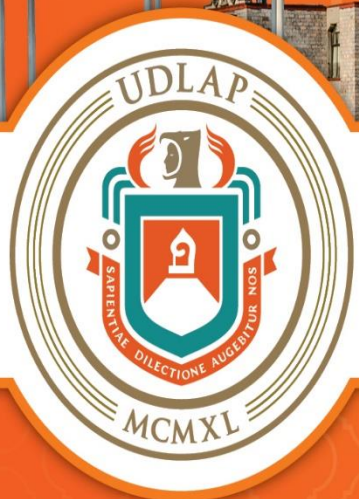


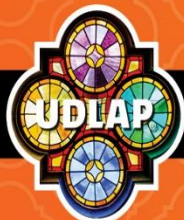
UNIVERSIDAD DE LAS AMÉRICAS PUEBLA



MANUAL

DE ORGANIZACIÓN

85 AÑOS DE EXCELENCIA



55 AÑOS EN PUEBLA

Contents

1. INTRODUCTION	1
2. INSTITUTIONAL PHILOSOPHY	1
2.1. INSTITUTIONAL MISSION	1
2.2. INSTITUTIONAL VISION	1
2.3. INSTITUTIONAL PRINCIPLES	1
2.4. INSTITUTIONAL VALUES	2
2.5. STRATEGIC GUIDELINES	3
3. ORGANIZATIONAL STRUCTURE	5
4. CAMPUS ADMINISTRATION OFFICE	6
PURPOSE	6
JOB DESCRIPTION OF THE CAMPUS ADMINISTRATION GENERAL MANAGER	6
DEPARTMENT OF CAMPUS ADMINISTRATION ORGANIZATIONAL CHART	7
MAIN PROCESSES	7
ASSOCIATED REGULATIONS	7
JOB POSITIONS	7
4.1 GENERAL SERVICES DEPARTMENT	8
PURPOSE	8
MAIN PROCESSES	8
ASSOCIATED REGULATIONS	9
JOB POSITIONS	9
Purpose of the Environment and Sustainable Development Area (MADS)	9
Main lines of function	9
a. Planning and administrative management	9
b. Maintenance and conservation of green areas	10
c. Waste management and environmental compliance	10
d. Service and report management	10
e. Control and evaluation	10
4.2 INFRASTRUCTURE PROJECTS DEPARTMENT	10
PURPOSE	10
MAIN PROCESSES	11

ASSOCIATED REGULATIONS	11
JOB POSITIONS	11
4.3 RESIDENTIAL ZONE DEPARTMENT	11
PURPOSE.....	11
MAIN PROCESSES.....	11
ASSOCIATED REGULATIONS	11
JOB POSITIONS	12
4.4 FACILITIES MAINTENANCE AND REPAIR DEPARTMENT	12
PURPOSE.....	12
MAIN PROCESSES.....	12
ASSOCIATED REGULATIONS	12
JOB POSITIONS	12
4.5 INFRASTRUCTURE, ENERGY, AND WATER DEPARTMENT.....	13
PURPOSE.....	13
MAIN PROCESSES.....	13
ASSOCIATED REGULATIONS	13

1. INTRODUCTION

Every institution requires an organizational manual that documents the structure and processes that allow it to achieve the objectives proposed within a specific timeframe.

The Organizational Manual is an instrument that supports the strategic process at Universidad de las Américas Puebla (UDLAP), by providing information on the organic structure, functions, and responsibilities therein defined to determine its personnel's roles, specifying their actions and coordination with other areas.

It is structured in sections that contain the UDLAP philosophy, which includes its mission, vision, principles, values, and guidelines that govern the institution's behavior. It also includes a general organizational chart with the purposes, key processes, and valid regulations of each organizational unit.

2. INSTITUTIONAL PHILOSOPHY

2.1. INSTITUTIONAL MISSION

To participate in society's development by preparing critical, creative, and innovative professionals with the highest disciplinary education and by generating relevant research. All this with the social awareness that demands a fair distribution of the benefits of globalization.

