

Campus Support Services Policies

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AIR CONDITIONING

HEATING / COOLING

SEASON HEATING:

The official heating season is from mid-October to mid-April, although actual temperature projections will determine the beginning and end of the season.

Heat is provided to maintain interior temperatures at 21 degrees Celsius.

COOLING SEASON :

During the air-conditioning season, mid-June to mid-October, cooling is provided to maintain interior temperature at 24 degrees Celsius. (Note; many building systems on Campus vary in capability because of age and design. Variations in temperature levels are to be expected). Central air-conditioning and/or ventilation are not automatically provided for special events that occur during off-hours and weekends. If such services are desired, submit a Services Request.

The operation of room and window air conditioners is the responsibility of individual occupants. It is requested that window units be turned off during hours when space is not occupied (nights, weekends and holidays)

IMPORTANT NOTE REGARDING INTERIM SEASONS

During interim season, between the end of the heating season in mid-April, and the changeover to air-conditioning season in June, no air-conditioning is provided from central or building systems. During these times, some personal discomfort may be experienced, over which Support Services Department has little control. Please call Support Services report hot or cold conditions.

Support Services Department ext. 740-749

Review and Approvals

Approved by RHU Administrative Board on October 22, 2024

FIRE SAFETY POLICY

Policy Statement

RHU recognizes that fire is a major risk to the lives of its faculty, staff, and students and members of the public who visit the University.

The University will ensure that fire safety is a priority and that this risk is under its control.

Management of fire risks will be undertaken in such a way as to prevent injury or ill-health to employees, students, visitors, contractors and others who may be affected. The aim of this policy is therefore to provide a fire safety framework, which will be implemented to protect lives and protect University assets.

All people, whilst on University premises:

- must not put themselves or others at risk of fire by their actions or omissions;
- should know what actions to take in the event of discovering a fire;
- must, on hearing the fire alarm, evacuate the building by the nearest emergency exit;
- must comply with all fire safety instructions provided by the University;
- Must not tamper with any fire safety equipment provided by the University.

Review and Approvals

Approved by RHU Administrative Board on October 22, 2024

FUEL CARD USE POLICY

RHU Campus Support Services Department established fuel car refill guidelines, which serve as the governing of the use of fuel cards vehicles. All RHU vehicles must be fueled by using the fuel card.

The purpose of this policy is to establish procedures, accountability and controls for fueling motor vehicles.

Use of Fuel Card	
Criteria	<ul style="list-style-type: none"> • Must be used by a University driver. • Procedures include: <ol style="list-style-type: none"> 1. Secure director's written approval of drivers list. 2. Each driver is responsible of card number given to him and controlled track. 3. List of approved stations. 4. A separate fuel card will be issued for each vehicle 5. Ongoing reviews of all fuel bills will be performed for possible fraud, where discipline policies will be followed for employees found to have committed fraud, to include termination and possible prosecution.
Mileage Entry	<p>Accurate mileage and good fuel management are necessary for effectively monitor vehicle utilization, track vehicle preventive maintenance compliance , predict accurate vehicle cost-per-mile, understand vehicle fuel miles-per-gallon, forecast vehicle carbon footprints, calculate optimal vehicle lifecycles and other mileage related activities.</p> <ul style="list-style-type: none"> • Drivers are required to enter the correct odometer reading (excluding tenths of miles) at the time of fuel purchase, in case of error in the odometer reading entry; the driver should contact RHU with the correct information.
Define and document use of fuel card	Name of company card is the only fuel card authorized for use by drivers of RHU. The University may not provide or

Use of Fuel Card	
	subscribe to any other fuel programs or services.
<i>Managers / Supervisors</i>	Managers and/or Supervisors must review the monthly record of all fuel card transactions to ensure drivers are in compliance with current published policies regarding purchase of fuel.

Review and Approvals

Approved by RHU Administrative Board on October 22, 2024

LANDSCAPING POLICY

Purpose:

The purpose of this policy is to provide a clear set of guidelines to apply standards for Landscaping within Rafik Hariri University.

Guidelines:

Landscaping means improving the appearance and function of RHU campus by reshaping and preparing the grounds, planting and preserving suitable plants, installation of an adequate irrigation system and provision of ongoing maintenance.

