






Title	Standard Operating Procedure for Management of Events (Version 3.0)
Owning Unit(s)	Events – General Administration & Material Management Department
Appendices (if any)	Not Applicable
Approval and Consent	
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Version History

Version No.	Date	Notes
3.0	March 2024	<ul style="list-style-type: none">– Section for document revision frequency and document change control added– Roles and responsibilities for HU owned vs the events where requestor directly engages third party vendors– Timelines for OSL Student led events added
2.0	February 2024	<ul style="list-style-type: none">– Pre-requisites and limitations identified– Pre, during and post-event procedures identified– Small-scale events and formal events differentiated– Timelines for request initiation and daily limits identified– Roles and responsibilities identified
1.0	July 2021	<ul style="list-style-type: none">– Requesting protocols identified– Lead time to initiate events identified– Utilization of event request form highlighted– Operational roles and responsibilities identified– Cost bearing and cancellations procedures identified



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1. Objective

This SOP document outlines a refined approach to managing events at Habib University. It comprehensively addresses the entire event lifecycle, including pre-event, during-event, and post-event phases. The objective is to establish a systematic framework that enhances operational efficiency, optimizes resources, and elevates the overall experience for all stakeholders, including organizers.

2. Effective Date

This SOP will be effective starting on April 05th, 2024.

3. Revision Frequency

This SOP will be revised on annual basis or as and when needed.

4. Scope of Application

This SOP applies to all students, faculty, staff, and offices at Habib University.

5. Document Change Control

Any changes to this SOP must receive approval from the Head of Department and the Vice President – Operations & Finance.

6. Classification of Events

6.1 Events with Limited Requirements	6.2 Formal Events
Setup (Minimal or Optional)	Setup
Food & Beverages (Optional)	Food & Beverages
	Audio & Visual
	Lights & Ambiance
	Other Requirements

7. Pre-Requisites & Limitations

7.1 Notifications and Alignments

7.1.1 Events Team

The requester needs to align with Events Team for all approved events scheduled to take place at Habib University prior to marketing, advertising or during initiations of services' request.



7.1.2 Notifications and Alignments with Stakeholders & Space Custodians

The requester should communicate and coordinate with all stakeholders and space custodians to ensure that the event does not cause inconvenience to anyone and to prevent any conflicts regarding space bookings.

7.2 Timelines to Initiate Services' Request

To promote financial sustainability and ensure a healthy work-life balance for staff members, events should primarily be scheduled on business days. The university emphasizes the importance of adhering to this scheduling SOP to optimize operational efficiency and resource allocation. The following chart indicates the timelines required for the requester to initiate service request with the Events Team.

Scale	No. of guests	Timelines to initiate Services' Request
Mega	300+	30 Working Days
Large	151-300	20 Working Days
Medium	51-150	10 Working Days
Small	≤ 50 (less than or equal to)	05 Working Days
OSL Student-led Mega	300+	30 Working Days*
OSL Student-led club related		3 Working Days

**For all OSL student-led mega events, the initial request with preliminary details will be shared 30 working days before the event, while the complete details must be shared with the Events Team 15 working days before the event.*

7.3 Daily Events Planning Limits

Requester is required to follow both Chart 1 and Chart 2 before planning their events. Requester needs to consult the [Events Calendar](#) or may seek guidance from the Events Team to avoid planning issues. Events will be scheduled on a first-come, first-serve basis.

Chart 1	
Scale	Limits
Mega	Per Week – 01*
Large	Per Week – 01*
Medium	Per Day – 02*
Small	Per Day – 03*

**Week refers from Monday to Friday or Working Saturday*

Chart 2	
Combinations	Limits
02 Small + 01 Medium	Per Day
01 Small + 01 Large	Per Day
01 Mega	Per Week
Saturdays	2 nd & 4 th Saturdays only



7.4 Booking of Spaces & Venue

Requester needs to book the venue via [Ya-Rooms](#), [Uni-Time](#) or through alignment with the [Administration Team](#) for open spaces, prior to raising the event's request form.

7.5 Management of Event's Calendar

The requester should check the [Event's Calendar](#) and review planning updates before scheduling or requesting their event. Alternatively, they may seek advice from the Events Team to prevent scheduling conflicts and ensure all prerequisites are fulfilled. The requester must adhere to this pre-requisite of updating Event's Calendar.

7.6 Special Arrangements & Approvals

Approvals from VP Operations & Finance to be sought and shared with Events Team by the requester for the following (*non-exhaustive list*)

- Booking of venue Auditorium, Soorty Hall, Tariq Rafi Hall, Swimming Pool and Amphitheater
- Scheduling an event after 05:00 pm
- Keeping the chillers operational after 05:00 pm
- Scheduling an event other than the 2nd or 4th Saturday of the month
- Events that need to be held on non-working days/holidays
- Opening of Central Street Grills
- Parking of guests' cars on campus
- Events that do not adhere to this SOP but are deemed & assessed to be strategically significant, recognizing their unique impact (*assessment with Events Team will be required before approval*)

7.7 Giveaways and other Purchase Requirements

The requester should contact Dukaan or the Procurement Team for arranging giveaways or any other purchasing requests, excluding décor and food.

