MOHAMED BIN ZAYED UNIVERSITY OF ARTIFICIAL INTELLIGENCE

General Services

Procedures Manual

ProceduresManual_GS_PRO_V01.00

September 2024

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1. PROCEDURE MANUAL STATEMENT

The General Services (GS) Department's procedures serve as a guideline that gives all Employees within the GS Department guidance and direction on how to implement the policies governing the GS Department's process practices. Any Violations of the clauses stated in these procedures will be subject to an escalation from the General Services Director to the respective Department's Directors/ Leadership to take the necessary action.

2. SCOPE

These procedures cover the following activities performed within the General Services Department:
a) Public Relations.
b) General Services Functions.
c) Facilities Management Services.
d) Environmental, Health and Safety.

3. PROCEDURE

3.1A   Residency Visas

Role	Role/Decision/Action	Responsibility
a.	**Visa Request**	
1	Receive visa requests as per users (staff/Faculty Affairs/ Educational Affairs Office) via email/system	Public Relation Office
2	Checking validity, quality of required documents, and information about the request	Public Relation Office
3	Communication about whether everything is ok or if any additional documents are needed or information via email/system	Public Relation Office
4	Type and submit the visa issuance-related applications on the government immigration portal and pay using the MBZUAI CBD wallet linked to our government immigration system	Public Relation Office
5	Share with end-user entry permit application status (approved/rejected) and make sure to issue health insurance (within 14 days of entry date/change status to avoid health insurance fines) via email/system	Public Relation Office
6	Arrange medical test (within 14 days of entry date/change status to avoid UAE ID application expiry which is valid for 30 days only and entry permit fines after 60 days)	Public Relation Office
7	Arrange UAE ID fingerprinting (within 14 days of entry date/change status to avoid UAE ID application expiry which is valid for 30 days only and entry permit fines after 60 days)	Public Relation Office
8	Type, submit the 2-year residency visa, and pay using the MBZUAI CBD wallet linked to our government immigration system.	Public Relation Office
9	Share the 2-year residency visa status (approved/rejected) with users via email/system.	Public Relation Office

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	b. Families visa requests	
1	Receive visa requests as per users (staff/Faculty Affairs/ Educational Affairs Office) via email/system.	Public Relation Office
2	Open individual sponsor file at the government immigration system for MBZUAI staff and eligible individuals to sponsor their families. All non-Arabic birth certificates and marriage agreements must have: • MOFA attestation. • translated to Arabic.	Public Relation Office
3	Checking validity, quality of required documents and information about the request	Public Relation Office
4	Communication about whether everything is ok or if any additional documents are needed or information via email/system	Public Relation Office
5	Type, submit the visa issuance-related applications on the government immigration portal, and pay using an MBZUAI credit card.	Public Relation Office
6	Share with end-user entry permit application status (approved/rejected) and make sure to issue health insurance (within 14 days of entry date/change status to avoid health insurance fines) via email/system.	Public Relation Office
7	Arrange medical test (within 14 days of entry date/change status to avoid UAE ID application expiry which is valid for 30 days only and entry permit fines after 60 days)	Public Relation Office
8	Arrange UAE ID fingerprinting (within 14 days of entry date/change status to avoid UAE ID application expiry which is valid for 30 days only and entry permit fines after 60 days)	Public Relation Office
9	Type, submit the 2-year residency visa, and pay using the MBZUAI credit card wallet linked to our government immigration system.	Public Relation Office
10	Share the 2-year residency visa status (approved/rejected) with users via email/system.	Public Relation Office

3.2A   Visa Cancellation

Role	Role/Decision/Action	Responsibility
1	Receive residency visa, and entry permit cancellation requests via email/system	Public Relation Office
2	Type, submit the visa cancellation application on the government immigration portal, and pay using the MBZUAI CBD wallet linked to our government immigration system for MBZUAI direct sponsor individuals or by MBZUAI credit card for family members.	Public Relation Office
3	Share with the user's residency visa cancellation status (approved/rejected or needs action from the individual) via email/system.	Public Relation Office

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3.3A   Government Services

Role	Role/Decision/Action	Responsibility
1	Submit a request through email to the GS along with all required documents related to the required service prior of the required delivering the services.	Respective line manager
2	Initiate the process of the required service with the respective government entity.	Public Relation Office

