

# Tahrir Square Campus Operational Guidelines



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## INTRODUCTION

The American University in Cairo was founded in 1919 by Americans devoted to education and service in the Middle East. For its first 27 years, the University was shaped by its founding president, *Charles A. Watson*, who wished to create an English-language University based on high standards of conduct and scholarship and to contribute to the intellectual growth, discipline, and character of the future leaders of Egypt and the region.

Since its foundation, the Tahrir Square campus has balanced a strong commitment to liberal arts education with a concern for the region's needs for practical applications and professional specializations.

The historic AUC Tahrir Square campus is a landmark and cultural oasis in the heart of Cairo. A gathering place for literature, theater, and all forms of arts and culture. The campus is also home to the University's School of Continuing Education, AUC School of Business Executive Education, Engineering Services, Tahrir Cultural Center (TCC), the Center for Migration and Refugee Studies, the AUC Bookstore, classrooms, and a cafeteria.

With the COVID-19 Pandemic over, The University is shifting focus to Tahrir Square campus operations and processes to improve the overall Tahrir experience from a user perspective and ensure we enhance the service levels and functions.

This guidelines handout includes the processes and procedures for managing AUC's Tahrir Square campus.

The following guidelines establish regulations for the periodic, temporary, and contractual use of university facilities to be applied by external users, campus-based users, sponsored users, and student organizations per the University's missions, goals, and policies.

*Please also read the [“Tobacco-Free Community Policy.”](#)*

## AUC BOOKSTORE

### **AUC TAHRIR SQUARE BOOKSTORE**

- Located at AUC Tahrir Square campus, off Tahrir Square, entrance from the Kasr El Aini Street corner and Sheikh Rihan Street.
- The Tahrir Bookstore offers a complete selection of AUC Press publications and a wide range of English-language books.
- The AUC Tahrir Bookstore operates daily from Saturday to Thursday, from 10:00 a.m. to 6:00 p.m.
- For further inquiries, please [click here](#).

## CAMPUS FACILITIES AND SERVICES

### **ATMs**

There are two ATMs. One for the Commercial International Bank (CIB) and the National Bank of Egypt (NBE). Both are located on the Falaki Academic Center's ground floor.

### **BANKS**

A branch of the CIB is located at Hill House. It operates three days a week (Sunday, Monday, and Wednesday), from 9:00 am -12:00 pm.

A branch of NBE is located on the ground floor of the Falaki building. It operates Sunday through Thursday, from 8:30 am -3:00 pm.

### **CASHIER**

For any payments, both CIB and NBE branches accept cash payments at their cashiers.

### **CLASSROOM RESERVATION**

To reserve classroom space, visit [AdAstra](#) and select “**SCE Tahrir Campus Reservation Request Form**” from the “Request Event Wizard” drop-down menu or click [here](#).

All requests will be processed within two working days.

For inquiries regarding Tahrir Square campus classrooms, please contact the following team members from the SCE Office of Strategic Enrollment Management (SEM):

- Mrs. Mona Khalil at 27976847 or email: [mona\\_moh@aucegypt.edu](mailto:mona_moh@aucegypt.edu)
- Ms. Yasmine Kandil at 27976374 or email: [yasminkandil@aucegypt.edu](mailto:yasminkandil@aucegypt.edu)

***Please coordinate directly with Facilities and Maintenance for turning on ACs, Soft Services for housekeeping, and Security for visitors' access to campus.***

## ***EVENTS MANAGEMENT AND FOOD SERVICES***

### **Events Management**

To view all available venues at the Tahrir Square campus, [click here](#).

For AUC Tahrir Square campus indoor venue reservations, [click here](#).

For AUC Tahrir Square campus outdoor venue reservations, [click here](#).

### ***General Guidelines for Campus Events***

The steps for requesting through AdAstra are as follows:

- Access [AdAstra](#) and log in using your AUC email username and password.
- Click on **Events**, choose **AUC Tahrir Indoor/Outdoor Request Form**, and click **Next**.
- Add all details related to your request.
- Select the date and time by clicking **Add Meeting**, then click **OK**.
- By clicking **Request Rooms**, the list of venues will appear on another page; select your venue of interest, then click **OK**.
- By clicking **Request Resources**, the list of resources related to the setup category as per the inventory items will appear on another page, select the number of your items of interest, and click **OK**.
- Click **Submit**.

### **Food Services**

#### **Operations on Campus:**

- Tahrir Cafeteria: from 9:00 a.m. to 4:00 p.m. (Sunday to Thursday). Operating hours could be extended during events.
- Falaki building, ground-floor food outlet, and third-floor cafeteria operate daily from 9:00 a.m. to 9:00 p.m. (all week long).

### **Catering Services**

- To cater for an event, check the following [link](#) to select the menu.
- The steps for requesting through AdAstra are as follows:
  - Access [AdAstra](#) and log in using your AUC email username and password.
  - Click on **Events**, choose **Catering Services Request Form**, and click **Next**.
  - Add all details related to your request, including the fund reservation number reflecting the total cost for requested items based on the received menus from the catering team (all shared prices are tax inclusive).
  - Select the date and time by clicking **Add a meeting**, then click **OK**.
  - By clicking **Request Room**, the list of vendors will appear on another page; select your vendor of interest, then click **OK**.
  - For additional support, please send an email to [catering@aucegypt.edu](mailto:catering@aucegypt.edu).
- For requesting catering from additional external vendors, the following documents are required:
  - The updated commercial register and taxation file.
  - The menu that will be offered.

- List of equipment that will be used.
- Updated health certificates of the food handlers who will serve the event.

### **Moving**

- Moving equipment and furniture from and to warehouses.
- Moving equipment and other items per the move services guidelines between offices.
- The following are guidelines for the Move Services:
  - Move services is dedicated to serving all community members (Students, Faculty, and Staff), requests shall be submitted through designated offices using the ADASTRA online platform
  - For uncommon move requests, move supervisors shall conduct an inspection visit to identify the requested items, and location and determine the feasibility of the moving process accordingly
  - Below are items that might fall out of the move function's scope of work:
    - Stationary
    - Glass, marble, or fragile material
    - Dangerous chemicals/ hazardous materials
    - Technical highly sophisticated equipment that requires special handling
    - Artifacts and cultural delicate items that require special handling
    - Personal items/ belongings
    - Housekeeping tools
    - Furniture except when it is returned to the stores (refer to the Facilities and Operations Department)
  - The move items criteria are as follows:
    - Moved boxes or packages should have a maximum weight of 20 Kg each
    - Equipment weight should not exceed 100 kg
    - The move items have to fit into campus elevators
    - All files and books have to be put into boxes or plastic bags to avoid damage and for easy handling

Move of ACTSS (Academic and Campus Technology Support Services) items shall be implemented with the presence and under the supervision of ACTSS staff. Moving heavy technical equipment shall be implemented only on the same floor.

