emergencies.

1.2.4 Faculty who fail to follow this policy will be penalized. Depending on the situation, penalties may include:

1.2.4.1 Warnings (see Appendix 04);

1.2.4.2 Fines;

1.2.4.3 Dismissal of one's job; and/or

1.2.4.4 Jail sentences by the State legal authorities..

## 2. Curfews

### 2.1 Students



2.1.1 Unless their parents sign a waiver, residents below the age of 18 are required to be in their Residence Hall by 10:00pm on week days and 12:00am on weekends.

2.1.2 Housing lockout times are according to University housing department guidelines, including for special periods such as Ramadan and official holidays.

2.1.2.1 The main entrance to the Student housing complex is locked in line with housing lockout time set by the university housing department.

2.1.2.2 Students returning after housing lockout time must report to on-site security and log their late arrival outlining reason for being late.

2.1.3 Students are allowed to leave their residence on Thursday (as well as on public holidays) and return on Saturday / Sunday based on prior permission from parents or guardians. They are required to provide the housing department details of their contact number(s) during that period

2.1.4 Female students are required to utilize University scheduled transportation, unless explicit permission is granted by their parents

2.1.5 Visitors must leave the Residence Halls by 9:30pm.

2.1.5.1 An exception to this would be if the guest has the required registration and written authorization from the Residence Hall Director/ Assistant Director and the Director of Residential Facilities respectively.

## 2.2 Faculty

2.2.1 Faculty members do not require curfews.

## 3. Rules and Regulations

3.1 Residents living on the QU premises shall follow the following Rules and Regulations:

3.1.1 Any lost or stolen items must be reported immediately to the Security Office, or the Security guard at the front desk.

3.1.2 Noise or loud sounds must be minimal, as they may disturb other residents and members of the university community.

3.1.2.1 Those responsible for causing noise pollution shall be requested by the security guards to stop and shall be reported to the Security Office. The Security Office shall forward the report to the University Housing Department, which in turn shall penalize the violators accordingly.

3.1.3 Parties containing more than four people per dorm are forbidden.

3.1.3.1 Those failing to abide by this shall be reported by the security guards to the Security Office. The Security Office shall forward the report to the University Housing Department, which in turn shall penalize the violators accordingly.

3.1.4 The resident shall pay for any damaged property acquired during his/her stay in the university housing.



3.1.5 No personal belongings may be left on the parking lots or premises surrounding the student housing or in any of the common areas. No flammable substances may be stored or used on the premises.

3.1.6 The University residents are forbidden from housing individuals who are prohibited from entering housing premises; that are wanted by governmental authorities; or who are deserters from their sponsors.

3.1.7 Residents are prohibited from compromising the safety / security of themselves or others by getting involved in risky acts such using fire hazards like candles, and essence burners, etc.

3.1.8 Residents shall not limit the University's right to enter the premises.

3.1.9 University residents must abide by the Student and Employee Obligations and Responsibilities (see SC 07) at all times while in the QU premises.

3.1.10 All persons within QU, including residents, are forbidden from obtaining or using any of the prohibited objects mentioned in the Student and Employee Obligations and Responsibilities section. See (see SC 07).

3.1.11 Those who fail to abide by the above listed policies shall be penalized accordingly.

### Procedure

#### 1. General Operating procedure

1.1 When a student enters the Residence Hall with a guest, the guard at the front desk asks the guest to display the required identification documents. The guard requests the guest to display:

1.1.1 A valid ID, which includes a university access card or pass, a Qatari ID, or a passport.

1.1.2 If the time is after 9:30 pm, proof of registration with the Residence Hall Director or Assistant Director, and a written authorization of the Director of the Residential facility.

1.2 If the required items are displayed, the security guard continues with the next steps of the procedure to allow the guest entry.

1.2.1 If the required items are not displayed, the security guard refuses entry of the guest.

1.2.2 Furthermore, if the guest fails to display a QU access card or pass, and the residence hall is within QU, the security guard asks the guest to produce his/her access card/pass.

1.2.3 The security guard then documents this along with the full name and ID of the guest in a daily Incident report. (see Appendix 05)

1.2.4 After documenting the incident, the guard at the front desk then contact another guard on duty to escort the guest outside the university premises.

1.3 After being displayed with the items, the guard requests the guest to sign in on the register.

1.3.1 If the time is after 10:00pm, the resident must also sign in on the register.

1.3.1.1 If the resident is under 18 and does not have a waiver by his parents for being out later than 10:00pm, the security guard documents this and informs the Housing Department.

1.4 The guard requires the following information in the register:

1.4.1 The guest's name and signature (validated by the guest's ID);

1.4.2 The name and dorm number of the resident being visited

1.4.3 the date and time of entrance to the Residence Hall

1.5 The security guard then allows the guest to enter the Residence for a pre-determined amount of time.

1.5.1 If the guest showed the guard proof of registration with the Male or Female Student Housing Office, and a written authorization from the Director of Housing, the guard allows the guest to stay in the Residence Halls for the designated nights stated in the written authorization. The curfew of the guest will also be mentioned in the written authorization form and the security guard applies it accordingly.

1.5.2 If the guest only shows the guard his/her temporary university access card, the guest would only be allowed to stay in the Residence Hall until 9:30pm.

1.6 Before the guest leaves the Residence Hall, the guard requests the guest to sign out on the register, showing the time and date of exit.

1.6.1 If the guest stays later than the time allowed, the guard contacts another security member on duty to escort him/her out.

1.6.2 The guard then documents this incident in a daily incident report (see Appendix 05) and reports it to the Security Office and the Housing Department.

1.6.3 The Housing Department shall then penalize the resident responsible for the guest accordingly.

Policy Code: SC - 07

Effective Date:

\_\_\_/\_\_\_/20\_\_\_

Revision Date:

\_\_\_/\_\_\_/20\_\_\_

Resource Person: Mr./Mrs. \_\_\_\_\_ Policy Name:

SC – 07 Obligations and Responsibilities

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## Purpose

The purpose of this policy is to provide the obligations and responsibilities for those who are within the QU premises or attending any QU function outside the University.

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## Scope

The scope of implementing this policy is within the jurisdiction of the Security Function under the direct supervision of the Head of the Security Office and Head of the Business and Operations Department. It is the responsibility of all the entities involved in this process to provide full information and authorization when dealing with this policy.

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## Policy

### 1. General Policy Statement

1.1 QU requires all faculty, members and students to be responsible for the University's values, as defined in general university policies regarding ethical standards of behavior.

1.2 QU does not tolerate any form of discrimination or harassment against members of the university community, breach of academic integrity, or infringement of ethical standards of conduct.

1.3 All QU employees, students, outsourced company personnel and guests shall act in the interest of the university. Those who fail to do so shall be subjected to disciplinary action.

1.4 The laws of the State of Qatar do apply on campus, and those who violate these laws may be subject to criminal prosecution.

1.5 The Security Function is responsible for ensuring that those on campus are complying with their obligations and responsibilities by preventing any form of misconduct from occurring, and by reporting violations to the authorities concerned.

### 2. General Misconduct

2.1 Persons on QU premises, or in QU events, are obliged not to participate in any of the following acts of misconduct:

2.1.1 Disruption/Obstruction

2.1.1.1 Disrupting or obstructing the normal educational process or any university function or activity by demonstrations, sit-ins, or 'strikes' are strictly prohibited. This includes, but is not limited to: disrupting classes, library operations, seminars, exhibitions, meetings, ceremonial events,

or examinations; impeding or preventing others from attending such events; falsely activating a disaster alarm; or making a threat.

2.1.1.2 Under no circumstances no members of the university family should be intimidated or threatened in the execution of their normal duties and responsibilities. This means that students and faculty members who wish to hold or attend classes or to go to their offices or places of study shall not be prevented from doing so; non-academic staff and administrators shall not be impeded from going to their places of work.

## 2.1.2 Distribution of Unauthorized Published Material

2.1.2.1 The public distribution and posting of published materials such as fliers, leaflets, posters, audiovisuals, etc., must be approved and stamped by the dean of student affairs. The security personnel will remove from display any such unauthorized material.

## 2.1.3 Theft

2.1.3.1 Stealing on the campus or at a university-authorized event off the campus, including unauthorized use of university equipment or services (e.g., telephones, photocopiers, or computer facilities), or possession of stolen property, are prohibited.

## 2.1.4 Destruction of Property/Endangering Public Safety

2.1.4.1 People in QU are expected to protect university property and to observe the safety of others. Acts contrary to these principles, which include, but are not restricted to, the following, are subject to disciplinary procedures:

2.1.4.1.1 Engaging in vandalism or other intentional damage (such as spray painting or graffiti) to property on campus or at university-authorized events off campus.

2.1.4.1.2 Littering, such as disposing of waste (empty bottles, food containers, etc.) in other than designated places on campus.

2.1.4.1.3 Unjustified discharge, damaging, or tampering with any fire extinguisher, fire alarm, or other safety devices.

2.1.4.1.4 Taking, or attempting to take, action that damages or could damage private property, without the consent of the owner or person legally responsible.

2.1.4.1.5 Appropriating, or attempting to appropriate or possess, private property, without the consent of the owner or person legally responsible.

2.1.4.1.6 Unauthorized entry, unapproved duplication of keys or use of such, or unauthorized use of campus facilities.

## 2.1.5 Mental or Physical Harm

2.1.5.1 Acts that inflict mental or physical harm are prohibited, including the following:

2.1.5.1.1 Engaging in physical aggression including, but not limited to, assault.

2.1.5.1.2 Engaging, or attempting to engage, in intimidation, coercion, extortion, blackmail, or bribery; bullying; threatening violence, injury, or harm to others on campus or at university-authorized events off campus; endangering or tending to endanger the safety, health, or life of any person.

2.1.5.1.3 Engaging in behavior that creates a substantial risk of, or results in, injury to others, such as committing arson or provoking a riot.

2.1.5.1.4 Using force, inciting violence, inflicting or attempting to inflict injury to others on campus or at a university-authorized event off campus.

2.1.5.1.5 Engaging in any activity that endangers the health and safety of an individual or demeans an individual in conduct of an unbecoming or humiliating nature, or in any way that detracts from an individual's academic pursuits.

## 2.1.6 Possession of Prohibited Objects

2.1.6.1 Unless approved by the president, all persons within the QU premises, or attending QU events, are forbidden from acquiring or using any of QU's prohibited objects. The prohibited objects are mentioned later in this section.

## 2.1.7 Discrimination and Harassment

2.1.7.1 People are not allowed to discriminate on the basis of race, gender, age, religion, national origin, ethnic origin, marital status, and mental or physical disability. Nor shall they harass, intimidate, insult, or threaten others whether verbally, in writing, or through electronic means.