3.4A   General Services Functions

Role	Role/Decision/Action	Responsibility
a.	**Transportation Services**	
1	Raise a request on the E-Services Portal within two working days before the required date of departure for a business trip to arrange for the transportation requirements. * In case the end-user has a business trip and prefers to leverage the transportation service, the request should be approved by the HR department first	Respective department
2	Approve the request on the E-services portal	Respective line manager
3	Review the request to ensure all the related information is available and the required documents are attached.	GS Officer
4	Revert the request to the requester in case any necessary information is missing	GS Officer
5	Check with the HR Department to ensure that the concerned employee has not been entitled to duty travel allowance.	GS Officer
6	Approve the request on the E-service portal, once it has been approved it shall be submitted directly to the service provider and the driver details will be shared with the requester through the e-service portal before the time of the trip by 6 hours at least.	GS Officer
7	Receive a notification through email from the passenger in case the employee is seeking to change the location during the trip within the same city	GS Officer

3.5A On Boarding & Off Boarding Process

Role	Role/Decision/Action	Responsibility
a.	**On- Boarding**	
1	Submit a list by email/on-boarding portal with the names of the new joiners whether new staff/ new students/new researchers to the GS before the joining date by at least 2 weeks.	HR Department/Faculty Affairs/Educational Affairs Office
2	Review the list and ensure that all the necessary information is captured, and all the approvals are obtained.	GS Officer

Role	Role/Decision/Action	Responsibility
3	Request the office furniture from the supplier "if required" by email after obtaining the required approvals from the space allocation Group.	Space Planning Team
4	Inspection shall be performed to ensure that all items and furniture are in place within the space allocation before the joining date.	GS Officer
5	Issue the access card for the new joiners (Staff/students/…etc.) and handover the same to the respective department.	GS Officer
6	Obtain the acknowledgment from the respective department that Employees/students received the access card.	GS Officer
7	In case the access card has been damaged/lost, charges may be applicable and request a new card by email.	End user
8	Communicate to the finance team to deduct the charges (if applicable) from the end user as a result of issuing a new replacement card.	Concern Department

b. Off- Boarding

Role	Role/Decision/Action	Responsibility
1	Exit clearance from receiving and acknowledgment.	GS Officer
2	Ensuring the GS assets and confirming the condition.	GS Officer
3	Hand overing of the office keys to GS Department (if applicable).	End user
4	Removing the office signages	GS Officer
5	Handover the cards to the GS team when the user leaves the University to deactivate the card.	End user

3.6A Stationary

Role	Role/Decision/Action	Responsibility
1	Raise a request on the E-Services Portal regarding a stationary request clarifying the needed items and quantities.	End user
2	In case the Stationery is required for the students for exam purposes, the request shall be submitted through the E-service portal before the date of the exam by five working days.	End user
3	Review the request and distribute the stationery to the end user.	GS Officer
4	Conduct a stock count to maintain the items' balances.	GS Officer

Role	Role/Decision/Action	Responsibility
5	If the stationary stock reaches the minimum stock levels (10% of each item) then a request will be raised to the procurement department according to the procurement policy.	GS Officer
6	Receipt the stock from the supplier and ensure it matches the relevant quantity.	GS Officer

3.9A Security

Role	Role/Decision/Action	Responsibility
a.	**CCTV Monitoring**	
1	Monitoring the MBZUAI Campus and all facilities through CCTV.	Security Guards
2	Report immediately to the security supervisor in case any unsuspicious situations are noted through the CCTV.	Security Guards
3	Reporting to the relevant parties to take the necessary actions.	Security Guards/ Supervisor
4	Checking the conditions of the CCTV regularly and reporting any shortcomings immediately to the GS department by phone/email.	Security Guards
5	Communicating the shortcomings of CCTV to the relevant party by phone/email to take the corrective action.	GS Officer
6	The security guard shall maintain a log to record the names of authorized persons who enter the CCTV room, entrance date, time, exit time, and the reason for the visit.	Security Guards
b.	**MBZUAI Campus Access (MBZUAI Community)**	
1	Onboarding form to be submitted to GS Dept. for the valid access card.	Respective Department
2	Review the form and ensure that all the necessary data are captured, and the approvals are obtained.	GS Officer
3	Issue the new access cards, hand them over to the respective department, and obtain the access card acknowledgment form from the end user.	GS Officer
4	Maintain a list of all access cards issued to the community members (Staff, Faculty, Researchers, and Students).	GS Officer
5	Submit an exit clearance form through email/portal to the GS Department regarding the last working date for the MBZUAI Community Members who are departing MBZUAI.	Respective Department
6	Deactivate the access cards on the last working date.	GS Officer