Procedures:

- A. Pre- Construction Site Inspection: study of limitations and concerns prior to construction work and description of the measures necessary to protect root zone areas.
- B. On-going Site Inspection :monitor the construction site throughout the construction process in order to have:
 - Protected zones for Trees and landscape.
 - Landscape protection plan identifying areas of tree/landscape plantings, preservation and methods of protection within the protected root zones.
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Landscape services include:

- Maintain University grounds, roads, and walks including tree trimming and weeding.
- Design, implement, and maintain new landscape plans and flower.

Review and Approvals

Approved by RHU Administrative Board on October 22, 2024

LOST AND FOUND POLICY

I- Purpose

1. The following policies and procedures are found to make sure that lost or found items are to be reported and properly accounted for by the University. In the case of items found, they are to be returned to their owners or disposed of by the University.
2. In this policy, the term “lost property” means any property forgotten, neglected, or misplaced within the boundaries of the University, such as jewelry, books, documents, personal identification papers or any other item. The University will be pending for the identification of the rightful owner of the lost item or else disposing the item.

II- Policy

1. The University holds no responsibility for the care and/or protection of any personal belonging left within the university campus, and for the loss of these items in any situation including damage, theft, or harm of these belongings.
2. The university shall provide the lost and found service as mentioned in this policy.
3. Any member of the RHU, whether faculty, staff, students, visitors, etc. have to turn in any lost item, whether its cash, documents, personal belongings or even university assets found in the campus to the Photocopy Center. Any other inappropriate treatment of these items will be considered as theft or fraud.
4. The lost items would be firmly preserved in the Photocopy Center until returning them to their rightful owners.

III- Lost Items Procedures

Persons losing their personal items or any university belonging should directly report the details of the loss once it happens to the Photocopy Center in Block E which will keep records of the details of the items lost. Losses can be also reported by phone (extension 428), or in person and must be followed by an official report.

The university will be investigating the loss when the person reporting it mentions that the loss was an intended act and didn't happen accidentally. In this case, the relevant policy will be applied.

IV- Procedures for Found Items

1. Persons finding any lost items shall turn them in to the Photocopy Center within 24 hours from the time of finding them. These persons have to provide the following information:
 - a) Their name and contact number
 - b) Date, place and hour found.
 - c) Description of the item(s) found.
 - d) Names of witnesses to the findings.
2. The employee at the Photocopy Center will make sure that the lost items are returned to their rightful owners.
3. When the items are found, details will be recorded about the item. If it includes identification of its owner, attempts to reach the owner shall be made in the same day, and if it includes an RHU identification card, it is sent directly to the ID center where a photocopy of it is kept in the files.
4. Lost items such as passports or identification cards if not claimed within 24 hours of its loss, the concerned embassy (Lebanese General Security) will be contacted for arrangements and instructions to be made for its return.
5. Items found will be advertised on the university's webmail and on bulletin boards on campus within 48 hours of being turned in.

V- Disposal, Claiming, and Storage of Lost Items

Once persons claim that the items found belong to them, the university shall:

1. Acquire the details from the person claiming including the proper identification, exact description of the items lost and the probable location and time of the loss.
2. Compare the register of items found to the claim.
3. Hand over the item to the person claiming if proven that he is the owner.
4. Have the person claiming sign that he received the object.
5. Objects having no significant value such as clothing, books or personal possessions will be left in the photocopy center.

6. Items of significant value such as cash or jewelry shall be securely kept in a safe in the Photocopy Center until they are claimed or until a period of 3 years.
7. Unclaimed items shall be disposed according to the value of the item. If the item lost is cash money, then it will be turned over to the university scholarship funds. If the object(s) have resale value then a restricted public auction will be done to sell it and the returns will be also turned to the university scholarship funds.

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Approved by RHU Administrative Board on October 22, 2024

OPERATIONS AND MAINTENANCE POLICY

Operations Facilities

Operations facilities are the provisions of day-to-day services required to operate the University's buildings and grounds in the most efficient manner to provide timely, effective, and economical operation in support of the University's mission.

Maintenance Facilities

Maintenance facilities are the ongoing work for the upkeep and preservation of buildings, equipment, roads, and grounds, in a condition adequate to support the University's mission.

