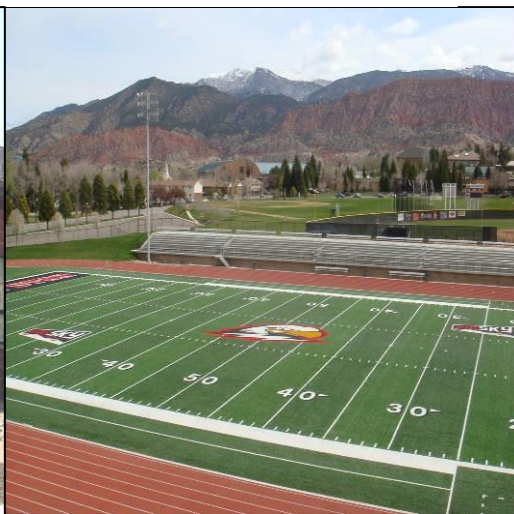


# FACILITIES MANAGEMENT EMPLOYEE HANDBOOK



# Facilities Management Employee Handbook



The Facilities Management Employee Handbook is intended to be a departmental guideline for use by employees and supervisors. Information in the Handbook is relevant to the day-to-day operation and management of the Facilities Department. Employees are strongly encouraged to familiarize themselves with the University Policies and Procedures <https://help.suu.edu/policies/> as well as this handbook.

**Employees and supervisors are asked to use these adopted sections to make consistent decisions.**

*SUU Facilities Management Employee Handbook is a living document,  
which will be updated as information changes within  
the Department or University.  
Last revision September 2018*

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## **1.0 Safety**

- 1.1 Employee safety and well-being are top priorities. Employees should use proper safety precautions at all times. Safety trainings are conducted on a regular basis. All staff are required to attend safety trainings.
- 1.2 Every employee at the University and within Facilities Management will contribute to providing and maintaining a safe work environment. Each employee is expected to promote safe work practices, to participate in occupational health assessment and training programs, and to help maintain property and equipment in a safe operating condition.
- 1.3 If an employee is unsure of an assignment or if safety is at risk, that employee has the responsibility to ask for clarification or additional training from his/her supervisor.
- 1.4 Employees are expected to report unsafe conditions and work practices immediately to their supervisor or to the Director of Safety and Risk Management and follow departmental protocols. If necessary, employees should stop working until the condition can be addressed.
- 1.5 All Facilities Management divisions have safety representatives who attend monthly Facilities Management Safety Committee meetings. Safety representatives review accident reports, raise safety questions and concerns, and share information from the Facilities Management Safety Committee with their represented group. The department seeks and expects the involvement and contribution of all our employees in promoting a safe work environment for all.
- 1.6 Emergency preparedness is a shared responsibility by all University departments. Facilities Management has developed a departmental emergency operations plan that complements the university's Emergency Operations Plan (EOP) and identifies specific roles and responsibilities for each Facilities Management employee.

## **2.0 Work Week – Full Time Employees**

- 2.1 For timesheet reporting, the workweek for Facilities Management employees begins Saturday morning at 12:01 am and ends Friday at midnight.
- 2.2 Classified employees must complete a Facilities Management weekly time sheet and submit it to their supervisor for approval. Time sheets should be completed and submitted before leaving work on Fridays. All hours, including leave time, etc. must be logged towards a valid work order number and must total a minimum of 40 hours. Occasionally employees will accrue overtime for call backs or other situations. This time, over 40 hours actually worked (holiday, leave, or comp time does not count towards this total) should also be included in the weekly time sheet and be clearly noted as overtime or a call back. A shop specific time sheet is available from each shop supervisor and will change at the beginning of each fiscal year (July 1) to reflect the standing work order numbers for the new year.
- 2.3 SUU also has an electronic leave time tracking system that is part of the Banner system. All employees are required to electronically submit all leave usage to their supervisor for approval at the end of the month through their MySUU Portal. Human Resources will assign new employees a password and user name for the system.
- 2.4 Employees are permitted to request flexible work hours to accomplish the 40-hour workweek. The employee's supervisor must approve all flextime work schedules in advance and must have written documentation of the flex schedule on file. The supervisor must approve time worked above the normal 40 hours, in advance. Response to a call back must be reported to the supervisor. This may be done after

the fact, at the supervisor's discretion. The 40-hour workweek may be a combination of regular work hours, vacation leave, sick leave, comp time leave, release time for classes, other special leave and holidays. No matter what schedule is used, holidays are always counted as 8 hours.