- For moving items between both campuses, the requester needs to coordinate the car reservations with the transportation office (carpool), then share the time, date, and locations with the move department

### **Signage**

Signage Maintenance Services:

- For signage and promotional location requests, [click here](#).
- For further queries, send an email to [signage@aucegypt.edu](mailto:signage@aucegypt.edu).

## ***FURNITURE***

### **Moving Office Furniture (Office Chairs, Desks, Sofas, etc.):**

Orders are accepted during all workdays except Tuesdays. Any request throughout the week will be delivered ONLY on Tuesdays of each week by the furniture move technicians.

All requests must be submitted via the [Operations Self-Service Portal](#).

### **Furniture Requests:**

- 1- CPO approval “[cpo-requests@aucegypt.edu](mailto:cpo-requests@aucegypt.edu).”
- 2- Facilities team checks the required items' availability.
- 3- Site inspection before proceeding (if needed).

## ***LANDSCAPE***

### ***Guidelines/Policy for Using the Green and Landscape Areas on Campuses:***

- Any erected structures or items (metal structures for lighting/sound systems, tents, booths, carpets, tables, chairs, etc.) **should be placed on the tiles and paved areas**. If placed on the lawns (**except the carpets; it's prohibited**), gravel or sand, they should not exceed 50 kg and should not remain for more than 1 day in the summertime and 2 days in the wintertime in order not to destroy the turf when exposing to drought or interrupt the natural metabolic process in plants.
- The duration between erected events over the lawn should not be less than 3 days in the summertime and 5 days in the wintertime.
- No digging/excavations in the green areas are allowed unless prior approval and coordination with the Landscape Office ([Landscape-ipm@aucegypt.edu](mailto:Landscape-ipm@aucegypt.edu)).
- All trash categories, wastes, and debris should be placed in trash bins and not thrown on the lawn or the ground; during or/and after the event ends to facilitate maintaining the lawn and enabling the plants to restore growth.
- No disturbance of the plants and planted areas. This means no attachments to trees, dartboards, nailing or gluing on the trees, push pins, nails, and other materials used for supporting/affixing and paints. When placing pare signs, flyers, and advertisements on the trees, they can be affixed by thin ropes but should be removed directly after the end of the event.
- People or vehicles should not enter the planted areas along the pathways and pavements.
- In coordination with the Landscape Office, the Office of University Events will block reservations in lawns during the fertilization of soil for 2-3 weeks once a year, during the second half of July; the exact date is to be confirmed by the Landscape Office, at the beginning of July.
- The lawn's irrigation shifts in the Tahrir Square campus start for the main garden at 5:00 till 9:00 AM, from Saturday to Thursday. Therefore, any requests to stop the irrigation system for events should be directed to the Landscape Office ([Landscape-ipm@aucegypt.edu](mailto:Landscape-ipm@aucegypt.edu)) 2 days earlier and within the official working hours.
- The cost of the requested landscape services beyond the daily mandate is charged against

the requesting department.

**Any damage to the landscape, including plants or irrigation system components (satellite lobes, drippers, laterals, and risers) and thrown trash, will result in a charge for replacement and repair.**

**Following the activities/events, we will inspect the event areas, inform you of any damage/violations caused, and charge them.**

### **The Indoor Plants:**

One of the landscape services is the indoor plants' provision for all public events, including commencements, community assembling, VIP meetings, and campus halls.

### **New/Maintenance /replacement of indoor plants:**

- Send an email to [Landscape-ipm@aucegypt.edu](mailto:Landscape-ipm@aucegypt.edu), requesting indoor plants with the office location to inspect the lighting and the temperature if they are enough or need to be developed to cope with the plants' requirements.
- We will send a plant catalog that includes photos to choose from.
- As soon as you pick the plants, we will send the total cost.
- After receiving your confirmation, the landscape office will contact the registered vendor, who will bring the plants, prepare them, and submit them to your office accompanied by his tax invoice with the approved costs.
- You will issue a fund reservation and transfer the amount to the vendor through his bank account.
- If you want our landscape technicians to maintain /take care of your plants, you can ask for this service in the same email, and you will be charged when replacing the dead plants.



## ***MAINTENANCE***

- Any questions regarding these guidelines should be answered by the Maintenance department at [Facilities@aucegypt.edu](mailto:Facilities@aucegypt.edu).
- The user will be liable for any loss or damage to facilities and property caused by negligence or misuse, and will be subject to the following:
  - Return everything to its original status according to AUC's specifications and standards.
  - Bear the costs that the maintenance department will determine according to AUC's specifications and standards.

## ***Inspection***

- The inspection of the event area will be held immediately by maintenance after the end of the event.
- The result of the inspection will be sent to the event organizer directly after the inspection.
- If there is any damage or cost for repairing the areas, then a detailed report will be sent to the event organizer within 48 hours.

## ***Restrictions***

Within reasonable boundaries of discretion, all events must be scheduled by a list of restrictions, which include the following:

- Except for general cleanup, spaces must be left in the same condition as received before the event.
- Allowing adequate time between exhibitions for maintenance work “3 days”.
- The Maintenance Office must approve any decorations. Please note that using thumbtacks, tape, and other similar items on walls is prohibited.
- Using double-faced tapes and wall nailing is strictly prohibited in all galleries, food areas, halls, or any facility for hanging paintings or exhibits.
- Unless otherwise authorized by the Maintenance Office, no changes may be made to the University property. As a courtesy to others, any changes to the setup are expected to be reversed at the end of the event.
- When moving machinery, use specialized contractors to prevent damage or human casualties.
- *Storage capacity:* Since there is no storage space inside AUC, event stakeholders must bring their equipment on the first day and remove it immediately after the end of the event. Leaving any equipment behind for any reason is likewise prohibited.
- Not to use the University's property for purposes other than those intended, such as standing on the seats or tables.
- As events normally need to be closely monitored, clients will be charged staff overtime hours from the preparation phase until the end of the event.
- Any modifications or infrastructure needed inside the galleries will be charged to the event organizer.

**For Events in the Main Garden, Main Stage, and Bartlett Fountain Area, Consider the Following:**

- For painting work, plastic covers must be used on the floor during the painting to prevent damaging AUC property.
- It is not permitted to tape or glue anything to the building's walls or wooden pergolas.
- Using nails to reinforce or install paintings or banners on the building's walls or personal pergolas is prohibited.
- Avoid damaging the floor tiles or the green grass.
- For additional electrical connections, the maintenance department must be informed in advance, provided that the client fills out the materials receipt form.

**For Galleries (Falaki, Margo, Future, Legacy, Howard, Armenian, Marriott, and Main Cafeteria):**

- Please refrain from painting, hanging artwork, or hanging posters directly on the gallery walls.
- Do not use double-faced tape to display paintings on the walls.
- Nails are not permitted on the walls or the floor.