2.2. INSTITUTIONAL VISION

To be a leading university in Latin America regarding study programs and scientific, cultural, sports, and public policy proposal programs to respond to the challenges of globalization.

2.3. INSTITUTIONAL PRINCIPLES

These refer to the orientation with which objectives, actions, and collective goals must be proposed.

Quality Philosophy

Warmth in service that promotes a continuous improvement culture to achieve the established goals that go beyond borders.

Internationalization

Actions with global perspective promote multiculturalism and strengthen the university's prestige beyond borders.

Social Responsibility

Ethical behavior, a philosophy of social commitment, and responsibility with the environment.

2.4. INSTITUTIONAL VALUES

The values that determine the behavior of UDLAP community members and those that are mentioned in the Organic Bylaw and described in the Code of Ethics.

Liberty with Responsibility

Members of the university community will behave with critical and creative independence, exercising their rights to freedom of thought, research, and expression with responsibility. The university community will promote freedom of research and teaching as pillars in the creation of knowledge.

Tolerance and non-discrimination

Genuine knowledge is created and shared only in an environment of respect for others, their opinions and diversity, and therefore the university community will seek plurality in an environment of respect, strictly rejecting any type of discrimination motivated by ethnic or national origin, gender, age, impairment, social or economic condition, health conditions, religion, opinions, preferences, marital status or any other that violates human dignity.

Honesty and Integrity

Members of the university community are committed to achieving justice, basing themselves on it and acting with honesty.

Solidarity

The university community will participate in joint actions that favor their community and its environment.

Transparency

Members of the university community are committed to sharing their activities, providing truthful, clear, and opportune information using publicity that is adequate to the circumstances.



2.5. STRATEGIC GUIDELINES

The mission evolves into these seven guidelines

Relevant study programs

Quality licenciatura and graduate study programs that can be taught on campus or online and meet the needs and expectations of public and private organisms as well as society, which is the basis for the professional development of our students.

Excellent students

Students are characterized by their knowledge, learning experiences, competencies, and social responsibility, so they have a comprehensive development in professional, personal, cultural, and sports areas in a plural environment during their studies at the university, meeting the quality and excellence standards demanded from public and private organizations and society.

Prestigious faculty

Professors with national and international recognition, derived from their academic training, professional development, teaching, research and/or artistic creation experience.

Research and artistic creation

Develop research and/or artistic creation projects to create vanguard knowledge that influences the development of high-level human resources, whose results and/or products are presented, disseminated and/or published in different forums.

Outreach

Creation and establishment of national and international networks with alumni, public and private organizations, and society to promote collaboration that results in mutual benefits.

Administrative efficiency

Optimal management of human, financial, and material resources to achieve financial soundness and the necessary stability to meet the objectives and continuous growth of the institution.