- 2.5 Employees breaks and lunch should be taken in accordance with University Policy 8.3.6 <http://www.suu.edu/pub/policies/pdf/PP836Working.pdf>. Adjustments to break and lunch schedules must be approved through the division director and documentation of the flex schedule must be kept on file.
- 2.6 A morning warm-up is encouraged for all employees. Fifteen minutes of daily work time is allowed for warm up exercise. Employees wanting to participate in an approved exercise warm-up program must get prior approval from their supervisor.
- 2.7 The employee's immediate supervisor shall authorize sick leave. Sick leave is accrued and can be taken in accordance with University Policy 9.10 <http://www.suu.edu/pub/policies/pdf/PP910Sick.pdf>.

### 3.0 Call Back

- 3.1 Facilities Management Staff can be called back to work for emergency or operational situations. Employees are on a rotating "voluntary emergency call list" and are generally contacted by the Call Center. Facilities Management employees are given a stipend to maintain a cell phone and are urged to answer after hours calls from the Call Center. Responding to unscheduled situations is considered a Call Back. Snowstorms are typically anticipated and are defined as a scheduled situation and response to this situation is a requirement of some positions. In all instances, all employees responding to calls from the Call Center or performing work after normal working hours must check in and out with the Call Center. Professional employees are not eligible for Call Back or comp time but must still check in and out with the Call Center. **Employees will not be given call back time or overtime for working after hours without making contact with the Call Center or having the time pre-approved by their supervisor.**
- 3.2 Compensation for Call Backs will be in comp time as follows: Those employees responding to after hours Call Back will be given a minimum of 3.5 hours comp time for responding. Additional time worked above the first hour will be accrued in half-hour increments, at time and a half. Comp time forms must be completed and submitted to the supervisor the next workday after the response. Time accumulated from Call Backs will be tracked on the university comp time form and be submitted to Human Resources monthly by the supervisor. A copy of the completed comp time form will also be kept in the supervisor's file for a minimum of five years. The actual time spent on the call back (not the comp time accrued) will be logged on the employee's weekly time sheet against the appropriate work order number and be clearly noted as a call back.
- 3.3 Employees handling after hours problems with a phone conversation or those who have been assigned a University owned laptop for monitoring automated building controls, irrigation systems, lock systems, or pool systems are able to solve issues without coming on to campus. Compensation for responding to calls requesting changes in settings and pre-approved system monitoring will be in regular time (not comp time) as follows: The first response, per day, will be 30 minutes (regular time). All other responses during the same day will be compensated in 15-minute increments. Supervisors must approve this type of time accrual the following workday.

### 4.0 Overtime

- 4.1 Overtime is time accrued in accordance with University Policy 8.5.1 <http://www.suu.edu/pub/policies/pdf/PP851Overtime.pdf>.

- 4.2 Whenever possible, Department heads and supervisors will schedule their departmental workloads to preclude the need for overtime. Employees are not authorized to work overtime without the prior approval of the immediate supervisor. The only exception to this rule would be in the case of an emergency situation where the immediate supervisor must approve the call back on an after-the-fact basis.
- 4.3 Compensation for Overtime will be given as Comp Time wherever possible. Comp Time and payment of overtime is accrued, tracked and maintained in accordance with University Policy 8.5.1 <http://www.suu.edu/pub/policies/pdf/PP851Overtime.pdf>.

## **5.0 Campus Call Center – 435.865.8888**

- 5.1 Operators at the Campus Call Center will handle requests for information, campus emergencies, maintenance, and other calls. Call Center operators are available to handle calls 24/7/365. Employees are required to communicate with the Call Center when responding to after-hour requests. Communication with the Call Center helps to keep our customers informed and also eliminates several people responding to the same call. Employees are encouraged to contact the Call Center immediately with maintenance emergency requests.
- 5.2 In the event of a life safety emergency, call 911 immediately.

