

# **National Sun Yat-sen University**

## **Guidelines for Venues and Facilities Management**

Amendment approved by the 3rd University Council meeting, academic year 2006, March 30, 2007

Amendment approved by the 1st Facilities Management Committee meeting, academic year 2011, December 29, 2011

Amendment approved by the 2nd Facilities Management Committee meeting, academic year 2011, May 14, 2012

Amendment approved by the 1st Administrative Coordination Meeting, academic year 2012, August 30, 2012

Amendment approved by the 2nd Administrative Council meeting, semester 1, academic year 2012, October 19, 2012

Amendment approved by the 3rd Administrative Council meeting, semester 2, academic year 2014, March 26, 2014

Amendment approved by the 10th Administrative Council meeting, semester 2, academic year 2014, June 24, 2015

Amendment approved by the 5th Administrative Council meeting, semester 1, academic year 2017, Nov. 08, 2017

Amendment approved by the 5th Administrative Council meeting, semester 2, academic year 2018, April 17, 2019

Amendment approved by the 4th Administrative Council meeting, semester 2, academic year 2019, April 01, 2020

Amendment approved by the 2nd Administrative Council meeting, semester 1, academic year 2020, Sep. 16, 2020

Amendment approved by the 4th Administrative Council meeting, semester 2, academic year 2020, April 14, 2021

1. "Guidelines for Venues and Facilities Management " are formulated by Article 4 of "Guidelines for the Establishment of the National Sun Yat-sen University Space Planning and Public Art Committee Setup" (hereinafter referred to as the Committee)
2. The venue management tasks of the Property Management Division of the General Affairs Office are as follows:
  - (1) Review and supervise food and beverage sanitation management of the facilities.
  - (2) Review and supervise the fire, environmental safety and sanitation management of the facilities.
  - (3) Review and supervise the business management of the facilities.
  - (4) Review and supervise the handling of feedback and disputes from the University faculty, staff and students.
  - (5) Review and supervise other regulatory matters.
3. The Property Management Division of the General Affairs Office (hereinafter referred to as the PMD) manages the following University facilities to improve their services.
  - (1) Sea View Restaurant, Beach

- (2) College of Sciences, College of Liberal Arts, College of Marine Sciences General Store and Copying Center, and vending machines outside of student dormitories.
  - (3) Activity Center Post Office, Chinese Restaurant, Cafes, General Store, Laundry, Book Shop, Barber Shop, Beauty Parlor, Watch and Optical Shop
  - (4) Student Dormitory Restaurant, Student Dormitory General Store, Student Dormitory vending machines.
  - (5) Bodhi Tree Cafe, Bicycle Rental Shop, Motorcycle Repair Shop
  - (6) Other facilities governed by the Guidelines.
4. All revenues and expenditures generated from the PMD's management of the facilities go to the University Fund. The management of revenues and expenditures shall be governed by the relevant University accounting procedures and rules. Expenditures include:
- (1) Labor costs generated by the operation of the facilities (including personnel costs, casual worker costs, and essential costs associated with their Labor & National Health Insurance coverage) or outsourcing service costs.
  - (2) The costs of education, training and instruction organized to improve work performance.
  - (3) Costs due to the purchase of related equipment, repairs, consumables, and other essential maintenance of the facilities.
  - (4) Other costs approved on a case by case basis.
- 50% of the rent collected under Article 3, Item 4 must however be used for activities related to student dormitories every academic year. The funds may be applied for and used by students under the guidance of the Life Counseling Division, Office of Student Affairs.
5. The PMD may employ full-time, part-time or casual workers to assist with business development if necessary.
  6. The commercial contract for each facility shall include the following items:
    - (1) The designated facility (Scope and types of operation).
    - (2) Contract duration and rent (adjusted according to declared land value or rent), payment and refunding of contract bond.
    - (3) Penalty rates for late rent payment.