2.1.7.2 Engaging in sexual harassment, e.g., requests for sexual favors, unwelcome sexual advances, unwelcome physical contact of a sexual nature, spoken comments or abuse (including email) of a sexual nature, and the public display of sexually suggestive objects or pictures is prohibited.

## 2.1.8 Inappropriate Sexual Behavior

2.1.8.1 Publicly engaging in sexual behavior is prohibited as deemed by Qatari law. Those engaging in sexual behavior shall be reported by the security personnel and be penalized accordingly.

## 2.1.9 Use of Computers

2.1.9.1 Accessing protected computer accounts or other computer functions, knowingly transmitting computer viruses, and unethical use of QU access is prohibited (refer to the University Policy on the Use of Computers).

## 2.1.9.2 Inappropriate Conduct in the QU Libraries

2.1.9.3 Any action that impedes the safe and effective use by all patrons of the QU Libraries for the purpose of study, research, reading, and other

intellectual pursuits, is prohibited (refer to the University Policy on Appropriate Conduct in Libraries).

#### 2.1.10 Insubordination

2.1.10.1 Any form of defiance from authority without a valid reason is strictly prohibited.

#### 2.1.11 Plagiarism

2.1.11.1 Using another person's documented ideas or expressions in one's writing without acknowledging the source constitutes plagiarism and is strictly prohibited.

### 3. Student Misconduct

3.1 Violations of non-academic nature are the responsibility of the dean of student affairs, in consultation with the dean of the faculty or school in which the student is enrolled and, as necessary, the chief of the campus protection. The students should know that the laws of the State of Qatar apply to the campus, and those who violate these laws may be subjected to criminal prosecution. See detailed flow in Appendix II.

3.2 Students on QU premises, or in QU events, are specifically obliged not to participate in any of the following acts of misconduct:

#### 3.2.1 Disruption/Obstruction

3.2.1.1 Students have the right to express their opinions on matters of concern to the University in an organized manner, but they must notify and consult with the dean of students affairs before doing so.

3.2.1.2 The nature of the event and any publicity accompanying must be reviewed by the dean to ensure that neither Qatari law, nor the university policies and norms are being violated.

3.2.1.3 In cases where student-sponsored events, including protests, sit-ins, and demonstrations are, after such consultation, not approved by the dean of student affairs, or, if needed by the Board of Deans or the president, it may become necessary for the dean of student affairs to undertake disciplinary measures and even to instruct the campus security to disband the public gathering.

#### 3.2.2 Cheating

3.2.2.1 Students shall not try to use study notes, study aids, or another person's work.

Examples of cheating include trying to give or obtain information about a test, trying to take someone else's exam or trying to have someone else take one's own exam.

### 4. Employee Misconduct

4.1 QU Employees and faculty members are specifically obliged not to participate in any of the following acts of misconduct:

#### 4.1.1 Disruption/Obstruction

4.1.1.1 Demonstrations, sit-ins, or 'strikes' which are strictly prohibited.

- 4.1.2 Misrepresentation on application for employment
- 4.1.3 Failure to advise the University of any change in one's marital or family status
- 4.1.4 Unauthorized use of the University's equipment, material or property
- 4.1.5 Quarreling or fighting with others
- 4.1.6 Failure to report an accident while on duty
- 4.1.7 Unauthorized absence from work without providing an acceptable excuse to the University.
- 4.1.8 Repeated unexcused tardiness
- 4.1.9 Offering or accepting bribes, gratuities, or commissions
- 4.1.10 Failure to work diligently
- 4.1.11 Disclosing / revealing confidential information

## 5. Prohibited Objects

### 5.1 Responsibilities

5.1.1 Everyone within the QU premises or attending a QU event is obliged not to obtain or use any items from the University's list of prohibited objects.

5.1.2 It is also everyone's responsibility to report any prohibited (illegal) objects found within the QU premises . If a person is found with a prohibited object, this person must be reported immediately to any of the security personnel.

5.1.3 Security personnel, or the police force, if applicable, must dispose of any prohibited objects found, and detain those responsible for obtaining or using them until legal action is taken. .

5.2 List of prohibited objects and the penalties for obtaining / possessing them.

#### 5.2.1 Dangerous Weapons

5.2.1.1 Persons must not distribute, possess, store, or use, on campus or at a university-authorized event off the campus, any kind of weapon, explosives, dangerous chemicals, hazardous materials, or any other instrument designed to do bodily harm or to threaten bodily harm. Instruments used to simulate such weapons, which endanger or tend to endanger any person, shall be considered weapons.

5.2.1.2 An exception to this policy may be the acquiring of authorized weapons by delegated members of the Security Function.

#### 5.2.2 Illegal Drugs

5.2.2.1 Persons are also prohibited from distributing, possessing, storing, transferring, selling or attempting to sell, deliverables, using or attempting to use, any illegal drugs, narcotic or hallucinogenic, on campus or at any university-authorized event off campus.



### 5.2.3 Alcohol

5.2.3.1 The possession or consumption of alcohol, on campus, or in any QU facility, is strictly prohibited.

### 5.2.4 Smoking Material

5.2.4.1 Smoking and the possession of smoking material are forbidden on campus. However, smoking may be allowed within certain designated areas in QU facilities, depending on the event.

### 5.2.5 Pornography

5.2.5.1 Any form of pornography or sexually explicit material is strictly forbidden within the QU premises and at any QU facility.

## 6. Disciplinary action

6.1 Disciplinary action for participating in acts of misconduct may take on various forms, depending on the seriousness of the offense. The forms of disciplinary action include, but are not limited to, the following:

### 6.1.1 Students

6.1.1.1 Verbal reprimand

6.1.1.2 Written warning (see Appendix 04)

6.1.1.3 Fines

6.1.1.4 Suspension

6.1.1.5 Expulsion

6.1.1.6 Imprisonment, with further possible disciplinary action taken up by the Qatari Legal authorities.

6.1.1.6.1 When a student is detained on legal grounds, he/she will be considered suspended from student privileges. The University's decision concerning his/her continued employment will depend on the nature of the charge against him/her, the period of his/her detention, and the outcome of the case.

### 6.1.2 Employees

6.1.2.1 Verbal reprimand

6.1.2.2 Written warning (see Appendix 04)

6.1.2.3 Fines

6.1.2.4 Suspension without pay for a period not exceeding three day for any one offense

6.1.2.5 Dismissal from the University's service

6.1.2.6 Imprisonment, with further possible disciplinary action are taken up by the Qatari Legal authorities.



6.1.2.6.1 When an employee is detained on legal grounds, he/she will be considered suspended from work without pay. The University's decision concerning his / her continued employment will depend on the nature of the charge against him / her, the period of his / her detention, and the outcome of the case.

6.1. Guests

3

6.1.3.1 Verbal reprimand

6.1.3.2 Fines

6.1.3.3 Suspension from entering the University

6.1.3.4 Blacklisted and banned from entering the

6.1.3.5 Imprisonment, with further possible disciplinary action taken up by the

6.2 Those charged with violations have the right to a full and fair hearing concerning any disciplinary charges brought against them under university regulations. The alleged violator may appeal to the University Disciplinary Committee against the accusation. For more on appealing violations, see section SC 11 - Handling Fines.

Procedure

1. Reporting Prohibited Objects

1.1 If a person finds a prohibited (illegal) object, he/she should immediately report it to any of the security personnel on patrol, or to the Security Office.

1.2 Security personnel then shall arrive promptly to the scene of the prohibited object.

1.3 The security personnel shall ask the concerned individual about the found object and document everything in an incident report (see Appendix 05), which they shall submit to the Security Office by the end of the day.

1.3.1 Once the report is received by the Security Office and approved by the Head of Security, the Security Office forwards the report to the relevant authority to take the necessary actions.

1.4 If an individual is found suspicious in relation to the prohibited object, the security personnel perform a man hunt to track the individual and detain him / her until further notice from the Head of Security.

1.5 The Security Personnel then take the following steps to dispose of the prohibited item:

1.5.1 If the prohibited object is not dangerous or harmful, the security personnel destroys or disposes of the item themselves, thus ensuring that nobody would be able to use it again.

1.5.2 If the item is dangerous or harmful, for example a weapon or an illegal drug, the security personnel should immediately contact the Qatar Police and prohibit anyone from coming near the object.

1.5.2.1 While the designated security personnel are securing the area around the prohibited item, other security personnel shall direct the Qatar Police to the scene.

1.5.2.2 After arriving at the scene, the Qatar Police shall remove the prohibited object in a professional manner, and confine it from the public.

1.5.2.3 The Security personnel shall then help the Qatar Police in any way they can until they are no longer required.

1.6 Following this, the security personnel, in coordination with the Qatar Police, if applicable, shall conduct an investigation to find the individual(s) responsible for the prohibited item.

1.7 If the individual(s) responsible for the prohibited item are found, they shall be disciplined accordingly by the University and by the Qatar Police if applicable.

Policy Code: SC - 08

Effective Date:

\_\_\_/\_\_\_/20\_\_\_

Revision Date:

\_\_\_/\_\_\_/20\_\_\_

Resource Person: Mr./Mrs. \_\_\_\_\_ Policy Name:

SC – 08 Incident Reporting

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## Purpose

The purpose of this policy is to address the process for investigating and reporting incidents that affect patients, employees, students, visitors, casual workers, and the University's property.

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## Scope

The scope of implementing this policy is within the jurisdiction of the Security Function under the direct supervision of the Head of Security. It is the responsibility of all the entities involved in this process to provide full information and authorization when dealing with this policy.

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## Policy

### 1. Definitions

#### 1.1 Incident/Occurrence:

Any event or situation that is not consistent with the routine operations of a facility and that adversely affect or threatens to affect the well being of the employees, patients, students, and visitors.

#### 1.2 Non-Patient-Related Incident/Occurrence:

Any incident that occurs at the University and involves employees, students, casual workers, visitors, and property damage or loss.

#### 1.3 Sentinel Event:

An unexpected incident/occurrence related to a patient involving death or serious physical or psychological injury, or the risk thereof. Serious injury specifically includes loss of a limb or function. The phrase "or the risk thereof" includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome. The policy also applies (even if the outcome was not death or major permanent loss of function) to cases of: suicide of an in-patient; infant abduction or discharge to the wrong family; rape; and hemolytic transfusion reaction involving administration of blood or blood products having major blood group incompatibilities. Such events are called "sentinel" because they signal the need for immediate investigation and response.

#### 1.4 Adverse Events:

These are adverse occurrences directly associated with care or services provided. Adverse events may result from acts of commission or omission. Some examples of adverse events include: patient falls, procedural errors/complications, suicides, and para-suicidal behaviors

(attempts/gestures/threats). An adverse events can also be categorized as either a sentinel events, or near miss.