## **6.0 Annual Clothing Allowance**

- 6.1 Everyone representing Facilities Management is expected to dress in a presentable manner suitable to their work assignment.
- 6.2 Clothing Allowance:
- The intent of the clothing allowance is to offset wear and tear on clothing due to job related activities and/or to help identify SUU employees as Facilities Management staff while working for the university. If you ruin an issued article of clothing before the year ends and don't have a replacement, please see your director for permission to replace the unusable article.
  - The allowance for clothing (excluding boots and jackets – addressed below) is up to \$150 per full-time staff, as budgets permit and as approved by your director. Amounts may vary from year to year. Consult your director for an appropriate allocation based on your work assignment. Employees are asked to be prudent about this benefit and only purchase enough SUU clothing annually to get through a week at a time. If you have several shirts and pants at home that are not worn out, please consider purchasing a lesser amount.
  - All clothing purchased for use as work wear at SUU must have an approved SUU or Facilities Management logo added (boots, pants, and PPE excluded). The cost of the logo is not included in the prices above. Please coordinate having a logo added to the clothing you've purchased through the Facilities Management Business Operations office.
  - The allowance for boots is \$125. These are to be purchased on an as-needed basis, as approved by your director based on your work assignment. These do not need to be steel toe, however they must be a sturdy work boot designed to protect your feet - not tennis shoes or other lightweight footwear. If you are not sure of the type of footwear appropriate for your assignment, please see the Director of Safety and Risk Management.
  - For those with assignments that require regular work outside or in areas where temperatures are cold, an allowance of \$75 will be provided for a winter coat. Coats are expected to last several years.
- 6.3 Other personal protective equipment is to be purchased on an as-needed basis with the permission of your supervisor or the Director of Safety and Risk Management. This includes items such as gloves, safety glasses, ear protection, etc.

- 6.4 Regular laundering of the university purchased clothing is expected of each recipient.
- 6.5 Where to purchase clothing, coats, and boots: Purchase clothing at local stores using your P-Card. When doing so, choose shirts and pants that are appropriate for your work assignment, without advertising logos, and adhere to what would be considered socially acceptable dress at SUU. Submit an itemized receipt to your Director. Consider that SUU Staff are encouraged to wear red on Fridays to show their SUU spirit.
- 6.6 Employees leaving employment at SUU must return all clothing with a Facilities Management logo. Clothing should be returned to Human Resources, along with other University property at the employee exit interview.

## **7.0 Vehicle Use**

- 7.1 “Vehicle,” as used in this document, is considered any motorized vehicle that can be driven on Campus walkways or public roadways. Examples are trucks, cars, utility vehicles, and riding lawn mowers.
- 7.2 All Facilities Maintenance personnel (full and part time) operating a motorized vehicle on Campus are required to have a valid driver’s license and to participate in the SUU vehicle operators training course prior to operating a State vehicle. The training course must be completed every two years. The Director of Safety and Risk will send out a reminder to staff. Employees must notify their supervisor if their driving or licensing status changes for any reason.
- 7.3 Smoking is prohibited in all University owned vehicles. The Utah Clean Air Act prohibits smoking in public buildings and state owned vehicles. <http://www.suu.edu/pub/policies/pdf/PP537University.pdf>.
- 7.4 Employees are required to adhere to state motor vehicle laws and University policy regarding the use of mobile communication devices while operating a University or state owned vehicle.  
<http://le.utah.gov/~2002/bills/hbillamd/hb0067.htm>.  
<https://help.suu.edu/uploads/attachments/PP531Mobile.pdf>.
- 7.5 University vehicles provided for Facilities Management personnel are for official use only as directed by Utah Administrative Code Rule #27-3-5. They may not be used for personal business or personal use. <https://rules.utah.gov/publicat/code/r027/r027-003.htm>
- 7.6 The operator of any campus vehicle is responsible for any fines, tickets, or other penalties associated with improper or illegal use of the vehicle. Southern Utah University will bear no responsibility for traffic citations or fines levied upon SUU staff, even while operating a University owned vehicle.
- 7.7 Vehicles must be safely parked and secured when unattended. Loss or theft of parts or equipment from an unlocked vehicle could be chargeable to the employee if appropriate security precautions are not followed. All damage to vehicles must be reported to a supervisor as soon as possible.
- 7.8 University vehicles are assigned to craftspeople and made available to other employees to maximize their effectiveness and efficiency in performing assigned tasks. Employees with assigned vehicles are responsible for interior and exterior care and cleanliness. Washing and cleaning equipment is available at the Facilities Management Shops.
- 7.9 Refueling of University owned vehicles should be done at the University owned fueling station at Motor Pool or at a gas station that accepts the University issued fuel card. Staff should use the provided fuel

card and correct pin number for the specific vehicle when refueling. Accurate odometer readings must be provided when refueling University owned vehicles. P-Cards are not authorized for gas purchases.

