| Category | Facilities and Project Management | Policy Number | SUP-FPM-201 | |
|---|---|---|---|---|
| Distribution | External | Version | 3.0 | |
| Responsible Office | CAFO | Policy Owner | CPDS | |
| Date Approved | 17 July 2019 | Effective Date | 17 July 2019 | |
| Date Last Reviewed | 23 April 2019 | Due Date for Next Review | 23 April 2022 | |

# PROCEDURES
## Campus Security, Visitors on Campus, and Campus Parking

**A. Gate and Campus Security**

1. Security personnel guard campus gates at all times to control entry to the campus.
2. Anybody who wishes to enter the campus premises after working hours or at weekends must register with security at the campus gate.
3. Student access to campus is monitored by security and is managed through the gate access system. Security will check and verify a student's ID in case the system shows a discrepancy, and will refer any issues to the Student Enrollment Office and the Campus Physical Development and Services Department (CPDS).

**B. Visitors on Campus**

1. Business visitors are only permitted on the campus with proper prior invitation.
2. For the entry of business visitors, a written request must be sent to security/facilities for approval at least 24 hours prior to the visit (facilitiesauh@zu.ac.ae and facilitiesdxb@zu.ac.ae accounts to be used).
3. For non-business visitors (family members, friends, and others), the employee concerned must send a written request to CPDS for approval at least 24 hours prior to the visit.
4. The university reserves the right to decline any visitor as deemed appropriate.
5. The employee holds full responsibility for the visitor while they are on campus.
6. While on campus, the visitor must wear a visitor's pass at all times and must be accompanied by the person inviting them (host) or any person from the campus community who is entrusted by the host to accompany the visitor.
7. The visitor must be escorted to and from the designated location of his or her appointment on campus.
8. Visitors are requested not to bring food or cameras to campus, without prior permission.
9. Students are not permitted to bring visitors to campus except in special preapproved cases such as:
   a. university events where guests are allowed;
   b. special needs students who require full-time assistance;
   c. and any other cases as approved and advised by the Office of Student Affairs and CPDS.
10. For safety reasons, no visitors will be allowed to enter campus during emergency situations.

### C.  Campus Parking

1. CPDS will issue parking permit identifications to individuals to place on their vehicles which will permit their entry to the authorized car parking area.
2. Other parking spaces are open to all university employees, except for those spaces that are designated for the disabled or for visitors.
3. Student vehicle registration is administered by CPDS.

### D.  Campus Access Violation by Students

1. The objective is to provide a consistent process to track incidents that ensures:
   a. Incidents are logged consistently;
   b. Incident status is accurately reported;
   c. Incidents are properly prioritized and handled in an appropriate sequence;
   d. Incidents are to be solved according to ZU rules and regulations.
2. Incident Cases and Procedures
   a. Categorizing the type of reported incidents is important to simplify the incident-logging process.
   b. CPDS is to handle and solve incidents related to access control only.
   c. Other types of incidents are to be reported to the Director of Student Leadership.
   d. Incidents are to be reported to the concerned department during the normal working hours of the university (8am to 3pm).
   e. Incidents occurring after working hours are to be documented by the security supervisor and to be reported on the following day to the appropriate department.
   f. The Student Leadership Department can approach CPDS for assistance or support with security (e.g. reviewing CCTV footage).
3. The types of incidents handled by CPDS are:
   a. Access control system;
   b. Exchange of ID cards;
   c. Issues related to messages received through guardian's phones.
   
   All other incidents related to students should be handled by the Student Affairs Deanship.

### E.  Revision History

| Date | Revision |
|---|---|
| 28 February 2023 | Administrative change:<br>• Updated the information header and policy numbers to be in line with the new format.<br>• Updated the policy number from SUP-CPDS-03 to SUP-FPM-201 |
| 7 January 2020 | Updated the policy number from ADM-CAM-09 to SUP-CPDS-03. |
| 17 July 2019 | Approved by the Vice-President (VPD#108 of 2019) |
| 23 April 2019 | Added Section D. Campus Access Violation by Students |
| 8 March 2018 | Approved by the Vice-President (VPD#50 of 2018) |
| 1 October 2000 | Procedures approved. |