

Date of Issue 01/10/2023	Pages 4	Issued by
Date of modifications	30/10/2025	HR Department
Policy	<b>Policy for Outsourcing activities for third parties</b>	

## 1. Purpose

The purpose of this policy is to establish a standardized framework for managing outsourcing activities and relationships with third-party service providers. It aims to ensure that all outsourced activities are conducted in compliance with applicable laws, regulations, and internal standards, while safeguarding the university's operational efficiency, data security, and reputation.

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## 2. Scope

This policy applies to all faculties, departments, divisions, and business units that engage third parties to perform outsourced services or business processes on behalf of the University. It includes, but is not limited to, outsourcing arrangements related to:

- Facilities management and maintenance
  - Security and cleaning services
  - Transportation and logistics
  - Academic or administrative support functions (if applicable)
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## 3. Definitions

- **Outsourcing:** The practice of contracting a third party to perform activities or functions that could otherwise be conducted internally.
- **Third Party:** Any external entity, individual, contractor, vendor, or consultant engaged to provide goods or services to the University.
- **Service Level Agreement (SLA):** A written agreement outlining the performance standards, deliverables, and responsibilities of both parties.
- **Owner Department:** The department that initiates and manages the outsourcing engagement.

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## 4. Policy Statement

The University may outsource specific activities to third parties when it is determined that doing so will result in operational efficiency, cost-effectiveness, or access to specialized expertise. However, outsourcing shall **not** diminish the university's accountability for ensuring that such activities are conducted in a safe, ethical, and compliant manner.

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## 5. Principles and Requirements

### 5.1 Due Diligence

Before engaging a third party, the Secretary General (owner department) must conduct due diligence to assess:

- The vendor's reputation, financial stability, and experience.
- Compliance with legal, regulatory, and ethical standards.
- Data privacy, information security, and confidentiality practices.
- Health, safety, and labor law compliance.

A risk assessment should be completed and documented before any contract is signed.

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### 5.2 Contractual Agreement

All outsourcing arrangements must be governed by a **written contract** that clearly defines:

- The scope of services and performance expectations.
- Timelines, deliverables, and payment terms.
- Confidentiality, data protection, and intellectual property rights.
- Compliance obligations and audit rights.
- Termination clauses and penalties for non-performance.

All contracts must be reviewed by the **Legal Affairs Department** prior to signing.

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### 5.3 Monitoring and Performance Evaluation

- The owner department (SG) is responsible for continuously monitoring the third party's performance against the agreed contracts.
- Regular performance reviews and audits should be conducted to ensure quality, compliance, and value for money.
- Any non-compliance or performance issue must be reported to and addressed promptly.

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### 5.4 Data Protection and Confidentiality

- Third parties must comply with the organization's **Data Protection and Information Security Policies**.
- Access to sensitive or confidential information shall be restricted to what is strictly necessary to perform contracted services.
- Data shared with third parties must be protected through encryption, secure transmission, and limited retention periods.

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### 5.5 Compliance and Legal Obligations

All outsourced activities must comply with:

- Egyptian labor law, social insurance authority, tax, and employment laws.
- Applicable data protection and privacy regulations.
- Relevant health, safety, and environmental standards.
- The University's **Code of Conduct**, **Dress Code** and **Ethics Policy**.

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### 5.6 Termination of Agreement

Contracts may be terminated if the third party:

- Fails to meet performance or compliance requirements.
- Engages in unethical or illegal practices.
- Breaches confidentiality or data protection terms.

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## 6. Roles and Responsibilities

Role	Responsibility
<b>Department Head</b>	Ensure compliance with this policy and approve outsourcing requests.
<b>Procurement Department</b>	Manage vendor selection, tendering, and contract negotiation processes.
<b>Legal Affairs</b>	Review and approve all outsourcing contracts.
<b>Finance Department</b>	Verify financial compliance and payment processes.
<b>Owner Department SG</b>	Conduct due diligence, monitor performance, and maintain documentation.
<b>Quality Audit</b>	Periodically review outsourcing arrangements for compliance and risk control.

## 7. Record Keeping

All documentation related to the outsourcing process—including risk assessments, contracts, performance reports, and correspondence—must be securely stored and retained according to the university’s **Document Retention Policy**.

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## 8. Policy Review

This policy shall be reviewed annually or sooner if required by changes in laws, regulations, or operational needs.

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## 9. Approval and Implementation

This policy is approved by the President Vice President / HR Committee

All departments must ensure adherence to its provisions in all current and future outsourcing arrangements.