7.8 Limitations

- Food arrangement is strictly prohibited in classrooms, studios, auditorium, Tariq Rafi and Soorty Halls
- Live BBQ is strictly prohibited on the premises
- Chronological order of requests will be considered for admin-owned sound system
- Events Team shall not be held accountable for third party vendors engaged directly by requester

7.9 Cancellations & Changes

- Requester should inform the Events Team either through the link provided in the event request form or via email with the subject line 'Cancel Event – [Event Name], [Event Date], [Event Venue]' at least 48 hours in advance.
- Any changes to the planning must be communicated at least 48 hours in advance. The Events Team reserves the right to deny any last-minute changes unless deemed absolutely necessary.



- The requester will be responsible for bearing any incurred costs at the vendor's end, including last-minute changes/adjustments and in the case of a cancellation.
- The Event team reserves the right to decline events on any given day due to unforeseen circumstances.

8. Pre-Event

This is the pre-event phase where requester and Events Team collaborate to plan the event.

8.1 Raising Event Request Form

- The requester needs to submit the [Event Request Form](#) in alignment with the stated pre-requisites.
- The event request form must include all possible and essential details required by the Events Team to initiate planning. This includes, but is not limited to, information on food and beverages, type of seating arrangement, setup requirements, and support needed from Admin, Facilities, IT, or the Security Department, etc.
- Event planning shall only commence once the event request form has been approved by the requester's line manager.
- A meeting may be convened, if deemed necessary by the parties involved, to discuss and finalize the details of the event.

8.2 Inter-Department Co-ordination

- The Events Team will collaborate with relevant departments, including Administration, Facilities, Security, Information Technology, Food Services, and Housekeeping, to address the requirements specified in the event request form. Department heads will ensure the timely and quality provision of services to meet the requester's needs.
- Alternatively, the requester may choose to directly contact the necessary department to obtain services, but it is essential to keep the events team informed about all such communications.
- An alignment meeting with all service providers and the requester may follow to finalize action items.

8.3 Quotations

- Events Team will share quotations with the requester for approval, engaging relevant vendors based on the specified requirements.
- Alternatively, the requester may suggest a vendor capable of meeting the service requirements. However, it is important to note that the Events Team retains the right to assess whether the proposed vendor can be engaged for the event, ensuring compliance with vendor qualification SOPs and preventing any violations.

8.4 Approvals & Requisitions

- Operations, executions related approvals along with the budgetary approvals are to be sought by the requester which will further be shared with the Events Team.
- The requester must ensure to submit a Purchase Requisition in PeopleSoft at least one week prior to the event and then share the requisition ID with the Events Team to proceed with planning and financial arrangements.



8.5 Awarding Business to the Vendor

After the requester has approved the quotes and raised the requisitions, the Events Team will award the business to the vendor, detailing all the requirements and approved amounts.

8.6 Purchase Orders (PO)

Once the amounts and requisitions are approved, the Events Team would raise the PO and manage the invoice accordingly.

8.7 Vendor's Engagement and Supervision

- Events Team will be responsible to ensure that the vendors engaged directly by the requester comply to the campus protocols.
- Third-party vendors engaged directly by the requester complete their tasks at the venue by 11:00 pm, ensuring compliance with HU's security protocols.

9.0 During Events

This is the execution phase where Events team and requester collaborates to execute the event.

9.1 On-site Plan and Setup

Events Team in collaboration with the Administration Support Team will arrange the setup as per the requirements highlighted in the event request form or shared in event's program. For e.g., but not limited to round table setup, theater settings, class room setup, standing buffet etc.

9.2 Event's Program

To facilitate effective execution, minute to minute plan should be shared with the Events Team along with the event request form, adhering to the specified timelines to initiate the event.

9.3 Food and Beverages

The Events Team, collaborating with the Food Services & Administration Support Team, will set up the event according to the request form, and any adjustments must be communicated at least 48 hours in advance; however, the planning team reserves the right to reject changes unless deemed absolutely necessary.

9.4 Ad-hoc Services

Support staff during the event will be available based on their availability and workload.

9.5 Event Closings

Events to be closed ideally as per agenda and program flow.



10.0 Post Event

This is the post-execution phase where Events Team and requester collaborate to close the event.

10.1 Invoices & Financial Management

- Vendors need to share bills with the Events Team for review, approvals, and payments.
- Those bills are further to be submitted to the finance team with appropriate supporting documents for payment.
- Any additional costs that are being incurred during the event as per the advice of the requester, should also follow the regular process of payment approval such as PR.

10.2 Feedback Management:

The Events Team and the requester will collaborate to review insights gained from the projects, contributing to the continuous improvement process.

11.0 Definitions/ Abbreviations

Acronyms/Concepts	Definition
Guests	Attendee of the event, type to be identified in the form
HU	Habib University
OSL	Office of Student Life
Partners	Entity/individual with whom HU has an agreement for accessing facilities & hosting events
PO	Purchase order in PeopleSoft
PR	Purchase requisition in PeopleSoft
Requester	The person(s) or department who would raise the event request form
SOP	Standard Operating Procedure
Vendor	External suppliers and third parties who provide food and décor services for events
VP	Vice President