



A LEADING AMERICAN UNIVERSITY WITH INTERNATIONAL REACH

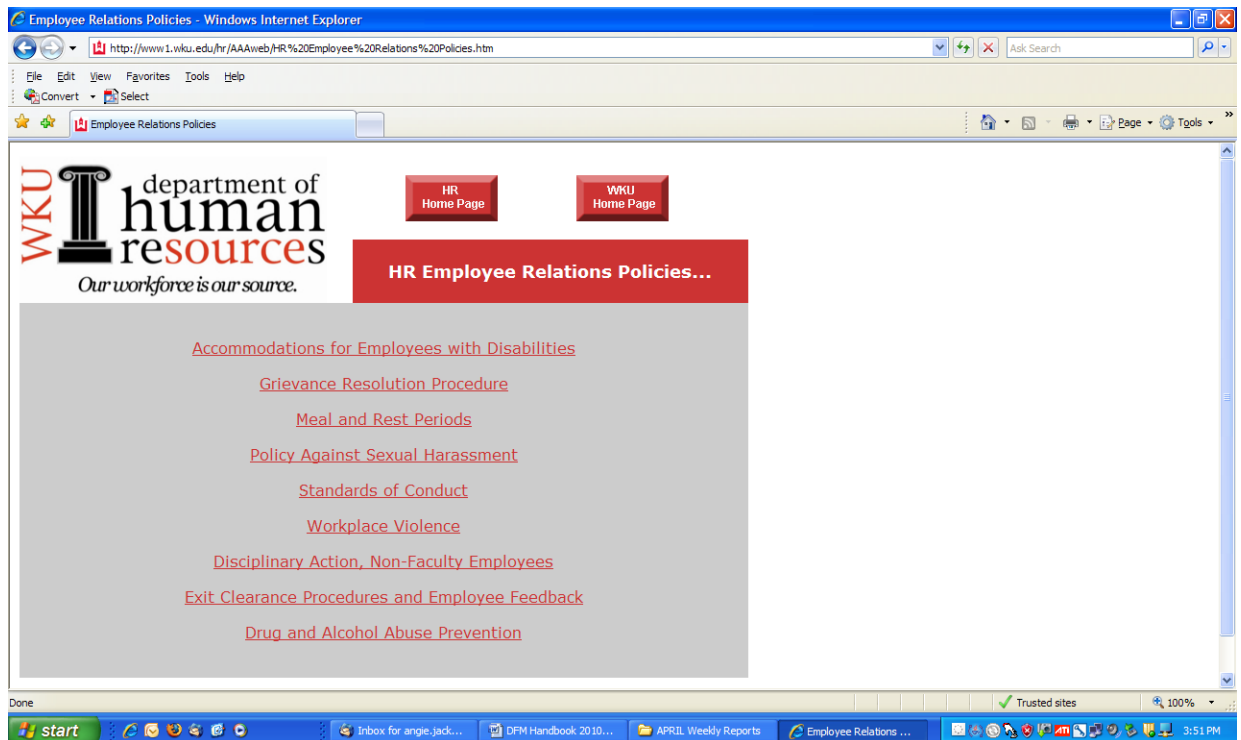


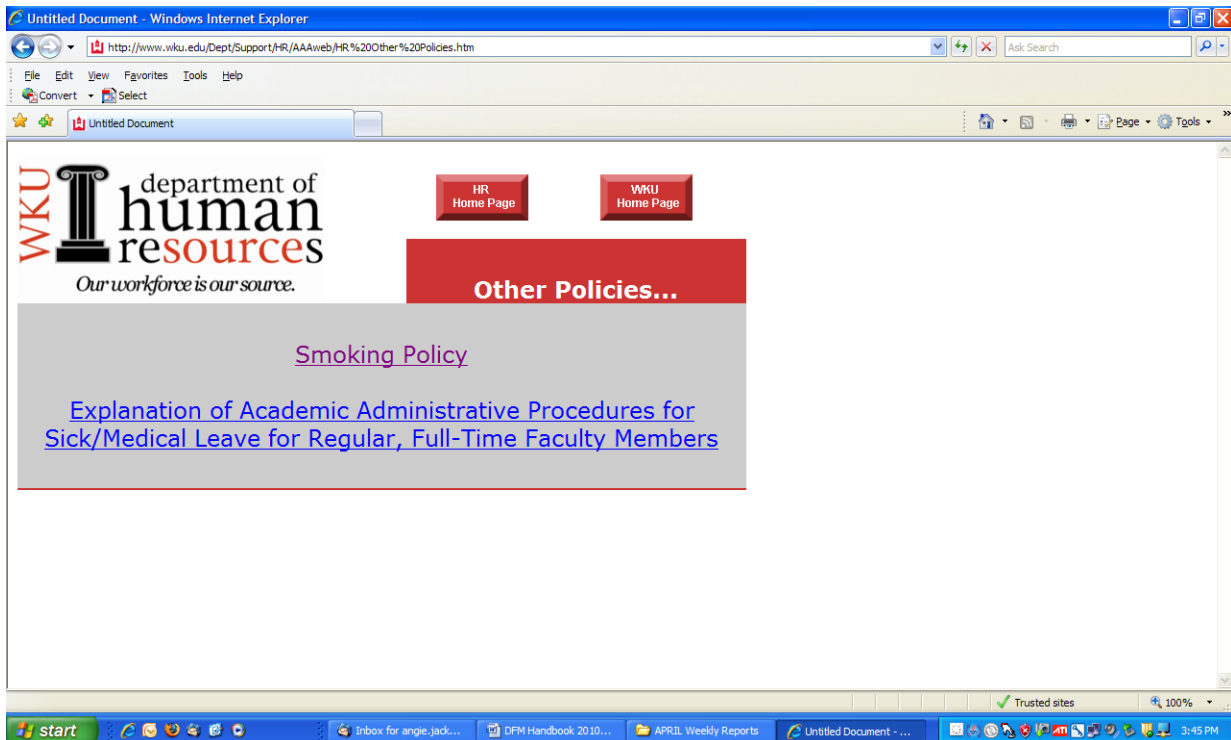
Department
of
Facilities
Management

HANDBOOK

Western Kentucky University
Please familiarize yourself with the WKU University Policies
Located on line at <http://www.wku.edu/Dept/Support/HR>
Human Resource Policies
(Copies available from DFM upon request)







Introduction

The purpose of this Handbook is to provide you with some basic information concerning your employment with the Department of Facilities Management (**DFM**) and Western Kentucky University (**WKU**). This Handbook is not all inclusive. There are other department and university policies that are not covered in this Handbook. We were all beginners once and we are sure you will have a number of questions about **DFM** and **WKU**, as well as your job.

It is our belief that employees who have a clear knowledge of what is expected of them, are in a better position to contribute in a significant manner to our success, as well as, to benefit from such contributions.

Please refer to this guide for any questions you have, or ask any Manager or Supervisor for assistance. By working together, we will make this department one of Western's overall superior departments. We are proud to have you as a member of our team, and we offer you our best wishes for a long, satisfying, and progressive career with us.

From time to time, we will revise this booklet to keep abreast of changes. Any information contained in this booklet, which is in conflict with information published at a higher level of authority within the University, the information contained in those bulletins, policies, etc., will prevail. As the contents of this booklet change, those changes will be posted.

The contents of this Handbook are presented as a matter of information only and are not intended to create, nor are they to be construed to constitute a contract, expressed or implied, between Western Kentucky University, the Department of Facilities Management, or any of its employees.

WKU reserves the rights to modify, change, disregard, suspend or cancel at any time, without written or verbal notice all or any part of the Handbook's contents as circumstances may require.

