



Department Unit Specific Work Rules

For Additional WKU Policies and Procedures:
<https://www.wku.edu/policies/human-resources/index.php>

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**FACILITIES MANAGEMENT
UNIT SPECIFIC WORK RULES**

WKU Facilities Management strives to provide you an environment where you can flourish and grow. We want you to be successful. To help you succeed we believe it is important to set clear expectations of performance and behavior.

This guide has been carefully prepared for you! It offers guidance to WKU Facilities Management employees on our day-to-day activities and university business.

Please understand that you must comply with all of the policies contained in the DFM Employee Handbook and WKU policies and procedures, even if the policy is not mentioned or included in this document.

This guide will: (1) give you the information you need to do your job and, (2) provide you many of the work rules we have established so as to offer you a safe and enjoyable work environment.

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Welcome

On behalf of the Facilities Management Department, it is an honor to welcome you to WKU Facilities Management. We are very excited that you have selected WKU Facilities Management as part of your career path. We welcome the opportunity to work with you in reaching your personal and professional goals and aspirations.

In joining WKU Facilities Management, you have chosen an organization that will help you shape your own future and grow. Throughout your career with WKU Facilities Management you will make a difference everyday by improving the quality of the daily life for the many clients, customers and communities we serve. We will also strive to provide you with a wide range of professional and personal opportunities that will improve the quality of your daily life.

You represent WKU Facilities Management to the many customers we serve, and we are committed to ensuring that you have the tools and resources you need to perform your job well. The Unit Specific Work Rules is just a tool as they contain important information about your responsibilities and the expectations WKU Facilities Management has for you as well as the commitments we are making to you. It is your responsibility to read and review the Unit Specific Work Rules handbook and if you have any questions about the material in them, speak to your manager.

WKU Facilities Management

Employee Value Proposition

We would like to wish you a long and satisfying career with WKU Facilities Management. It is our hope that our policies and the information contained in this Unit specific Work Rules handbook along with the current WKU policies and procedures will provide you with a healthy, safe, and productive work environment that will improve the quality of your daily life and will support you in your personal, professional and financial goals.

If you have any questions about any of the material contained here, please do not hesitate to ask your manager.

Sincerely,

The DFM Management Team

For Additional WKU Policies and Procedures:

<https://www.wku.edu/policies/human-resources/index.php>

Open Door Policy

Facilities Management has adopted an Open Door Policy for all employees. The purpose of our open door policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee. If any area of your work is causing you concern, you have the responsibility to address your concern with a manager. Whether you have a problem, a complaint, a suggestion, or an observation, your managers want to hear from you. By listening to you, we are able to improve, to address complaints, and to foster employee understanding of the rationale for practices, processes, and decisions.

Most problems can and should be solved in discussion with your immediate supervisor; this is encouraged as your first effort to solve a problem. However, an open door policy means that you may also discuss your issues and concerns with the next levels of management and/or Human Resources staff members.

By helping to solve problems, managers benefit by gaining valuable insight into possible problems with existing methods, procedures, and approaches. While there may not be an easy answer or solution to every concern, employees have the opportunity at all times, through the open door policy, to be heard.

The open door policy includes the assurances that an individual employee who pursues his or her rights to talk to any level of management will experience no retaliation or interference from the employee's immediate manager.

About WKU Facilities Management

We make campus a better place for students to learn, grow and succeed. We partner with the leaders on campus to create the best possible learning environment. Our job is to improve the Quality of Life for students so they can achieve their academic goals.

We understand the issues and values that are important to our customers and are proud to be leaders in such areas as student well-being, sustainability, diversity and inclusion, and fighting hunger.

Everything we do is focused on providing innovative solutions that reinforce the overall college experience. We assist our campus partners by supporting student recruiting, building year-over-year student retention rates, attracting and retaining faculty and administration, growing campus satisfaction, building graduation rates, supporting our fiscal stewardship and driving alumni loyalty.

WKU Facilities Management employees must consistently deliver “exceptional” student experiences and service to our customers.

Our Mission

Guided by our shared values, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we will provide the most efficient and effective routine and preventative maintenance services needed to support the educational goals of WKU.

About WKU Facilities Management Department of Facilities Management at WKU:

The Department of Facilities Management is a diverse organization of over 300 employees who make it their goal to provide an environment that strives to enrich the lives of students, staff, faculty, administration, and guests of WKU.

The Department Facilities Management team is responsible for daily grounds, maintenance and the beautification of the university campus. We provide regular and ongoing maintenance services for the campus and all its buildings as well as to ensure the heat plant facility operates at optimum levels. We ensure that all buildings, labs, housing and campus facilities are operating at the highest of cleanliness levels.

We are committed to a high standard of excellence in our duties and responsibilities to the university and to the people who work and study here. Only by working together toward common goals can we reach and maintain the high standards we seek. This pledge to excellence is reflected every day in the dedication and level of professionalism of our staff and management team.

Employee recognition is a vital part of development, engagement and our department success.

The following are the "10 Simple Things" that employees are expected to deliver on a daily basis:

1. Greet with a smile

Show a smile and warm, genuine greeting for each one of our customers. Within 10 feet, visually acknowledge the customer. Within 5 feet, verbally acknowledge the customer.