- 7.10 The individual shops within Facilities Management oversee regular service and emergency maintenance on vehicles. The Grounds Equipment Mechanic is available to help coordinate repairs. He tracks preventative maintenance for all Facilities Management vehicles.

## 8.0 Accident Reporting

- 8.1 Employees must report all work-related injuries, illnesses, vehicle damage, and near miss incidents to their supervisor as soon as possible. If employees are injured or become ill while on the job, they should obtain medical assistance or first aid as needed and notify their supervisor. An accident report must be submitted within 48 hours after a work-related illness, accident, and/or near miss. For more information on reporting procedures, visit <https://www.suu.edu/risk/reporting.html>.
- 8.2 In case of serious or fatal accident or hospitalization, the Safety and Risk Management Director or the Human Resource Director must be notified immediately (within four (4) hours). SUU must report to the Utah Occupational Safety and Health Administration within eight (8) hours of an incident that causes a fatal or possibly fatal injury or that causes injury requiring inpatient hospitalization of any employee. Staff should not move any equipment involved in these types of serious accidents until the University has clearance from UOSHA investigators.
- 8.3 Employees may be covered for work-related injuries and illnesses by the University's workers compensation provider. To file a workers compensation claim, an employee must request and complete the necessary paperwork at the Human Resource Office. <https://www.suu.edu/ad/forms/injury-illness-nearmiss.html>
- 8.4 In the event an employee has an accident in a university vehicle, he/she should:
- 1) Not leave the scene of the accident until it has been investigated by Police or SUU Police.
  - 2) Exchange complete insurance information with the other driver if another vehicle is involved. An insurance card is provided in the vehicle's glove box.
  - 3) Avoid making any statements declaring fault.
  - 4) Fill out an accident report form and submit to University Risk Management as soon as possible. <https://www.suu.edu/ad/forms/vehicle-accident.html>
- 8.5 In the event a staff member has an accident during the course of his/her job duties, he/she should:
- 1) Call for help
  - 2) Have someone take him/her to get medical attention, if needed. If the injury is an emergency, he/she should call 911. If not, he/she should go to WorkMed located at 962 S Sage Drive (phone number is 435-865-3460, 9 am-5 pm).
  - 3) Notify his/her supervisor and fill out an Employee First Report of Injury, Illness Exposure, or Near-Miss form: <https://www.suu.edu/ad/forms/injury-illness-nearmiss.html>. This form will automatically be submitted to the injured person's supervisor, the Human Resources office, and University Risk Management.
- 8.6 All accidents occurring on University property, with University equipment, and during regular job duties must be reported to University Risk Management in a timely manner.
- 8.7 Employees with supervisory responsibilities are required to complete a Supervisor Incident Investigation Report, in accordance with the Supervisor Incident Investigation Guide, for all incidents occurring to employees under their supervision. <https://www.suu.edu/ad/forms/supervisor-investigation-guide.html>



## 9.0 Maintenance Vehicle Parking and Safe Paths of Travel

- 9.1 Maintenance and delivery vehicles should be unloaded near the work area on campus, not blocking pedestrian traffic, and then moved to a designated service parking area. Most of the sidewalks on campus are designated as Fire Lanes for emergency vehicle access. Violation may result in loss of driving privileges. Please park in designated areas. (Utility Cart Path of Travel <http://www.suu.edu/ad/facilities/pdf/UtilityCartPathofTravel.pdf> and Maintenance Parking <http://www.suu.edu/ad/facilities/pdf/MaintenanceParking.pdf>)
- 9.2 Operators of vehicles must be considerate of pedestrians and park their vehicles during class change and other heavy traffic periods in designated parking stalls.
- 9.3 All vehicles driving on sidewalks must operate at a maximum speed of 5 MPH. Vehicles observed (on sidewalks) operating at speeds exceeding 5 MPH, or not driving on designated paths, or not parking in service areas should be reported to SUU Police.
- 9.4 Full and part time employees attending classes on campus during work hours are required to park University vehicles in parking lots, rather than using service parking stalls needed by other workmen.