Operations and maintenance policy is made in order to:

1. Perform maintenance on a periodic basis.
2. Provide functional facilities that:
 - (a) Meet the University's requirements.
 - (b) Have an environmentally acceptable atmosphere for students, faculty, and staff.
 - (c) Ensure the health and safety of all personnel.
3. Identify potential problems early within the context of the planned maintenance system so that corrective action may be planned, included in the budget cycle, and completed in a timely manner.
4. Conserve energy and resources by ensuring maximum operating efficiency of energy-consuming equipment and systems.
5. Maintain credible relations with users by providing well-maintained facilities and information on planned maintenance activities.
6. Identify and implement possible improvements that will reduce costs, improve service, and result in more efficient operation.
7. TMS should be sent for any maintenance request.

Review and Approvals

Approved by RHU Administrative Board on October 22, 2024

PEST CONTROL AND CLEANING POLICY

Pest Control Policy

Keeping RHU free from pests is an integral part of safe, effective and efficient healthcare for students, faculty, staff and visitors and is a vital requirement in ensuring campus safety.

RHU is committed to an effective and efficient pests control measures to all campus facilities that include regular inspections, housekeeping controls and material treatments, which are carefully selected in order to have:

- A clean, well maintained and pest free environment.
- Appropriate pest control methods that assist in the ongoing maintenance of the environment.

Cleaning Policy

Campus Cleaning Services aim to achieve a high level of environmental and hygienic cleanliness throughout the academic facilities within RHU Campus building, in order to:

- Provide a cost efficient, quality driven cleaning service for all buildings within the University premises.
- Provide a safe and socially acceptable environment for students, faculty, staff and visitors during the normal operational hours of the University.

Review and Approvals

Approved by RHU Administrative Board on October 22, 2024

PREVENTIVE MAINTENANCE POLICY

Definitions:

Preventative maintenance is the establishment and implementation of various diagnostic Procedures and measures to predict breakdowns before they occur.

Purpose:

To provide an early detection of potential maintenance problems as well as proper care, and routine maintenance of all equipment at RHU.

Policy:

RHU will implement a preventative maintenance program designed to:

- Increase useful life of buildings and equipment.
- Ensure safety of personnel and patients using facilities.
- Prevent costly emergency repairs.
- Prevent inconvenience and expense due to unscheduled time of facilities.

Responsibilities:

Campus Support Services is responsible for all maintenance on campus works.

Procedure:

A schedule for maintenance service needed will be followed by the Campus Support Services Department .The schedule will include a description of maintenance needed, Location, date of last service, and a place to sign off indicating the date work was completed.

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RESIDENCE LIFE POLICES AND PROCEDURES

FIRE SAFETY

Firefighting equipment, fire alarm systems, smoke detectors and evacuation procedures are provided for the protection of life and property of residents.

Residents should familiarize themselves with the type and location of equipment, exits, windows, and the evacuation procedures from their floors and residence halls.

Fire drills will be practiced. Everyone is required to vacate the building during a fire drill. Fire drills and safety practices in the residence halls must be taken seriously.

Periodic fire safety checks will be conducted by the hall staff. Advance notice will be given when possible.

Students are prohibited from having the following items in their rooms:

- Incense and candles
- Firearms and ammunition
- Firecrackers, fireworks , gunpowder and other combustible materials
- Motorcycles or other gasoline-powered machines
- Torchier-style halogen lamps

The following are also prohibited:

- Obstructing hallways and exits
- Propping fire doors open
- Tampering with fire sprinkler systems.

Review and Approvals

Approved by RHU Administrative Board on October 22, 2024

PARKING POLICY

RHU is devoted to providing and continuously improving the University parking access system in order to reduce cars' congestion, ease accessibility, and encourage a safe driving environment. The University parking areas are designated to meet the parking needs of students, staff, faculty, visitors, and University vehicles. However, and in order to ensure the most practical use of parking lots, each parking facility is strictly designated to a certain group of users.