2. Focus

Give the customer full focus and undivided attention; make eye contact. Remember, it's not just what is being said but how (words and body language).

3. Appreciation

Show the customer our appreciation. Thank the customer for their request and ask them to come again.

4. Uniform

All team members are in a neat, clean uniform, including their safety shoes.

5. Appearance matters

Keep our workspace and points of service clean, organized and safe. Customers can find what they need or want; team members can have pride in their work environment.

6. Telling

Keep your customers informed

7. Get it right

Deliver what the customer wants consistently, every time.

8. Speed of service

Greet and serve customers promptly.

9. Assistance is available

If you are unable to assist with a customer's request, find someone who can.

21st Century Customer Service - You have the power to make a difference!

HEALTHY-AT-WORK

Health and Safety is an integral part of Facilities Management's mission to improve Quality of Life. We count on our employees to work with us to integrate Health and Safety into everything we do to minimize risk to our employees, clients and customers. We are committed to providing working conditions and client services that are safe and healthy.

The virus that causes COVID-19 is thought to spread from person to person, mainly through respiratory droplets produced when an infected person coughs or sneezes. Spread is more likely when people are in close contact with one another (within about 6 feet). People are thought to be most contagious when they are symptomatic. The Centers for Disease Control ("CDC") recommends symptomatic individuals be isolated until they are better and no longer pose a risk of infecting others.

To protect our employees, clients and customers, WKU Facilities Management has established the following safety measures. All employees must commit to these practices for their own health and the health of those around them.

10. Daily Health Checks

All employees are required to monitor their own health prior to starting work each day to verify they have no COVID-19 symptoms, are not running a temperature of 100.4 degrees or higher, and have not had close, prolonged contact with someone in the past 14 days with COVID-19 symptoms or a confirmed diagnosis of COVID-19. Any employees who feel unwell or otherwise meet these criteria should stay home and contact their supervisor and human resources manager.

11. Social Distancing

The definition of Social Distancing regarding COVID-19 is a minimum distance of six feet in all directions. If you cannot always maintain that distance, you are required to wear a mask covering the nose and mouth.

12. Face Masks

Appropriate face masks include cloth face covering or appropriate paper mask that covers both the nose and mouth. These coverings are required:

- At all times when in public areas or shared spaces within building, including hallways and classrooms
- Outdoors when near others where social distancing of at least six feet cannot be maintained
- When in a vehicle with other persons, including cars, vans and buses

There are situations when a face mask is not required or cannot be worn due to the type of activity or factors related to the environment. Examples include:

- While eating or drinking
- While alone inside a university office
- In environments where hazards exist that create a greater risk by wearing a mask (engineering bays, biology research & instructional labs, etc.)
- Performing physical exertion, such as manual labor, running and athletics training
- Outdoors with more than six feet continuous separation between all people or there is only brief contact such as passing a person on the sidewalk
- Other physical limitations or conditions that preclude an individual from wearing a face mask

EMPLOYMENT POLICIES

Promise of Respect and Fair Treatment

WKU Facilities Management is committed to treating all employees with respect and fairness. To demonstrate our commitment, we guarantee the right of every employee to voice concerns about their treatment and to have those concerns heard in an atmosphere of respect and cooperation.

Equal Employment Opportunity/Anti-Discrimination

WKU FACILITIES MANAGEMENT is committed to offering equal employment opportunities without regard to race, color, religion, sex, pregnancy, national origin, ancestry, citizenship, age, marital status, disability or any other basis protected by law. This commitment extends to all aspects of employment, including but not limited to: advertising, recruiting, placement, promotion, compensation, and training.

Any employee who in any way discriminates against a fellow employee, customer, or any other person will be subject to constructive counseling, up to and including termination.

Accommodations

WKU will make reasonable accommodation for the known physical or mental limitations of an individual with a disability or for pregnancy, childbirth or related conditions provided the individual requesting accommodation is otherwise qualified for the job, unless doing so will result in an undue hardship or the individual poses a direct threat to the health or safety of others in the workplace. Individuals who can perform the essential functions of a job with or without an accommodation are considered qualified and protected from employment discrimination under the law.

WKU Facilities Management will also provide reasonable accommodation for the religious beliefs and practices of employees unless doing so would cause more than a minimal burden on the operation of the business.

WKU has established a process to manage requests for reasonable accommodation. This process ensures full consideration and documentation of requests through an interactive process between the employee, manager and Human Resources as needed. Unless this process is followed, accommodations will not be made and employees will be expected to perform the full functions of the job position. Employees who wish to request an accommodation should contact their manager or human resources to receive the proper paperwork.