#### 1.5 Near Miss:

An event or situation that could have resulted in an accident, injury, or illness, but did not, either by chance, or through timely intervention. Near misses are opportunities for learning and for taking the chance to develop preventive strategies and actions.

#### 1.6 Employee:

In this section of the manual, an employee is any individual employed by the University including faculty members, medical doctors, and staff.

#### 1.7 Casual Workers:

1.8 In this section of the manual, casual workers are non-university employees performing work at the University.

### 2. Incident Occurrence Report Form

2.1 For legal, insurance, and administrative requirements, it is mandatory that all unusual incidents/occurrences affecting employees, students, patients, and visitors be reported using the revised Incident Occurrence Report Form (see Appendix 06). Signing the incident report does not necessarily constitute acceptance of a claim or acknowledgement of liability.

2.2 The incident report shall not be part of the medical record.

2.3 All entries and additions to entries are open to public inspection generally within two business days of the initial report to the Security Office, except where disclosure of such information is prohibited by law or such disclosure would jeopardize the confidentiality of the victim. If there is a clear and convincing evidence that the release of such information would jeopardize an ongoing criminal investigation or the safety of an individual, cause a suspect to flee or evade detection, or result in the destruction of evidence, such information may be withheld until that damage is no longer probable according to the release of such information.

2.4 Separate reports are also prepared to cover automobile accidents on the University property.

### 3. Security Function Responsibilities

3.1 The QU Security Function responsibilities related to incident reporting include the following:

3.1.1 Investigate the incident/occurrence.

3.1.2 Fill the Incident Occurrence form (see Appendix 06) form as soon as possible.

3.1.3 Ensure that the involved person is treated as soon as possible.

3.1.4 Ensure that the attending physician completes and signs the Incident Occurrence form (see Appendix 06) form.

3.1.5 Ensure that the completed form is sent as soon as possible, but always within 24 hours, to the clinic risk manager for all patient related incidents/occurrences, or the Head of Security for all other incidents/occurrences.

#### 4. General Policy Statements

4.1 The QU Security Function is the official reporting authority at QU. All crimes and other emergencies are to be reported immediately to the Security Office. Campus security authorities are those individuals or organizations at QU with an affirmative obligation to bring crimes and other emergencies to the attention of the reporting authority.

4.2 Residence hall staff has the responsibility to report residence hall crimes and other emergencies to the respective authorities. These authorities include the QU Security Office, the University Housing Department, and the Student Affairs Administrator on Call (AOC).

4.3 The QU Security Function accepts voluntary, confidential reports of crimes, and includes all applicable reports in the annual disclosure of crime statistics.

4.4 The QU Security Function is fully operational 24 hours a day, 7 days a week, 365 days a year. It is designed to remain operational during major emergencies, including those involving the loss of power and telecommunications.

4.5 Security Function emergency and nonemergency telephone numbers are listed in print and in electronic versions of Qatar University Communications Directory. The telephone numbers are published in all literature disseminated by the security guards, including official reports and educational brochures, and are displayed on bulletin boards in all residence halls. QU security personnel respond to the call and document all incident/emergency calls and calls for service and, when necessary and/or required by law, the appropriate local police agencies are contacted for assistance. All telephone calls are recorded and are available for immediate recall. These records are maintained for a minimum of 30 days.

4.6 The QU Security Office Headquarters have a telephone system that is able to access external lines directly. This system, which is not routed through the campus operator, allows the Security Function personnel to maintain telephone services when other campus systems are out of service or are experiencing busy lines and other problems.

4.7 A Qatar Police Emergency Radio Network, or QPERN, radio system is in operation which allows the Security Function personnel to communicate directly with all the police agencies within its normal level of operations. At the QU Security Office and in police cruisers, the local police calls are monitored over the QPERN radio system.

4.8 The on-campus security personnel operate on radio bands that enable direct communication with Safety Office staff, Facilities Services staff and Housing Department staff. Direct radio communication with a local ambulance service is also available.

4.9 Emergency intercoms, identified by blue lights, are located at various sites on the campus.

Emergency intercoms are also located at the main entrance of each residence hall. The intercoms connect a caller directly to the Security Office without the need to dial or use coins, and they enable the Security Personnel to respond immediately to the call. The locations of the emergency "blue light" intercoms are indicated on a map that is provided by the Security Office to each freshman and to any other interested party upon request.

4.10 The QU Security Function Public Blotter, a listing of all reported crimes and other emergencies that occur on campus, are available at the Security Office for viewing by members of the University community and the public during normal business hours.

#### Procedure

##### 1. Incident Reporting

All complaints received about disturbances on campus are responded to promptly, and are either handled directly by the security guards and security supervisors or referred to the Qatari Police for legal actions.

##### *Individual reporting the incident/disturbance*

1.1 The Individual reporting the incident or occurrence in QU does so by:

1.1.1 Calling the Police Department by dialing 9-9-9.

1.1.2 Contacting the Security Office

1.1.3 Visiting the Security Office

1.1.4 Requesting assistance from a uniform security member.

1.1.5 Reporting criminal activity anonymously using the online criminal activity report form located on the world wide web at: <http://www>.

1.1.6 Contacting the police department by using the exterior/interior, police emergency call boxes located throughout the campus.

1.1.7 Contacting a "Campus Security Authority," such as the Executive Dean of Students Affairs, the Athletic Director, or any other college official with significant responsibility for student activities.

##### *Informed Parties*

1.2 All informed parties listed above immediately notify the Security Office or the security guards and security supervisors on campus.

##### *Security personnel and Qatar Police Force*

1.3 After receiving the notice or alert, the campus security shall rush to the scene of those affected by the incident / disturbance. If necessary, the security personnel shall also call the Qatar Police, the on-campus ER staff, and the ambulance for assistance,

1.4 The security personnel then shall clear the scene from the public, and assist the trained professionals who are aiding those harmed by the incident/accident. Meanwhile, the other security personnel shall wait by the University gates to direct the police and ambulance to the scene of the incident.

1.4.1 If necessary the QU security personnel shall furnish transportation in an emergency to any ill or injured person within their jurisdiction. All such transactions are noted in the Incident Occurrence Report (see Appendix 06)

1.5 The Security Function then dispatches some security personnel to assist the Police Force with investigating the suspected criminal activity if any. responses include but are not limited to:

1.5.1 Dispatch of one or more uniform security personnel.

1.5.2 Investigation of all reports.

1.5.3 Arrest and filing of charges depending upon circumstances of the offense.

1.5.4 Victim referral to the clinic, hospital, or any medical organizations, both in or outside the campus.

1.6 Furthermore, the QU Security personnel shall document the incident and all the findings in a daily report, called the Incident Report (See Appendix 05), that records in chronological order all crimes, disturbances, and incidents reported to the Security Function, including:

1.6.1 The nature, date, time, and general location of each incident; and

1.6.2 The disposition of the complaint, if known.

Policy Code: SC - 09

Effective Date:

\_\_\_/\_\_\_/20\_\_\_

Revision Date:

\_\_\_/\_\_\_/20\_\_\_

Resource Person: Mr./Mrs. \_\_\_\_\_ Policy Name:

SC – 09 Lost and Found

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## Purpose

The purpose of this policy is to ensure that items reported lost or found are properly accounted for and, in the case of items found, returning them to their rightful owners, or disposing of by the University.

In this policy, “lost property” is defined by any unattended, abandoned, misplaced, or forgotten item – including, but not limited to, equipment, cash, jewelry, books, documents, or personal identification papers - found within the boundaries of the University, pending the identification of the rightful owners, or appropriate disposal thereof

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## Scope

The scope of implementing this policy is within the jurisdiction of the Security function under the direct supervision of the Head of Security. It is the responsibility of all the entities involved in this process to provide full information and authorization when dealing with this policy.

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## Policy

### 1. General Policy Statements

1.1 The University assumes no responsibility whatsoever for the care and/or protection of any personal belongings left unattended on the university campus and for loss, under any circumstance, including theft, vandalism, or malicious mischief, of such belongings.

1.2 The Security Office shall administer the lost and found service, as outlined in this policy.

1.3 Members of the QU community, whether faculty, staff, students, patients, visitors, contractors, suppliers, etc., are required to turn in to the Security Office, directly or through the Security Supervisors, any items of value, whether cash, documents, personal possessions, or university assets that they may find unattended anywhere on campus. Misappropriation of such items may be treated as theft or fraud.



1.4 The Security Office is responsible for safekeeping items that have been found and will return them to the rightful owner(s) upon presentation of reasonable proof of ownership.

#### Procedure

##### 1. Lost Items

1.1 Persons who lost personal or university property items shall report the details to the Security Office or the Security Supervisor (who shall immediately report the same to the Security Office) as soon as he/she becomes aware of the loss. The reporter may report the loss through several methods including:

1.1.1 Phone (485 2555);

1.1.2 E-mail (XYZ) ; and

1.1.3 In person.

1.2 The Security Office follows up the on the reported lost item by issuing an official Report of Loss, Theft, or Disappearance (see Appendix 07).

1.3 The Security Office shall then record the details of items reported lost in a log.

1.4 The Security Office may investigate a loss, and/or contact the police when the person reporting the loss mentions, either explicitly or implicitly, that the loss is not accidental and may be the result of an intended act.

##### 2. Found Items

2.1 Persons finding any lost property, within 24 hours from the time of finding them, shall turn them in to the Security Office or to the Security Supervisors (who then remit them immediately to the Security Office)

2.2 Next, the Security Office personnel shall ask the relevant persons to provide the following information:

2.2.1 His / her name and contact number;

2.2.2 Description of the items found;

2.2.3 Date and hour found;

2.2.4 Precise place where they were found; and

2.2.5 Any witness to the finding.

2.3 The Security Office shall then issue a receipt for the items turned in.

2.4 Following this, the Security Office keeps a copy of the receipt issued and records the items found in the log with all relevant details.

2.5 Once the found items are turned in to the Security Office, reasonable efforts shall be made by the security personnel to ensure that they are returned to their rightful owners. These efforts include:

2.5.1 Contacting the possible owner of the item by phone or email; or

2.5.2 If the security personnel are unaware of the item's rightful owner, they shall advertise the found item(s) on the bulletin boards on campus within 48 hours of its being turned in.

2.6 When the found item(s) contains the identification of its owner, the security personnel shall attempt to reach the identified owner that same day.

2.6.1 When a passport is not claimed within 24 hours of its remittance to the Security Office, the Security Office shall contact the concerned embassy/Qatari General Security for instructions. Arrangements shall then be made for its return.

2.7 If the found item is a QU access/identification card, the Security Office shall keep a photocopy for its files.

### 3. Claiming of Found Items

3.1 When persons claim these items which have been found as they belong to them, the Security Office shall request from the claimants:

3.1.1 proper identification;

3.1.2 precise description of the items lost;

3.1.3 probable location of the loss;

3.1.4 the approximate time of the loss and, when applicable;

3.1.5 a proof of ownership.