Accident Prevention

It is our policy to take all practical steps to eliminate or reduce exposure of our employees and customers to accidents, injury, or conditions adversely affecting their health. It is the Managers' responsibility to provide a safe place to work, and it is your responsibility as an employee to learn the safe way to do your job and to follow safe procedures that have been devised for your protection. ***Everyone is responsible for avoiding accidents.*** The following work practices are the standards that all employees are expected to follow. **REMEMBER TO REPORT ALL ACCIDENTS, even if you feel the accident is minor.**

1. Pranks are forbidden. We can have a pleasant and enjoyable work place without engaging in pranks that may cause injury.
2. Do not operate a machine or perform a task until you understand all aspects of the job and are authorized to do so. Please ask questions.
3. Pick up what you drop. Wipe up what you spill. Do so right away and don't leave the area with a slippery surface. Please insure all areas are cleaned of all spills and debris. Take pride and ownership in your work place.

4. Lift correctly. Bend your knees, apply a firm grip, position the object close to your body and lift with your legs. Train yourself to do this all the time. When moving objects, turn body, do not twist back. Get help when needed.
5. Use the proper ladder for access to elevated heights. Do not use the top two (2) steps on a stepladder, do not overreach so your belt buckle is past side rail, move the ladder closer to the object. Do not use chairs, desks, tables, etc., in place of a proper ladder.
6. Use the proper tool and/or equipment for the job. Clean, and store tools, and equipment in their proper location when not in use.
7. To prevent slips and falls, appropriate footwear must be worn. A sturdy shoe with a rubber, not crepe, or non hardened synthetic sole is recommended. Sandals, shoes with open toes or heels, high heels, and shoes in poor repair, are not acceptable.
8. Keep your work area neat and orderly. Clean your work area after completing each task.
9. Place broken glass only in containers provided for that purpose. Use a broom, cardboard, and dustpan to remove broken glass. Do not use your bare hands.
10. If able to correct minor hazards, do so as soon as you observe them. Report hazards that you are unable to correct to your supervisor or safety coordinator, as soon as possible.
11. Report all injuries immediately to your supervisor or manager. You must fill out a Workers= Compensation - First Report of Injury form with the Benefits Department in Human Resources. It is the manager's responsibility to insure that an Injury Investigation Report is completed within 24 hours after the accident occurs.

Accident prevention is extremely important to the University. We work hard to provide the equipment, training, and working conditions that will help you feel, and be safe at work. Because safety is a major concern for all of us, each unit institutes safety programs and policies for their staff to follow.

Accidents can cause you and others pain, injury, and/or lost time. For this reason, your safety performance is an important part of your responsibilities and **is considered a part of** your performance appraisal. Deliberate violation of safety rules may result in immediate dismissal. Please report any situation that seems unsafe to your supervisor, manager, or Safety Committee representative. We want you to perform your work safely. All accidents are caused, they do not just happen; therefore, they can be prevented. Remember these basic safety rules and ask your manager about policies specific to your unit.

Attendance

General

The Facilities Management Department needs to be able to schedule work with a reasonable degree of certainty that the work schedules will be followed. In the event an employee is going to be late or absent from work, advance notice of any change in the schedule can often avoid

placing an undue hardship on others. Facilities Management has established attendance standards that follow the University's expectation for attendance. Employees are expected to be at work when scheduled. Proper notification is required when you are going to be late or absent. Each of the various Units/Shops may have different notification requirements. These requirements will be part of your initial orientation in the Unit/Shop, where you work. Normally each employee should have a minimum of 37.5 hours of paid time recorded each week. Work time, holiday leave, vacation leave, or sick leave is typical of the types of time that are recorded to meet this minimum. Positive sick and vacation leave balances should be maintained to ensure that adequate time is available when needed. **Using unpaid time (deduct) after all authorized leave balances have been exhausted is considered unacceptable personal conduct.**

Leaving the University during Work Hours

Occasionally, personal business requires being away from work during your normal shift. Follow the procedures for requesting leave, should you need to leave work during your work shift.