Workplace Violence

WKU is committed to creating a safe and positive work environment for employees. The University takes a zero-tolerance approach to acts or threats of workplace violence. While it is not possible to list all circumstances that constitute threatening and violent behavior, the following are some examples of behavior in the workplace that violate this policy:

- Use of threatening, intimidating or abusive language and/or gestures
- Use or possession of firearms or any other type of weapon

- Virtual or physical stalking of employees or customers
- Workplace sabotage
- Fighting, striking or otherwise committing violence toward any employee or customer
- Throwing or kicking objects
- Verbal threats, Cyber threats, intimidating body language, yelling or screaming at other employees or customers

Harassment Prohibited

WKU Facilities Management Department is committed to providing and maintaining a workplace that is free of harassment of any kind. Harassment is offensive, unwelcome, physical or verbal behavior due to race, color, religion, sex, pregnancy, national origin, ancestry, citizenship, age, marital status, disability, veteran status, sexual orientation, gender identity or any other basis protected by law.

Do not assume that behavior that is not offensive to you is acceptable to others; harassment is often defined by the person receiving it. Examples of prohibited harassment include, but are not limited to:

- Sexual advances, whether they involve touching or not
- Any type of sexual activity in the workplace (even if it is consensual) including exposure
- Requests for sexual favors in exchange for actual or promised job benefits
- Any threat to an employee that refusal to submit to sexual advances would adversely affect his or her employment
- Gossip regarding one's sex life, comments on an individual's body, or comments about an individual's sexual activity
- Telling sexual, racial, ethnic, religious or off-color jokes or slurs, or using any other communication or conduct that is negative or degrading to any employee, client, customer or vendor
- Talking about co-workers, clients, customers or vendors using racial, ethnic, religious or other unprofessional terms
- Displaying or transmitting electronically, including on a cell phone or via text messaging, sexually suggestive objects, pictures, etc.
- Starting or perpetuating rumors, false statements or gossip
- Discussion of one's own sexual activities or inquiries into another's sexual experiences
- Using slang nicknames such as "honey", "sweetie", "babe", or "doll"
- Anything that reasonably could be thought by another employee, client, customer or vendor as causing or contributing to an intimidating, uncomfortable, humiliating, hostile or offensive workplace

Any victim of harassment is urged to notify WKU Facilities Management Human Resources of the offending conduct immediately.

Employment of Relatives

Our department seeks to hire the most qualified applicant for any open position. On occasion, that applicant may be the relative of a current employee.

The University seeks to foster a working environment in which people are treated with respect and fairness, and without any potential for conflict of interest or an appearance of favoritism.

In keeping with this workplace philosophy, relationships between employees where one party to the relationship holds a position that has influence over the other party's employment, performance review, salary administration, promotion, or other employment-related decisions could result in or appear to create a conflict of interest.

While this policy prohibits certain workplace relationships, the University does recognize the possible advantages of employing members of the same family or domestic partner unit and is supportive of such when not in violation of this policy.

The University requires full disclosure of any relationships as defined herein at the time of initial employment or at any time such a relationship develops or occurs during the course of employment where a conflict of interest may be present.

TIME AWAY FROM WORK

SEE WKU BENEFIT POLICIES:

[HTTPS://WWW.WKU.EDU/POLICIES/HUMAN-RESOURCES/INDEX.PHP.](https://www.wku.edu/policies/human-resources/index.php)

Paid Holidays

Eligibility for Holiday Pay

1. All regular full-time employees receive their regular pay for official holidays. Holiday pay does not apply to part-time, temporary, or student employees.
2. To be eligible for holiday pay, employees must be present for work OR in an approved paid leave status on the last regularly scheduled work day immediately preceding the holiday and the first scheduled work day immediately following the holiday. Holiday pay is a benefit of continuing employment. Employees shall not be paid holiday pay when in an unpaid leave status.
3. Should a holiday fall on an employee's regularly scheduled day off, equivalent time off will be granted at another time. Should a holiday occur while an employee is using vacation or medical leave, the holiday will not be charged as a day of vacation leave or medical leave.

Paid Sick Days

Medical leave with pay is earned by all regular full-time employees except for faculty and athletic coaches. (Note: Although they are generally recognized as "faculty", twelve-month academic department heads earn medical leave because of their administrative appointments; leave is not earned by academic department heads whose appointments are for periods of less than twelve months.)

Medical leave may be used for illness or injury of the employee or illness or injury of the employee's immediate family or for death of a member of the employee's immediate family (please refer to Bereavement policy). The accumulation of earned medical leave under this policy does not provide employees with the absolute right to use paid leave as described herein. Rather, the use of medical leave with pay shall be granted for legitimate absences as described in this policy. Medical leave which meets certain criteria should be recorded as Family and Medical Leave as defined by the Family and Medical Leave Act of 1993 (please refer to the Family and Medical Leave policy).

Paid Vacation

1. Vacation leave with pay is earned by all regular full-time employees. (Note: Although they are generally recognized as "faculty", twelve-month academic department heads earn vacation leave because of their administrative appointments; leave is not earned by academic department heads whose appointments are for periods of less than twelve months.)
2. Vacation leave may be used for vacations, personal business, or for any other personal reason. Leave may only be taken at times agreed upon by the employee and his/her supervisor/department head and must be approved in advance. Vacation leave may be denied, when in the opinion of the supervisor/department head, the employee's absence would unduly affect the efficient functioning of the unit. The approval of vacation leave may not be arbitrarily withheld or withheld without justifiable cause. A supervisor/department

head may specify that vacation leave only be taken based on departmental needs and schedules.