## 10.0 Purchasing Process

- 10.1 Purchases of goods and services for the University are made in accordance with University Policy 5.24 <http://www.suu.edu/pub/policies/pdf/PP524Purchasing.pdf>.
- 10.2 Purchases under \$5,000 can be made using a University issued purchasing card (see Section 11.0 for procedures regarding purchasing cards), depending on the employees per transaction limit (this information can be requested from the Manager of Business Operations). The employee can only pay as much as his/her per transaction limit allows. If the employee's per transaction limit does not cover the cost, then the employee will need to request a purchase order (PO) to the vendor for payment through the Facilities Management Business Operations Office by filling out this form <https://www.suu.edu/ad/facilities/pdf/requestforpurchaseorder.pdf>
- 10.3 Purchases \$5,000 and over require competitive bids and the involvement of the Purchasing Office. Please consult the Purchasing Office web site for procedures <http://www.suu.edu/ad/purchasing/bid-process.html>.

## 11.0 Purchasing Cards

- 11.1 Purchasing cards are issued and used in accordance with University Purchasing Card Procedure Manual <https://www.suu.edu/ad/purchasing/Purchasing%20Card%20Guide3.pdf>
- 11.2 When placing an order or purchasing items at a store, employees should indicate to the vendor that they will be using a "tax exempt" SUU credit card. No sales tax should be included if it is within the State of Utah (some exceptions apply such as hotel reservations). The University tax-exempt ID number is provided on the card. Vendors requiring a copy of the University's tax exempt certificate can be directed to the Purchasing Department website at <http://suu.edu/ad/purchasing/pdf/tax-exempt-form.pdf>. Some vendors (such as Home Depot and Wal-Mart) have assigned SUU ID numbers for making tax-exempt purchases. These numbers are listed on the P-Card sleeve provided by Facilities Management or can be obtained by contacting the Purchasing Department or the Manager of Business Operations.
- 11.3 Receipts with Directors' signatures must be in the Facilities Management Business Operations Office no later than four days after the purchase was made.

- 11.4 Each month the Facilities Management Business Operations office receives cardholder statements in the mail. Those wanting a copy of the statements for their records should contact the Business Operations office.

## **12.0 Travel**

- 12.1 Facilities Management employees who are traveling on University business must have their travel pre-approved by their Director and the Executive Director prior to going on the travel. Approval consists of the director submitting a travel justification form with the traveler's name, destination, travel dates, purpose of trip, and funding account to Front Desk staff who will process a Travel Authorization and make appropriate transportation (car reservation, airplane tickets, etc.) and lodging arrangements for the traveler. Print the form from this link and have the director and executive director sign/initial it.  
<https://www.suu.edu/ad/facilities/pdf/travelformshortversion.pdf>
- 12.2 Travelers may pay for lodging and rental vehicle using their University-issued purchasing card but may not purchase food or gas with that card. Reimbursement for gas and meals will be issued after the travel as direct deposit or a check, if direct deposit has not been set up.

## **13.0 Building Access**

- 13.1 All university keys will be cut, issued and controlled by the university lock shop in accordance with University Policy 5.17 <http://www.suu.edu/pub/policies/pdf/PP517Campus.pdf>.
- 13.2 Employees that are reassigned to different locations during the course of their employment must return their keys to the lock shop and be reissued keys for their new duty areas if needed. Employees are not to give their keys directly to another employee - the lock shop must reassign them.
- 13.3 Security, lock installation and access control systems are coordinated by the lock shop in accordance with University Policy 5.17
- 13.4 If an employee misplaces keys or electronic access credentials that have been issued to him/her, it should be reported to the Lock Shop immediately. Lost or stolen keys will be handled in accordance with University Policy 5.17.
- 13.5 The lock shop will conduct an annual audit of keys assigned to each employee.

## **14.0 Benefits**

- 14.1 There are several benefits available to employees of Southern Utah University. A complete listing of the benefits can be found in University Policies 8.2.1 – 8.2.8 <http://www.suu.edu/pub/policies>. Details regarding benefits are available on the Human Resources website <http://www.suu.edu/ad/hr/benefits.html>.
- 14.2 Facilities Management Employees wishing to enroll in classes at the University can do so in accordance with University Policy 8.2.1 <http://www.suu.edu/pub/policies/pdf/PP821Education.pdf>. Prior to the start of the semester, employees must complete the Education Benefit Form <http://www.suu.edu/ad/facilities/pdf/education-benefit.pdf> and the Application and Authorization for Tuition Waiver Form <http://www.suu.edu/ad/hr/pdf/tuition-waiver-faculty-staff-2014.pdf> and obtain approval from their Supervisor. The form should then be submitted to the Executive Director for Facilities Management for approval, prior to the start of the semester. The waiver will be processed by Financial Aid once the semester commences.
- 14.3 After hours shop usage and tools are allowed on a limited basis for full-time Facilities Management employees. All tools borrowed must be pre-approved with the director responsible for the division each