Definitions -

1. **No Call/No Show** - failure to give notification of an absence prior to two (2) hours into your scheduled shift.
2. **Improper Call Off** - not reporting an absence or late, within the time frame established by your Unit/Shop.
3. **Unapproved/Unscheduled Absence** - an absence of half or more of your scheduled shift, without having properly requested and received prior approval.
4. **Late** - absence from work at the time and place for the start of your scheduled shift.
5. **Early Quit** - absence from work at the time and place for the end of your scheduled shift.
6. **Deduct (No Pay Status)** - having no accrued benefit time to pay for part or all of an absence.
7. **Emergency Vacation** - use of vacation leave when proper approval has not been requested and approved.
8. **Occurrence** - any unscheduled/unapproved absence time or consecutive unscheduled/unapproved absence times of one-half a shift or more, away from work for the same reason. (Example: missing three {3} scheduled shifts due to the Flu would be considered one {1} occurrence.)

Procedure for Reporting Off Properly:

1. Management and/or supervisory staff will monitor and record occasions of failure to properly follow attendance standards.
2. Notification of an absence from scheduled duties must be made properly. Proper notification for the various Units/Shops should be made by calling the following:

Auxiliary Staff

Zone 1	745-5559	Auxiliary Supervisors	745-5824
Zone 2	745-6925	Building Services Staff	745-5826
Zone 3	745-6898	Grounds	745-5820
		Any Unit/Shop Not Listed	745-3253

3. When calling, be prepared to provide the reason for your absence. If reporting off for the entire shift, indicate your expected date to return to work.

4. In the event no one is available to speak with you personally, proper notification may be recorded on voice mail. If reporting being late, include the reason for being late and what time you expect to report for duty.

5. You must report off each scheduled shift unless you have provided approved documentation specifying your expected date to return to work. If you are unable to return to work on the date specified, you will need to report off properly for each absence thereafter.

Department attendance policies and procedures will be enforced. **Written steps in the progressive disciplinary process may, at the discretion of the department, be issued for, but not limited to, the following:**

1. One (1) incident of a no call/no show.
2. Three (3) or more incidents of failure to follow proper procedure in reporting an absence in any consecutive ninety-one (91) calendar day period.
3. Falsification of reason(s) for an absence, late, or early quit.
4. Three (3) or more separate occurrences of unapproved/unscheduled absences, in any consecutive sixty (60) calendar day period.
5. Clear patterns of occurrences of unapproved/unscheduled absences (such as time missed before weekends or events scheduled to work, time missed immediately before and/or after a holiday, etc.)
6. Any one (1) incident of being in an unpaid (deduct) status.
7. Two (2) or more incidents of being late/early quits of less than one half your normal shift, in any consecutive thirty-one (31) calendar day period.
8. Three (3) consecutive scheduled shifts of no call/no show is considered a voluntary resignation without notice and is cause for immediate dismissal.

Breaks and Meal Periods

Employees are scheduled specific break and meal periods during their shift. Employees are to be productively occupied immediately before the beginning of their scheduled break/meal period and immediately after their scheduled break/meal period. Abuse of break/meal periods will be grounds for progressive discipline.

Call-Ins

(This section updated 6/29/2010)

Call-ins will be paid a four (4) hour minimum. Call-ins are defined as any time an employee is not scheduled to work and is asked to return to work as soon as possible or at a specific time to perform specific duties. *Energy Management and/or Electronics shop employees can access and resolve critical Building Automation Systems and Fire Alarm Systems problems from remote computers. In cases where these employees are requested to troubleshoot or reset devices from a remote computer, these employees will be entitled to a call-in of (2) hours per event. In this case employees will be considered on the clock from the time called for 2 hours and may accrue no more than (2) two hour call-ins per 4 hour period. If the issue cannot be resolved remotely and the employee must come back to campus, the issue will be considered "one" call-in and paid at the full (4) hour minimum.*

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.

Employees who are at work may be requested to work on scheduled days off. Scheduled work on normally scheduled days off will be paid at a minimum of two (2) hours. Work over two (2) hours will be credited and paid for based on actual time worked in fifteen (15) minute increments.