Vanguard facilities

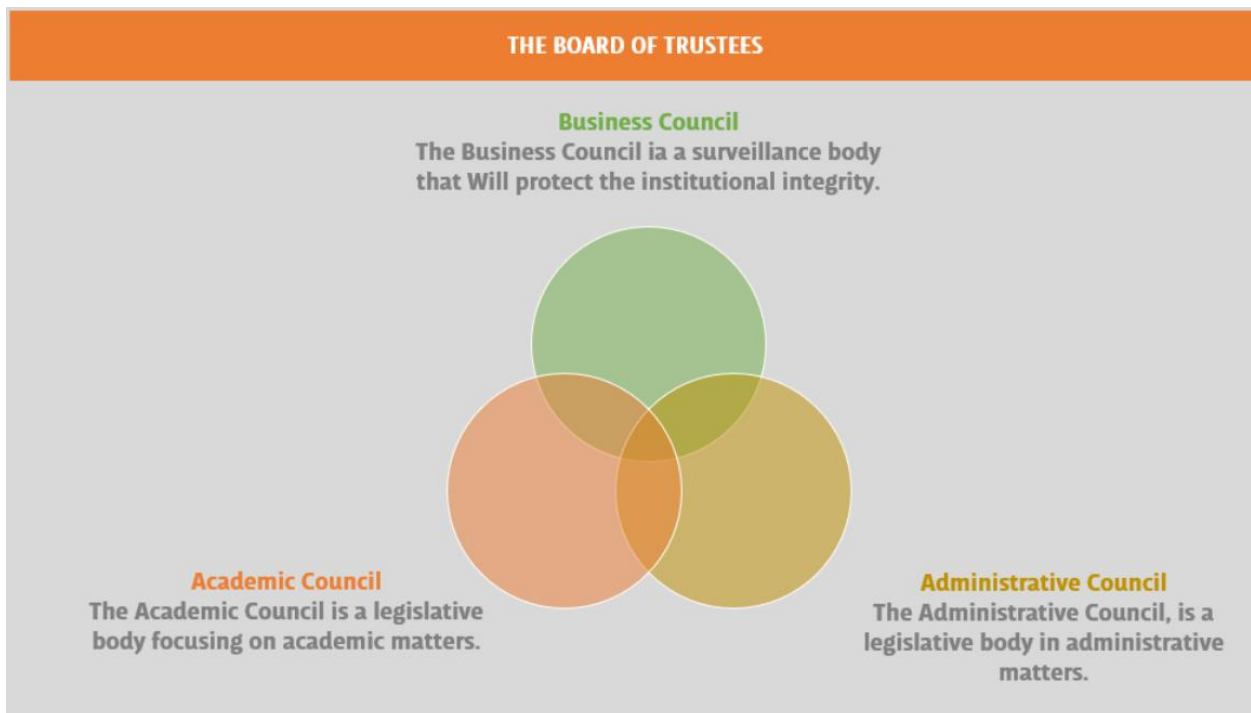
Modern and sustainable facilities with the necessary technological equipment and tools for optimal teaching, research, cultural, sports, outreach, and administrative activities.

3. ORGANIZATIONAL STRUCTURE

The governability of Fundación Universidad de las Américas Puebla is defined in its Organic Bylaw, which recognizes the Board of Trustees as its maximum authority, in possession and custody of the university's assets, and responsible for the final decision on choosing its President.

The Business Council is the collegiate structure to decide, watch over and protect the institutional integrity and the adequate use of resources. This Council follows the strategic plan, actions, and goals reached by UDLAP, recognizing the impact they have in meeting its mission.

The Academic Council is the legislative branch in academics and the Administrative Council is the legislative branch for administration, both recognized by Fundación Universidad de las Américas Puebla's Board of Trustees.



4. CAMPUS ADMINISTRATION OFFICE

PURPOSE

To define and implement administrative and sustainable strategies for the planning, maintenance, and development of UDLAP's facilities, ensuring environmental responsibility and operational efficiency, in close coordination with the university's Civil Protection Program to safeguard the well-being of the community and the integrity of institutional assets.

