

Western Kentucky University

Department of Facilities Management

Scope & Purpose of This Handbook

This employee handbook has been prepared to provide general information about the work environment, WKU benefits, policies and procedures under which we operate. More extensive information is available from supervisors, managers, human resources staff and on our website www.wku.edu. From time to time, you may receive updated information concerning changes in policy and benefits. For any questions, please contact the Fiscal Service Manager or Human Resources Representative.

This handbook is not an employment contract. WKU employees are at-will employees. The at-will status means both the employee and employer (WKU) may terminate the employment relationship at any time, with or without cause or advance notice. With the exception of written employment contracts or agreements, this handbook supersedes all prior agreements or statements regarding your employment at WKU. WKU may change its policies and procedures and any provision of this handbook at any time without advance notice.

Welcome

The Department of Facilities Management is a diverse organization of over 300 employees and 7

Departments who make it their goal to provide an environment that strives to enrich the lives of students, staff, faculty, administration, and guests of Western Kentucky University.

The Department Facilities Management (DFM) 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.

Employees of the Department Facilities Management are trained and licensed in fields that range from the Skilled Trades to Recycling & Sustainability to Building Services.

Message from the Director:

Trent Blair:

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.

Western Kentucky University
Department of Facilities Management

TABLE OF CONTENTS

<u><i>INTRODUCTION</i></u>	4	Promotions and Transfers	17
<u><i>MISSION & VISION</i></u>	4	Career Path	17
<u><i>ABOUT WKU</i></u>	5		
<u><i>OUR BUSINESS</i></u>	6	<u>GENERAL EMPLOYMENT</u>	
DFM Organizational Chart		Recruitment Website	17
		Health Services	17
		New Employee Orientation	17
<u>WE CARE</u>			
<u>Human Resources Policies</u>	7	<u>EMPLOYEE RECOGNITION PROGRAMS</u>	
Employment Policies		DFM Employee of the Month Award	17
Compensation Policies		DFM Hilltopper Spirit Award	17
Benefits Policies		HR&L Hilltopper Hero Award	17
Employee Relations Policies		WKU Staff Excellence Award	17
Workers' Compensation Policies		Spirit of Western Award	17
<u>Facilities Policies</u>	8	Annual Winter Brunch	17
Facilities Plans		Employee Advisory Council (EAC)	18
DFM Key Control			
<u>Equal Employment Opportunity</u>	9	<u>SERVICES</u>	
Americans with Disabilities Act	9	Employee Wellness Program	18
Reasonable Accommodation Policy	9	Health Fitness Center – Preston Center	18
Anti-Discrimination	9	Parking Map	18
Workforce Diversity	9	Parking Pass	18
Compliance	9	Employee Assistance Program (EAP)	18
		Dining Locations	18
<u>OUR EXPECTATIONS</u>		WKU Employee Discounts	18
Computer, Electronic Mail, Telephone and Personal		DFM Training Room	18
Business	10	Athletic Discount Tickets	18
Conflict of Interest	10		
Disciplinary Action	10	<u>YOUR BENEFITS</u>	
Appeal Process	11	Human Resources Web Page	19
Attendance	11-14	Benefits Focus – Enrollment System	19
Breaks & Meal Periods	14	Self-Enrollment Instructions	19
Smoking	14	Retirement	19
Drug and Alcohol Abuse	15	Supplemental Retirement Ref. Guide	19
Employment of Relatives	15	Holidays	19
Equipment Care and Use	15	Military Leave	19
Resignation/Separation	16	Bereavement Leave	19
Exit Interview	16	Jury Duty	19
		Emergency Travel Assistance	19
<u>A SUPPORTIVE WORK ENVIRONMENT</u>		Coverage While Abroad	19
Opportunities for Communication	17		

**Western Kentucky University
Department of Facilities Management**

Identity Theft Protection	19	Breaks and Meal Periods	20
Employee Tuition – Employee	19	Call In’s	20
Spouse/Dependent Tuition Waivers	19	On-Call Pay	21
Workers Compensation	19	Salary Table	21
COBRA	19	Shift Differentials	21
Benefits Options	20	Direct Deposit	21
Medical/Vision Plans	20	Performance Review	21
Dental Plans	20	Paid Holiday Schedule	21
Flexible Spending Accounts	20		
Basic Life Insurance	20	<u>SAFETY</u>	
Optional Employee Life Insurance	20	Accident Prevention	21-22
Spouse Life Insurance	20	Workplace Anti-Violence	22
Dependent Life Insurance	20	Work-Related Injury/Illness	22
Short Term Disability	20	Disaster Plan	22
Long Term Disability	20	Evacuation Map	22
Leaves of Absence (LOA)	20	Fire Prevention	22
Family Medical Leave	20	Identification Badges	22
Extended Medical Leave	20	Inclement Weather	22
Vacation Time	20	Security	22
Medical/Sick Time	20	Building Emergency Action Plan	22
		<u>RECEIPT FOR EMPLOYEE HANDBOOK</u>	23
<u>COMPENSATION</u>			
Overtime	19		
Payroll Schedule	19		

Western Kentucky University

Department of Facilities Management

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 Handbook for any questions you have, or ask any Manager or Supervisor for assistance. By working together, we will make this department one of WKU'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 and/or DFM 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.