**For the Oriental Hall:**

- The hall's floor, ceiling, and walls must remain intact. Please refrain from writing, hanging posters, or objects on the wall.

**For Ewart Hall and Falaki Theater:**

- It is necessary to put vinyl or shock absorbers under the equipment to protect the theater floor from any scratches caused by laying the equipment on the wooden floor.
- Avoid using double-face tapes that leave marks on the wood.
- Nails are not permitted to be used to install anything on the walls or the floor.
- The theater wall shall not, under any circumstances, be painted.
- Pulling heavy equipment or causing any scratch to the stage flooring is not allowed. All damage costs will be charged to the event holder.
- Using the seats for standing or laying equipment is completely prohibited.
- For a clear state, Ewart Hall's walls and floor must not be altered.
- AC use is only permitted during the presence of people, whether for event preparations or during the performance.
- Turning on the lights should also be limited to when there are people in the area.
- If the customer is not using the Falaki Theater stage's floor for the dancing performance, he/she should remove the vinyl (dance floor carpet) and return it after the show.

***Failing to comply with the outlined guidelines may result in assessing and posing charges to recover the costs of services from the insurance deposit and may result in future blocking of the client or the event.***

### ***Online Self-Service Portal***

The tool should be used to report facility issues that require support staff to fix them. Examples of issues can be lighting, air conditioning, plumbing, housekeeping, pest control, landscape maintenance, or any facilities-related issue that affects the work environment.

All faculty and staff will be requested to use the [Operations Self-Service Portal](#) link for placing any service request. These services are extended to both campuses (New Cairo and Tahrir Square) and the AUC off-campus premises.

The helpdesk operations office will stop receiving service request emails through [facilities@aucegypt.edu](mailto:facilities@aucegypt.edu). It will not accept phone calls any longer unless there is an emergency case that might cause a critical/hazardous impact (e.g., short circuit, water flood, causes of interruption inside classes, etc.).

The helpdesk operations office receives emergency calls (Sundays to Thursdays) during/after working hours, on weekends, and official holidays (landline: 26152222 - ext.2222) or call the AUC switchboard operator at 19282 and explain the problem.

## ***MEDICAL SERVICES***

### **AUC Clinic**

Located beside the Hill House, the main building.

#### **1. Emergency Services**

- Emergency services are provided in AUC Tahrir Square clinic from 8:30 a.m. to 10:30 p.m.
- The AUC Clinic provides emergency services with its components such as life support, stabilization, and public ambulance transfer.
- The emergency services are available for all AUC community, students, faculty, and staff on the Tahrir Square campus.
- If an AUC community member or visitor on campus is injured or is suffering from a medical condition that requires emergency first aid or examination by a physician, the patient him/herself or anyone present at the incident site should immediately call the following numbers: Tahrir Square campus clinic: **20.2.2797.5000** or **ext. 5000 from any on-campus line.**
- The caller should provide the following information:
  - The detailed location or landmark, approximate age, gender, and name (if known) of the injured or sick member.
  - As many details as possible about the nature of the injury or illness.
  - Information about hazards that may threaten the patient or the responding team.
  - The name, ID, and phone number of the caller.
  - The emergency response medical team moves immediately to the emergency site. An assessment of the severity of the patient's condition is performed upon which the medical decision is taken.

## **2. Primary Healthcare Services**

Working hours: The primary healthcare physician is available from 9 a.m.- 4 p.m. from Sunday to Thursday.

### **For Cigna Subscribers:**

- The Clinic is offering primary health care for Cigna subscribers as follows:
  - Physical examination and treatment prescription.
  - Referral for requested investigations (Lab tests and imaging).
  - Referral for specialized medical consultation when needed.
  - Authorizing external prescriptions and chronic monthly medication to be dispensed from affiliated pharmacies.
- For any further information regarding Cigna insurance, please check their website [here](#).

### **For Students:**

- Providing clinical examination of students, including prescribing medication or referrals for imaging or lab tests to be processed by their insurance.
- Fulfilling medical forms for students applying for a semester abroad.
- Reviewing the medical reports for the disability eligibility forms in collaboration with the Office of Student Wellbeing.

### **For AXA Subscribers:**

- Clinical examination, prescriptions, and referrals for acute conditions to be processed by their insurance.
- The AUC Tahrir Square clinic hosts an AXA representative physician 5 days per week (Sunday to Thursday) from 9:00 am to 3:00 pm, offering the required services to AXA subscribers.

## **Medical Reports**

- Issuance of reports upon request for chronic cases or verifying insurance issues.

## **Events Medical Coverage:**

- The AUC Clinic receives requests from the concerned department or office at least one week before any event to be able to provide the medical assistance required.
- The request is to clarify details such as the venue, the number of attendees, the nature, and the duration of the event.
- The medical coverage may include physicians and nurses according to the size and medical requirement of the event.
- Medical booths or tents required by our office for events are with the following specifications:
  - The booth is the standard AUC booth with five chairs.

### 3. Sick Leaves for Employees

- The AUC physician verifies the reports and recommendations issued by the external treating physician within the insurance network.
- The employee who already visited an external physician or underwent a medical procedure and was given a medical report with a recommended sick leave should provide the clinic with the medical report along with the following documents:
  - Detailed official original stamped sick note issued and signed by the external health provider (within the insurance network), including the name, date, and number of days for sick leave.
  - Related lab results, imaging reports, and prescription of medication.
  - In addition to presenting the “Leaflet to Attend Medical Examination” form (official sick leave form).

### 4. Immunization Services

- Vaccination services are provided by appointment; any AUC member wishing to receive the vaccine in the AUC Clinic must provide the vaccine and the medical report requesting the vaccination.
- The AUC Office of Medical Services facilitates vaccination processes for the community whenever needed (flu vaccination and COVID-19 vaccination).
- All types of vaccinations are not covered by insurance.

### 5. Wellness Programs and Consultancy Clinics

- To promote the health and wellness of the AUC community, the following programs and clinics are now available for the AUC community at the AUC Tahrir Square clinic with the following details:
  - Smoking Cessation Clinic: Providing free help and consultations for members willing to stop smoking.
  - Psychiatry Clinic: Available to provide insight, support, and reassurance to any member on their well-being journey, adopting a positive and encouraging approach to the practice. Services include:
    - Initial, thorough psychiatric or psychological assessment of needs and concerns.
    - Ongoing, problem-focused individual or family counseling or psychotherapy, which can include Specific problem-solving, **Cognitive Behavioral Therapy (CBT)**, management of symptoms of depression, anxiety, fatigue, insomnia, and other concerns, and medication management (Wednesday 2 pm - 4 pm).
- To book an appointment, call ext. 5000 or +20.2.2797.5000.