3. Vacation leave is earned on the 15th calendar day of each month. Employees who are hired on or before the 15th shall receive an accrual for that month. Employees who terminate employment prior to the 15th shall not accrue vacation leave for that month. Employees who are in an unpaid leave of absence status as of the 15th do not earn vacation leave for that month. For purposes of this policy, a leave of absence is defined as an unpaid period lasting 15 or more working days and inclusive of the 15th.

1. Vacation leave accrues based on continuous service with Western Kentucky University in a qualified position according to the following accrual schedule:

Continuous Service	Monthly Accrual Rate	Days Per Year
0 thru 4 years	7.5 hours	12
5 thru 9 years	9.38 hours	15
10 thru 14 years	11.25 hours	18
15 thru 19 years	13.13 hours	21
20 years and over	15.00 hours	24

2. Employees hired before July 1, 1994, accrue according to the following schedule:

Continuous Service	Monthly Accrual Rate	Days Per Year
0 thru 4 years	11.88 hours	19
5 thru 9 years	13.13 hours	21
10 thru 14 years	13.75 hours	22
15 thru 19 years	14.38 hours	23
20 years or more	15.00 hours	24

Bereavement Leave

1. Regular full-time employees are eligible for two (2) days off with pay due to the death of an **immediate family member**, *as defined below*. If additional time is needed for a particular occurrence, employees may use earned sick/medical leave or vacation leave. Any additional time must be approved by the supervisor/department head. Employees should provide notice to supervisors/department heads immediately upon the death of the family member and in advance of bereavement leave being taken.
2. Supervisors/department heads may require an obituary notice or other form of documentation to substantiate the authorization for leave with pay. Except in unusual circumstances, approved leave for bereavement purposes must begin within twelve (12) calendar days from the date of death.
3. An employee may be granted time off for bereavement leave for individuals who are not defined as immediate family. The initial two days of such leave should be charged to accumulated sick/medical leave with any remaining days charged to accumulated vacation leave. All time off must be approved in advance by the supervisor/department head.
4. There is no waiting period required for employees to be eligible for bereavement leave.
 - ***Immediate family*** - is defined as spouse or other qualified dependent (OQD), child, step-child, OQD's dependent child, brother, sister, step-brother, step-sister, parent, step-parent, grandchild, grandparent, son-in-law, daughter-in-law, mother-in-law, father-in-law, sister-in-law or brother-in-law.

Jury Duty

Employees must notify their manager as soon as they are called for jury duty so that arrangements may be made to cover work assignments. Employees who are called for jury duty will be granted time off and will be paid their regular base wages.

EMPLOYEE CONDUCT

WKU Facilities Management strives to provide you an environment where you can flourish and grow. We want you to be successful. To help your success we believe it is important to set clear expectations of performance and behavior. We expect you to perform your job duties to the highest professional, ethical and business standards at all times. All WKU Facilities Management employees are expected to treat others fairly, this section will provide you with a general overview of WKU Facilities Management's policies. Please note that the violation of any of these policies may result in constructive counseling, up to and including termination of employment.

Constructive Counseling

Refer to WKU policy #4.8501

<https://www.wku.edu/policies/human-resources/index.php>

We require all employees to meet the standards of performance and conduct that have been established for their jobs. When employee performance or conduct does not meet University standards, the Constructive Counseling process is used to ensure understanding of the expectations. Constructive counseling may include coaching, written warnings, and termination of employment.

Corrective Action Steps:

Employee Courtesy Reminder (ECR) - Informal Counseling

The first step in any effort to improve employee performance is coaching. Consistent coaching addresses performance issues and assists the employee to take correct steps towards improvement. The goal of coaching is to work with the team members to solve performance problems and improve the work of the employee, team and department. Whenever possible, the first time a minor violation occurs, a manager/supervisor will first attempt to coach the team member and document the coaching on an Incident Report.

Formalized Step 1: Written Coaching

When ECR's have not proven effective or for any violation that management feels the need to bypass informal reprimands, and employee will receive a documented verbal warning from management. This is the first step in the formal progressive disciplinary process. Verbal warnings will remain in effect for one year following the date of issue.

Formalized Step 2: Written Warning

For offenses which management thinks are serious or where a written coaching has proven insufficient in correcting a behavior or violation, a written warning is administered. Written Warnings will remain in effect for one year following the date issued.

Discharge / Termination

Termination of employment may occur when an employee's performance does not improve after constructive counseling or when an employee's conduct is sufficiently serious. While the University hopes to correct most types of unsatisfactory performance or conduct through constructive counseling measures, some types of performance and misconduct are so severe they

may warrant termination without any prior constructive counseling. Examples of these types of violations include, but are not limited to, the following:

- Any violation of the Ethical Conduct Policy
- Insubordination or failure to carry out reasonable requests made by the manager or supervisor
- Theft, attempted theft, or removing University, client, or co-worker property from the premises without proper authorization
- Willful misuse or destruction of University, client, or a co-worker's property
- Willful violation of client policies
- Sleeping, or the appearance of sleeping, anywhere on the client's premises
- Walking off the job (job abandonment)
- Violation of the University's Drug and Alcohol Use policy
- Sexual harassment or other harassment, discrimination and/or retaliation in violation of University policy
- Any type of behavior determined to be threatening, intimidating, or violent in nature
- Any disorderly conduct, such as profanity, yelling, including the use of vulgar, abusive or obscene language while on University/Client premises or arising out of University business
- Possession of a dangerous weapon **on your person** on the client's premises
- Indecent, illegal, or immoral behavior on client premises
- Falsification of payroll records, including excessive non-productive behavior while in a paid status
- Grossly negligent conduct that results in a near miss, workplace injury, accident, physical damage to client's premises, or otherwise causes a workplace hazard
- Conviction of a felony or off-duty conduct that relates to the employee's fitness for employment
- Other serious misconduct

Refusal to Sign Disciplinary Actions:

All disciplinary actions are to be signed by the employee to acknowledge that they have read and understand the expectations for improvement. Refusal to sign a disciplinary action does not make it invalid. A second manager/supervisor will be called in and will witness the refusal to sign.

Attendance Policy/Standards and Records:

All employees are expected to report to work as scheduled. Absenteeism and lateness/leaving early are expensive, disruptive, place an unfair burden on those employees who must fill-in for absent employees, and may negatively impact customer service. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout Facilities Management, employees will be held accountable for adhering to their workplace schedule. In the event an employee is unable to meet this expectation, he/she must obtain approval from their manager/supervisor in advance of any requested schedule changes. This approval includes requests to use appropriate accruals, as well as late arrivals to or early departures from work.

I. Definitions:

- a. An **“Absence”** is defined as missing more than 50% of your scheduled work time. An absence includes all lost work time whether avoidable or unavoidable, regardless of the reason or the lack of fault of the employee and/or whether the employee receives pay for the time off
- b. A **“No call, no show”** results from an employee not showing up for work or reporting an absence within two hours of their normal start time
- c. **“Tardy/leaving early”** is defined as reporting to work 5 or more minutes after the scheduled starting time or leaving work more than 5 minutes prior to the scheduled ending time, unless approved in advance by your manager or supervisor
- d. **“Job Abandonment”** is defined as leaving work without notifying a member of the management team or an employee leaves work (unscheduled) in a disruptive manner (e.g. angry/using profanity)
- e. **“Punch Error”** is not clocking in/out for the beginning/end of the shift; not clocking in/out for the scheduled lunch break; or clocking out after the scheduled shift end time without prior permission from a manager
- f. **“FMLA” (Family Medical Leave Act)** is an unpaid, excused leave of absence for medical conditions relating to pregnancy, a serious health condition of the employee, their child, spouse or parent, or covered service member. Employee must have 12 months of service AND have worked 1,250 hours in the prior 12-months to be eligible
- g. **“Non-FMLA”** is an unpaid, excused leave of absence for all of the same reasons for FMLA; however, the employee has not met the minimum service/work hour requirements. Subject to HR approval and does not guarantee the same rights as FMLA. Absences may require additional documentation. Non-FMLA is for consecutive absences only.
- h. An absence/tardy/early departure may be **“Excused”** if:
 - i. The employee **has leave time available and calls in at least one hour prior** to the start of their shift;
 - ii. The employee is sent home by a member of the management team due to visible illness;
 - iii. The employee voluntarily brings in a doctor’s note that specifically discloses that the time missed was due to their own personal contagious illness;
 - iv. The absence is part of an approved Leave of Absence defined in university policy
- i. An absence/tardy/early departure will be considered **“Unexcused”** if:
 - i. The employee has no leave time available and the absence does not meet the criteria specified above as an Excused absence;
 - ii. The employee calls in less than one hour prior to the start of their shift;
 - iii. The employee leaves early (unscheduled) for reasons other than those listed under “excused”;
 - iv. An employee is scheduled to work an event but calls off without finding someone to cover their shift

II. Call-off/Notification Procedures

- Employees must follow these call-off procedures anytime you have an unscheduled absence
- a. Notification of any unscheduled absence must be made as far in advance as possible but at a minimum of at least one (1) hour prior to the scheduled start of your shift

- b. Employees are required to call your specific unit (identified below in Section c.) and leave a detailed message indicating the time, day, reason for the absence or lateness and a phone number where you can be reached
 - i. Leaving a message with another staff member is not acceptable
 - ii. Employees are required to call the number listed in this policy to report an absence. If you so choose to also send a text, email or the use of any other technology, you still must call and leave a message on the Unit phone.
 - iii. You are expected to call in your absence yourself. Having another person call on your behalf is not acceptable, unless there are extenuating circumstances that prevent you from personally calling
 - iv. If you will be absent for longer than one day, you will be required to keep your manager informed of your status on a daily basis, unless directed otherwise by your manager

III. Requests for Time Off

All requests for time off must be made in writing using the correct form and should be made as far in advance as possible unless extenuating circumstances exist.