MISSION AND VISION

WKU Mission Statement:

Western Kentucky University (WKU) prepares students of all backgrounds to be productive, engaged, and socially responsible citizen-leaders of a global society. The University provides research, service and lifelong learning opportunities for its students, faculty, and other constituents. WKU enriches the quality of life for those within its reach.

WKU Our Vision:

A Leading American University with International Reach.

Facilities Management Mission Statement:

Guided by our shared value, 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 Western Kentucky University.

Western Kentucky University

Department of Facilities Management

ABOUT WKU

Welcome to Western Kentucky University, home of the Hilltoppers. Our hilltop campus is a place of beauty and friendliness. It embraces a proud heritage and a bold, ambitious future.

WKU is in the midst of a transformation - physical, intellectual, cultural and economic – and is becoming A Leading American University with International Reach. Whether in a neighboring community or in a distant country, WKU faculty and students are engaged in relevant applied research that provides solutions to real problems.

WKU is home to many highly ranked and nationally-recognized academic programs such as Journalism and Broadcasting, Education, Engineering, Business and our award winning speech and debate team. With steady enrollment growth for 15 consecutive years, more than 21,100 students grace our campuses in Bowling Green, Glasgow, Owensboro and the Elizabethtown area. We also send students each semester to Harlaxton College in Grantham, England and other students circumnavigate the globe with the Semester at Sea program just to name a few.

A place where all students can succeed, WKU is the home of the Gatton Academy for Mathematics and Science for exceptional Kentucky high school

juniors and seniors. The Academy was named the number one high school in the U.S. in 2012 and 2013 by Newsweek. WKU is proud to have Kentucky's first and only independent Honors College in the Commonwealth. WKU honors students enjoy an intimate scholarly environment on a vibrant campus and are encouraged to become involved in community service, applied research and study abroad. These are among the reasons why WKU is becoming the University of Choice in the Commonwealth and the intellectual heartbeat of Kentucky.

Our Nickname:

Hilltoppers

Our Mascot:

"Big Red", (born Sept. 21, 1979)

Our Symbol:

Red Towel

School Colors:

Red and White

Campus Locations:

[Bowling Green Map](#)

[Glasgow](#)

[Owensboro](#)

[Elizabethtown/Ft. Knox](#)

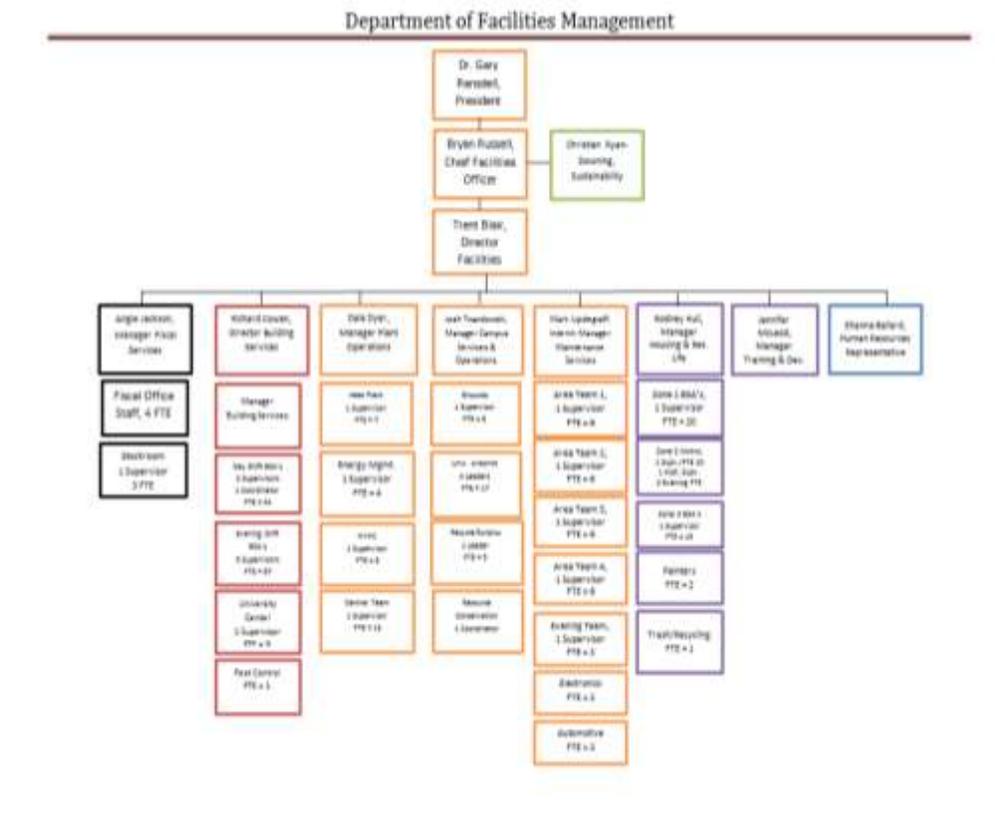
Western Kentucky University Department of Facilities Management