Designated Smoking Areas –

Smoking is prohibited within all DFM offices, trade shops and the walkway along the dock area including PS1 elevator lobbies, entrances and stairwells.

Smoking is allowed in the constructed shelter located within the dock parking area, in front of the Grounds Shop.

The Department of Facilities Management is committed to providing its employees with a smoke-free work environment to protect the health, welfare and comfort of employees from the adverse effects of tobacco smoke from cigarettes, cigars and pipes.

Visitors are also expected to honor this policy. Each and every employee benefits from a smoke-free workplace environment, the enforcement of this policy is most equitably placed as a responsibility on all members of the University community. The success of this policy depends upon the thoughtfulness, consideration and cooperation of non-smokers and smokers alike.

As a reminder, smoking is not allowed in any **WKU** building or **WKU** vehicle.

Disciplinary Procedures

Standards of Conduct

DFM employees are expected to perform their job duties in a professional and responsible manner, which includes maintaining the highest levels of honesty and ethical principles. Employees are also expected to be courteous and respectful in workplace relationships. Rules are necessary for any business to operate in an orderly, efficient manner, and to protect employees. In most cases, your good judgment will tell you the right thing to do. Inappropriate conduct is further explained in University **Standards of Conduct** Policy.

Department Progressive Disciplinary Actions

When policies, procedures, work rules, etc., are not being followed or there is poor performance or inappropriate conduct issues, it is the responsibility of management to take corrective action. This may be done by means of a progressive disciplinary process. Disciplinary actions will be addressed in one progressive ladder. This means there are not separate progressive disciplinary steps for infractions of different policies, procedures, work rules, performance, conduct, etc.

Documented Verbal Warnings

For minor violations an employee may receive a documented **Verbal Warning** from management. This is the first step in the formal progressive disciplinary process. You will be given an opportunity to correct the problem. Should you fail to correct the problem you may be issued a written warning.

Written Warnings

For offenses which your manager thinks are serious or where verbal warnings have proven insufficient, written warnings are administered. The format of the written warning may be in a letter or a memo format. Written warnings are to be signed by the employee to acknowledge that they have read and understand what is written. Refusal to sign a written warning does not make it invalid. A second manager or supervisor will be called in and will witness the refusal to sign. You should recognize the serious nature of the written warning. If you feel the warning is inaccurate or unwarranted, you should exercise your right to appeal through administrative channels. (See the University Policy - **Grievance Resolution Procedure**)

Discharge/Dismissal

An employee can be discharged if he/she has received two (2) written warnings, the most recent having been issued within the previous twelve (12) months, and a third (3rd) incident or violation occurs. As stated previously, infractions do not necessarily have to violate the same rule. **You may be discharged/dismissed due to a serious breach of any of the violations listed in the University's Standards of Conduct policy.**

Drug, Alcohol, or Controlled Substances

All university employees are required to meet standards of performance and to conduct themselves in a professional manner. The university intends to comply with all state and federal laws relating to the use/abuse of alcohol, narcotics, and other drugs. Accordingly, employees are expected to adhere to these laws, as well as to the university policy on the use/abuse of drugs or alcohol while in any university facility. It is the absolute policy of the university and its operating divisions that the purchase, sale, use, transfer, or possession of illegal drugs, narcotics, contraband or other related paraphernalia in University operated facilities or on university premises is not permitted and will not be tolerated. Any employee found using or possessing the same or otherwise engaging in illegal activity will be subject to immediate dismissal.

Employment of Relatives

Employment of close relatives within an operating unit or under the same supervisor is discouraged. Under no circumstances may an employee be employed in a position where they will supervise or be supervised by an immediate family member. (A family member is defined by the University [Medical/Sick Leave Policy](#).)

Equipment Care and Use

All equipment is valuable to the department, but can be potentially dangerous. You should not use equipment until you have been instructed in the proper operation and maintenance. The best rule to follow is this: use, maintain, and clean all equipment as if it belonged to you.