### 6. Travel Medical Information

- The AUC Clinic provides information about the risk of diseases, vaccinations, or procedures required by travelers from the AUC community when traveling to high-risk countries.

- For further travel information, please check the CDC [link](#).

#### 7. **First Aid Programs**

- The medical services team, in collaboration with different departments, offices, and student clubs, offers First Aid sessions.
- The Office of Medical Services, in collaboration with the Egyptian Life Support Training Center, is also an official site for BLS (Basic Life Support) licensed provider by ASHI (American Safety and Health Institute).

#### 8. **Medical Services Orientation**

- Biannual orientation to describe basic knowledge on how to use medical services on the Tahrir Square campus is presented to the newcomers, including international students, staff, and faculty.

### **PROJECTS NEW REQUESTS**

- The Campus Planning Office (CPO) is located in the Development Building (site office) at the New Cairo campus.

**For space modification requests:** AUC Departments are kindly asked to submit their requests to the CPO consideration from January 1 until February 15 of each year via this [form](#)

- It is the responsibility of the requesting department to secure area head approvals before submitting the request form to help us move forward. These approvals are preliminary and do not need any cost estimate.
- Requests are then assessed, prioritized, and added to the projects' pipeline for the next fiscal year. This starts the planning cycle for the projects.
- Final approval should be granted based on need, priority, and final cost before execution.
- Upon AUC leadership approval and budget availability, we address a limited number of requests past this date labeled as urgent/emergency. The FY requests priorities are then revisited to include any additional requests.
- ***Make sure to forward your request to Dr. Khaled Trabieh, The University Architect, for his preliminary assessment: [ktarabieh@aucegypt.edu](mailto:ktarabieh@aucegypt.edu)***

**For campus drawing requests:** students, faculty, and staff should fill out this [form](#) to submit a request. The office will respond within five (5) working days.

- AUC students must provide the course instructor and the department chair's approval.
  - Faculty and staff must provide the approval of the department chair or the office director.
- For inquiries and requests, please email [cpo-requests@aucegypt.edu](mailto:cpo-requests@aucegypt.edu)

## ***SAFETY***

### **Safety**

#### **Personal Safety**

- In an emergency (fire, medical, security, etc.), call 19282, the Environmental Health & Safety (EHS) office at 0227976376, or the Security office at 0227976666.
- Do not use ladders taller than ten (10) feet (3 meters). Maintain three-point contact (two hands and one foot or two feet and one hand) at all times.
- Do not attempt to stand at heights of six (6) feet (1.8 meters) or greater where no fall protection is in places such as handrails, mid-rails, or safety harnesses.
- Where there is a risk of flying particles or objects or splashing into the eyes and/or face, wear appropriate personal protective equipment such as safety glasses, goggles, face shield, etc.
- If using a compressed gas cylinder (e.g., helium for filling balloons), be sure to cover the cylinder valve when not in use and take extreme caution in protecting the cylinder valve from being damaged. Always be sure the cylinder is securely stored upright and chained.
- Scissor lifts, forklifts, and other powered industrial vehicles cannot be operated on campus without a calibration certificate and operator license.
- Each building on campus has a designated Emergency Assembly Point (EAP). Always know the location of the EAP for the building you are in.
- In an emergency building evacuation, assemble at the EAP and await instruction from emergency responders.
- The use of powered equipment to cut, grind, or weld materials is prohibited without pre-approved supervision. Please contact EHS for information.

#### **Environmental Protection**

- Do not pour anything down a storm drain (e.g., paint, oil, paint thinner, lighter fluid, gasoline, cooking oil, grease, or fat, etc.).
- If you are unsure if the drain is a storm drain, contact EHS or Facilities.
- Do not dispose of chemicals down any sink. If you are unsure how to dispose of liquid waste generated from your activity, contact EHS.
- Do not dispose of paints in the garbage. Please contact EHS to inform you of the dispose of paints.
- Do not dispose of batteries, electronic items, or mercury-containing bulbs in the garbage. Contact Facilities on 0226152222 to help you dispose of these items.

#### **Interior Decorations**

- Guidance on interior decorating requirements may be found in the “EHS requirements for contracting works on campus.”
- Each building on campus may also have its policy for interior decorations. Consult with the respective building manager before commencing decorating.

#### **Electrical Power**

- Arrangements for outdoor electrical power should be requested through the facilities and

operations.

- Extension cords can only be used temporarily (less than 3 days) and must be in good condition.
- Extension cords and power strips must not be daisy chained (plugged into each other).
- AUC building electrical equipment must not be tampered with/or altered, including electrical panels, circuit breakers, fuses, etc.

### **Fire Protection**

- Open flames are not allowed indoors under any circumstances.
- Open flames outside (aside from BBQing) require EHS approval in advance. A fire watch and fire extinguisher must be on hand for all outside open flame activities (aside from BBQing). Only properly trained personnel are authorized to be a fire watch at the activities. Check with the EHS department for fire-watch requirements.
- Flammable liquids and gases such as gasoline, propane, kerosene, acetylene, and other similar items are not allowed in buildings.
- The obstructing or blocking of emergency exits, exit pathways, and stairwells is prohibited.
- Tents and canopies must be flame retardant. If the size of a tent or canopy is over 25 feet x 25 feet (7.6 x 7.6 meters), it must be equipped with exit signs and a 10lb fire extinguisher must be provided within the tent or canopy.
- Pyrotechnics (fireworks, smoke bombs, etc.) are not allowed on campus. Exception: Only professional pyrotechnics with approved permits are allowed.
- The use of portable space heaters is prohibited due to their fire risk and high energy consumption.
- “Hot work,” meaning brazing, welding, or cutting where sparks or flame are generated, is not allowed without a “hot-work” permit from EHS. Hot-work permits will only be issued to professional members.

### **Outdoor Activities and Outdoor Cooking**

- The use of propane for BBQing is prohibited by students.
- BBQing should be in designated BBQing areas. Portable BBQs should be kept 20 feet (6 meters) from any permanent structure and must not be located under building overhangs. Upon completion, the coal should remain in the BBQ with the lid on until the following day before being disposed of. **DO NOT POUR WATER ON HOT EMBERS.** Allow the appropriate time for members to extinguish themselves completely.
- The setup of cooking booth vendors should be approved by EHS before cooking activities commence.
- No open pit or homemade cooking appliances/devices allowed.
- Scaffolds must be constructed by a qualified third-party vendor and must be approved for use in advance by Risk Management and EHS.
- *Weather Safety* – if high winds, storms, or the threat of lightning exist, all outdoor activities should cease and move indoors immediately.
- *Crowd Management* - Event organizers are responsible for crowd control and crowd management at their events. Events holding more than 1000 spectators must have assigned



crowd managers, including one (1) crowd manager per 250 spectators. EHS should be contacted for more information.