3.1.6 The Security Office shall then compare the claim to the register of items found.

3.1.7 If satisfied that the claimant is the owner of the found item, the security office shall hand over the item to the claimant.

3.1.8 The Security Office then shall have the claimant sign the Acknowledgement of Recovery of the Lost Item form (see Appendix 08) for having received the item.

### 4. Storage and Disposal of Found items

4.1.1 Authorized security personnel shall keep the Items, such as cash or jewelry, in a safe in the Security Office until claimed, or until the elapse of three (3) years from the day they were found.

4.1.2 The security Office shall dispose of the Items deemed to have no intrinsic or significant resale value, (e.g. books, clothing, and sundry personal possessions).

4.1.3 In all cases, the Security office shall specify the date and means of disposal in the register of items found.

4.1.4 The Security Office, under the supervision of the Head of Security, shall dispose of Unclaimed items as follows:

4.1.4.1 Cash money will be turned over to university scholarship funds.

4.1.4.2 Items having resale value will be sold in a restricted public auction, and the proceedings of the sale will be turned over to the university scholarship funds.

4.1.4.3 Other items may also be donated to charity.

Policy Code: SC - 10

Effective Date:

\_\_\_/\_\_\_/20\_\_\_

Revision Date:

\_\_\_/\_\_\_/20\_\_\_

Resource Person: Mr./Mrs. \_\_\_\_\_ Policy Name:

SC – 10 Traffic and Parking

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## Purpose

The purpose of this policy is to reduce vehicular traffic on campus, while striving to provide faculty, students, visitors, and staff with parking facilities in as fair and convenient a manner as possible.

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## Scope

The scope of implementing this policy is within the jurisdiction of the Security Function, and under the direct supervision of the Head of Security and the Security Coordinator.

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## Policy

### 1. General Policy Statements

1.1 The responsibility for implementing the Parking Policy is entrusted to the Security Coordinator.

1.2 Enforcement of parking and traffic rules are entrusted to the security guards and their security supervisors and chief guard.

1.3 Vehicular access to campus is restricted to emergency vehicles, service vehicles, shuttle buses, vehicles with QU license plates, vehicles having a valid on-campus parking permit, and vehicles granted temporary parking permits.

1.4 Unless they need to pass through a non-designated gate, students do not require parking permits. Instead, they may obtain a QU license plate which will work electronically with the system.

1.5 Parking permits are generally issued for a period coinciding with the academic year and which expire on September 30 each year.

1.6 All students and faculty are entitled to two parking permits. The first one is free, and the second one will cost QAR 20.

1.7 Renewal of permits is done as of September 1st and up till October 31st of every fiscal year.

1.8 If someone purchases a permit online, but does not pick it up, and wants to return it after the initial 2 business days', full refund period, an admin fee charge of QAR 40 will be applied.

1.9 If individuals with QU license plates or parking permits are no longer affiliated with the university, the university's Student Affairs Department should notify the Security Office. This will allow the Security Office to mark the concerned individuals in the system and revoke their QU license plates or car permits.

1.10 All cars of VIPs and visitors who wish to enter the campus on a temporary basis (one visit and for less than one day) should be announced each time in advance by the head of the concerned department to the Security Office.

1.11 The campus visitors are provided with parking spaces in the parking area where their degree of permit is allowed. Additional parking spaces may be assigned as needed.

1.12 Parking spaces may be designated for residences and handicapped persons, as required.

1.13 All persons driving vehicles on campus are required to abide by the rules and regulations applicable to driving in Qatar and the parking and traffic rules and regulations applicable to the QU campus.

1.14 Radars and security cameras are placed throughout the University campus to detect violators, and to provide evidence of the violations.

## 2. Parking Permit Stickers

2.1 If the vehicle does not have a QU license plate, a valid parking permit sticker or a temporary visitor's pass must, at all times, be displayed on the windshield of all vehicles on campus. Failure to do this shall result in the removal of the vehicle at the owner's expense.

2.2 Persons can obtain the parking permit stickers at the Security Office.

2.3 Persons receiving stickers shall sign the Application For Parking Permit (see Appendix 09) form or the Application For Renewal of Current Parking Permit form (see Appendix 10).

2.4 Each person who requires a parking permit must affix the issued sticker(s) to the windshield of the authorized vehicle(s). Stickers shall be placed on the lower left side of the windshield.

2.5 When persons replace their vehicles with new vehicles, the old stickers must be presented to the Security Office prior to the issuance of new stickers for the new vehicles. When people sell their cars, terminate their parking memberships, or are no longer affiliated with QU, they must return their stickers to the Security Office.

## 3. Applying for a Special Permit

3.1 Disabled persons may request special permits from the Security Office, which allows them to drive on campus and to park in spaces designated for them.

3.2 Students may request from the Security Office a Permit for Entrance to the Parking of Faculty Members (see Appendix 13). This would give the students access to faculty parking area. However this permit is only given under certain circumstances, such as health issues.

3.3 Females may request from the Security Office the Permit for Entrance to Parking of Shariah and Sciences (see Appendix 14). However, this permit is also only given under certain circumstances, such as if the female is pregnant.

3.4 Under special conditions, males may request for a female parking entrance permit, (see Appendix 15) from the Female Security Office. An example of a special condition would be a male who has to drive his sister into the female section of campus.

#### 4. Types of Permits:

4.1 Blue – Employees

4.2 Green – Females

4.3 Color – Males

4.4 Yellow – Teachers

4.5 Red – Visitors (temporary passes intended for visitors, contractors, etc.)

#### 5. Parking Areas and Access

5.1 The Male Section: vehicles with XYZ stickers for parking in the male section of the campus will only be allowed through the Male Gate to the relevant parking location.

5.2 The Female Section: vehicles with green stickers for parking in the female section of the campus may enter through the Female Gate and park in the designated areas.

5.3 The Service Section: vehicles with red stickers, who are providing services to the university, may enter through the Service Gate, and park in the designated areas.

5.4 The Part-time faculty members will be issued permits by semester for the parking areas where their permits are valid and accordingly they will be charged the parking fees by semester.

#### 6. The Gates Opening Schedule

6.1 Listed below are the schedules for the opening times of the campus gates:

6.1.1 Male Entrance is open XYZ

6.1.2 Female Entrance is open XYZ

6.1.3 Service Entrance is open XYZ

#### 7. The Traffic Rules and Regulations

7.1 Pedestrians have the right of way on the campus.

7.2 All persons driving vehicles on campus are obliged to hold a valid driving license and are covered by insurance, as stipulated in the Application for Parking Permit Form (see Appendix 09).

7.3 All persons driving vehicles on campus are required to abide by the rules and regulations applicable to driving in Qatar, including those relating to the use of seatbelts and prohibition of the use of hand held mobile telephones while driving..

7.4 Drivers have an obligation to abide by the parking and traffic rules and by all the posted traffic signs and the campus speed limit of 15 Km/hr.

7.5 Traffic is permitted to travel between the nearest campus gate and/or any parking space for which the vehicle is authorized by its parking permit, with no "roaming around" on campus.

7.6 The traffic between the male section and the female section of the campus is restricted. Only the relevant vehicle permit will allow a male to enter the female section of campus. To enter the female section of campus, one must call the Women's Campus Security Office.

7.7 Transportation services on campus are provided by the Transportation Unit within the General Service Section. These services are for the use of faculty, staff, students, and visitors. Children (age 12 and under) are not allowed to use the service, unless they are accompanied by an adult. The transportation services Office shall provide the following functions,, it shall:

7.7.1 Provide buses for the female students enrolled in the University, for their transportation to and from the University throughout the day;

7.7.2 Provide buses to the female/male students' residences, to and from the university;

7.7.3 Provide buses for scientific and educational trips organized by various university faculties;

7.7.4 Provide different types of cars for different faculty members and departments when needed; and

7.7.5 stop to unload and pick up passengers at different location and upon request from/to all campus parking areas.

7.8 Violators of the Parking and Traffic Policy will expose themselves to additional charges (fines). On the third violation, the Security Office has the right to revoke that vehicle's parking permit or QU license plate.

7.9 In the event of an accident, an Accident Report, (see Appendix 16), will be issued. The report will be sent to the Head of Security as well as Qatar Traffic Police.

7.10 Driving offences include, but are not limited to, the violations indicated in the policy statements of this section.

## 8. Violations

8.1 Qatar University only administers ticket notices, (see Appendix 12) - Ticket Citation Sticker) and not any traffic/parking fines. All traffic/parking fines and tickets will be issued by the Qatar Traffic Police.

8.2 All traffic violations will be recorded in a Daily Traffic Violation Log, (see Appendix 11).

This log will be sent to the Head of Security and the Qatar Traffic Police.

8.3 Those charged with violations may appeal their additional parking charge notices or revocation of their permits by writing to the Head of Security. If the Head of Security denies the appeal, the appellant may appeal to the University Disciplinary Committee under certain circumstances. See section SC - 11 Handling Fines for more on appealing the University Disciplinary Committee.

## 9. Non-Moving Violations

9.1 The following lists the major parking violations that would result in a non-moving additional parking charge notice.

9.1.1 Parking outside the white lines of parking spaces, including but not limited to:

9.1.1.1 Parking in fire lanes or within 3.3 meters (10 feet) from a fire hydrant.

9.1.1.2 Parking on, or blocking a lot aisle/entrance.

9.1.1.3 Blocking an entrance/exit to a building.

9.1.1.4 Parking in a reserved or handicapped space, without proper authorization.

9.1.1.5 Parking in an unassigned area that belongs to a different parking zone.

9.1.1.6 Parking in a reserved or restricted area / space.

9.1.1.7 Double parking or occupying more than one space.

9.1.1.8 Unauthorized overnight parking.

9.2 Consequences of non-moving violations include:

9.2.1 A first time warning pledge (see Appendix 04) – Warning Form; and

9.2.2 Non-moving violations additional parking charges, which are:

9.2.2.1 Second occurrence QAR XYZ; and

9.2.2.2 Third occurrence QAR XYZ and/or revocation of the permit or QU license plate.

9.2.3 Cars may be towed away, at the owner's expense, by the Qatar Traffic Police.

## 10. Moving Violations

10.1 The following lists include the major moving violations that would result in an additional parking charge notice:

10.1.1 Exceeding 15 Km/hr.



10.1.2 Use of cellular phones when the vehicle is moving. Cellular phones may be used only in urgent situations and when the vehicle is stationary.

10.1.3 Going against traffic.

10.1.4 Reckless driving or driving while impaired by or under the influence of drugs or alcohol.

The Security Office will monitor persons driving vehicles to spot out the unauthorized drivers. It is the responsibility of the head of each department to inform the Security Office when arrangements are made so that other persons may drive university vehicles.