time the tool or shop will be used. Not all tools or equipment are available for personal use off campus. Some examples of tools that are not to be taken from campus include, but are not limited to: vehicles, utility vehicles, forklifts, personnel lifts, backhoes, snow plow equipment, tractors, skid steer loaders, lawn mowers, and regular use of small gas powered lawn care equipment. The employee and director must complete the Equipment and Shop Usage Authorization form <http://www.suu.edu/ad/facilities/pdf/EquipmentShopUsage.pdf>. The director will ensure that proper training has been done and that the individuals are qualified to use the shop or equipment. All safety regulations must be followed. Shop tools and equipment must be left in good working order which should be inspected by the director after usage. If a piece of equipment is damaged while in use after hours, the user must notify the director of the issue.

## 15.0 Student Hiring Procedures

- 15.1 For student hiring, supervisors should e-mail the Manager of Business Operations the following information for opening a job posting:
- Job description of the position
  - Work shift hours
  - Rate of pay (if appropriate)
  - Contact person (with a phone number for questions)
  - Posting cut-off date
- 15.2 It is required that students be enrolled as a full-time student (12 credit hours or more for undergraduate or 9 credit hours or more for graduate) to work for Facilities Management. Exemptions may occasionally be granted for unique circumstances.
- 15.3 After the posting cut-off date:
- Supervisors should review applications and make final selections,
  - Set up and hold candidate interviews.
- 15.4 Once the decision is made:
- The supervisor should offer the position to the candidate that is best suited to the position
  - Notify all other applicants interviewed and applied that the position has been filled
  - Ask if student is working elsewhere for the University. If the student is working elsewhere on campus, he/she could have the potential to go over 20 hours in a work week, resulting in a violation of University Policy 5.32 <http://www.suu.edu/pub/policies/pdf/PP532Part-Time.pdf>. Students are not allowed to have more than two active jobs on campus at any given time.
  - Verify the student is enrolled for 12 credit hours or more (undergraduate) or 9 credit hours or more (graduate). This can be done by contacting the Facilities Management Business Operations office.
- 15.5 If the student has worked on campus in the past 12 months, you can email the student's information using the Student Employee Rehire Form (<http://www.suu.edu/ad/facilities/pdf/student-employee-rehire-form.pdf>) to the Manager of Business Operations, so the student will not need to redo paperwork in Human Resources, but there needs to be an active job posting within the last three months of the hire date.
- 15.6 If the student has not worked on campus in the past 12 months, the following paperwork must be completed, at the Human Resources office, before the student can start work.
- Student must go to Human Resources to complete paperwork including: I-9 verification, W-4, Payroll Action Request Form (PAF), etc.

- Once the PAF is completed with Human Resources, the student must take the form to his/her supervisor who will fill out everything in the “Facilities Supervisor Section.”
- After all information is filled out on the PAF, the student must bring it to the Facilities Management Business Operations Office for processing. The student will not have a job set up or a timesheet until he/she has provided this form to the Manager of Business Operations.

15.7 Supervisors should notify the Director of Safety and Risk Management for every new student hire so they can be set up for all Canvas trainings. All students are required to read and sign the Facilities Management Student Employee Guidelines (<http://suu.edu/ad/facilities/pdf/StudentGuidelines.pdf>) which includes emergency contact information - to be kept on file during the time of their employment.

15.8 At the student’s conclusion of employment, supervisors should inform the Manager of Business Operations and the Director of Safety and Risk Management, via e-mail, the name, T-number, termination date, computer username, and reason for termination of the departing employee. Ask Mike how he wants to be notified.

Facilities Management Organization Chart: <https://www.suu.edu/ad/facilities/pdf/orgchart.pdf>

This handbook is intended as a guide to assist employees by covering some frequently asked questions. Employees should feel free to ask questions of their supervisors whenever they are unsure of a situation.

Thank you for choosing Southern Utah University.