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c. MBZUAI Campus Access (Visitors)

1	Ensure that no unauthorized person(s) or material(s) enter or exit any MBZUAI-controlled premises unless such person(s) or material(s) have valid permission for entry or exit.	Security Guards
2	Maintain a logbook of all visitors' entries and exits in coordination with the reception team.	Security Guards
3	Ensure that all visitors are handed a valid visitor access card at the main reception to temporarily enter MBZUAI.	Receptionist
4	In case of any unauthorized access attempt to the MBZUAI campus, the security team notifies the GS Dept. immediately through phone to take the necessary action.	Security Guards

d. MBZUAI Campus Access (Consultants / Contractors)

1	Inform the EHS team about the consultants/contractors that will work with MBUZAI for a specific period.	Respective Department
2	Review and approve the RAMS documents and issue the access permit for work.	EHS Officer
3	After issuing the permit, security validates it before providing access.	Security Guards
4	Communicate to the GS Department to issue a temporary access card.	Respective Department
5	Handover the access card to the respective department and obtain the acknowledgment.	GS Officer
6	Inform the GS Department upon the completion of the project.	Respective Department
7	Collect the access cards from the respective department for the long-term Consultants / Contractors access card.	GS Officer
8	Patrolling and monitoring the MBZUAI campus and all facilities 24/7.	Security Supervisor
9	Report any incidents discovered by the security guard to the security guard supervisor.	Security Guards
10	Investigate the incidents based on the report raised by the security guard and escalate the same to the GS Head depending on the criticality of the incidents.	Security Supervisor

e. Couriers

1	Record the delivery details received from the courier on the receiving log.	Receptionist / Security Guards
2	Communicate to the end user to receive the shipping and obtain employee/student acknowledgment on the acknowledgment form.	Security Guards

3.13A Reception

Role	Role/Decision/Action	Responsibility
1	Appoint a Reception Team to manage the reception, if needed, within the relevant MBZUAI facilities/offices.	GS Department
2	Ensure, along with the building security, that there is no unauthorized person(s) or material(s) entry or exit at the MBZUAI premises.	Reception Team
3	Ensure that all visitors/guests check in at the reception desk.	Reception Team
4	Ensure that the visitors record their name, ID, Check /out, his/her signature, and obtain the EID.	Reception Team
5	Confirm the visit with the concerned Department and provide the visitor/guest with a Visitor Access Card.	Reception Team
6	At the end of the visit, Receive the access card, and handover the ID.	Reception Team
7	Handover the records to the GS department daily (as required).	Reception Team
8	Review the records and ensure that all the necessary information is obtained.	GS Officer

3.14A Space Management Procedure

Role	Role/Decision/Action	Responsibility
1	Submit a written request through email to the GS Department regarding the space requirement (new space, reallocation, change the layout).	Respective Department
2	Review the request and ensure all the necessary information is obtained.	GS Officer
3	Develop an office space plan and obtain approval from the GS Director/VPCS before getting the final approval from the Space Allocation Group within a minimum 2 weeks.	GS Officer
4	Review and approve the request and submit the same to the Space Allocation Group for final approval.	GS Director
5	Approve the request Directory needs to be updated (Offboarding).	Space allocation Group
6	Shall notify the GS Department in case staff leaves the campus.	Respective Department
7	Request Office and workstation signage by email to the GS Department.	Respective Department

8	Develop the signage and send it to the respective department for approval.	GS Officer
9	Approve the signage.	Respective Department
10	Share the approved signage with the service provider for production.	GS Officer

3.14B Accommodations (Dorms)