OUR BUSINESS

The Department of Facilities Management services the university to insure a safe, clean and stimulating learning, working and living environment for all involved. We are comprised of seven (7) services areas which supports the university.

1. Building Services
2. Campus Services
3. Fiscal Services
4. Housing and Residence Life
5. Maintenance Services
6. Plant Operations
7. Training and Professional Development

Organizational Structure:



Western Kentucky University

Department of Facilities Management

WE CARE

Human Resources Policies:

Employment Policies:

Employment Authorization & General Working Conditions
U.S. Citizenship and Immigration Services (USCIS), Form I-9
Background Investigation
Minimum Age for Employment
Recruitment and Selection
Guidelines for the appointment/employment of J-1 visiting scholars at WKU
Employee Relationships/Employment of Relatives
Pre-Employment Testing
Guidelines for Full-Time Re-employment of Retirees
Alternative Work Arrangements – Flextime, Flex-place, Compressed Workweek
Attendance During Adverse Weather Conditions
Exit Clearance Procedures and Employee Feedback

Compensation Policies:

Overtime Compensation
Shift Differentials
On-Call Status and Call Back Pay
Compensation for Education and Special Training
Supplemental Compensation
Consulting and Other Professional Activities

Benefits Policies:

Employee Benefit Eligibility
Sabbatical Assignments & Retirement Participation
Vacation Leave
Medical Leave
Shared Medical Leave (Medical Leave Bank)
Family and Medical Leave
Explanation of Academic Administrative Procedures for Sick/Medical Leave
Bereavement
Tuition Waiver Program for Employees
Tuition Discount Program for Dependent Children and Spouse
Educational Leave of Absence
University Holidays
Military Leave

Employee Relations Policies:

Standards of Conduct
Workplace Violence
Meal and Rest Periods
Discrimination and Harassment Policy
Disciplinary Action
Drug and Alcohol Abuse Prevention Policy
Designated Smoking Areas

Workers' Compensation Policies

Workers' Compensation Program
Return to Work – Modified Duty Program

Western Kentucky University

Department of Facilities Management

Facilities Policies:

See the DFM web site for specifics

Campus Vehicles Usage Policy
Comp. Time Policy
Energy Policy
Environment, Health and Safety Policy
Ephone Policy
Heat Plant Policy
License Reimbursement Policy
Radio Policy and Procedures
Respirator Compliance Policy
Scrap Metal Policy
Smoking Policy
Storm Water Management Policy
Surplus Policy
Uniform Policy

Facilities Plans:

Elevator Rescue Plan
Key Control Policy and Procedures
Snow and Ice Removal Plan
Roof Maintenance Plan
Vehicle Maintenance Plan

Grooming Standards:

It is important for all employees to project a professional image while at work by being appropriately attired (reference DFM Uniform Policy). Work attire including uniforms should be in good repair and appropriate to the duties being performed.

Employees are expected to be neat, clean and well groomed while on the job. Every employee is expected to maintain the highest standard of personal cleanliness, practice daily hygiene and good grooming habits. The objective is to convey professionalism to our clients/customers and project confidence in our ability to represent WKU effectively.

DFM 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.

Western Kentucky University Department of Facilities Management

The Office of Equal Opportunity:

The mission of Western Kentucky University's Office of Equal Opportunity / Affirmative Action / University ADA Services (EAU) is to promote, sustain, and advance an environment that supports principles of equity, diversity, inclusion, and community. Diversity, equity, accessibility, and tolerance encompass the core values of the EAU. We incorporate these values through a proactive stance in assisting the University with the interpretation, understanding, and application of federal and state laws and regulations that impose special obligations in the areas of equal

opportunity and affirmative action. Our mission is supported by our commitment to continuously develop, implement, evaluate, and revise (as necessary) action-oriented programs aimed at promoting and valuing diversity in the University's faculty, staff, and student body.