### ***Smoking Area for Events***

- An extra smoking area will be available during events by the side of the Eastern Hall (7 x 6 meters).



***For more information, please send inquiries to:***

- Chief Safety and Quality Management Officer: Dr. Hussam Hassan, at [hussam.hassan@aucegypt.edu](mailto:hussam.hassan@aucegypt.edu).
- Environmental Health and Safety Office at 0227976376/ 022614170

## ***SECURITY***

### ***Access to Campus***

- All community members with an active AUC ID are granted access from all gates and entrances.
- All community members must have their AUC IDs with them at all times. Not having a valid, active AUC ID will likely cause considerable delays during entry and exit.

### ***More Information:***

Contact [tahrirpass@aucegypt.edu](mailto:tahrirpass@aucegypt.edu) if you have any inquiries or feedback.

### ***Visitors' Access to Campus***

- All campus visitors must be pre-registered before arriving on campus to allow the University to monitor and control their presence on campus.
- The host (faculty or staff only) must send the visitor's information **24 hours** before the visit to [tahrirpass@aucegypt.edu](mailto:tahrirpass@aucegypt.edu).

### ***Gates and Entrances***

- Visitors to AUC Tahrir Square can enter via the Mohamed Mahmoud entrance or the Falaki

Academic Center's main entrance. Access is also available via the Sheikh Rihan entrance, except on Fridays and Saturdays.

- Visitors to the AUC Tahrir Square bookstore can enter via the bookstore entrance on the corner of Kasr El Aini and Sheikh Rihan streets.

### ***Events Visitor Process***

Contact [tahrirpass@aucegypt.edu](mailto:tahrirpass@aucegypt.edu) to process visitor access to the event.

### ***More Information***

Contact [tahrirpass@aucegypt.edu](mailto:tahrirpass@aucegypt.edu) if you have any inquiries or feedback.

### **Lost and Found Office**

- The lost and found office operates from Sunday to Thursday from 8:30 a.m. to 4:00 p.m.
- The lost and found office is located at the Falaki campus, 2<sup>nd</sup> floor, room # 206.

### **ID Services**

#### ***First-Time ID Issuance***

- The ID center operates during official working hours from Sunday to Thursday from 8:30 a.m. to 4:00 p.m.
- The ID Center is located at Falaki building, ground floor.

#### ***ID Replacement or Renewal***

- Call ext.5167 or reach out via [idcentdir@aucegypt.edu](mailto:idcentdir@aucegypt.edu), and provide your ID number along with the requested service.
- For lost IDs, please report the case immediately to the Tahrir Square ID Center, obtain a new ID, and deactivate the old one.
- If your AUC ID is not working, please contact the Tahrir Square ID Center for assistance on Ext. 5167 or [idcentdir@aucegypt.edu](mailto:idcentdir@aucegypt.edu).
- The ID Center operator will process your request and schedule a visit if needed.

### ***More Information and Contacts***

Should any problem occur with a guest, reporter, photographer, or visitor, escalation for the first line of defense should be through security to avoid any issues with either party.

## ***SOFT SERVICES (HOUSEKEEPING)***

### ***To Place a Housekeeping Order:***

- For housekeeping or disinfection and sanitization orders, please submit your order on the [Operations Self-Service Portal](#) link for placing any service request. These services are extended to both campuses (New Cairo and Tahrir Square) in addition to the AUC off-campus premises.
- For any other inquiry/special request, kindly contact the AUC Soft Services Office: [softservices@aucegypt.edu](mailto:softservices@aucegypt.edu)
- AUC Soft Services Coordinator is responsible for housekeeping in the building where your office is located.

- The Housekeeping/Soft Services Office is not responsible for any move order or office aid services, but only cleaning and disinfection services.
- Consumables, such as tissue or hand soap, are only available for use in toilets. It is not allowed to provide tissue boxes in offices by the housekeepers. To order a tissue box or any consumable, it should be handled as a purchase request (PR) to the Procurement Office, or it can be purchased directly with the department's petty cash.

**To Implement Daily or Deep Cleaning Orders**, send an email to the coordinator at [softservices@aucegypt.edu](mailto:softservices@aucegypt.edu) indicating the service you need, either deep cleaning or daily cleaning order.

#### **A- Deep Cleaning:**

- For a deep cleaning order, email the Security Office to ensure opening your office on the weekends, indicating the date and time you want the housekeeping team to do the deep cleaning task.
- The deep cleaning service includes cleaning the ceiling, walls, windows, furniture, carpet, and office utilities (desktop, screens, landline phones, .... etc.). Any other equipment, such as the coffee machine, will not be cleaned in this scope.
- If the office owner is allergic to any chemical or odor, please inform the Soft Service Office while emailing your cleaning order.
- The deep cleaning duration depends on the size of your office/department and the cleaning status of your office. For small offices of 15 - 20 m<sup>2</sup>, the deep cleaning duration takes around 1 hour. For larger offices/sections, the deep cleaning process might take 2 - 4 hours.

#### **B- Daily Cleaning:**

- For daily cleaning orders, inform the coordinator of the building to clean your office, mentioning the cleaning time (during working hours).
- If you want to clean your office daily, please advise the coordinator of your convenient daily cleaning time to fix this time in the daily cleaning plan.
- The daily cleaning service includes cleaning the windows, glass, the workstation, the office utilities (desktop, screens, landline phone, .... etc.), dust and wet mopping the floor, cleaning the trash bin, and changing its plastic trash cover.
- The daily cleaning duration depends on the size of your office/department and the cleaning status of your office. For small offices of 15 - 20 m<sup>2</sup>, the deep cleaning duration period takes around 10 minutes. For larger offices/sections, the daily cleaning process might take 30 minutes to 1 hour.

#### **Complaints:**

If you did not receive the properly expected service, kindly email the Quality Assurance Office about your complaint and copy the Soft Services Director:

- Quality Assurance Office Contact: Mrs. Amal Mansour; [amalkamal@aucegypt.edu](mailto:amalkamal@aucegypt.edu)
- Soft Services Director Contact: Mr. Ayman Galal; [ayman-galal@aucegypt.edu](mailto:ayman-galal@aucegypt.edu)

## ***TRANSPORTATION***

### **Bus Services**

- Buses run on set schedules throughout the day, five days a week, in addition to limited services on Saturdays.
- Route 12 operates between both campuses. Please use [this link](#) to access the full schedule.
- For suggestions and inquiries, please contact our hotline (01270000066) or email ([transport@aucegypt.edu](mailto:transport@aucegypt.edu)).
- Download the AUC mobile application for easily accessible bus schedules and notifications on the subscribed routes.