Role	Role/Decision/Action	Responsibility
a.	**Check-in**	
1	Submit a list with the occupants' information to the GS department to prepare the Dorms for them.	Educational Affairs Office
2	GS department reviews the list and ensures that all the required information is obtained.	GS Officer
3	Arrange with the relevant parties to set up and prepare the Dorms.	GS Officer
4	Perform a physical check to ensure that the Dorms is clean and ready to host the new occupants.	GS Officer
5	Inform the Educational Affairs Office that the Dorms are ready.	GS Officer
b.	Regular **Inspection**	
1	Perform periodic inspections of the rooms in coordination with campus life.	GS Officer/ EHS Officer
2	Notify the occupants about the inspection date and time.	Educational Affairs Office
3	In case the rooms are found to be untidy or unclean, the GS notifies the Educational Affairs Office	GS Officer
4	Communicate with the respective occupant to keep the room clean and tidy and give one week to address the situation.	Educational Affairs Office
5	Perform an inspection in coordination with the Educational Affairs Office after the designated time to check if the room is clean and tidy.	GS Department / Educational Affairs Office
6	In case the room remains unkempt after the designated time Communicate to Educational Affairs for further action.	GS Officer
7	In case of emergency "fire alarm, Power Outage, Water leakage "the GS with security can enter the room without prior notification	GS Officer
c.	Check-**out**	

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1	Obtain a list with the occupants' last date from the Educational Affairs Office.	Educational Affairs Office
2	Inspect the apartment to ensure it is in good condition.	GS Officer
3	During the room checkout if there are any damages inside the room the occupant will be liable to pay for the damages.	GS Officer

3.15A Soft Services Management

Role	Role/Decision/Action	Responsibility
1	Request from the service provider to submit documents along with the annual plan (52-week planer), such as SOPs, Credentials, Certificates, and the subcontractors' details.	GS Officer
2	Review all the documents received along with the annual plan developed by the service provider to manage the soft services management and submit the same to the Director of the GS to obtain approval.	GS Officer
3	Define KPIs to the service provider to easily evaluate their performance, Submit the same to the service provider to obtain his acknowledgment, and Notify the Service provider to proceed.	GS Officer
4	Submit a weekly, monthly, and annual report regarding all the actions taken as per the approved inspection plan.	Service Provider
5	Review the report, to ensure that all the soft services management is managed and managed efficiently.	GS Officer

3.15B Hot Desk Procedure

Role	Role/Decision/Action	Responsibility
1	Communicate by email regularly, how students should leave workstations, including cleaning up, logging off, and leaving them ready for the next user.	GS Officer
2	Conduct Regular checks across all hot desk areas throughout MBZUAI Campus to ensure that hot desks are being clean and tidy and used as per the hot desk policy.	GS Officer

3.16A Assets Management

Role	Role/Decision/Action	Responsibility
1	End User, in coordination with the Finance and the Procurement Departments, shall notify the GS department of any new purchases of/additions to the fixed assets.	End user
2	Receipt of the Assets in coordination with the End User.	GS Officer
3	Pint the Assets Tagging and it shall be ready within one week.	GS Officer

4	Handover the assets to the End User and obtain the acknowledgement.	GS Officer
5	Update the Fixed Asset Register (FAR).	GS Officer
6	Review and Approve the Fixed Asset Register to ensure that there is no missed information on the register and Submit the FAR to the finance.	Head of GS Department
7	Examine and inspect the fixed assets periodically and identify the asset's disposal.	GS Officer
8	Inform the Finance Department regarding asset's disposal.	GS Officer
9	Perform a Fixed Asset physical count bi-annually and update the register accordingly.	GS Officer

3.17A Maintenance

Role	Role/Decision/Action	Responsibility
a.	**Preventive Maintenance "Planned Maintenance"**	
1	Appoint a service provider who is responsible for the maintenance and Management of the facilities at MBZUAI as per the GS/Procurement policy.	Head of GS Department
2	Communicate with the Facility Management (FM) provider to develop an annual plan, Obtain the plan and review it to ensure all the facilities are covered in the plan, and submit the plan to the Director of the GS Department for final approval.	GS Officer
3	Define KPIs to the service provider to easily their performance and submit the same to the service provider to obtain acknowledgment.	GS Officer
4	Request Access permission from the GS Department via e-mail.	Facility management (FM Provider)
5	Review the request, and in coordination with the EHS issue an access.	GS Officer
6	Oversee the FM provider's service delivery against agreed-upon standards and contractual obligations.	GS Officer
7	Submit a periodic report to the GS Department regarding the maintenance executed.	GS Officer
8	Review the reports along with the relevant documents and compare the work executed against the plan.	GS Officer
b.	**Corrective Maintenance "Reactive Maintenance"**	
1	Submit a request for maintenance through an email or contact directly to the service provider through the call center.	End user