10.2 Consequences of moving violations include:

10.2.1 A first time warning, see (see Appendix 04) – Warning Form; and

10.2.2 Moving violations additional parking charges, which are:

10.2.2.1 Second occurrence QAR XXX; and

10.2.2.2 Third occurrence QAR XXX and/or revocation of the permit or QU license plate.

#### Procedure

1. Applying for a Parking Permit

1.1 The individuals applying for a parking permit do so by:

1.1.1 Accessing the following URL: <http://www.>; or

1.1.2 Going to the Security Office, and the Business Operations Department.

1.2 The applicants either download a hard copy of the Application for Parking Permit Form (see Appendix 09) , or the Card Issuers hand it to them in the Security Office.

1.3 The applicants then fill out the form and attach to it the following:

1.3.1 a copy of their university access cards;

1.3.2 a copy of their driver's license; and

1.3.3 a copy of their insurance policy.

1.4 Following this, the applicants deliver the form and the required attachments, either online or in person, to the Card Issuers Office for processing.

1.5 After this, the Card Issuers enter the relevant information into the system.

1.6 The applicants then collect their permits from the Card Issuers during the regular office hours of the Security Office.

1.6.1 If the applicant is not provided with a permit for the first time, he/she shall pay a fee of

QAR 50 at the University Cashier's Office before being able to collect the permit.

1.7 During the dates September 1<sup>st</sup> and October 31<sup>st</sup>, the current parking permit holders can renew their parking permits online by accessing the



following URL: <https://> or by going back to the Security Office and having the Card Issuers renew the permits.

## 2. Permits for Visitors

2.1 Applicants other than full-time employees wishing to enter and park on the university peripheral parking, including contractors, etc., contact the head of the concerned department to endorse the required Application for Parking Permit Form (see Appendix 09), that the applicant must fill out.

2.2 After the head of the department endorses the required form, the applicant fills it out and submits it to the Security Office with the following supporting documents:

2.2.1 a copy of their car license; and

2.2.2 a copy of their insurance policy.

2.2.3 A copy of their Qatari ID

2.3 The Card Issuers in the Security Office shall check the system for parking availability. If there is a parking lot available, the Security Office approves the application.

*Note\**

*The number of parking permits issued is based on the number of marked parking spaces available in each area, plus a certain percentage of that number for vacancies and non-use time. When the maximum number is reached, no further permits are issued, until a parking permit holder leaves or loses the parking privilege.*

2.4 If the applicant is not being issued a QU permit for the first time, he/she also shall pay a fee of QAR 50 at the University Cashier's office before collecting the permit.

2.5 After payment (if applicable), the applicant collects the permit from the Card Issuers Office during the regular working hours of the Security Office.

## 3. Vehicle Violations

3.1 The security guards patrol the campus and monitor the campus through security cameras.

3.2 When he/she sees a violation of the University Traffic and Parking Regulations, the respective security guard issues a vehicle violation ticket to the responsible violator.

3.2.1 If it is the violator's first violation, the security guard issues the violator a warning.

3.2.2 The security guard then requests the violator to fill out a form pledging not to violate the QU traffic regulations again. (see Appendix 04).

3.3 Next, the security guard records the vehicle violation in a daily Traffic Violation Log (see Appendix 11).

3.4 Following this, the security guard gets the signed approval on the vehicle violation log from the outsourced security supervisor.

3.5 After signing the Vehicle Violation Log, the security supervisor submits it to the Head of The Security Office.

3.6 Upon approving and signing the vehicle violation log, The Head of the Security Office shall submit the log to the Qatar Traffic police, along with the speed details from the radar and footage from the security camera if applicable.

3.7 Following this, the Qatar Traffic Police, if necessary, shall provide the violators with fines.

Meanwhile, the Security Office shall penalize the violator accordingly. For example, if it is the violator's third violation, the Security Office may revoke his/her driving permit or license plate.

*Note\**

*The Standard fines for each offense may be assessed, and may be subject to appeal in accordance to Qatari Law.*

#### 4. Conflict

4.1 If the violator refuses to remove his/her vehicle or continues to cause a conflict, the involved security guard contacts the Qatar Traffic Police, and documents the incident.

4.2 A security guard then directs the Traffic Police to the scene of the conflict, while another guard remains at the scene.

4.3 Upon arrival, the Qatar Traffic Police penalizes the violators accordingly.

4.3.1 The Qatar Traffic Police may tow vehicles for certain violations, including impeding traffic or blocking fire lanes, and for excessive violations.

4.4 By the end of the day, the security guard should have documented incident signed by the security supervisor.

4.5 The security supervisor then shall submit the documented incident to the Head of Security.

4.6 Subsequently, the Head of Security shall also penalize the individual accordingly.

#### 5. Car Accidents

5.1 If there is a car accident within the QU premises, trained and certified security guards shall arrive at the scene promptly, with a First Aid kit, to assist the wounded. Meanwhile, the security guards shall immediately call the Qatar Traffic Police, and depending on how severe the situation is, call for an ambulance as well.

5.2 Next, while a pre-determined number of security guards secure the scene from public access, other security guards shall direct the Qatar Traffic Police and the ambulance (if applicable) to the scene.

5.3 A pre-determined number of security guards remain at the scene, for further assistance if needed.

5.4 Following this, the security guards shall record the accident in a Car Accident Report (see Appendix 16), and have it approved by the Chief Guard. The report includes the following information:

5.4.1 The report number;

5.4.2 The time, date, and day of the accident;

5.4.3 The driver's information, including the name, nationality, Qatari ID, and mobile number;

5.4.4 The car owner's information;

5.4.5 Location of the accident;

5.4.6 Damage cause to the university property – if any;

5.4.7 The name and patrol number of the investigator;

5.4.8 A technical report, along with the name of the responsible engineer;

5.4.9 The value estimate of the damage;

5.4.10 The name of the relevant department head; and

5.4.11 An authorized signature from the Head of Security

5.5 The Chief Guard, or a delegated security guard, shall then submit the report to the Qatari Traffic Police and the Head of Security.

5.6 The Qatar Traffic Police, if necessary, shall provide the concerned individuals with fines or harsher penalties, depending on the situation. Meanwhile, the Head of Security shall also provide the concerned individuals with the necessary penalties, such as revoking their QU permits or license plates, depending on the situation.

Policy Code: SC - 13

Effective Date:

\_\_\_/\_\_\_/20\_\_

Revision Date:

\_\_\_/\_\_\_/20\_\_

Resource Person: Mr./Mrs. \_\_\_\_\_ Policy Name:

SC – 11 Handling of Fines

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## Purpose

The purpose of this policy is to establish the guidelines for dealing with fines; from the causes of fines, to the issuance of fines, to the payment or appealing of fines.

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## Scope

The scope of implementing this policy is within the jurisdiction of the Security function under the direct supervision of the Head of Security. It is the responsibility of all the bodies involved in this process to provide full information and authorization when dealing with this policy.

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## Policy

### 1. Causes for Fines

1.1 QU may issue fines to those who violate the University's rules and regulations. The violations which may result in fines include, but are not limited to, the following:

1.1.1 Vehicle violations (see Section SC - 10 Traffic and Parking);

1.1.1.1 The Security Function provides notices for vehicle violations. However, it is the Qatar Traffic Police which shall actually issue the fines.

1.1.2 Damaging University Property;

1.1.3 Polluting (this includes noise and air pollution);

1.1.4 Causing mental or physical harm;

1.1.5 Failing to comply with University Housing rules and regulations;

1.1.6 Acquiring or using prohibited objects (see Section SC - 07 Obligations and Responsibilities); and

1.1.7 Late payments.

## 2. Security Function Responsibilities

2.1 It is the responsibility of the Security Function to report any violation to the required authority to issue the relevant fines.

2.2 The Security Function must report all vehicle violations to the Qatar Traffic Police. The

Traffic Police Department shall issue the relevant vehicle violation fines.

2.3 The Security Function must report all property damage to the Facility Services department, which shall issue the relevant fines to the responsible violators.

2.4 The Security Function must report all the University Housing violations to the Department of University Housing, who shall issue the required fines to the responsible violators.

2.5 The Security Office is responsible for issuing fines for the following violations:

2.5.1 Polluting

2.5.2 Late payments to the Security Office

## 3. Fine Payment Requirements and Penalties

### 3.1 Fine Due Dates

3.1.1 Fines are to be paid within ten (10) calendar days from receipt of citation. All fines which are not paid or appealed by the tenth calendar day will be assessed a XYZ Qatari Riyal

(QAR WW.00) late fee	Fines not paid within thirty (30) calendar days of issuance	
will be assessed an additional	QAR XYZ (QAR WW.00)	late fee. .

### 3.2 Late Letter Reminders

3.2.1 The Security Office or the relevant department mails two (2) late letter reminders to the individuals who have outstanding fines. The first letter is mailed to the address of record ten (10) days after a citation was issued. The final letter is sent thirty (30) days from date of issuance.

### 3.3 Delinquent Fines

3.3.1 Students who fail to pay or appeal citations will be placed on financial suspension ten (10) days from the date of issuance. Financial suspension means that no transcripts or records are issued, no diplomas are released, and no registrations are permitted until outstanding obligations including the reinstatement fee, have been paid in full. Faculty/staff and visitors are also considered delinquent when citations remain unpaid more than ten (10) days after the date of issuance.

### 3.4 Collections

3.4.1 Outstanding Fines for forty-five (45) days or longer will be referred to a collection agency. Collection agency fees may be as much as one-third of the balance due, referred by the University.

### 3.5 Vehicle Immobilization and Conditions of Release

3.5.1 Vehicles with outstanding fines (over ten (10) days late) or QAR 1,000 are subject to towing, booting, immobilization, and/or impoundment on the University Campus, at the owner's risk and expense. All outstanding fines must be paid in full or the ticket holder/vehicle owner must enter into a contractual payment agreement with the University before the vehicle will be released.

### 3.6 Vehicle Release Policy

3.6.1 Booted, Immobilized, and/or impounded vehicles will be released by the Qatar Traffic Police only to the registered owner. Said owner must prove ownership by producing the original vehicle title and/or registration together with a picture identification proving the claimant's identity. If the claimant is not the registered owner of the vehicle, he/she must produce a written and notarized letter with embossed seal from the owner permitting the Qatar Traffic Police to release the vehicle to the claimant. The original title and registration or copies thereof must accompany the letter of release.

### 3.7 Payment Plan Agreement

3.7.1 The Faculty, staff and students who have incurred parking and other fines of QAR 1,000 or more and who are unable to pay the outstanding fines in full may opt to enter into a contractual payment plan agreement with the University to satisfy their indebtedness. A one-third initial payment is required before the payer can be released from financial suspension or have a booted, immobilized, or impounded vehicle released. A QAR 100 administrative fee will be levied to be placed on the payment plan. These individuals are responsible for making a maximum three (3) additional timely payments without benefit of a reminder. Any default by the payer as outlined in the contract will negate the agreement. Payment plan agreements will not be renewed following a defaulted contract.