### **Fleet Services**

- AUC offers fleet services for all faculty and staff members, who can reserve a vehicle and driver for business and private trips inside or outside Cairo.
- For fleet services reservation procedures, please use [this link](#).

## ***TRAVEL AND BUSINESS SUPPORT***

### **Business Support**

- The Business Support Office is located in the Tahrir Square campus, Room #421, main building, third floor, fountain area.
- All information related to the Business Support Office is available at this [link](#).
- For help or inquiries, contact us at our generic email; [business.support@aucegypt.edu](mailto:business.support@aucegypt.edu).
- Landline numbers: 27975135 or 27975136 or 27975138.

### **Mail Services**

- The Mail Office at the Tahrir Square campus is located in the administration building, Sheikh Rihan opposite the Hill House building, Room 113, ext.: 6030
- Working hours Sundays to Thursdays from 8:30 am to 3:30 pm.
- All Mail requests, whether internal, courier or by hand, must be requested through [AdAstra's](#) automated system using your AUC email credentials.
- Upon sending your request, one of the mail agent staff will come to handle your request.
- For help or inquiries, please email us at our generic email [aucmail@aucegypt.edu](mailto:aucmail@aucegypt.edu) or call Mr. Ashraf Hebishy, mobile # [01270001871](tel:01270001871)

### **Printing Services**

- AUC Printing Services at Tahrir Square campus is located at the Falaki building, ground floor, Room G001, ext.: 6180.
- Working hours daily from Sundays to Thursdays from 8:30 a.m. to 3:30 p.m.
- For all printing requests, please use [this link](#) with your email credentials:
- For help or inquiries, please send an email to [printing.copy@aucegypt.edu](mailto:printing.copy@aucegypt.edu).

### **Travel Services**

- The Travel Office is located at the New Cairo campus, yet anyone can use our services through our [online system](#) using your AUC account.
- Detailed travel information is shared on the AUC [travel website](#).
- For help and inquiries, please send an email to [travel@aucegypt.edu](mailto:travel@aucegypt.edu) or use the emergency cell phone number 01212777873 after working hours or during weekends and official holidays.

## **HUMAN RESOURCES**

The HR Office is located in the Falaki Academic Center, second floor, room 212.

### **Working Days**

HR staff is available four days a week, from 8:30 a.m. to 4:00 p.m., excluding Mondays.

### **Services Provided:**

- To view all services offered by HR, please visit their [website](#).
- The local health insurance (AXA) representative is Mr. Amr Abaza. His contact details are as follows:
  - Working Hours: 8:30 am - 4:00 pm
  - Office Location: New Cairo campus, administration building, Office of Human Resources, plaza floor, Room # P061
  - Email Address: [amr.abaza@axa-egypt.com](mailto:amr.abaza@axa-egypt.com)
  - Mobile: 01556579972 - Landline: 02-2615-1915

## **ACADEMIC AND CAMPUS TECHNOLOGIES SUPPORT SERVICES OFFICE (ACTSS)**

### **Working Days**

- For classroom support: every day (including Fridays and Saturdays) from 8:30 am to 9:00 p.m.
- For event support, regular working hours are from Sunday through Thursday from 8:30 a.m. to 4:00 pm. Working hours can be extended (including weekends) based on previous reservations.
- For AV equipment reservations for events, submit a service request ticket at <https://itsupport.aucegypt.edu/> - Go to this [link](#) to learn about the available AV equipment in each venue.
- For inquiries, send an email to [actss@aucegypt.edu](mailto:actss@aucegypt.edu).

### **Additionally, several communication channels are available:**

- All classroom podiums have the mobile number of classroom technology support for immediate reach. (010 6669 4352).
- The two meeting rooms (Trustees and Hill House 602) have the mobile of a specialized events management resource (012 2243 9915)
- For other IT problems/requests, kindly open a ticket on the [IT Self-Service Portal](#). For follow-up or escalation, please call 1200 or send an email to the IT Help Desk

Supervisor, Rania Mohamed- [rania\\_mohamed@aucegypt.edu](mailto:rania_mohamed@aucegypt.edu)

## **LIBRARY SERVICES**

- The Tahrir Square library service point provides academic support primarily for students from the School of Continuing Education, the School of Science & Engineering, the Executive Education, and the Graduate School of Education. Entrance is restricted to patrons holding valid AUC library ID cards.
- Location: Falaki Academic Center, 3<sup>rd</sup> floor.
- The library operates electronically providing direct access to the AUC Library's online resources.
- [AUC's Tahrir Square library](#) link gives you all of the resources of AUC's libraries.

### ***General Guidelines***

- Only individual study is allowed.
- Group study rooms are available with prior reservation or upon availability.
- Food and drinks are not allowed.
- The library will not provide headphones; users must bring their own.
- Movement of furniture or equipment is not permitted.

## **PROPERTY INVENTORY AND WAREHOUSE CONTROL**

The Property Inventory and Warehouses Control policy can be found through [this link](#).

### ***Contact Persons for Specific Topics:***

- For inventory control: Ahmed Sallam [ahmed\\_z@aucegypt.edu](mailto:ahmed_z@aucegypt.edu).
- For project items, retired assets, and computers: Hossam Khalil [hossam\\_k@aucegypt.edu](mailto:hossam_k@aucegypt.edu).
- For housing furniture and equipment: Ahmed Hussein [ahmedhussein@aucegypt.edu](mailto:ahmedhussein@aucegypt.edu).

## **OFFICE OF ATHLETICS**

### ***Access/Entrance to the Athletics Facilities***

- Access is by coded ID, and sign-up is through *AUC Connect* daily.
- IDs must be left with the athletics supervisor on duty upon entrance to the facilities.
- For more information, email the Office of Athletics at [athletics@aucegypt.edu](mailto:athletics@aucegypt.edu).

### ***Operating Hours***

Sunday -Thursday from 8:00 am to 3:00 pm and from 4:00 pm to 8:00 pm.

### ***Steps to register to use the Gym***

- Registration through *AUC Connect* is a must each time you use the Gym.
- Full-time staff, faculty, and students are allowed to use the Gym for free through *AUC Connect*.
- If you are not able to access the *AUC Connect* event to sign up, please contact [baher\\_h@aucegypt.edu](mailto:baher_h@aucegypt.edu).

- Part-time staff, faculty, or alumni need to subscribe to sports membership through *AUC Connect* to access the Gym.
- Family membership for staff, faculty, and alumni spouses and children is now available through *AUC Connect*.
- For more details, please visit our website through [this link](#).