1. **Students** are permitted to park in parking facility of Block H and the lower campus parking areas that are marked by white pavement signs. Each student wishing to use University parking premises should fill parking form and should pay the parking fees at the University Finance Department. Upon paying the fees, each student will get a car parking sticker to be placed on front window shield. It is solely the student's responsibility to preserve the car sticker throughout the semester and not lose it; or else he/she should pay the full parking fees again to be able to use parking facility. University security at the main gate will not allow any student to enter his/her vehicle into university premises without the parking sticker. University security will perform frequent check-up on student parking facilities to ensure authorized use of parking facilities. Students and as per the approval of Mechref Municipality, are allowed to park outside University premises without any safety or protective liability on RHU. Dormitory students are allowed to park their cars in parking facility of lower campus parking area without paying any parking fees and only after the approval of VP for Administration.
2. **Full-time and part-time** faculties are permitted to park in Block F and Block C parking facilities. However, and in order to ensure efficient and flexible use of parking areas, each faculty is requested to park in the parking (F & C) that is closest to his/her college; i.e.: CBA & LH faculty are requested to park in Block F facility and CSIS & CE are requested to park in Block C Facility. Special permissions to switch between the two parking facilities can be given to faculty by VP for Administration based on individual needs. Faculty is issued University IDs upon employment and these IDs are deactivated upon resignation/termination of faculty member. University IDs are used to open the designated parking gates (F & C). However, and in order to pass the University the main gate, each faculty should show his/her ID to the security to pass into university premises.
3. **Staff** members are permitted to use parking facility of Block C. Special permissions to switch to other parking facility can be given to faculty by VP for Administration based on individual needs. Staffs are issued University IDs upon employment and

these IDs are deactivated upon resignation/termination of staff member. University IDs are used to open the designated parking gate (C). However, and in order to pass the University the main gate, each faculty should show his/her ID to the security to pass into university premises.

4. **Visitors** are allowed to enter University premises with their cars only after declaring the reason behind their visit and the person they are visiting if any. Visitors are highly recommended to park in the upper campus roadway as it is the closest facility to the Administration or on lower campus parking area if they are visiting the purchasing section or CSIS College.
5. **University** vehicles are parked in Block A and/or Block C parking facilities.
6. **Handicapped** persons will be designated special parking spaces as required.
7. Overnight car parking is allowed in urgent causes and only after approved of VP for Administration on case by case basis.
8. **Faculty and Staff** University IDs are issued by IT Department at the beginning of each Academic Year and updated during the year as per the request of HR Department based on contracts with University.
9. To reduce parking traffic and ease accessibility, all users are requested to park within the white paved lines in each parking and not to block the road of any of the cars in the parking.
10. **Students, faculty, and staff members** hold the responsibility to show their University IDs to security whenever requested.
11. **All drivers** within RHU premises are asked to abide by speed limit that does not exceed 20 km/hr.
12. The University holds no responsibility for any accident that occurs on any of its premises including the parking facilities.
13. All parking users on campus are required to abide by the Parking Policy or else will be subject to sanctions that can reach to being prohibited from using RHU parking facilities

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Approved by RHU Administrative Board on October 22, 2024

RESERVATION POLICIES

Facility Reservation Policy

- Requests regarding room availability should be sent to Campus Support Services Department before three business days (Monday - Friday). Cancellations of reservations should be sent in writing at least two business days prior to a confirmed reservation.
- Requests for meetings or events requiring personnel (security, early building opening, etc.) should be submitted at least 10 business days prior to the event.
- Requests submitted after these time periods may be denied. If your request is approved a confirmation will be e-mailed to you. Please remember your reservation is not final and your event location should not be publicized until you have received a confirmation from the Campus Reservations staff.
- To submit a reservation request / cancellation request, please fill out and submit an Online Reservation by (TMS).

Car Reservation Policy

- Requests regarding car reservation should be sent to Campus Support Services Department before three business days (Monday - Friday). Cancellations of reservations should be sent in writing at least two business days prior to a confirmed reservation.
- Requests submitted after these time periods may be denied. If your request is approved a confirmation will be e-mailed to you.
- To submit a reservation request / cancellation request, please send an e-mail to campus support services department.

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Approved by RHU Administrative Board on October 22, 2024

VEHICLE SERVICES POLICY

1. Car reservation should be done before three working days.
2. Vehicles owned or leased by the RHU are to be used exclusively for university business.
3. All vehicles must be parked on RHU property (owned or leased) when are not in use.
4. Personal use of THU vehicles is prohibited.
5. Campus Support Services Department is responsible for the authorization and proper use of RHU vehicles by staff members.
6. Drivers are responsible to operate RHU vehicles according to local laws.

Review and Approvals

Approved by RHU Administrative Board on October 22, 2024