Click on the links below regarding specific topics:

Americans with Disabilities Act (ADA)

Reasonable Accommodation

Anti-Discrimination

Workforce Diversity

Compliance

Western Kentucky University

Department of Facilities Management

OUR EXPECTATIONS

DFM Employees are expected to perform their jobs duties in a professional and responsible manner, which includes maintaining the highest level 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, good judgment will be one's guide. Inappropriate conduct is further explained in the University Standards of Conduct Policy.

Computer, Electronic Mail, Telephone & Personal Business

Conflict of Interest

Disciplinary Procedures

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

Cell Phones/Personal Phone Calls: You 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 your family know to call 270-745-3253 and the call will be routed to your work station or a message will be taken for you. Cell phones are to be used during breaks or for Western Kentucky University business only. Cell phones should not be used while driving. Texting is not permitted during work hours or in university vehicles. Safety is very important and is everyone's responsibility; therefore, remember to use caution when using a cell phone for any purpose while walking or driving. Be alert and pay attention to your surroundings, not to electronic media devices.

Music/Media Devices (cell phones, iPods, MP3s, etc): The use of Media devices is not permitted during work times, and may only be used during break periods, meal periods or other non-work time. You are not permitted to access the internet for non-business purposes during work hours. This

includes, but is not limited to, internet surfing, personal email, facebook, or any other social networking site.

Personal items: The University is not responsible for personal items brought to work such as cell phones, radios, iPods, MP3 players, personal tools, etc.

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 progressive disciplinary steps for infractions of different policies, procedures, work rules, performance, conduct, etc.

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 by using an ECR.

Formalized Step 1:

Verbal Written Warning

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.

Western Kentucky University

Department of Facilities Management

Formalized Step 2:

Written Warnings

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

Formalized Step 3:

Disciplinary Suspension/Final Written Warning

For offenses which written warnings have proven insufficient in correcting a behavior or violation, suspension is administered. Suspensions will remain in effect for one year following the date issued.

Formalized Step 4:

Discharge / Termination

An employee can be discharged if he/she has received one (1) Verbal Written Warning and two (2) Written Warnings, the most recent having been issued within the previous twelve (12) months, and a 3rd incident or violation occurs. (Note: Infractions / violations do not necessarily have to violate the same rule). Employees may be discharged / terminated due to a serious breach of any of the violations listed in the University Standards of Conduct policy, Sexual Harassment, or Workplace Violence or other WKU Policy.

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.

Appeal Process:

If you feel a disciplinary action is inaccurate or unwarranted, employees should exercise their right

to appeal through administrative channels. (See the University Policy, Grievance Resolution Procedure)

Attendance:

Timely and regular attendance is an expectation of performance for all WKU employees. 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.

Call-Off Notification Procedures:

Employees must follow these call-off notification procedures any time they have an unscheduled absence.

When calling in to report an absence or being late for work, please call the following numbers based on which unit you are assigned to work:

Housing Zone 1	(270) 745-5559
Auxiliary Supervisors	(270) 745-5824
Housing Zone 2	(270) 745-6925
Building Services Staff	(270) 745-5826
Housing Zone 3	(270) 745-6898
Grounds Crew	(270) 745-5820
Any not listed should call	(270) 745-3253

If an employee is unable to report to work as scheduled, it is their responsibility to call and leave a detailed message indicating the following:

1. Time in which you are calling
2. The day which you will be off work
3. The reason for the absence or lateness
4. An expected date in which you will return

Western Kentucky University

Department of Facilities Management

All unscheduled call-off of a shift must be made at least one (1) hour prior to the scheduled start of your shift. Leaving a message with another staff member is not acceptable. Having another person call on your behalf is not acceptable, unless there are extenuating circumstances that prevent you from personally calling. If you will be absent for longer than one day, you will be required to keep your manager/supervisor informed of your status on a daily basis, unless directed otherwise by your manager/supervisor.

Attendance Guidelines:

1. Department managers/supervisors will communicate to their employees the importance of timely and regular attendance and the process of utilizing the Call-off Notification Procedures. The Call-Off Notification procedure defines when and whom an employee will call if he/she is going to have an unscheduled absence. Caller must include: time they are making the call, date missing work, reason for absence, and expected date of return to work.

2. Requests for scheduled absences, including; jury duty, vacation, non WKU approved holiday, bereavement, military leave, FMLA leave, medical leave and preapproved/scheduled medical appointments must be requested as far in advance as possible consistent with University and department policy. It is the employee's responsibility to complete a written leave request form at least 24 hours prior for medical appointment utilizing sick leave time and at least 5 days prior for vacation requests utilizing vacation time. All written request(s) for time off does not guarantee that it will be granted, subject to department operational and business needs. (See #8).