JOB DESCRIPTION OF THE CAMPUS ADMINISTRATION GENERAL MANAGER

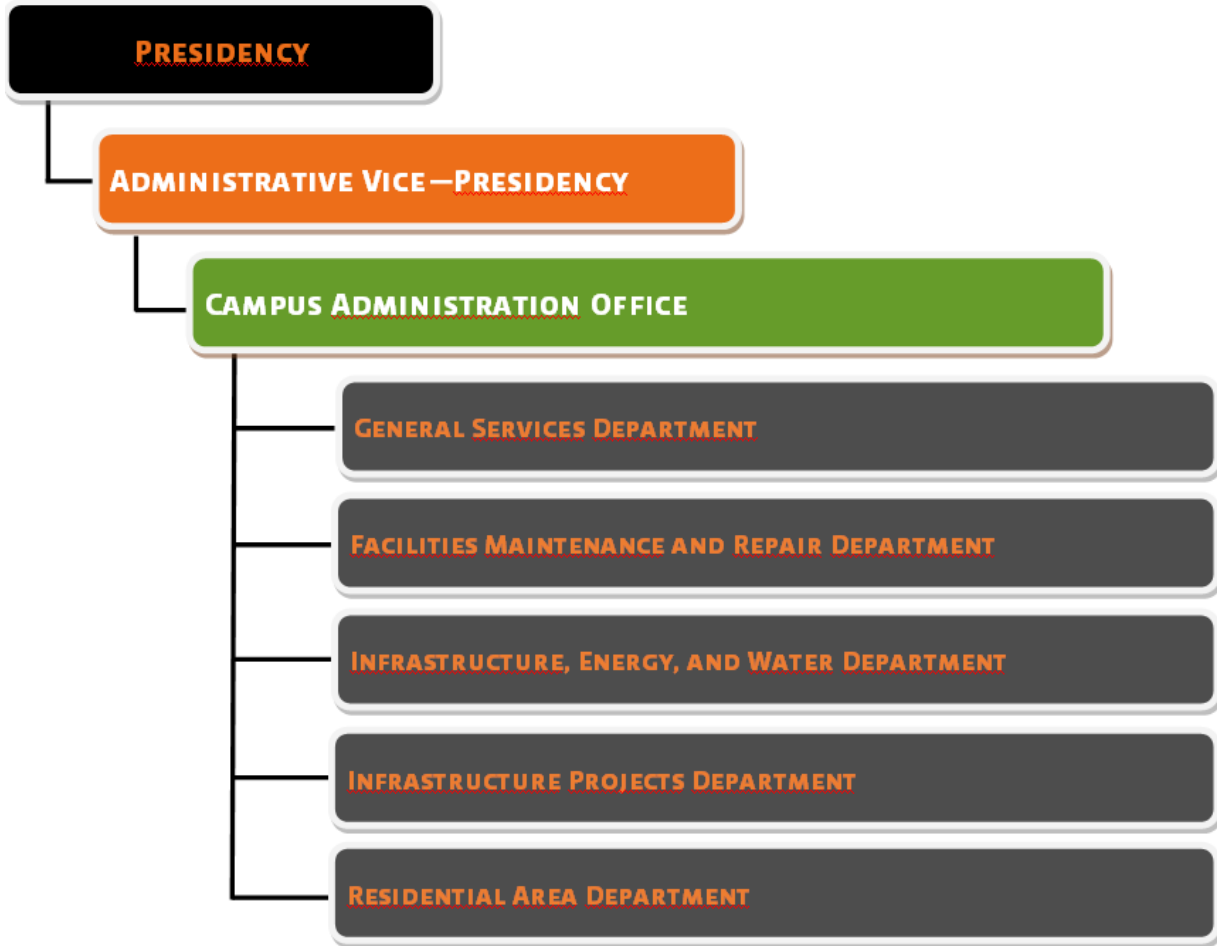
Job Description Ensure the proper management of the General Directorate and its affiliated areas, promoting compliance with UDLAP's Organic Statute and Institutional Regulations. Likewise, guarantee the efficient and transparent allocation of material, human, financial, and service resources under its responsibility.

Education • Master's in finance, Management or related areas.
• Licenciatura in Accounting and Finance, Management or related areas.

General Responsibilities • To plan, manage and control the supply and distribution of physical materials and equipment.
• To provide support services both on the campus and external facilities or for external activities.
• To assure the preservation and maintenance of the university infrastructure.

Basic Competencies • Commitment
• Communication
• Results oriented
• Customer oriented
• Teamwork
• Leadership

DEPARTMENT OF CAMPUS ADMINISTRATION ORGANIZATIONAL CHART



MAIN PROCESSES

Macro Process	Process	Process Code
Investment Projects	Managing Investment Projects	-
	Yearly Administrative Close of Investment Projects	-
Managing Infrastructure Services	Managing the 7070 Service System	-

ASSOCIATED REGULATIONS

Name	Type of Regulation	Section
Assigning Workspaces to Employees	Policy	POL-023-01

JOB POSITIONS

The Department of Campus Administration has the following job positions

- General Manager
- Director

- Head of Area
- Coordinator
- Administrative Assistant
- Assistant

4.1 GENERAL SERVICES DEPARTMENT

PURPOSE

To ensure the comprehensive operation, maintenance, and conservation of the physical infrastructure and support services that sustain the academic, administrative, and residential life of Universidad de las Américas Puebla, under principles of efficiency, safety, sustainability, and quality.