- a. For a single day off, appointments, or other missed time, the request should be made at least one hour prior to the proposed start of the time off (excluding events)
- b. For vacation or extended time off of more than three days, the request should be made a minimum of seven days prior to the proposed start of the time off
- c. Written requests by different employees for time off for the same dates/times will be considered in the date order in which they are received.
- d. All requests for time off will be considered in light of operational and business needs.
- e. **A request for time off does not guarantee that it will be granted.**

IV. Inclement Weather

Refer to: WKU Policy # 4.26 , Attendance During Adverse Weather Conditions

<https://www.wku.edu/policies/human-resources/index.php>

V. Special Events

The Department of Facilities Management plays a critical role in supporting the WKU Campus' Special Events (i.e. ballgames, concerts, circus, etc.). Crew sizes are set by the client and each person is necessary to ensure the event runs smoothly and provides complete client satisfaction. It is for this reason DFM employees are required to work special events if requested.

Attendance Records

For reasons of consistency and fairness, all instances of absence, tardiness, and leaving early (including those for which an employee receives personal, sick, or vacation pay) will be recorded in an attendance log, regardless of the reason for the absence and whether or not prior approval was granted. Employees may view their attendance record upon request.

Tobacco-free/Smoke-free Campus

WKU Facilities Management (“WKU”) is a tobacco-free/smoke-free campus. The use of all tobacco products is prohibited on all property that is owned, operated, leased, occupied or controlled by the University. The tobacco-free/smoke-free policy includes cigarettes, cigars, pipes, water pipes (hookah), bidis, smokeless tobacco, e-cigarettes, e-cigars and vaping devices. “Property” for purposes of this policy is defined to include buildings and structures, grounds, parking structures, enclosed bridges and walkways, sidewalks, parking lots and university owned vehicles.

Meal Periods and Rest Breaks

Meal periods and rest breaks may be granted by your manager as business needs allow and as required by law. The following applies to meal periods and/or rest breaks for hourly paid/nonexempt employees:

- Meal periods and legally mandated rest breaks are generally scheduled by management and included in the weekly schedule
- Employees must take the full allotment of time for their unpaid meal periods and/or legally-mandated rest breaks
- Breaks should be taken in a designated break area. Breaks may not be taken in public spaces other than cafeterias while in uniform unless the area is approved by their manager
- Employees should not be interrupted by work demands during their meal periods and/or legally mandated rest breaks
- Sleeping is not permitted, even on meal and rest periods, anywhere on the client’s premises
- Employees who smoke are not entitled to additional rest breaks
- Your manager will let you know the designated meal period and/or rest break areas
- Employees are not to leave their work areas/break area during paid breaks unless authorized by a member of the leadership team
- Employees should be productively occupied immediately before the beginning and immediately after their scheduled break/meal periods
- Abuse of break/meal periods will be grounds for progressive discipline

Overtime

Refer to WKU Compensation policies 4.4

<https://www.wku.edu/policies/human-resources/index.php>

Kentucky Labor law requires overtime to be paid when an employee works a total of 40 hours or more during the work week, unless otherwise exempt.

Overtime hours are not scheduled except where necessary to meet operational needs. During a normal work week, the manager must authorize any overtime, in advance. If an emergency situation occurs, you must contact the manager to explain the need for the overtime. Overtime pay will be

paid as state and federal law requires. If you work **unauthorized overtime**, you may be subject to constructive counseling, up to and including termination.

In calculating overtime, only actual hours worked are considered. In other words, holiday pay, vacation pay, jury duty hours, sick time, or bereavement time do not count as actual hours worked for overtime calculation purposes.

Mandatory overtime will be based on unit requirements. If additional labor is required and no volunteers come forward, selection will be made on employee qualifications or skills as deemed necessary by the manager or a reverse 'years of service' order. Where state law governs the practice of mandatory overtime, WKU Facilities Management will comply with such state regulations.

GENERAL PROCEDURES AND EXPECTATIONS

Reporting for Work

All employees are expected to arrive prior to your scheduled start time. You should be in full uniform and prepared to punch in and begin working at your scheduled start time. Should you arrive for work prior to your scheduled start time, you should wait to punch in unless given permission by your manager to begin working.

Employees who are at work may be requested to stay over or come in early on their next shift. Such work will be credited and paid for, based on actual time worked in fifteen (15) minute increments.

Uniform Policy/Grooming Standards

It is important that all employees present a professional appearance to our students, clients and visitors. An attractive uniform that is neat and clean is an important part of presenting an appropriate image in the workplace. When receiving items for the duties of your job, understand each item belongs to the University. You must accept responsibility for the condition of each item while they are in your possession. The following policy reflects fair and consistent expectations for all employees.