Grooming Standards

We know each of you want to look your very best when you come to work. All of us are expected to maintain the highest standard of personal cleanliness. Uniforms should be in good repair and appropriate to the duties being performed. Everybody should wear proper uniforms unless otherwise specified. Uniforms are to be worn in the manner in which they were intended to be worn. Shirts with tails are to be tucked in, etc. Uniforms will be issued through the department and must be maintained by the employee. **Employees are expected to be in proper uniforms at all times while on duty.** *(Please refer to the DFM Uniform Policy)*

Holidays

The President and the Administrative Council determine what holidays are observed by the university. A listing of those holidays and dates observed is provided annually by Human Resources in memo form, which is posted in various locations throughout DFM. Any questions regarding holidays should be directed to your supervisor or manager. All hours actually worked on a holiday(s) will be paid at one and one-half (1-1/2) times the regular rate.

Job Duties

From time to time, your supervisor or manager may need you to do other jobs or duties not necessarily included in your job description. Failure to perform reasonable requests will be considered insubordination. Insubordination is a dismissal offense.

Key Control

1. All keys received at the beginning of your shift, must be returned at the end of your shift.
2. Issued keys are not to be given or lent to anyone.
3. Any lost or unaccounted for keys, must be reported to management immediately. The person responsible for the keys at the time of disappearance will be held accountable.
4. Buildings or rooms should never be opened for unauthorized people. Ask your supervisor if in doubt.

Mandatory Overtime Draft Policy for Special Events

WKU Building Services (*Modified March 2005, Effective August 2005 Fall Draft Session*)

In the event you do not have a copy of this Policy, please see your supervisor.

Medical (Sick) Leave

Medical Leave used in excess of the accrued balance will be charged against accumulated vacation time balance and such time charged against vacation will be considered emergency use of vacation.

In case of illness, employees are required to properly notify their Unit/Shop. Upon return to work from Medical Leave a *Leave Request/Authorization Form* must be completed by the employee. Failure to properly report your absence may result in loss of Medical Leave pay and/or disciplinary action. Normally, verification must state that you are able to resume your normal duties with no restrictions. If there are restrictions affecting your ability to perform the essential functions of your position description, those restrictions must be reviewed by your manager before you are allowed to return to work. This will ensure that you are not putting yourself at risk of aggravating your condition, by performing work duties that might be harmful to your recovery.

DFM reserves the right to investigate and impose verification requirements and/or administer discipline in cases where excessive cyclic, pattern, or unauthorized use of Medical Leave is indicated. Use of Medical Leave the day immediately preceding or following a scheduled holiday(s) without appropriate medical verification may result in loss of holiday pay and/or disciplinary action.

Immediate family for use of Medical Leave is defined as: spouse, child, stepchild, brother, sister, stepbrother, stepsister, parent, stepparent, grandchild, grandparent, son-in-law, daughter-in-law, mother-in-law, father-in-law, sister-in-law, or brother-in-law. (Refer to the University's Medical (Sick) Leave Policy for further information or clarification.)

Overtime/ Mandatory Overtime

All overtime worked must have pre-approval from the employee's Manager, the Duty Manager, the Director, or his designate. Overtime is paid in accordance with Federal and State Laws. You are paid time and one-half your normal rate for all hours worked over forty (40) hours during the pay week. Holidays and Sick Leave are counted in the overtime calculation. Vacation Leave is not included in the overtime calculation. Whenever practical, overtime work will be performed by volunteers. However, when the number of volunteers does not result in the number of staff required, overtime may be a mandatory requirement. Each Unit/Shop should have a method in place to assign mandatory overtime equally among those employees who are qualified to perform the overtime duties. Ask your manager or supervisor for details.