3. An unscheduled absence will be recorded as an occurrence per the Attendance Violation tracking process. If an employee is on a medically approved

Family Medical Leave or Extended Medical Leave of absence, then time off is considered an approved absence/scheduled absence. If not in an approved FMLA or Extended Medical Leave then time off may result in absences being counted as unscheduled absences.

4. Notification of any unscheduled absence must be made as far in advance as possible but a minimum of one (1) hour prior to the start of shift. Calls must be made into the department's designated call-in number, see Call-Off Notification Procedures for assistance. Notification and acknowledgment of unscheduled absence will not mean that it is classified as an excused or scheduled absence.

5. Employees who are unable to report to work as scheduled (except for a University preapproved time or using FMLA leave or Medical leave) are required to contact their supervisor/manager each day unless otherwise instructed by their supervisor. Failure to contact may be subject to the Attendance Violation process and corrective action.

6. Occurrences will be tracked by each department based on a rolling twelve (12) month period.

7. Any absence of sick that is 1-3 days in length may be considered an unscheduled absence. No medical note is required. If sick time usage is more than 3 consecutive days off, then employee is required to contact DFM/HR regarding FMLA or Medical Leave, see WKU Human Resources Benefits Policy.

8. For routine doctor's appointments, employees may use accrued sick time. The employee must notify the supervisor in advance of the appointment at least 24 hours in advance to be considered a schedule absence. When possible, such appointments should be scheduled at the beginning or the end of the shift.

Western Kentucky University Department of Facilities Management

9. Managers/Supervisors must be observant and identify pattern(s) of absences. Employees will be subject to immediate corrective action if a pattern of unscheduled absences are observed. An employee will receive written disciplinary notice for a pattern of unscheduled absence including a description of the pattern from the employee's manager/supervisor or the Human Resource Representative.

10. Bi-weekly employees will not be compensated for time lost due to tardiness or lateness. However, an employee who is late seven minutes or less is considered tardy but will be paid for the time, see 7 minute rule for an explanation.

11. Being late of more than seven (7) minutes is considered unscheduled. Payment will be deducted from the employee's appropriate available sick or vacation accruals. Meal periods and breaks may not be used to cover for absences or tardiness. An employee may not extend the normal workday or work beyond his/her scheduled shift to make up for being tardy without the prior approval of the employee's manager/supervisor.

12. An employee who has an unscheduled absence will be required to use accrued vacation or sick leave time in accordance with University policy, if applicable. An employee will not be compensated for unscheduled absences that extend beyond his/her accrual balances.

13. A denied leave of absence or denied request for time off, or failure to return to work after an approved leave of absence, or failure to comply with these guidelines or other applicable University policies may result in the treatment of time away from work as an unscheduled absence and subject to the Attendance Violation process and corrective action.

14. Employees are responsible for swiping in and out using the DFM timekeeping system. If for any reason, an employee falsifies the swiping system, they may be subject to disciplinary action up to termination.

15. Employees will not be eligible for holiday pay if you have an unscheduled absence the day prior to, the day of, and/or the day after a holiday. Time prior to and after a Holiday must be in a 'paid status'. However, if an employee takes sick time immediately before or after a scheduled holiday, they may be asked to bring in a doctor's statement in order to be paid for this absence.

16. Due to the nature of the services that DFM employees provide we are rarely able to close our operations. Please reference the WKU Attendance During Adverse Weather Condition Policy, 4.2501 for assistance. If an employee will be late or unable to report to work, the employee must notify his or her supervisor as soon as possible.

Attendance Definitions:

Scheduled Absence: occurs when an employee requests and is approved to take time off in accordance with department and University policies. Some examples of scheduled absences include; approved vacation, University approved holidays, jury duty, military related leaves, bereavement leave, FMLA leave, Extended Medical Leave, Short-Term Disability leave and medical appointments. All requests for time off must be made in writing by completing a Leave Request / Authorization Form to your direct supervisor/manager with as much advance notification as possible. At least 24 hours for medical appointment. At least 5 days prior to a vacation. Subject to Management approval based on other requests in the order they are received. All requests for time off will be considered in light of operational and business needs. A request for time off does not guarantee that it will be granted.

Western Kentucky University

Department of Facilities Management

No call/no show: is an unscheduled absence without proper notification to the employee's manager/supervisor. For purposes of constructive counseling, each day off "no call, no show" will be followed with disciplinary action. The level of action depends on the stage the employee may be within the current disciplinary action process. Three (3) days of "no call, no show" will result in termination and considered a "voluntary termination".

Pattern Absences: is a clear pattern of occurrences related to unscheduled absences. Example of patterns, are time off before or after a scheduled holiday, vacation or weekend. Or a pattern of absences following a payday, or special event, or immediately after accrued time is added to ones balances.