- (4) Responsibility for related tax and duties.
- (5) Responsibility for the property's utilities and other essential costs.
- (6) The tenant's fiduciary responsibility.
- (7) Maintain the legal use of the leased property as well as the safety of its structure and equipment.
- (8) Regulations governing the interior decoration of the leased property.
- (9) Responsibility for the payment of imposed fines/costs, corrective action and compensation.
- (10) Restrictions on the use of the leased property. Breaching of these conditions will result in the termination of the contract and breach of contract penalties.
  - i. Do not violate the law or the agreed usage.
  - ii. May not be leased without permission.
  - iii. May not be transferred or used by another party in any form.
  - iv. No additions or modifications may be made without permission.
  - v. Do not generate pollution, untidiness or noise that impacts on the living environment.
- (11) Liability for compensation due to improper usage and management that resulted in harm to another party.
- (12) Application to end the lease and return the property when it will no longer be used.
- (13) Termination of contract:
  - i. When it must be recovered due to other plans for its use.
  - ii. When overdue rent reaches the statutory limit.
- (14) Return to original condition upon termination of lease.
- (15) Responsibility for contract notarization costs.
- (16) Deduction from security bond in the event of overdue rent, or the non-payment of breach of contract penalties and compensations, and non-execution of this contract.
- (17) By special agreement:
  - i. Advertising leases.

- ii. Public liability insurance.
- iii. The merchandise sold should be from legal vendors.
- iv. Provide a free complaints mechanism.
- v. Maintaining a clean environment and prevention of public pests.
- vi. The relocation or revocation of created company.
- vii. Other matters relating to safety or food safety and sanitation inspections.

(18)Contract disputes.

7. The commercial contract for each facility is limited to two years in principle. The term of the contract may however be extended based on the merchant's investment in business facilities and equipment with the University President's approval.
8. Categories of the merchant are divided into catering (including restaurants and cafes), grocery (including convenience stores and co-operatives), and other facilities (other than the aforementioned types). The operating performance of the merchant should be evaluated in a fair, just and open manner during the term of the contract. The evaluation consists of the following items and scoring method (total score of 100):
  - (1) Satisfaction survey: (35 points for catering and grocery, 60 points for other facilities). The survey is conducted once every semester in May and December of each year.
  - (2) Food bacteria inspection (25 points for catering and grocery. None for other facilities). The University is commissioned to conduct weekly inspections based on the food sanitation standards issued by the Ministry of Health and Welfare. 5 points are deduced for every failed item.
  - (3) Sanitation management inspection: (25 points for catering and grocery. None for other facilities). A weekly inspection is conducted by the University's nutritionists and Food Supervision Team. The score is compiled on a monthly basis.
  - (4) spot check (10 points for catering and grocery, 20 points for other facilities). The first-level supervisor in charge of the work will visit each merchant site from time to time every semester to conduct the overall operation management assessment of the merchant.
  - (5) Management evaluation: (5 points for catering and grocery, 20 points for other facilities). The score for this item is assigned by the Facility Management unit on based on its review of the merchant's records as well as the merchant's

cooperation with the University's facilities management policy on a routine basis. The score is compiled on a monthly basis.

(6) Other point deductions:

If the contractor is determined to have been in violation of the regulations after the relevant administrative inspection by government agencies or other special circumstances, points may be deducted by the management unit. Total deductions is capped at the points allocated under paragraph above.

Venue management assessment standards and contract renewal limits:

- (1) Venue management evaluation is conducted once per semester. The pass score is 80 (inclusive). The evaluation results for merchants who have been operating for less than three months as of that semester are discounted.
  - (2) The last place in each category of the satisfaction survey and the score is less than 75% of the full score of this item will also be regarded as unqualified.
  - (3) If a merchant's total average score is a fail or more than half of the previous assessments during the contract period have failed, then their contract will not be renewed upon expiry.
  - (4) Merchants whose total average evaluation score is a pass may renew their contract for up to two years for up to two times in principle. Evaluation results are reset when the contract is renewed.
9. The Guidelines were approved by the Administrative Council and sanctioned by the University President prior to implementation. Modifications shall follow the same procedure.