

### **Building Operations Service Levels**

F&O is responsible for operating all University owned buildings to provide safe and comfortable environmental conditions to support learning, teaching, research and residence life activities for the students, staff and public that come to our campuses.

#### Standard Environmental Conditions

##### Temperature

- Summer conditions: optimum temperature of 23.5°C with an acceptable range of 22-25°C
- Winter conditions: optimum temperature of 22°C with an acceptable range of 20-23.5°C

##### Humidity

- Minimum of 17% RH

#### **Unified Communications Centre (UCC)**

F&O operates a 24 hour / 7 day a week Unified Communications Centre (UCC) formerly called the Communication Control Centre (CCC) in conjunction with University of Alberta Protective Services' Dispatch Centre to provide a round the clock monitoring and contact point for any emergency situation on Campus.

#### In Case of Emergency

- FIRE / POLICE / AMBULANCE: **911**
- UofA Protective Services: 780-492-5050
- Maintenance Emergency (Flood, Outage, etc.): 780-492-5555

#### **User Alarms**

The UCC also monitor's "User Alarms" for many Faculties and Departments. A user alarm is generally a space temperature alarm in a critical research space, a walk-in cooler or freezer alarm, an incubator alarm, or some research or environmental condition that a department or faculty wishes to be monitored 24/7 as a risk mitigation strategy.

Should you want to incorporate a user alarm into your faculty or departmental emergency planning and business continuity plans, Facilities & Operations can assist you to determine strategies for meeting your needs. Costs associated with installing said monitoring and alarming infrastructure are not provided through central F&O funding, and therefore are the responsibility of the faculty or department. After the installation, there are no costs associated with monitoring, however should any of the infrastructure require maintenance, the faculty or

department shall be responsible for the associated costs. A work requisition to the Facilities and Operations Maintenance Desk will get the process started.

For further information regarding responsibilities associated with User Alarms, please refer to the associated UAPPOL policy and procedures.

### **Building Security**

Facilities & Operations supports several forms of electronic security technologies across its campuses including:

- Card Access
- Intrusion Alarms
- Video Surveillance
- Emergency Notification
- Intercom Systems

From a funding responsibility perspective Facilities & Operations provides and supports central building and campus infrastructure for these systems to provide basic campus electronic security systems for building exteriors and public spaces (interior & exterior). Faculties & departments are responsible for electronic security systems associated with faculty and departmental spaces (labs, offices, etc.). Should faculties or departments determine a need to incorporate electronic security systems to support operational, research and/or teaching needs, or for risk mitigation as part of emergency planning and business continuity planning, Facilities & Operations can provide assistance in planning and implementation to provide the appropriate technologies to meet faculty or department goals. A work requisition to the Facilities and Operations Maintenance Desk will get the process started.

Note, that electronic security system installed on campus must meet and be integrated into University standard systems so that central monitoring and response may be attained. The installation of non-standard third party systems is not permitted by UAPPOL policy unless solely installed for research related activities.