Tardy: is defined as failure to clock into the DFM reporting system by one (1) to seven (7) minutes after the expected start time and subsequently unprepared to start work. Excessive amounts of tardy may be subject to the Attendance Violation process.

Late Report: is when an employee reports to work, or leaves early from work or reports back from a rest or meal break by more than 7 minutes. Such late reporting is classified as an unscheduled absence and subject to the Attendance Violation process.

7-Minute Rule: DFM/Payroll tracks work time in 15-minute increments, the cutoff point for rounding down is 7 full minutes. If an employee works at least 7 full minutes, but less than 8 minutes, DFM/Payroll will round the number down to the nearest 15 minutes. If the employee works at least 8 full minutes, DFM/Payroll will round up.

Unscheduled Absence: Failure to report to work on a scheduled workday or working less than a

scheduled workday due to lateness or leaving early without a written and approved time off request. Absences on consecutive workdays for the same reason will count as one unscheduled absence under this policy. Some examples may include: absences due to car trouble, caring for a family member or yourself due to illness, home emergency or personal appointment.

Unscheduled Early Departure: is defined as failure to work a complete workday due to an early departure without a written and approved time off request.

Unpaid Status: not having available leave (vacation or sick) time to cover any lost time. It is the employees' responsibility to maintain and monitor their leave balances to ensure they do not go in to an unpaid status. Employees who are in disciplinary action, or who are in an "Unpaid Status" due to poor use of time, not resulting from a qualified FMLA leave, will not be allowed to make up missed time. Approval of flexing or making up lost time is at the discretion of employee's direct supervisor/manager. This situation will be subject to the Attendance Violation process.

Occurrence: includes all unscheduled, 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.

Attendance Violation tracking process:

- Two incidents of lateness equals one (1) occurrence (each, is one half (1/2) occurrence)
- Full day, unscheduled is one (1) occurrence
- One to three consecutive days of absence equals one (1) occurrence unrelated to an approved FMLA/Extended Medical leave
- Any unreported, patterned or unapproved absence(s) and excessive absenteeism will be one (1) occurrence

Western Kentucky University

Department of Facilities Management

- Failure to report to work for three (3) consecutive days without notice will be deemed a voluntary termination by the employee. For each no call/no show day, the occurrence is subject to a corrective discipline.
- Excessive Tardy is one (1) occurrence

Calculation of Occurrence Disciplinary Procedures:

- 1 = No action, unchallenged
- 2 = No action, unchallenged
- 3 = No action, unchallenged
- 4 = Employee Courtesy Reminders (ECR)
- 5 = Verbal Written Reprimands
- 6 = Written Reprimand
- 7 = Disciplinary Suspension/Final Written
- 8 = Termination

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.

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. DFM 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.

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 belongs to you.

Western Kentucky University Department of Facilities Management

Resignation/Separation:

We hope you will be with Western Kentucky 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.

Exit Interview:

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.

Western Kentucky University

Department of Facilities Management

SUPPORTIVE WORK ENVIRONMENT

Opportunities for Communication:

Employees are encouraged to access Outlook as one of the communication tools available at WKU. Facilities Management has created a Training Room area in the PS1 building in order for employees to access several computers.

Communication Boards can be found in the DFM employee entrance near the time clocks for the most current publications. Additionally, most time clock areas host current publications of activities related to DFM and the WKU campus.

Promotions and Transfers are an opportunity for employees to develop professional growth. All vacant positions can be found within Human Resources Employment opportunities on the main web site.

Career Path, The Facilities Management main element for a training program is the Career Path. It is designed to motivate team members to learn new skills and become more knowledgeable within their trade by taking classes or earning certifications tailored to their current position. The majority of positions within DFM have a career path that is tailored specifically for them with an emphasis on departmental needs. WKU benefits from the program by promoting a culture focused on development and continuous learning, creating a more resilient workforce that can adapt to changing times, reducing departmental turnover, and fostering a natural succession planning program. Team members benefit in that completion of the program creates a sense of accomplishment as individuals move up the ladder, creating a feeling of belonging as employees gain entrance into an elite group of like-minded individuals, increasing feelings of value through job security, and satisfying basic physiological needs by providing a means to increase their salaries by \$1,000 for Level 2 and \$2,000 for Level 3. There are three levels in the program. All team members begin at level one and there is no obligation to move beyond that level. However, if

an employee would like to move up, requirements for Level Two advancement focus either on taking additional courses or obtaining a certification identified by the Training and Development manager. In addition, there are time-in-service, safety, and performance requirements that must be met. Level three also requires the above mentioned curriculum; however, it is more focused on developing leadership qualities in team members.