Vacation Scheduling and Mandatory Overtime

Normally, Vacation Leave is not counted in calculating overtime; however, there is an approved exception. Vacation Leave requested and approved ONLY for use in conjunction with a scheduled special event may be counted in the overtime calculation when it is pre-scheduled and approved by the Department Manager. Exceptions can be made by the departmental manager if an emergency situation arises. Only one vacation day before or after the scheduled event will be counted as hours worked for overtime purposes.

Example #1: John knows he will be working a basketball game on Thursday night. His normal shift is from 7a-3p. He will then come back in at 4p that night and work until 10 p.m. for the game. In order to get some rest after working the game, John has requested to take a vacation day on Friday. This was arranged with his Department Manager on Monday who approved the vacation day. In this case, the vacation day will count towards his overtime for the week.

Example #2: Sally took vacation Mon-Thurs to go on a family trip to Gatlinburg. She comes back on Friday and decides to work the homecoming game on Saturday night. The vacation days she took Monday through Thursday will not count towards overtime hours; therefore, she will get paid at a straight time rate for working the homecoming game.

Example #3: Bob is taking the entire week off for a vacation, but will be in town during this time. Another team member was supposed to work the football game on Friday night, but has had a family emergency and cannot make it. The department is in dire need of someone to come in and fill this spot, so the department manager calls Bob and asks him to come in to work the game. He tells Bob that he will pay the hours worked at the game as overtime to compensate for him coming in on his scheduled vacation.

All overtime worked must have pre-approval from the employee's Manager, the Duty Manager, the Director, or his designate. Overtime is paid in accordance with Federal and State Laws. You are paid time and one-half your normal rate for all hours worked over forty (40) hours during the pay week. Holidays and Sick Leave are counted in the overtime calculation. Vacation Leave is not included in the overtime calculation. Whenever practical, overtime work will be performed by volunteers. However, when the number of volunteers does not result in the number of staff required, overtime may be a mandatory requirement. Each Unit/Shop should have a method in place to assign mandatory overtime equally among those employees who are qualified to perform the overtime duties. Ask your manager or supervisor for details.

Vacation Scheduling and Mandatory Overtime

An employee who works an overtime event, can take a vacation day, before or after, their overtime duty. **This vacation time must be scheduled in advance with your department manager and only applies to vacation hours taken in order to compensate for time worked during a special event.** Note: The BSA's may have to pull up to 5 hours of their 'next day' shift, to 'trash and dash' their assigned areas before leaving for the day. This arrangement will be at the discretion of their supervisor, according to the needs of the building being affected.

Remember: If you do not have available accrued vacation time to use, all hours worked, up to forty (40) hours will be paid at regular rate. This adjustment and approval will be made by your supervisor on the daily time sheets.

Packages

All packages, closed containers, handbags, purses, etc., that are carried out of the department are subject to inspection by management.

Personal Phone Calls/Messages/Personal Items/Cell Phone Use

You are not permitted to receive personal phone calls at work, except in the case of an emergency. In the event of an emergency, the call will be routed to your work station or a message will be taken for you. The university is not responsible for personal items brought to work such as radios, tape players, personal tools, etc.

Cell phones are to be used during breaks, for emergencies, or for Western Kentucky University business only. Cell phones should not be used while driving.

Resignation/Separation

We hope you will be with the university for a long time, but should you decide to leave, please give proper notice, which is at least two (2) weeks. Resignations should be made in writing to your manager. All university issued tools, keys, uniforms, ID card, or other university property will be returned.

Employees resigning their position with WKU or are transferring out of the Facilities Management Department are encouraged to go online and complete the Exit Interview Questionnaire found on the Human Resources' Web Page.

Also, upon an employee resigning their position at WKU or transferring out of the Facilities Management Department, the employee's supervisor should complete the Exit Clearance Form located on the Human Resources' Web Page.

Telephones

1. University business telephones are to be used for university purposes. In an emergency, university phones may be utilized.

2. Public telephones are for personal use. As a courtesy to others, please minimize the time spent using public telephones.
3. Personal telephones may be used on breaks and at meal periods.