### 4. Department of Motor Vehicles (DMV) Access

4.1 The University has access to certain DMV computer files. Said access enables the University to determine the name and address of a vehicle owner by license tag or vehicle identification number.

### 5. Parking and Housing Citation and Fine Liability

5.1 Ultimately, the registered owner of a vehicle or resident is responsible for all citations and fines issued to the said vehicle or residence, whether or not the owner was in fact the violator.

5.2 In addition to the registered owner of the vehicle, the holder of a University parking permit may also be held financially responsible for citations and fines issued to the vehicle for which the permit is registered.

### 6. Fine and Refund Rates

6.1 Fine and refund rates are subject to change without prior notification by the delegated authorities.

6.2 The rate of fines for QU property damage depends on several factors, including price range and ease of replacement. Therefore, the fine rate varies depending on the event.

6.3 If someone purchases a permit online, but does not pick it up, and wants to return it after the initial 2 business day full refund period, an admin fee charge of QAR 40 will be applied.

## 7. Vehicle Citation Appeals

7.1 These policy statements and their accompanying procedures apply to all QU faculty, staff, student, University contractors, visitors, and others who use University owned and leased parking facilities.

7.2 These policy statements and their accompanying procedures are designed to assist the Security Office in evaluating the parking program, to highlight problem areas, to provide a

learning experience to those who receive citations while using QU parking facilities, is to provide an avenue to correct enforcement errors, and to provide a means of redress.

7.3 The Head of Security has the responsibility of monitoring these policy statements and recommending new and/or revised policies and procedures.

7.4 Failure to file an appeal in ten calendar days of the issue date of the citation will result in the addition of a late fee (\$10.00) to the fine in accordance with QU Traffic Rules and Regulations. No appeals will be considered more than thirty calendar days from the issue of the citation.

7.5 Requests for an appeal should be done online at [www.](http://www.qatar.edu.qa), within ten (10) calendar days from the issue date of citation. The Head of Security will review each appeal before making a decision on whether to accept or deny the appeal or downgrade the violation to an appropriate lesser violation.

7.6 Fines associated with appealed citations need not be paid until the appellant is advised of the decision.

7.7 If the Head of Security denies an appeal, failure to pay within ten days results in the accumulation of late fees and the individual's outstanding account being turned over to a collection agency. Students who fail to pay within ten days will also be placed on academic suspension.

7.8 The appellant can appeal the decision of the Head of Security in certain cases.

7.9 Certain determinations may be appealed to the University Disciplinary Committee.

Notification of a determination will provide information stating if an additional appeal process is available as an option. A request for reconsideration of denied appeals to the University Disciplinary Committee must be made within ten calendar days from the time a decision was made by the Head of Security or the relevant authority. For an appeal to be reconsidered by the University Disciplinary Committee, the appellant must schedule a hearing and be present at that hearing. The University Disciplinary Committee appeal process is mentioned in a latter policy statement of this section.



## 8. Formal Hearing by University Disciplinary Committee

8.1 For QU students, the University Disciplinary Committee shall consist of members from the Student Affairs Committee.

8.2 The University Disciplinary Committee will deal with the alleged violations in a manner that ensures that those charged with a violation understand the charge and the evidence against them and are afforded a reasonable right of rebuttal.

8.3 The University Disciplinary Committee shall inform the concerned individual of the charge in writing. Evidence shall be presented in the presence of the student who shall have a reasonable right of rebuttal including the right to cross-examine witnesses. In determining penalties, the committee may take into consideration the concerned individual's cumulative discipline record. The University Disciplinary Committee's decision shall be final.

## 9. University Disciplinary Committee Appeal Process

9.1 Any individual who is charged with a disciplinary offense has the right to a full and fair hearing for any disciplinary charges brought against him or her under the university regulations. If any of the following apply, the concerned individual, he / she may appeal to the dean of the faculty or school regarding faculty or departmental decisions, or to the University Disciplinary Committee against disciplinary action taken by the relevant delegated authorities:

9.1.1 Procedural error.

9.1.2 New evidence.

9.1.3 Unsupported conclusion.

9.1.4 Disproportionate sanctions.

9.2 The outcome of this appeal may result in higher, lower, identical, or no sanctions at all being imposed. The University Disciplinary Committee's decision shall be final.

### Procedure

#### 1. Procedure for issuing fines

*Note\* For procedures on issuing fines for vehicle violations, please see the procedures in section SC - 10 Traffic and Parking.*

1.1 The security member who sees individuals violating while on QU premises shall confront and attempt to stop them.

1.2 If there is an absence of security cameras on the scene, the security member then takes a picture of the damage done.

1.3 Next, the security member takes the required information from the violator and documents it in the Incident report (see Appendix 05), along with the violation. If the violator is a guest, the security member requests



information from the guest's sponsor as well. The security member requests the following information of the violator and his/her sponsor:

1.3.1 The relevant access card (ID card) number(s);

1.3.2 Full name(s)

1.3.3 Qatar Address

1.3.4 The individual's affiliation with the University. For example, the individual may be a guest, student, university employee...etc.

1.4 After receiving the required information and after documenting everything, the security member shall contact the Facility Services department and informs them of any damage done to the property.

1.5 The security member then collects the approved signatures of the outsourced security supervisor and the chief guard on the incident report (see Appendix 05).

1.6 Following this, the security supervisor submits the incident report (see Appendix 05) to the Security Office.

1.7 Finally, the Security Office penalizes the violator by issuing anything ranging from a warning, to a fine, to a harsher penalty. If it is not within the Security Office's jurisdiction to issue the fine, the Security Office reports the violation to the relevant department or authority to issue the required penalties.

## 2. Vehicle Citation Appeals Process

2.1 The concerned individual requests for an appeal online within ten (10) calendar days of the issue date of the citation. The individual does the following:

2.1.1 Shall submit the appeal online at [www.](http://www.qatar.edu.qa), using the Appeal Your Citation tab above.

Appeals will not be accepted by mail or email. Any appeals submitted in person will be assessed a QAR 40 fee.

2.1.2 The appeal is submitted with the following information in order for it to be processed:

2.1.2.1 appellant's name,

2.1.2.2 active address,

2.1.2.3 access card number (ID number),

2.1.2.4 and telephone number.

2.2 The Parking Appeals hearing officer carefully reviews each appeal. The Parking Appeals hearing officer bases his decision on the QU Traffic Rules and Regulations and on the information presented to him.

2.3 The Appeals officer either approves the appeal (dismisses the citation), denies the appeal (upholds the citation), or downgrades the violation to an appropriate lesser violation. The Hearing officer makes any decision on the appeal based on the guidelines below:

2.3.1 The citation and fine is presumed as valid. It is the obligation of the appellant to present information that would invalidate the ticket.

2.3.2 Reasons that might warrant invalidation of the ticket are: evidence of illness that necessitated the violation, mechanical breakdowns that were handled in a reasonably expeditious manner, documented erroneous information given by security personnel, or other circumstances that are unusual enough to warrant special consideration.

2.3.3 Reason to warrant a downgrade of the ticket are: when further information that was not readily available to the citing officer is provided to the reviewer as a justification for the downgrade, valid misunderstandings regarding ambiguous parking areas in the judgment of the reviewer, etc.

2.4 The Head of Security does not have to give a specific reason for denying the appeal. Instead, he submits a general statement that a sufficient reason for reversal was not made.

2.5 To avoid the potential accumulation of late fees, the appellant pays any fines due after the appeal has been heard within ten days of notice of the decision.

2.6 Following this, the appellant can appeal the decision of the hearing officer to the University

Disciplinary Committee in certain cases where the following apply:

2.6.1 Procedural error;

2.6.2 New evidence;

2.6.3 Unsupported conclusion; and

2.6.4 Disproportionate sanctions.

**Note\***

*For procedures on issuing fines for vehicle violations, please see the procedures in section **SC - 10 Traffic and Parking**.*

Policy Code: SC - 12

Effective Date:

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Revision Date:

\_\_/\_\_/20\_\_

Resource Person: Mr./Mrs. \_\_\_\_\_ Policy Name:

SC – 12 Special Events

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## Purpose

The purpose of this policy is to establish guidelines for the Security Function when handling special events.

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## Scope

The scope of implementing this policy is within the jurisdiction of the Security Function and the External Affairs Department, under the direct supervision of the Head of Security and the Head of External Affairs. It is the responsibility of all the parties involved in this process to provide full information and authorization when dealing with this policy.

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## Policy

### 1. Definitions

1.1 Special events: are defined as those events held on university property and/or in university facilities where a concern for the protection of participants and/or property or other public safety concerns may exist.

1.2 SESG: Special Events Security Guard

1.3 SESS: Special Events Security Supervisor

### 2. Types of Special Events

2.1 QU hosts a variety of special events, including, but not limited to, the following:

2.1.1 Graduation ceremonies;

2.1.2 Career Fairs;

2.1.3 Exhibitions;

2.1.4 Conferences; and

2.1.5 Workshops.

### 3. General Policy statements

3.1 An SSRF, along with other documents not directly related to this policy, must be completed and sent to the Office of External Affairs before any event can take place within or under the \_\_\_\_\_ name of QU.

3.1.1 An exception to this policy statement would be if the President or his designate authorizes an event to take place without the SSRF.

3.2 The completed SSRF may be faxed to (974) WWW WWW, emailed as an attachment to WWW or physically handed to the Office of External Affairs.

3.3 The completed SSRF must be received by the Office of External Affairs no less than ten (10) days prior to the event in order to allow for time to process the request.

3.4 Prior to holding a special event, the concerned party must:

3.4.1 Contact the Office of External Affairs at least 10 days in advance;

3.4.2 Be prepared to identify speakers, entertainment groups, etc. for security reasons;

3.4.2.1 Know if they are controversial or encountered difficulty at the last places of performance;

3.4.2.2 Know the last two (2) places of performance or engagement; and

3.4.2.3 Have contact information of the group leader/manager.

3.4.3 Know if cash is being collected at the event and have a plan for safeguarding or depositing it;

3.4.4 Know estimates of expected attendance;

3.4.5 Have billing/payment information available;

3.4.6 Submit a purchase order or other payment arrangements (due no later than 3 days prior to the event) if the potential host is a student group; and

3.4.7 If the concerned party has a contractual agreement with a performer or presenter, the concerned party must provide a copy of contract available for review by the Office of External Affairs.

3.5 After reviewing and approving all event requests, the Office of External Affairs should inform the Security Office seven (7) of working days prior to the event in order for the Security Office to prepare.