2	Review the request and do the necessary.	GS Officer / Helpdesk Team
3	Assess the request according to the below **Service Level Agreements (SLA)** or priorities. 	Priority Category	Response Time	Make Safe	Temporary Fix	Quote/ Budget	Fix Time
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P-1 Emergency	15 minutes	Immediate	1 Hr.	48 hours	24 hours or date agreed with BSM if quotation required
P-2 Urgent	2 Hours	Immediate	4 hours	48 hours	24 hours or date agreed with BSM if quotation required
P-3 Routine	4 Hours	N/A	N/A	4 days	2 weeks		GS Officer
4	In case there is an out-of-scope, the service provider will notify the Facility Officer.	Service Provider
5	Request for the approval from Head of the GS Department.	GS Officer
6	Receive an auto email from the service provider once the job has been completed.	Service Provider
7	Receipt a weekly, monthly, and annual report from the service provider including all the maintenance executed.	GS Officer
8	Review the report and approve it.	Head of the GS Department/ GS Director

3.18A First Aid Room

Role	Role/Decision/Action	Responsibility
1	Allocating a space within MBZUAI Campus for the First Aid Room, the Space should be accessible to all MBZUAI community member.	EHS Officer
2	Assign the First Aid service to a licensed medical provider as per the procurement policies and procedures.	EHS Officer
3	Ensure the minimum consumable stock available and arranged.	EHS Officer
4	Conduct a periodic inspection to ensure the availability of the service provide 24/7 and document the outcome in an inspection form.	EHS Officer
5	Report the irregularities to the service provider to take corrective action.	EHS Officer
6	Review the register of the visitors of the First Aid Room along with details of each case monthly.	EHS Officer

3.19A Sustainability

Role	Role/Decision/Action	Responsibility
1	Maintain sustainable initiatives.	GS Department
2	Present the progress with the management.	GS Department

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3.20A Pool & Gym Management

Role	Role/Decision/Action	Responsibility
1	Managing the service provider who is responsible for managing the facility.	GS Department
2	Create a timetable for the pool covering the operational hours taking into consideration the designated time for males/females.	GS Department
3	Ensure the guidelines are followed by the users.	GS Department/ Security Team
4	Ensure adequate lifeguard supervision during operational hours, with qualifications and certifications meeting local regulations in the Pool area.	EHS / GS Officer
5	Conduct a regular inspection of the pool to ensure that the pool water is sanitary and clear, all safety equipment, life jackets, and first aid kits are in place.	EHS / GS Officer
6	Conduct a regular inspection of the gym to ensure that there are no obstructions across the gym space and the place is clean and tidy.	EHS / GS Officer
7	In case any irregularities are noted during the inspection, communicate immediately to the service provider to take the necessary action.	EHS / GS Officer
8	Monitor and ensure the users (MBZUAI Community, Masdar City team only) are eligible to use the Pool and Gym.	Security Guards

4. REFERENCE(S) AND RELATED DOCUMENT(S)

- General Service Policy
- Environment Health and Safety Policy.pdf
- Environment, Health, and Safety Governance Framework

5. Document Control Information

Version number	File Name	Responsible Role	Comments	Date of change
V01.00	ProceduresManual_GS_PRO_V01.00			Feb 2024

Approval List

Approval List: ProceduresManual_GS_PRO_V01.00				
Sequence Number	Sequence Roles	Responsible Role	Comments	Date
1	Policy Owner	Director of General Services	Initiator	2024-08-07
2	IEQA Review	Head of IEQA	Reviewed	2024-08-15
3	Vice President of Corporate Services	Approve	Endorsed	2024-08-09