GENERAL EMPLOYMENT

Employment Website

Health Services

New Employee Orientation

EMPLOYEE RECOGNITION

PROGRAMS/ACTIVITIES

DFM Employee of the Month: 24 winners, 2 per month. 1 from Building Services, 1 from Maintenance, winners receive \$25.

DFM Hilltopper Spirit Award: 4 winners. One per quarter, winners receive \$125.

HR&L Hilltopper Hero Award: 1 winner monthly of those in HR&L, \$40 gift card to a restaurant or retailer of their choice.

WKU Staff Excellence Award: WKU Spirit award issued once a year, winner will receive \$200. Spirit of Western Award – 1 winner annually of all Faculty/Staff, awarded \$1000

HR&L Hilltopper Hero Employee Recognition: one winner per month of those employees within HR&L.

DFM Employee of the Year: 5 winners, one from each: Building Service, Maintenance, Housing & Res. Life, Grounds and overall Facilities Management. Each recipient receives \$200.

Annual Winter Brunch: The Human Resources office sponsors an annual winter brunch for all DFM employees. At the event, our DFM Management team honors employees for their

Western Kentucky University Department of Facilities Management

years of service. The following years are recognized: 5, 10, 15, 20, 25 years of service.

Employee Advisory Council (EAC): this council is a collection of DFM employees whose goals and objectives are to assist management and co-workers by improving communication. They assist in resolving problems between management and employees where such assistance would not interfere or interrupt the general procedures of the university. They help to investigate and resolve matters where there is evidence of unjust or unnecessary treatment involving co-workers. They help to develop, recommend, and promote ideas related to working conditions, morale, image, efficiency, employee safety programs and other employee related issues.

SERVICES

In addition to the WKU Benefits that are offered to full-time employees, there are also a variety of programs and services available to the employees.

Employee Wellness Program

Health Fitness Center - Preston Center

Onsite parking via Parking Map

Parking Permit process

Parking permits are available from the WKU Parking and Transportation Department. The

annual cost depends on the type of permit that is chosen.

Employee Assistance Program (EAP): Free counseling services for employees up to five visits with licensed professionals, or if you have financial or legal questions, EAP can put you in touch with a financial advisor or a lawyer.

Dining: Eateries on campus

WKU Store Discount: Employees are entitled to a 20% discount at the WKU Store on items other than textbooks, computers and computer accessories.

DFM Training Room: Computers are available for use in the Training Room in Facilities Management PS1 building

Athletic Tickets: The WKU athletics program has a long and proud history. WKU has won more conference championships (10) than any division 1A school in the country. The Hilltoppers enjoy tremendous support from a legion of loyal fans - including employees, donors, and corporate sponsors. Employees are entitled to two season tickets for football and basketball at a 50% discount. Call the ticket office for more details (270-745-5222).

Western Kentucky University

Department of Facilities Management

YOUR BENEFITS

See Main Human Resources Site

Benefits Focus – Enrollment System

Self-Enrollment Instructions

Retirement

Supplemental Retirement Reference Guide

Holidays

Military Leave

Bereavement Leave

Jury Duty

Jury Duty Process:

Q: Does WKU compensate employees who are summonsed to appear as a juror in KY?

A: *When summonsed, employees are to serve and they are fully paid their regular pay from WKU.*

Q: If so, how many days are paid?

A: *They continue to be paid while serving the designated days*

Q: What evidence is required?

A: *Need verification note from court*

Q: Which office retains evidence?

A: *Retain in DFM with Payroll*

Q: What does the employee do with the juror pay?

A: *Employee gets to keep the juror pay.....*

Employees are to attach the court evidence of appearance with the leave request form and submit to your supervisor for approval. Evidence will be stored in Payroll.

Emergency Travel Assistance: If you have a medical emergency while you are more than 100 miles away from home, with one simple phone call, you can be connected to Assist America's staff of medically trained, multilingual professionals who can advise you 24x7. They will immediately connect you to pre-qualified, English-speaking doctors, hospitals, pharmacies and dentists anywhere in the world. They also provide assistance with medical consultation, hospital admission, emergency medical evacuation, lost prescription assistance, legal and interpreter services, and more. For Emergency Travel Assistance contact 800-872-1414 (within the U.S.) or 301-656-4152

(outside the U.S.) and provide membership number 01-AA-SUL-100101.

Coverage While Abroad: The WKU Health Plan will cover you and any enrolled dependents while living or traveling outside of the US. Through the BlueCard Worldwide® program, you have access to medical assistance services, doctors and hospitals when traveling or living outside of the United States, Puerto Rico, and U.S. Virgin Islands. Visit the BlueCard Worldwide® website to search for hospitals and doctors worldwide and find helpful travel and destination information <http://www.bcbs.com/already-a-member/coverage-home-and-away.html>.