3.6 The Security Office should review event requests with the contracted security company to prepare for the event.

#### 4. Billing and Payment

4.1.1 For special events, the Security Office shall provide outsourced security personnel from their contracted security company. The Security Office shall pay the contacted company according to the terms and conditions in the contract.

4.1.2 In general, the Security Office requires from the concerned party a guarantee of payment for security services prior to any event.

4.1.3 Most student-sponsored events will be required to have a purchase order on file prior to the event. The purchase order should be based on the security services cost estimate, which will be prepared once the security staffing needs have been determined by the Security Office.

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4.1.4 The Department sponsored events will generally be required to provide PTA information for a journal transfer to be processed after the event is over and the final invoice has been prepared.

## 5. Cancellation

5.1.1 Cancellation of the security service arrangements with less than 1 regular work day notice will result in a cancellation fee of QAR 400 or 10% of the security services cost estimate, whichever is lower.

## 6. SESG Responsibilities/expectations:

6.1 Special Events Security Guards, hereinafter known as SESGs, shall meet with the Patrol Watch Commander or Shift Coordinator for assignment briefing.

6.2 SESGs will check-in with the Event Organizer/Contact and meet on site staff upon arrival at the event.

6.3 SESGs and event staff should work together as a team. In general, event hosts/staff should be the "first line" of response. SESGs should be available to assist and back up the event staff who are dealing with guests at the entrance to the event as well as assist with situations inside the event as applicable.

6.4 SESGs shall monitor event staff and volunteers who are checking IDs or inspecting bags and provide backup or assistance in the event that an unwanted prospective guest becomes difficult to handle.

6.5 SESGs are NOT expected to go "hands on" in a situation that requires physical intervention.

In the event that a situation has become physically violent or where violence is imminent, the

SESG is expected to contact an SESS or Chief Guard on duty for response to the situation.

6.5.1 If there is a significant risk or danger, the SESS or Chief Guard may call the police.

6.6 SESGs will monitor crowd size in relationship to facility capacity & advise the event organizers when crowd size is near capacity.

6.6.1 If the venue has reached capacity, SESGs are to provide uniform backup and assistance to the event organizers & monitors in order to prevent additional people from entering. Due to fire code issues, the venue should not be allowed to exceed capacity.

6.7 SESGs will monitor guests for prohibited & illegal items and unacceptable or illegal behavior.

6.7.1 In the event that illegal items or unacceptable behavior are observed, SESGs should notify the on-site event contact of the violations as soon as possible.

6.7.2 If the violation is minor, the event staff should make initial contact with the guest and ask them to cease their behavior. SESGs should accompany the event staff, if asked.

6.7.3 While the general expectation is that the event sponsors will “manage” their event, SESGs should be available to assist as a uniformed presence as needed. SESGs may also need to step in and take preemptive action as well. Rather than allow a

minor situation to escalate “out of hand”, an SESG should not hesitate to contact a guest directly and ask him / her to abandon any unacceptable behavior.

6.7.4 If the violation is moderate or extreme, the SESG is expected to notify the SESS or Chief Guard immediately. If there is significant or imminent risk of danger to people or property, the SESG should notify the SESS and Chief Guard immediately. The SESS and Chief Guard should also be notified if multiple minor violations of law are taking place.

6.8 SESGs should assist/notify the on-site event staff regarding potential or anticipated problems and individuals. The SESGs should also notify the SESS or the Chief Guard of the same information.

6.9 After the event is over, the SESG will brief the SESS and the Chief Guard regarding the problems and possible suggestions for improvements.

## 7. Event Sponsor responsibilities/expectations

7.1 On site event staff/contacts are expected to manage their own event; this includes being responsible for the event facility, lobby, and areas in the immediate vicinity around the event facility, including the nearby parking areas in some cases.

7.2 For security requests during non-event hours (i.e., overnight equipment security, etc.), the event sponsor will provide contact information for use in the event of an emergency at the security site.

7.3 For student parties, party planners will provide an adequate numbers of sober monitors.

7.4 Event sponsors will provide cell phone contact information to at least three designated individuals who must be present at the beginning of the event to meet the Special Event Security personnel upon arrival.

7.5 Where applicable, on-site event staff will be assigned to the entrance of the event and will be responsible for all entrance requirements of the particular event including but not limited to: checking for appropriate ID (for example Qatari Id or University access cards), bag inspections, applying wristbands when used.

7.6 Designated sponsor event staff will monitor the event guests and, when appropriate, will approach guests who are violating University or event policies. If the event staff person feels that assistance or backup from the

uniform SESG is necessary or desired, they will contact the nearest SESG for such assistance.

7.7 Event staff will monitor crowd size in relationship to facility capacity & advise the SESGs when crowd size is nearing capacity. If the venue has reached capacity, event staff are to assist the SESGs in preventing additional people from entering. Due to fire code issues, the venue should not be allowed to exceed capacity.

7.8 On-site event staff will cooperate with Special Event Security personnel requests for assistance in the event that problems arise.

7.9 Event staff will take the initiative to clear the event when it is over. SESGs will be available to assist with this effort.

## 8. Additional Assistance

8.1 For additional assistance, contact the QU Security Office at (974) WWW or via email at xxx@xxx.xxx.ccc.

### Procedure

#### 1. Prior to Holding a Special Event

1.1 No later than ten (10) days prior to holding a special event, the concerned party either faxes, emails as an attachment, or physically hands over the SSRF to the Office of External Affairs.

1.1.1 If the potential host is a student group, the concerned party shall also submit a purchase order or provides other payment arrangements (due no later than 3 days prior to the event); and

1.1.2 If the concerned party has a contractual agreement with a performer or presenter, the concerned party provides a copy of contract available for review by the Office of External Affairs.

1.2 The Office of External Affairs reviews the request prior to approval. Often those requests need prior approval from other departments as well.

1.3 After reviewing and approving the request, the Office of External Affairs informs the Security

Office at least 5 days prior to the event in order for the Security Office to prepare.

1.4 The Security Office establishes with the host and the Office of External Affairs the expected roles and responsibilities of the security personnel required for the event.

1.5 The Security Office reviews the expected roles and responsibilities of the security personnel with the contracted security company that will be providing the personnel.

1.6 The Security Office then makes the required payments to the security company, if applicable, according to the terms and conditions of their contract.

1.7 Once all the logistics have been completed, the contracted security company delegates the relevant security personnel to provide their services at the upcoming event.



## 2. Day of Special Event

2.1 The security personnel shall arrive at the scene of the event 4 hours before the event is due to begin.

2.2 After arriving at the scene of the event, the Chief Guard and SESS shall meet with the host to re- assure roles and responsibilities and discuss any queries.

2.3 Following the meeting with the host, the SESSs brief the SESGs once more on their assignment.

2.4 The security personnel then do the following for security reasons:

2.4.1 Familiarize themselves with the scene of the event;

2.4.2 Know the location of all windows, doors, stairs, and escape routes;

2.4.3 Know the location of the fire extinguisher and water hoses; and

2.4.4 Check the entire area of the event for any harmful or prohibited objects.

2.4.5 Prevent unauthorized individuals from entering the scene of the event before its allocated time to begin.

2.5 After fulfilling the above security requirements, the security personnel shall document their checks.

2.6 The SESGs inform the SESSs or the Chief Guard of any abnormal observations immediately.

2.7 After the initial pre-event preparation the delegated security personnel assume their established roles and responsibilities, as mentioned in the policy statements of this section, throughout the event. Security personnel assist the host staff when applicable, as long as it is within their jurisdiction.

2.8 Towards the end of the event, the security personnel shall assist the host staff in escorting the guests out.

2.9 The security personnel shall remain available at the location of the event until all guests are escorted out, or as per the terms and conditions established with the host prior to the event.

2.10 Once the event is over, and the assistance of the security personnel is no longer needed, the SESGs brief the SESSs and the Chief Guard regarding problems or suggestions for improvements.



Policy Code: SC - 13

Effective Date:

\_\_\_/\_\_\_/20\_\_\_

Revision Date:

\_\_\_/\_\_\_/20\_\_\_

Resource Person: Mr./Mrs. \_\_\_\_\_ Policy Name:

SC – 13 Natural Disasters and other Emergencies

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## Purpose

The purpose of this policy is to outline how natural disasters are to be handled by the Security Function.

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## Scope

The scope of implementing this policy is within the jurisdiction of the Security Function and the relevant Emergency Response Teams, under the direct supervision of the Head of Security and the Head of the Emergency Response Team. It is the responsibility of all the entities involved in this process to provide full information and authorization when dealing with this policy.

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## Policy

### 1. Security Function Responsibilities

1.1 It is the responsibility of the Security Function to inform and assist the relevant authorities if a natural disaster or emergency occurs and may affect QU.

1.2 Security Personnel must know the names and locations of all QU facilities.

1.3 Security personnel must know all the staircases, doors, locks, windows, and emergency exits of the facilities.

1.4 Delegated Security personnel must have they keys to all facilities and the rooms within them in the case of emergencies.

1.5 Security personnel are responsible for assisting those in need of evacuation

1.6 For more on the responsibilities of the Security Function, please see Section SC - 02 Security Personnel.

### 2. Incident and emergency reporting

2.1 The Security Function is well equipped for emergency and incident reporting. For more information on this, please see section SC - 08 Incident Reporting.

### 3. Mass Evacuation

3.1 Mass evacuation means the evacuation of the entire QU premises.

3.2 The security personnel shall cooperate with and assist the authorized Emergency Teams with the mass evacuation of QU.

3.3 The University may require mass evacuation under certain circumstances, including, but not limited to, the following:

3.3.1 If there is a huge fire which is out of control

3.3.2 If there are natural disasters like earthquakes, sandstorms, etc.

3.3.3 If there is a Bomb/Terrorist threat

3.3.4 Health related matters

### 4. Earthquakes

Earthquakes come with no warning and may occur in any part of the world. Preparation for earthquakes involves informing staff what to do when a quake begins, and knowing the building evacuation procedures after the quake.

#### 4.1 Precautions

4.1.1 Take cover under sturdy desks or tables near the center of the building or under door frames.

4.1.2 Stay away from the outside walls and windows.

4.1.3 Do not use matches, candles, cigarette lighters or other open flame devices during or after the shock because of possible gas line leaks.

4.1.4 Enclosed stairwells are safer than central staircases. Do not use central stairs.

4.1.5 Never use elevators.

4.1.6 Staff with work assignments/offices on each floor should evacuate that floor and should not depend on help from other staff on other floors.

#### 4.2 Security Function Responsibilities

4.2.1 Inform the affected people of the above precautions through public address systems.

4.2.2 Assist the Emergency Response Team where needed.

4.2.3 Security personnel, in cooperation with the Emergency Response Team, should assist with the evacuation of people from the affected area.