The General Services Department is responsible for managing institutional resources and coordinating the areas under its supervision —including the **Environment and Sustainable Development Area (MADS)**— to guarantee the proper functioning of university spaces and the effective execution of cleaning, gardening, transportation, setup, furniture storage, and civil protection programs.

In addition, it promotes environmental sustainability and the responsible use of material, human, and energy resources, preserving the safety, functionality, and aesthetic value of the university’s facilities in support of the integral education and well-being of the university community.

MAIN PROCESSES

Macro Process	Process	Process Code
Residential Colleges Administrative Service	Warehouse and Moving Services	PD-036-001
	Cleaning Residential Colleges	PD-036-002
	Attention to Colleges	PD-036-01
	Temporary Housing	PD-036-009
	Electronic Keys	PD-036-010
	College Maintenance	-
Campus Conservation	General Campus Cleaning	PD-036-004
	Scheduled Deep Cleaning	PD-036-007
	Fumigation	PD-036-006
Campus Signs	Sign Design	PD-036-003
Event Setup	Event Setup	PD-036-008
Assigning Spaces and Organizing Furniture	Assigning Spaces	PD-036-005
	Relocating and Discarding Furniture	-
	Campus Electronic Keys	-
	Managing Waste and Refuse	PD-036-014

Macro Process	Process	Process Code
Sustainable Environment and Development	Managing the Environment	PD-036-013
	Gardening and Plant Health	PD-036-012

ASSOCIATED REGULATIONS

Name	Type of Regulation	Section
Conservation and Cleaning Services	Policy	P003120-6.3-01
Residential Zone	Regulation	REG-030-01
Discarded Articles	Policy	POL-030-01
Handling Discarded Articles	Procedure	PRO-030-01
Carrying Out a Construction Tender	Rule	N003100-6.3-003
Approving Space Modification, Relocation, and Addition Projects	Rule	N003100-6.3-002
Maintenance Services	Standard	P003110-6.3-02
Maintenance Orders	Standard	P003110-6.3-01

JOB POSITIONS

The Department of General Services has the following job positions

- Director
- Head of Area
- Coordinator
- Administrative Assistant
- Assistant

Purpose of the Environment and Sustainable Development Area (MADS)

To contribute to sustainable development and the well-being of the university community through the integrated management of natural resources, green areas, waste, and environmental services, ensuring compliance with environmental standards, operational efficiency, and the preservation of a clean, safe, and ecologically responsible campus environment that reflects the institutional values of the university.

Main lines of function

a. Planning and administrative management

- Develop and implement the annual maintenance plan for green areas, landscaping, and environmental services.
- Coordinate the procurement of materials, equipment, and human resources required for maintenance and investment projects.
- Manage the budget assigned to the area, overseeing quotations, purchase requisitions, and expense control through institutional systems.

- Supervise purchasing, investment, and maintenance processes in compliance with institutional and environmental regulations.

b. Maintenance and conservation of green areas

- Execute gardening, pruning, irrigation, cleaning, pest control, grass replacement, and reforestation activities across the campus and external areas.
- Promote the use of sustainable practices in water, soil, and vegetation management.
- Coordinate the technical and operational staff, ensuring compliance with the maintenance plan and requests received through the 7070 system.

c. Waste management and environmental compliance

- Implement the integrated waste management program, including solid waste and hazardous waste (RP and RPBI), in compliance with environmental regulations (NOM-087-ECOL-SSA1-2002 and related standards).
- Oversee the collection, transport, temporary storage, and final disposal of waste generated in laboratories, academic areas, and university events.
- Supervise the placement, maintenance, painting, and labeling of waste containers and separation stations across campus.
- Promote an environmental awareness culture within the university community through educational and continuous improvement actions.

d. Service and report management

- Address service requests and reports related to the area through the 7070 system, ensuring timely responses and proper documentation.
- Manage preventive and corrective maintenance tasks to ensure the functionality, cleanliness, and safety of green and environmental areas.

e. Control and evaluation

- Maintain records and evidence of all activities, ensuring traceability and accountability.
- Periodically evaluate performance indicators and operational risks for each subprocess.
- Propose continuous improvement actions in areas such as energy efficiency, waste management, biodiversity protection, and environmental mitigation.

