

Facility Management Guidelines: Dubai Headquarters

Department: Operations

Location: [Building Name], Dubai Internet City, UAE

Version: 1.0

Date: 2025-09-01

1. Scope and Security Access

These guidelines cover the maintenance, security, and operation of the NexaCore Solutions corporate office, focusing on physical security and critical infrastructure.

1.1 Physical Access Control

- Key Cards:** Access cards are granted based on role (standard employee, IT/Ops, Executive). Lost cards must be reported immediately to the Facility Manager for deactivation.
- Server Room (Data Closet):** Access is restricted to authorized IT/Operations personnel only. Requires dual authentication (key card + biometric/PIN). A mandatory logbook must be signed upon entry and exit.
- Visitor Protocol:** All visitors must pre-register and be escorted by a NexaCore employee at all times.

2. Infrastructure and Maintenance

2.1 HVAC and Climate Control

- Standard Office Area:** Temperature target is () during working hours.
- Server Room/Data Closet:** Temperature target is (). Monitoring systems must alert the Ops team if the temperature exceeds for more than 10 minutes.
- Maintenance:** HVAC units for the server room are on a mandatory quarterly preventative maintenance schedule.

2.2 Power Systems (UPS and Generator)

- Uninterruptible Power Supply (UPS):** UPS units supporting the server room must maintain a minimum runtime of 30 minutes at full load.
- Generator:** The facility generator is tested monthly under load. The Ops team must ensure critical networking equipment has a clean, reliable transfer switch to the generator power source.

3. Incident Reporting (Non-IT)

Incident Type	Reporting Method	Response Time Goal
Fire/Emergency	Activate nearest fire alarm; call local emergency services () and Facility Manager.	Immediate
Water Leak/Plumbing	Report immediately to the Facility Manager via internal ticket system (Priority: High).	< 30 Minutes
Building Access Failure	Call the Facility Manager's emergency line.	< 15 Minutes
Security Breach (External)	Call Security (x555) and notify HR.	Immediate