### 5. Sandstorms

Sandstorms are unpredictable dangerous storms that result from high winds throwing sand particles into the air making it difficult to see, move or even breathe.

#### 5.1 Precautions

5.1.1 Listen for storm warnings and stay away from areas where an unpredictable sandstorm can occur.

5.1.2 Wear protective eyewear if available. Cover your nose and mouth with anything you can find, including a scarf, bandana, moistened handkerchief, t-shirt, respirator, or mask that is able to filter out sand particles.

5.1.3 If you are driving and it seems you will be caught in the storm, stop and wait in the vehicle until the storm is over. Do not try to drive once the storm overtakes you. Visibility can decrease to zero during a sandstorm.

5.1.4 Seek shelter if you are not inside a vehicle. Find cover if at all possible. If no shelter is available, lie down and wait the storm out. Keep eyes, nose and mouth covered at all times. Cover your head with your arms or a backpack to protect against any objects being hurled by the wind.

5.1.5 Get to higher grounds, if possible. The highest concentration of blowing sand is closest to the ground. Chances of surviving increase if you can stay above the storm.

5.1.6 Sandstorms interfere with radio transmissions. Have another means of signaling if you need to seek help.

## 5.2 Security Function Responsibilities

5.2.1 Security personnel should advise affected persons of the precautions mentioned above through public address systems.

5.2.2 Security personnel should escort affected persons to a safe place, such as a building or a vehicle.

## 6. Severe Thunderstorms

All thunderstorms are capable of producing deadly lightning. Severe thunderstorms can also produce tornadoes with little or no warning.

### 6.1 Standard Precautions

6.1.1 Take shelter immediately – go to a sturdy building that will withstand high winds (preferably brick and mortar construction). Go to an interior room, preferably with no windows.

6.1.2 Avoid electrical appliances and telephones. If possible, unplug electronic equipment. Should electricity fail, there could be a voltage surge (spike) when power is restored.

### 6.2 Lightning Precautions

6.2.1 If outdoors, seek shelter inside a building or in a metal vehicle with the windows rolled up.

6.2.2 If caught in the open, seek shelter in a low area and then crouch down and cover your head with your hands. Stand at least 5 feet from the trunk of the nearest tree.

6.2.3 If you are with a group of people, everyone should scatter out before crouching.

Lighting will jump from person to person in a group.

6.2.4 Avoid chain link or metal fences, motorcycles, bicycles, small metal sheds, or vehicles that do not have enclosed metal compartments.

6.2.5 If indoors, stay away from windows, avoid telephones and electrical appliances, water pipes, etc. Do not take a shower or bath during storms containing lightning.

6.2.6 If a person is struck by lightning, there is no residual electrical charge left on the body. Quick administration of CPR may stabilize vital body functions until medical help arrives.

### 6.3 Security Function Responsibilities

6.3.1 Inform people of the above mentioned precautions through public address systems.

6.3.2 Assist the Emergency Response Team where needed.

6.3.3 Evacuate affected persons to safety.

## 7. Tornadoes

A tornado is a violently rotating column of air in contact with the ground. If the circulation is not on the ground, it is called a funnel cloud. Tornadoes normally descend from thunderstorms. Wind speeds in tornadoes are usually around 100 miles per hour, but can exceed 300 miles an hour in the most violent storms. Safety often depends on the individuals' staying alert to quickly changing weather conditions. There should be a plan in advance on where to take shelter in the event of a tornado or severe weather.

### 7.1 Tornado Watch

7.1.1 A tornado watch is an alert that weather conditions are such that a tornado could develop in the area. A tornado watch alert provides the time to individually plan what action should be taken in the event that a tornado warning is sounded.

### 7.2 Tornado Warning

7.2.1 A tornado warning means that a tornado has been sighted in the area and all persons should take cover immediately. A siren will sound a 3-5 minute blast for a tornado warning.

### 7.3 Precautions if Tornado is indicated

7.3.1 Individuals in the path of a tornado should immediately seek shelter.

7.3.2 If a tornado is indicated, go to an interior small room or hallway on the ground floor.

7.3.3 Stay away from windows.

7.3.4 Stay away from large rooms since the roofs and floors are weakly supported in such areas.

7.3.5 If possible, take cover under a heavy piece of furniture, such as a desk. This helps protect you from falling objects.

### 7.4 Security Function Responsibilities

7.4.1 Security personnel should inform people of the above mentioned precautions through public address systems.

7.4.2 Security personnel are responsible for contacting the police or the relevant Emergency Response Team when a tornado, or a tornado warning, has been discovered.

7.4.3 Security personnel, in cooperation with the Emergency Response Team, should assist with the evacuation of people to safer locations.

## 8. Floods

A flood emergency exists if floodwater is uncontrolled and flowing beyond the area where the source of water is normally contained or controlled.

### 8.1 Precautions

8.1.1 Stay as high above ground as possible.

8.1.2 Stay away from anything that may contain or transmit electricity.

### 8.2 Security Function Responsibilities

8.2.1 Security personnel are responsible for contacting the police or the relevant

Emergency Response Team when a flood has been discovered.

8.2.2 Security personnel, in cooperation with the Emergency Response Team, should assist with the evacuation of people from the affected areas.

8.2.3 Security personnel should restrict access to affected areas by appropriate means.

## 9. Bomb / Terrorist Threat

A Bomb Threat exists when any member or the community is informed of a possible threat by any individual through telephone call, e-mail, SMS Message or letter.

### 9.1 Precautions

9.1.1 Do not touch any suspicious or unfamiliar objects and should wait for police personnel to arrive on the scene before conducting any type of search

### 9.2 Security Function Responsibilities

9.2.1 Notify Qatar Police by calling 999

9.2.2 Security personnel, in cooperation with the Emergency Response Team, should assist with the evacuation of all persons.

9.2.3 If the threat is made by telephone, ascertain as much information as possible about the bomb and its location, such as:

9.2.3.1 Exact location of the bomb

9.2.3.2 When is the bomb going to explode?

9.2.3.3 What kind of bomb is it?

9.2.3.4 Why was it placed?

9.2.3.5 ?

## 10. Hostage Crisis Situations

A hostage Crisis is situation exist if one or more members of the community is taken captive and life threatened by an individual.

### 10.1 Precautions

10.1.1 Remove yourself from danger and inform the Head of Security.

## 10.2 Security Function Responsibilities

10.2.1 Call the local Qatar Police and be prepared to give vital information such as

10.2.1.1 Location and room number of incident.

10.2.1.2 Number of possible hostage takers.

10.2.1.3 Physical description and names of hostage takers, if possible.

10.2.1.4 Number of possible hostages

10.2.1.5 Any weapons the hostage takers may have.

10.2.1.6 Your name

10.2.2 Initiate mass evacuation of students and faculty and isolate the area.

## 11. Infectious Disease / Health Hazards / Epidemics

An Infectious Disease crisis is present when a significant number of persons are inflicted by the same disease or illness in the same area in a small amount of time.

### 11.1 Precautions

11.1.1 When an infectious disease outbreak has occurred on campus, it must be contained as soon as possible, while minimizing campus community fear levels.

### 11.2 Security Function Responsibilities

11.2.1 Contact XXX, who will evaluate the extent of exposure. Assistance of the Ministry of Health, and/or the local or statewide medical community may be sought as required by the situation.

11.2.2 Notify the appropriate departments and divisions *when* to notify students, faculty, or staff. They will also provide guidelines on what information should be provided, what the risks are, and what steps should be taken to reduce the risk to the individual. Suspension and cancellation may be warranted.

## Procedure

### 3. Earthquake Procedures

3.1 During an earthquake, security personnel shall advise affected persons to take the following safety steps:

3.1.1 Take cover under door frames;

3.1.2 Take cover Under sturdy desks or tables near the center of the building;

3.1.3 Stay away from outside walls and windows;

3.1.4 "Duck, cover, and hold" during the earthquake shock; and

3.1.5 Do not use matches, candles, cigarette lighters or other open flame devices during or after the shock because of possible gas line leaks.

3.2 If possible, work in coordination with the Emergency Response Team, the security personnel and try physically to assist people in taking the safety steps mentioned above.

3.3 When the initial shock is over, the Security Office coordinates with the Safety Office, and the relevant response team, to evacuate the people from the buildings.

#### 4. Tornado Warning Procedures

4.1 The Safety Office will be kept aware of the severe weather alerts, as warnings announced by the National Weather Service against the severe weather.

4.2 In the event of a tornado warning, the Security Office makes the necessary announcement.

4.3 Following this, security personnel move from building to building, visiting each room to make sure people are aware of the warning. The security personnel then direct all persons to the first floor.

4.4 Once people are on the first floor, the security personnel direct them to the following safe first floor locations:

4.4.1 Interior hallways

4.4.2 Restrooms.

4.4.3 Under sturdy tables

4.4.4 Areas with the least windows and with no large rooms where the roof may be more likely to collapse

4.5 Following this, security personnel instruct all persons to get in a sitting position on floor, and to "duck, cover, and hold."

4.6 At the end of the warning, the security personnel shall announce the end of the threat.

#### 5. Mass Evacuation

5.1 Civil Defense/ QU Management declares full evacuation of the University

5.2 Security personnel prepare for the evacuation by doing the following:

5.2.1 Keeping all emergency doors open and obstacles removed, if any found; and

5.2.2 Keeping all emergency lights on, if power is to be switched off.

5.3 The outsourced security supervisor will inform all guards to evacuate their areas immediately and security guards will evacuate people from their respective area.

5.4 The respective security guard starts evacuating people from the first and nearest facility, which is located near the emergency exit of that area.

5.5 While in the facility, the guard instructs responsible authorities not to lock any doors in the facilities.



5.6 The guard guides the people to the exits which they will have to use to escape.

5.7 The guard repeats this procedure until he completes all the facilities within his designated area.

5.8 The security guard then re-confirms that his designated site has been completely evacuated.

He does this by taking the following steps.

5.8.1 The guard enters all facilities again and starts checking each and every nook and corner of every room to see if anybody is left behind.

5.8.2 If anyone is found, the guard guides them to the exit.

5.8.3 After ensuring that nobody is left behind in his designated area, the security guard passes the message to his supervisor and gives him confirmation.

5.8.4 The security guard then waits for further instruction.

5.9 Once all the designated areas are evacuated by the guard, he fills out a signing out form, which is maintained at the Security Office headquarters. The guard signs this form to reconfirm in writing that everyone in his area has been evacuated.

5.10 Finally, the guard's supervisor deploys him at a designated entrance and instructs him to prevent unauthorized people from entering the University, until further notice.

**Note\***

*All guards follow the same process in their respective areas. This means that evacuation is done simultaneously at a time. The guards, after confirming that all people are evacuated, report to the security supervisor, who deploys them at all entrances with instructions to prevent people from re-entering the University.*