Identity Theft Protection: Assist America's SecurAssist® Identity Protection program provides 24x7 telephone support and step-by-step guidance by anti-fraud experts. Additional services include case workers who are assigned to you and will notify credit bureaus and file paperwork to correct your credit reports, help canceling and reissuing cards, and help notifying police, financial institutions and government agencies. For Identity Theft Protection assistance contact 877-409-9597 and provide membership number 01-AA-SUL-100101.

* The Emergency Travel Assistance and Identify Theft Protection personal services are part of your Group Basic Life Insurance from Lincoln Financial Group.

Employee Tuition – Employee, Spouse, Dependent COBRA: The Consolidated Omnibus Budget Reconciliation Act (COBRA) was enacted in 1986 to provide for continuous health benefits for employees under certain qualifying events that might cause an individual to lose coverage. Qualifying events include loss of employment, reduction in the employee's hours of employment,

Western Kentucky University

Department of Facilities Management

death of the employee, divorce or legal separation of the employee, employee becoming entitled for Medicare or child ceases to be eligible as a dependent child under the terms of the group health plan. Employees and qualified dependents are eligible to continue their health and dental benefits for a predetermined period of time under the provisions of COBRA. For more specific information concerning your COBRA rights, contact the Benefits section, Department of Human Resources.

Benefits

- Health Insurance / Vision Insurance
- Dental Insurance
- Flexible Spending Accounts
- Basic Life Insurance
 - ❖ Optional Life Insurance
 - ❖ Spouse Life Insurance
 - ❖ Dependent Life Insurance
- Short-Term Disability
- Long-Term Disability
- Leave of Absence (LOA)
 - ❖ Family Medical Leave Act (FMLA)
 - ❖ Extended Medical Leave

Vacation: Full-time employees hired after July 1, 1994, accrue vacation leave according to the following schedule:

Yrs of Service	0-4	5-9	10-14	15-19	20+
Days per year	12	15	18	21	24
Hrs. per mon.	7.5	9.375	11.25	13.125	15

Note: Only 20 days of vacation may be carried into the new fiscal year. Any excess vacation will convert to medical as of June 30 each year.

Medical/Sick Time: Full-time employees accrue medical leave days at the rate of 7.5 hours per month. There is no limit to the accumulation of medical leave. Upon retirement, medical leave days may be credited for additional service for those employees who participate in the Kentucky

Employees' Retirement System and the Kentucky Teachers' Retirement System.

COMPENSATION

Regular Pay Procedures

Overtime

Payroll Schedule

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: 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)

Western Kentucky University

Department of Facilities Management

hours will be credited and paid for based on actual time worked in fifteen (15) minute increments.

On-Call Pay

Salary Table

Shift Differentials

Direct Deposit

Performance Appraisals

Paid Holidays: The annual holiday schedule is issued prior to the beginning of each fiscal year and indicates the specific dates the University will close for each holiday period. All full-time employees will be excused from work with pay on observed holidays unless their services are required by their department during these periods.

SAFETY

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.

Western Kentucky University Department of Facilities Management

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.

***Work-Related Injury/Illness – Worker’s
Compensation***

Disaster Plan & Evacuation Plan

Identification Badges

Adverse Weather

Campus Police

Building Emergency Action Plan

Environment Health & Safety Home Page

Environment Health & Safety Forms

Environment Health & Safety Training Programs

Western Kentucky University
Department of Facilities Management

RECEIPT FOR EMPLOYEE HANDBOOK

Handbook Acknowledgement:

- I acknowledge that I have received a copy of the WKU Facilities Management Employee Handbook.
- I have read and understand the contents of this handbook as well as the humans resources policies located on the web as described in the beginning of this handbook and will act in accord with these policies and procedures as a condition of my employment with WKU.
- I understand that if I have questions or concerns at any time about the handbook or the Standards of Conduct, I will consult my immediate supervisor, my supervisor's manager, or the Human Resources staff for clarification.
- I also acknowledge that the handbook contains an employment-at-will provision that states:
 - Either WKU or I can terminate my employment relationship at any time, with or without cause, and with or without notice;
 - That this employment-at-will relationship is in effect regardless of any other written statements or policies contained in this handbook, in any other WKU documents, or in any verbal statements to the contrary; and
 - That no one except the President can enter into any differing employment relationship, contract, or agreement. To be enforceable, any such out-of-the-ordinary relationship, contract, or agreement must be in writing, signed by the President, notarized, and in the employee file.
- Finally, I understand that the contents of this employee handbook are simply policies and guidelines, not a contract or implied contract with employees. The contents of the employee handbook may change at any time.

Please read this Handbook and these employee Standards of Conduct carefully to understand these conditions of employment before you sign this document.

Print Employee Name

Job Title

Employee Signature

Date