




جامعة قطر
QATAR UNIVERSITY

FACILITIES AND GENERAL SERVICES DEPARTMENT (FGSD)

QUALITY AND FACILITY MANAGEMENT SYSTEM

Document Type : Services Level Agreement (SLA)
 Procedure Title : Health, Safety Service Level Agreement
 Procedure No. : SLA-FGS-06

01	15/05/2023			
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Issue #	Issue date	Prepared by	Reviewed by	Approved by



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Document Issuance History

Issue #	Issue date	Prepared by	Reviewed by	Approved by	Changes Details
01	15/05/2023	Abdulhadi AlHajri	Latifa Al-kowari	Mai Fetais	Original Drafted SLA



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01. Purpose

The purpose of this document is to ensure that the proper elements and commitments are in place to provide consistent health and safety service support and delivery to the End-User(s) of Qatar University (QU) by Facilities and General Services Department (FGSD) and its sections.

The goal of this Agreement is to obtain mutual agreement for health and safety service provision between the Provider, represented by FGSD and its sections, and the End-User(s) at Qatar University (QU).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the End-User.
- Match perceptions of expected service provision with actual service support & delivery.
- Complying with the requirements of ISO 45001:2018 – Occupational Health and Safety Management

02. Scope

This document is applicable to all health and safety services provided by the Facilities & General Services Department (FGSD) in Qatar University (QU).

03. References

- ISO 45001:2018 Occupational Health and Safety (OH&S)
- QU HSMS: Qatar University Health and Safety Management System

04. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

1. Health and Safety Service Provider(s): Health & Safety Section under Facilities & General Services Department (FGSD) in solidarity with its affiliated section(s) (“**Provider**”).

* Note:

The delivery or execution of the service might be done by any **contracted outsourced company/service provider** other than the Facilities & General Services Department (FGSD).

2. Customer(s): End-User (“Customer”).

The End-User might be any **department/college/sections/unit/Employee**/etc. that located in the Qatar University Campus and one of the contents of its Organizational Structure (OC).



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05. Services Level Agreement

5.1 Health and Safety Service Level Agreement

1 Service Scope				2 Service Management		
				2.1 Service Response	2.2 Service Level Performance	
What services are NOT included?	What services are included?	How the service will be delivered?	Who will provide the service? Section, Technician or/and Outsourced contractor	Expected Time for Response (RFT)	Expected Time for Delivery/ Completion	Service Availability
	Emergency and incident response management	Physical Response & E-Mail	QU Staff/Students	5min	1hr	99%
	Minor Rescue Cases, e.g. locked inside person.	Physical Response & E-Mail	QU Staff/Students	5min	1hr	99%
	Space and change management	Physical response and E-mail response	QU Staff/Students	48Hr	3days	99%
Disposal of hazardous material	Hazardous materials management	Physical Response & E-Mail & SharePoint	QU Staff/Students	5min	1hr	99%
	Contractor and Tender Evaluation	E-mails & SharePoint	QU Staff/Students	48hrs	5days	99%
	Inspections and Monitoring	Physical response and E-mail response	QU Staff/Students	48hrs	2days	99%
	Training	Physical and Ms Teams or any Online platform	QU Staff/Students & outsource contractor	48hrs	3days	99%
	Fumigation & decontamination management	Physical response	QU Staff/Students	48hrs	2days	99%
	Pandemic cases or situations	Physical response and E-mail response	QU Staff/Students	48hrs	3days	99%
	Health Surveillance + Covid-19 Management.	Physical response and E-mail response	QU Staff/Students	24hrs	1day	99%
	PTW and gate pass Management	E-mail & SharePoint	QU Staff/Students	24hrs	1day	99%



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	Exams and events set up management	Physical response and E-mail response	QU Staff/Students	48hrs	3days	99%
Technical aspect of handover & evaluation	Building handover & Re- certification	Physical response and E-mail response	QU Staff/Students	48hrs	3days	99%
	Mockup Drills and awareness	Physical response and E-mail response	QU Staff/Students	48hrs	3days	99%
	Risk Assessments	E-mail and online communication	QU Staff/Students	48hrs	5days	99%

3 Service Category

In support of services outlined in this Agreement, the **Health and Safety Section** "Service Provider" will respond to the service related incidents and/or requests submitted by the End-User "Customer" within the following time frames:

<p>1. High Priority:</p> <ul style="list-style-type: none"> Response time: 0-1 hours (during business hours) for issues/ requests classified as <u>High Priority</u> 	<p>2. Medium Priority:</p> <ul style="list-style-type: none"> Response time: within 48 hours (during business hours) for issues/requests classified as <u>Medium Priority</u> 	<p>3. Low Priority:</p> <ul style="list-style-type: none"> Response time within 5 working days (during business hours) for issues/requests classified as <u>Low Priority</u>
<p>High priority services:</p> <ol style="list-style-type: none"> Emergency and Incident management Fire Alarm cases. Rescue cases. Pandemic cases or situations 	<p>Medium priority services:</p> <ol style="list-style-type: none"> HSE Inspection and monitoring Fumigation & decontamination management Health Surveillance + Covid-19 Management. HS training drills and awareness 	<p>Low priority services:</p> <ol style="list-style-type: none"> Space and change management. Building handover & Re-certification PTW and gate pass Management Exams and events set up management

Working Hrs	Working Days	External Numbers	Internal Numbers	Control Room Ext	Service Request Channels
24 hrs.	7/7	4403 3999 4403 3699	3999 3699		<ul style="list-style-type: none"> hss@qu.edu.qa QU SharePoint Microsoft team



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5 Service Requirements

Service Provider Requirement	End-User Requirements
<p>Service Provider responsibilities and/or requirements in support of this Agreement include but not limited to:</p> <ul style="list-style-type: none"> Meet/<u>commitment to the response times</u> associated with service-related incidents. Appropriate <u>notification to End-User (2:3 days prior)</u> to all Scheduled Maintenance. Appropriate notification to End-User (<u>1 day prior</u>) to <u>expected Service Failure/Cut Off</u> and <u>Expected Service Restoration Time</u>. 	<p>End-User responsibilities and/or requirements in support of this Agreement include but not limited to:</p> <ul style="list-style-type: none"> <u>Using the proper channels</u> for ticketing and <u>using the designated forms</u> for requesting the services of the sections. <u>Availability of End-User representative(s)/Building Coordinator</u> when resolving a service-related incident or request. <u>Evaluating and giving feedback</u> about the quality of the service provided by the section on the designated form(s)

6 Service Assumptions

Assumptions related to in-scope service and/or any of its components include:

- Changes to Service:**
 - ✓ List here any addition/deletion/interruption expected to carry out in the service(s) of the section.
Note: All changes shall be communicated and documented to all stakeholders.
- Cut-off or Failure in the Service:**
 - ✓ List here any expected "Cut-off" or "Failure" in the service by (zones/areas/buildings).
 - ✓ "Provider"/Section should communicate and document any expected "Cut-off" or "Failure" in the service, with all stakeholders.

7 Service Monitoring and Tracking

List of Tools/Technologies used for monitoring the performance of the service

- Microsoft Team (mention the names).
- Periodical Audit Times (parties performing the audits).

8 Service Terms & Conditions

- Special Conditions: NA
- General Conditions: NA
 - ✓ Ex. Cases for breaching of the Service (service abusing; service misuse).
 - ✓ Ex. Cases might lead to Service Termination.

9 Pricing and Service Cost (could be excluded)

- Service Cost (total/installments): NOT APPLICABLE.
- Cost in case (service abusing/service misuse): NOT APPLICABLE.