- Work attire, including uniforms, should be in good repair and appropriate to the duties being performed, including all necessary PPE. If uniform begins to show signs of wear or become torn or stained, bring them in to be exchanged for a new garment
- Employees are expected to be neat, clean, and well-groomed while on the job and maintain cleanliness, practice daily hygiene and good grooming habits
- Employees must be in complete uniform before clocking in
- Remember: Your smile is part of your uniform

Official Uniforms are defined as follows:

- Short sleeve red polo shirt, smock (must be buttoned), apron or red poplin short sleeve shirt issued by DFM
- Long sleeve red poplin shirt issued by DFM
- Dark blue, black or khaki work pants (no knit, spandex or sports-type pants)
- Jeans that are dark blue in color, no holes, rips or tears
- Pants should not be worn any lower than your hips
- Grounds crew uniform provided by WKU Facilities Management issued by DFM consisting of either a polo or button-down shirt as well as a hat with a full brim for sun protection
- Facilities Management Polo shirts provided by DFM will be considered as appropriate uniform attire
- Safety committee Polo shirts provided by DFM will be considered as appropriate uniform attire
- On Fridays (or Thurs night for PM team members), employees may wear an appropriate WKU shirt in lieu of their issued uniform shirt. (Note: uniform pant requirements do not change)

- For HRL employees, see HRL Operations Managers for what is considered an appropriate uniform shirt
- Capri's are permissible to wear provided they meet the same criteria as pant options above
- Shorts are permissible to wear provided they meet the same criteria as pant options above and are no more than three (3) inches above the knee
- Hats are optional, but if an employee chooses to wear a hat, it must be a solid color with no other logo than WKU on it and must be worn with the bill in the front, forward position
- For safety precautions, all maintenance and custodial personnel shall wear closed-in shoes to work. This is defined as shoes that fully cover employees' feet from toe to heel. ESA staff must wear the Shoes for Crews or slip-resistant covers provided to them
- Uniform accommodations for religious/cultural reasons must be requested through the Department Manager or Human Resources

In the event a DFM employee resigns or their work duties are terminated, DFM uniforms and WKU ID shall be returned to their supervisor/manager before collecting their last paycheck.

Violation of this policy may be grounds for constructive counseling, up to and including termination.

Personal Phone Calls/Messages/Personal Items/Cell Phones

Employees are not permitted to receive personal phone calls at work, except in the case of an emergency. In the event of an emergency, please let family members know to call 270-745-3253 and we will notify you via radio or through your supervisor. Use of employee's cell phone (for any purpose including texting, games, social media, etc.) during working hours, except during scheduled meal periods and rest breaks, is prohibited. Violation of this policy may be grounds for constructive counseling, up to and including termination.

Tools and Equipment

Under no circumstances may any WKU or WKU Facilities Management-owned tools, equipment, supplies, or materials be borrowed or loaned to employees or anyone else for personal use. Employee owned personal tools should not be used for business unless pre-approved by the general manager. WKU Facilities Management will not be responsible for loss or damage to any personal tools or equipment.

Radio Policy

The following are the expectations for the usage of the two way radio system:

- Listen to ensure other traffic is not in progress and/or that the traffic has been cleared before keying your radio
- Initiate transmission by stating your radio number followed by the radio number you are attempting to contact, (i.e. "54 to 71")
- Repeated calls trying to contact a station should be avoided. If you have tried 2-3 times with no answer, then make contact some other way
- Transmissions should be as short as possible and should be restricted to University

business. Think before starting to transmit so the number and length of transmissions can be limited

- Upon completion of your radio traffic, the net should be cleared by transmitting the radio number and 'clear', (i.e. "54 clear")
- Where an operation is going to require frequent transmissions such as fire systems checks, an alternate channel or net should be used
- In an emergency, the caller should key and indicate an emergency. All traffic in progress shall clear the net and remain off the net until the emergency is terminated
- The initiator of the emergency call shall indicate when the emergency is over by Broad casting "Emergency is terminated"
- Use of obscene or abusive language, keying of radios and/or making noise or other sounds over this net is strictly prohibited

TRAINING AND EVALUATION

Training

We support you to make the most out of your career by listening to you and considering your aspirations and needs. We take the time to train you to be effective in your job. Most of your training will take place on the job and will continue as long as you are with the university. WKU Facilities Management encourages employees to approach training in a positive manner with a spirit of enthusiasm and cooperation.

In-service training programs may be held before, after, or during a work shift. Employees will be required to attend in uniform and will be paid for training program participation. You will be given advanced notice when these events occur and you will be paid for the time.

Performance Evaluations

WKU Facilities Management's performance review process is a year-round process that allows you and your manager to set goals and measure how well your day-to-day performance supports the achievement of our university goals and your personal goals.

All employees will be formally evaluated on their performance on an annual basis which is done each winter. The performance evaluation is used to record your job performance and will be reviewed with you. It allows you and your manager an opportunity to discuss your strengths and developmental needs and possible ways for improvement. Employees are encouraged to enter any comments regarding their evaluation. All performance evaluations become part of the employee's personnel file.

SAFETY

Have a SAFE DAY

Safety is one of the founding pillars on which we base our mission to improve Quality of Life for our employees, customers and the environment. We are committed to providing working conditions and client services that are safe and healthy. WKU Facilities Management's global safety campaign, Have a Safe Day, focuses on three primary objectives:

- Strengthen awareness of safety at every level of our organization, initiating new habits and behaviors to reinforce our safety culture
- Create a Zero Harm mindset based on the belief that all injuries are preventable
- Make us responsible for our safety and the safety of those around us so that all of our employees return home safe every day

Part of developing a Zero Harm Mindset includes learning to practice safe work behavior in the day-to-day tasks you do as well as in the non-routine tasks you might perform. Before you start any task, perform these 3 Checks for Safety:

CHECK 1: Do I know How to do the Job?