Time Cards/Sheets and Payroll

Time Clock

We use a time clock in Facilities Management. You are responsible for being at work when scheduled. Any time you work hours that are not scheduled, the payroll recap **MUST** be signed by or initialed by the employee's supervisor or manager. (Example: called in on day off, started shift early, etc.).

Time Cards

- 1) Everyone is required to clock in and out on the days that they work.
- 2) No one is allowed to clock in or out any other employee.
- 3) If you forget to clock in, your supervisor or manager must sign or initial the payroll recap approving your hours. It is your responsibility to clock in and out.
- 4) The intention of the university is to follow all state work laws and pay you for all hours worked.
- 5) All minors are restricted to work only certain hours. Your cooperation is appreciated. If you find you have been improperly scheduled, or due to your job requirements, find yourself working beyond your legal hours, you should advise your supervisor or manager immediately.

Vacation Scheduling

In order to ensure all employees are able to take Vacation Leave, while providing the most efficient scheduling possible to provide consistent service to the campus community we serve, the following procedures and policies will be used for requesting and scheduling vacation. All employees must request Vacation Leave in advance. This will ensure that operations of the department and various Units/Shops are not adversely affected by uncontrolled use of Vacation Leave. This will also provide a procedure to ensure that seniority of employees, within the Units/Shops, is considered.

Procedure

1. Vacation Leave opportunities are determined by the operational needs of DFM and WKU.

2. Vacation Leave must be requested in writing and approval must be received prior to taking Vacation Leave. If prior approval is not requested and received in advance, Vacation Leave taken will be recorded as emergency vacation.
3. Emergency vacation use will be monitored by your manager and/or supervisor.
 - a. Employees with special needs (i.e., farming activities and other known needs without specific dates) may make Vacation Leave requests in advance. The dates may be left open to be filled in as the need arises, by contacting your manager or supervisor. Notification must be made before your normal shift start on the first day of Vacation Leave used.
 - b. Occurrences of Emergency Vacation Leave use must be reported in accordance with the procedures established by your Unit/Shop. Upon return to work from Emergency Vacation Leave, you must complete a *Leave Request/Authorization Form*. Failure to properly notify the Unit/Shop of your Emergency Vacation Leave may result in loss of pay and/or disciplinary action.
 - c. Occurrences of Emergency Vacation Leave for the scheduled shift immediately preceding or immediately following a scheduled holiday will result in the issuance of the appropriate step in the progressive disciplinary process and/or loss of holiday pay.
4. All department employees will be given the opportunity to submit vacation requests for the fiscal year July 1 through June 30, during the preceding March 1 - March 30 period. Vacation requests received and approved during this time, will receive preference to requests received after March 30. Vacations will be approved based on the work force requirements of each Unit/Shop, defined below in terms of maximum number allowed to use Vacation Leave at any one time. Should the number of requests for any given time period exceed the maximum number allowed, seniority will be used to determine which requests will be approved.
5. Requests for Vacation Leave may be made at other times by submitting requests, not less than 24 hours in advance for requests of one (1) or two (2) days and with one (1) weeks advance notice for requests of three (3) days or more. Requests will be considered based upon work requirements and the maximum allowable number of authorized employees to be on Vacation Leave at the same time. Requests submitted after March 30, will be considered on a first-come, first-serve basis without regard for seniority.
6. All requests for Vacation Leave will be submitted to the appropriate manager or supervisor in your Unit/Shop, on a *Leave Request/Authorization Form*. Vacation Leave may be used in 15 minute increments.
7. Manager discretion may be applied to alter the maximum number of employees allowed to be on vacation for a specific time period, based on work loads and the needs of the university.
8. Generally, employees should not request or expect to take vacation the two (2) weeks prior to commencement or the two (2) weeks prior to the opening of school in the fall.

Failure to comply with any of the above procedures and policies may result in disciplinary action, up to and including discharge.

Vehicle Use

Vehicles owned by the university and operated by DFM employees will be used only in a capacity directly associated with work activities. Failure to comply will result in disciplinary action.