## Annex 1

### *AUC Tahrir Square Venues*

AUC Tahrir Campus, Events Venues (Standard Setup)					
Venues	Capacity Seated	Capacity (Seated)			
		Lecture Style	Round Tables	U Shape	Square
Ewart Memorial Hall	962	276 up, 686 down	X	X	X
Falaki Theater	228	X	X	X	X
Oriental Hall	110	110	64	26	36
HH HL 601	14	VIP Lounge fixed setting			
HH HL 602	100	100	72	32	36
Bartlett Fountain area	200	200	120	X	X
Garden area 1	600	600	300	X	X
Garden area 2	400	400	120	X	X
Full garden; Full area	1000	1000	420	X	X



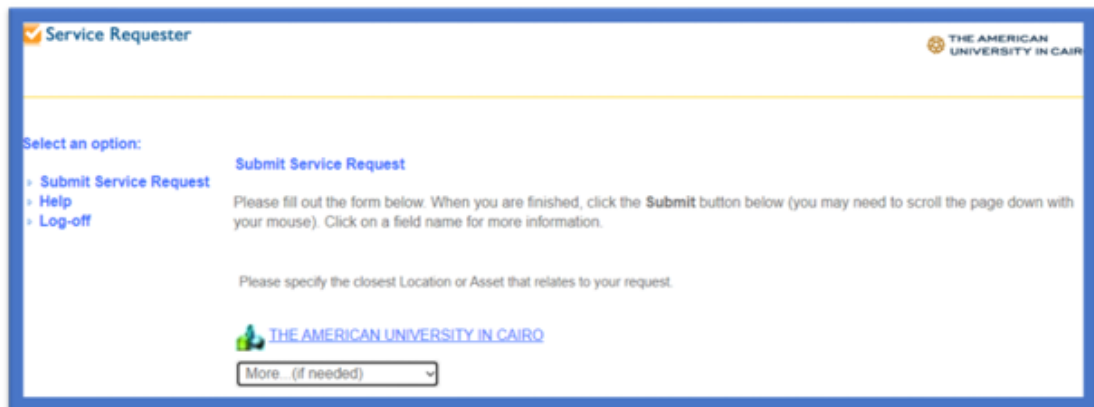
## Annex 2

### *Operations Self-service Portal User Guide*

## Steps of Placing an Online Operations Service Request

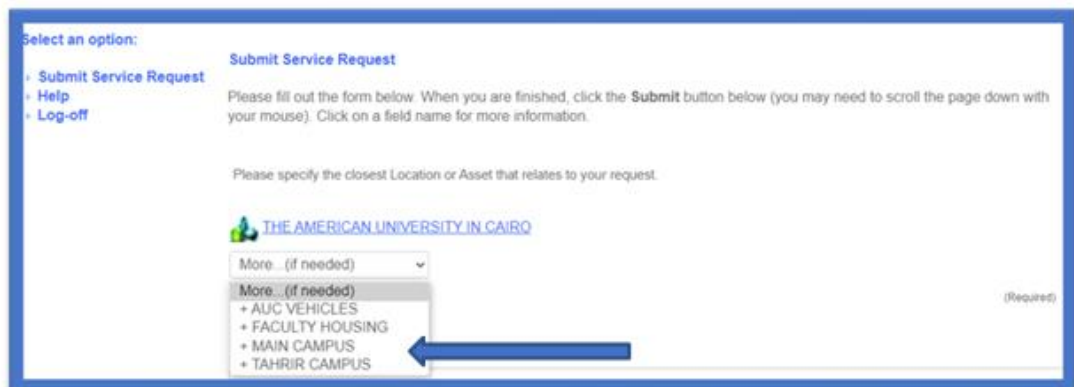
1 – Click the following link to get into the website page [Operations Self-Service Portal](#)  
(You may bookmark this link for the future or add it to the device Favorite List)

2 – The link will take you to the following page:

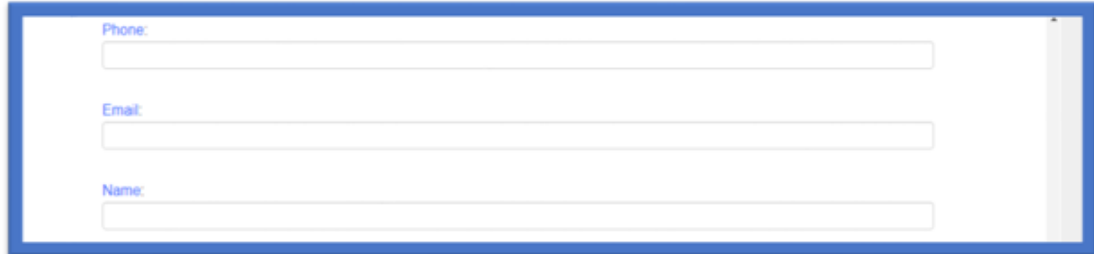


3 – Select your location from the dropdown menu that appears under the hyperlink of the American University in Cairo, as shown below.

**Make sure to complete this step until you reach the Office / Room number.**

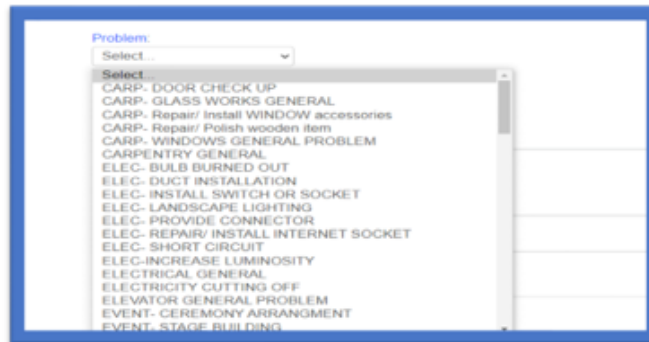


4 – Fill out your contact information



A form with three input fields. The first field is labeled "Phone:" and is empty. The second field is labeled "Email:" and is empty. The third field is labeled "Name:" and is empty.

5 – Select the problem name from the dropdown menu

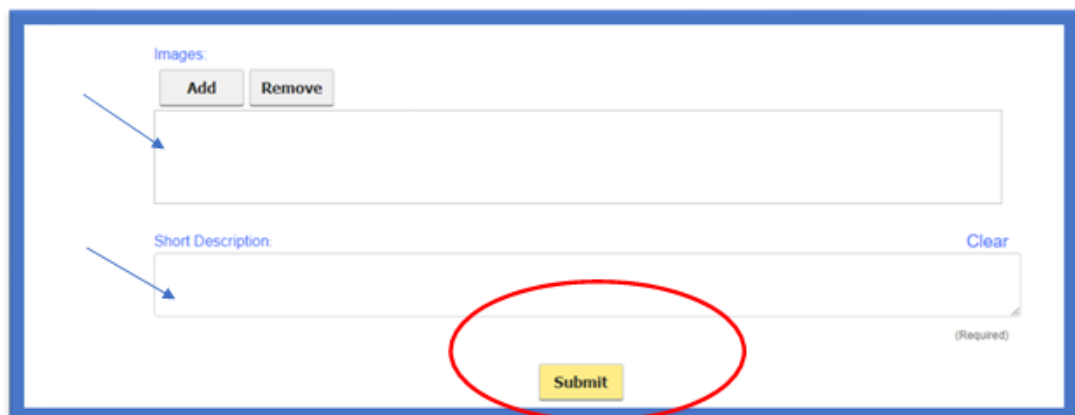


A dropdown menu labeled "Problem:" with a "Select..." option. The dropdown is open, showing a list of problem names:

- CARP- DOOR CHECK UP
- CARP- GLASS WORKS GENERAL
- CARP- Repair/ Install WINDOW accessories
- CARP- Repair/ Polish wooden item
- CARP- WINDOWS GENERAL PROBLEM
- CARPENTRY GENERAL
- ELEC- BULB BURNED OUT
- ELEC- DUCT INSTALLATION
- ELEC- INSTALL SWITCH OR SOCKET
- ELEC- LANDSCAPE LIGHTING
- ELEC- PROVIDE CONNECTOR
- ELEC- REPAIR/ INSTALL INTERNET SOCKET
- ELEC- SHORT CIRCUIT
- ELEC-INCREASE LUMINOSITY
- ELECTRICAL GENERAL
- ELECTRICITY CUTTING OFF
- ELEVATOR GENERAL PROBLEM
- EVENT- CEREMONY ARRANGMENT
- EVENT- STAGE BUILDING

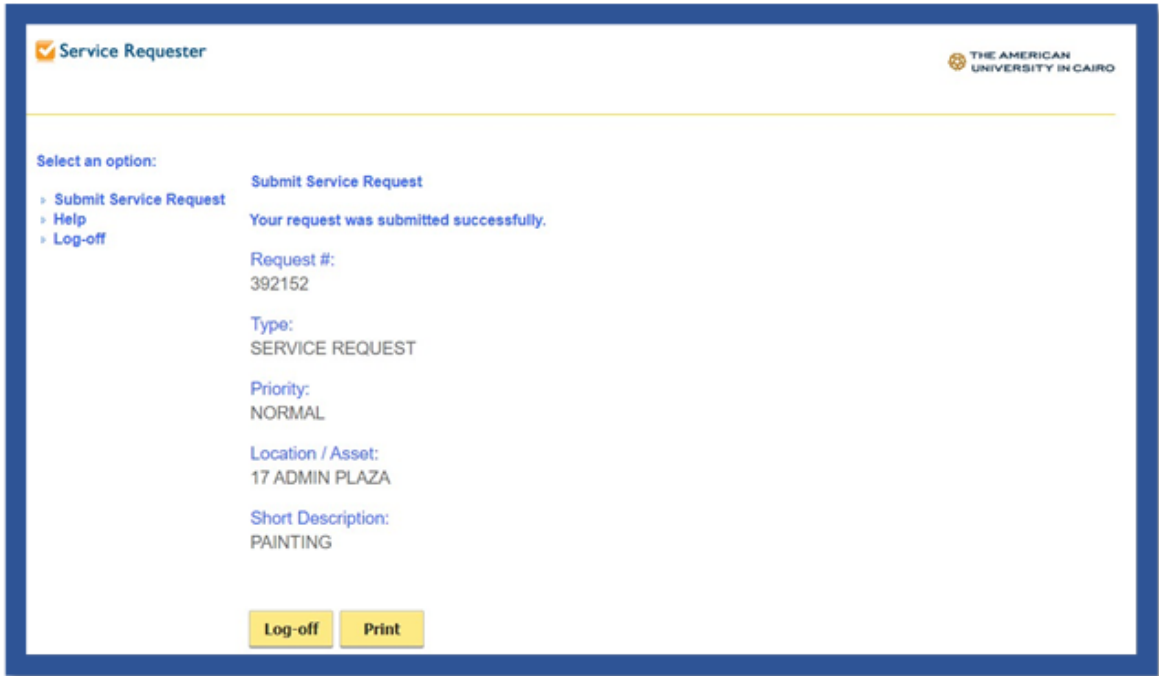
6 – You can add an image and more details to demonstrate your problem in the two boxes (as shown below) then press the yellow button in the bottom of the page to submit your service request.

P.S: Your available time slots in your schedule have to be mentioned in the description box in order to fulfill your request in the earliest time after coordination with the responsible department.



A form with two input boxes and a "Submit" button. The first box is labeled "Images:" and has "Add" and "Remove" buttons. The second box is labeled "Short Description:" and has a "Clear" button. The "Submit" button is highlighted with a red circle. A "(Required)" label is visible at the bottom right of the form.

7 – A confirmation message will appear after finalizing all the steps mentioned above, including the following data:



The screenshot shows a web interface for a service requester. At the top left, there is a checkmark icon and the text "Service Requester". At the top right, the logo and name "THE AMERICAN UNIVERSITY IN CAIRO" are displayed. Below a horizontal line, the text "Select an option:" is followed by a list of links: "Submit Service Request", "Help", and "Log-off". To the right of this list, the text "Submit Service Request" is repeated, followed by the confirmation message "Your request was submitted successfully." Below this message, several details are listed: "Request #: 392152", "Type: SERVICE REQUEST", "Priority: NORMAL", "Location / Asset: 17 ADMIN PLAZA", and "Short Description: PAINTING". At the bottom of the page, there are two yellow buttons labeled "Log-off" and "Print".

## Annex 3

### Material Receipt Form

الجامعة الأمريكية بالقاهرة  
إدارة الصيانة بالتحريير

### إستلام خامات

اليوم : .....

التاريخ: ... / ... / ٢٠...

بيانات المستلم			
اسم الحدث :	الاسم:	رقم المعلقة :	

بيانات الخامات				
م	الوصف	النوع	الكمية	ملاحظة

إقرار	
المستلم /	التوقيع /
أقر أنا الموقع أثناء بأنني استلمت الخامات الموضحة أعلاه في يوم / الموافق / / ٢٠ في تمام الساعة .. : .. ص / م بحالة صالحة للاستخدام وأتعهد بالمحافظة عليها وان لا أتنازل عنها لأي شخص آخر وسأقوم بإعادتها عند طلبها أو عند ترك العمل أو دفع قيمة ما تسببت في تلفه وسأكون عرضة للمسائلة في حين مخالفتي للإقرار.	

خاص بتسليم الخامات وإعادتها إلى الجامعة الأمريكية بالقاهرة (إعادة)	
1- تم استلام الخامات بحالة التسليم. ( ) نعم ( ) لا، للأسباب التالية :	
.....	
2- .....	
3- .....	
تم استلام الخامات في يوم / الموافق / / ٢٠ في تمام الساعة : ص / م	
مسؤول التسليم	التوقيع

## Annex 4

### *Events Request Flowchart*