CHECK 2: Do I have the Right Equipment?

CHECK 3: Is my Environment Safe?

Safety is a condition of employment for all WKU Facilities Management employees. You must follow all safety rules contained in the WKU Facilities Management Employee Handbook and/or conveyed to you during Safety Training at the unit.

It is mandatory that you report any on-the-job injury or accident, no matter how minor, to your supervisor/manager immediately. A "First Report of Injury" form will be completed, and your supervisor will assist you if you need first aid or medical attention. This also allows us to investigate the incident while facts are still fresh in everyone's memory, so we can take the appropriate steps to prevent a similar incident. It also ensures that we will be in compliance with the laws governing reporting deadlines. **Failure to do so may result in constructive counseling, up to and including termination.**

Vehicle Rules

1. Only WKU Facilities Management or client employees with a current, valid driver's license and an approved motor vehicle registration on file may drive a client-owned vehicle
2. All vehicle keys must be checked out of the office and returned at the end of each work day
3. All vehicle occupants must wear a seatbelt
4. Use of motor vehicles/ATV's will be for authorized business purposes only
5. Phone calls, texting, or anything that can cause a distraction for the driver is strictly prohibited while driving university vehicles or equipment
6. All drivers are required to pass an annual drivers check

7. Employees must follow all operational and safety procedures outlined in DFM's Authorized Driver's policy and outlined in training
8. Both WKU Facilities Management and the University reserves the right to either disqualify or qualify individuals based on the severity of an offense or accident
9. Involvement in an accident which results in substantial damage (which shall be determined by the General Manager based on the type of equipment damaged) to WKU/WKU Facilities Management vehicles, ATV's or other motor vehicles where another driver is not at fault may result in suspension of driver privileges. If the team member's job requires driving a motor vehicle, it may affect that person's ability to remain in that position (see DFM Authorized Driver Policy for further details).

Emergencies

Since time is of the essence during an emergency, you should prepare yourself in advance by familiarizing yourself with your work area's recommended evacuation routes and the area in which to meet your supervisor outside the building for a headcount. If you are away from your normal working area during an emergency, there are maps posted throughout the unit, which note the most appropriate exit routes from each area. If you have any questions regarding your safety at work, please ask your manager. If you see a fire or other emergency situation such as a chemical spill, move yourself and fellow workers to a safe location and report it. Use fire extinguishers only if properly trained and only if the fire is small. Life safety comes first.

Safety videos will be viewed within the first 90 days of your employment. In addition, safety training will be provided in accordance with the department's Safety Program.

Violation of any of these safety rules may be grounds for constructive counseling, up to and including termination.

Key Control Policy

University keys are a great responsibility for security and safety of all of Campus and of a great cost to the group responsible for them if lost. The goal of this Key Policy is to reduce the risk within the operation.

- All employees will be assigned a swipe card to gain access to the key box where keys are housed when not in use during the shift.
- While keys are in the employee's possession, they should be on a caddy and securely fastened to the employee's clothing. Employees should never leave keys unsecured.
- In the event circumstances prevent you from using your key card to obtain keys, a supervisor or team leader will have to pull them for you. You will then be required to sign the keys out at the beginning of the shift and back in at the end of the shift.
- Each individual must return their assigned keys to the box at the end of the shift

If keys are secured in the manner described above, there is no reason a key ring should ever be lost. However, in the event keys are lost/misplaced, the following procedure must be followed:

- Notify your supervisor the moment you realize the keys are no longer in your possession
- The supervisor will notify the Manager/Operation Coordinator immediately
- Supervisor and team leader will immediately assist with the search for the keys

- If keys cannot be located, the Manager will report to Access Control and assist with filing the police report with WKU PD
- Employees are expected to stay until this procedure is complete unless released by a manager for individual specific circumstances.

In the event you leave campus without returning your keys to the secure key box, you must notify a supervisor immediately and return the keys to campus immediately.

Disciplinary action up to and including termination can occur for any of the following:

- Loss of keys
- Not having keys on you at all times during your assigned shift
- Repeated loss of or continually forgetting to bring your key swipe card
- Not returning keys to box at the end of the shift
- Not immediately reporting missing keys

Important Numbers

General Manager	Ken Branch	270-745-2108
Custodial Director:	Kenny Johnson	270-303-0104
Energy Manager:	Mark Allen	270-991-1523
Maintenance Manager:	Dan Uhls	270-799-8198
Custodial Manager:	Gerald Belcher	270-799-8926
Campus Services Manager:	Kyle Davenport	270-799-8925
HRL Director:	Randall Farris	270-438-2940
HRL Manager:	Ray Murillo	270-792-0276
Fiscal Services Manager:	Angie Jackson	270-745-3255
Human Resources Manager:	Jennifer McLeod	270-331-4166
Training & Safety Coordinator:	Tim Salloum	270-745-5403

ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the WKU Facilities Management Unit Specific Work Rules Handbook. I also agree that I have reviewed, understand and will follow the policies in these rules.

Employee Name (*please print*)

Employee Signature

Date

Manager's Signature

Date