4.2 INFRASTRUCTURE PROJECTS DEPARTMENT

PURPOSE

Manage and monitor construction projects, ensuring compliance with Institutional Regulations and adherence to the university's established standards of quality, safety, and sustainability.

MAIN PROCESSES

Macro Process	Process	Process Code
Construction Projects	Construction Projects	-

ASSOCIATED REGULATIONS

Name	Type of Regulation	Section
Assigning Workspaces to Employees	Policy	POL-023-01
Approving Space Modification, Relocation, and Addition Projects	Rule	N003100-6.3-002
Carrying Out a Construction Tender	Rule	N003100-6.3-003
Land use release	Rule	N003100-6.3-00-01

JOB POSITIONS

The Infrastructure Projects Department has the following job positions

- Director
- Head of Area
- Coordinator
- Administrative Assistant

4.3 RESIDENTIAL ZONE DEPARTMENT

PURPOSE

Effectively manage human, financial and material resources for the leasing of houses and spaces through the control of contracts, ensuring the proper functioning of the facilities and providing a friendly, safe environment for residents, families and visitors of the residential area of the UDLAP.

MAIN PROCESSES

Macro Process	Process	Process Code
Residential Zone Management Process	Rental Housing	PD-042-003
	Housing Vacancy	PD-042-005
	Housing Maintenance	PD-042-002
	Residential Zone Warehouse Control	PD-042-001
	Service and Rent Collection	PD-042-004
	Income Recording and Reconciliation	PD-042-006
	Payment of services and material purchases	-
	Reclassification / refund of security deposits	-

ASSOCIATED REGULATIONS

Name	Type of Regulation	Section
------	--------------------	---------

Residential Zone	Regulation	REG-030-01
------------------	------------	------------

JOB POSITIONS

The Residential Zone Department has the following job positions

- Director
- Head of Area
- Coordinator

4.4 FACILITIES MAINTENANCE AND REPAIR DEPARTMENT

PURPOSE

Ensure that the university's physical spaces are maintained in optimal condition through conservation, maintenance, and repair actions for facilities and furniture, responding promptly and efficiently to the academic and administrative needs of the institution.

MAIN PROCESSES

Macro Process	Process	Process Code
Infrastructure improvement	Infrastructure Improvement Projects	PD-150-001
Preventive and corrective maintenance	Corrective Maintenance	-
	Preventive Maintenance	-
	Warranty Management	-

ASSOCIATED REGULATIONS

Name	Type of Regulation	Section
Land use release	Rule	N003100-6.3-00-01
Maintenance Services	Policy	P003120-6.3-01
Maintenance Orders	Policy	P003110-6.3-01

JOB POSITIONS

The Facilities Maintenance and Repair Department has the following positions

- Director
- Head of Area
- Coordinator
- Administrative Assistant

4.5 INFRASTRUCTURE, ENERGY, AND WATER DEPARTMENT

PURPOSE

Comprehensively manage institutional resources —from energy supply to water provision— ensuring the efficient and sustainable maintenance of facilities, equipment, and systems related to energy and water services, with the purpose of providing a functional, safe, and environmentally responsible environment that meets the university’s academic and administrative needs.

MAIN PROCESSES

The processes associated with the Energy and Water Infrastructure Department are identified in the inventory of the General Campus Administration Department.

ASSOCIATED REGULATIONS

Name	Type of Regulation	Section
Land use release	Rule	N003100-6.3-00-01
Maintenance Services	Policy	P003120-6.3-01
Maintenance Orders	Policy	P003110-6.3-01