

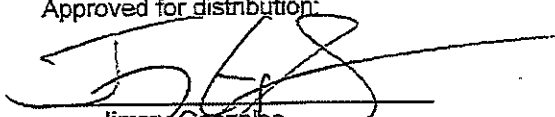


Facilities Management

Department Procedures And Guidelines *(Effective 12/5/2021)*

Note: Emergency guidelines and procedures are not contained in this document, emergency guidelines and procedure can be found in each custodial closet and it is posted on the main entry of the PPD building.

Approved for distribution:



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PROCEDURES AND GUIDELINES

I. Purpose

This procedure is to provide clear instructions for creating and revising Facilities Management (FM) procedures and guidelines. Procedures and guidelines are more efficient when written in a uniform format.

II. GENERAL

Procedures should be written for all processes that have multiple steps, require strict adherence, or are used frequently. Guidelines should be written to convey organizational expectations on topics such as, but not limited to, customer service, personal conduct, department branding and image, etc. Procedures and guidelines are categorized according to the University Administrative Policies and Procedures Manual:

Section 1000: Organization
Section 2000: Administrative Management
Section 3000: Personnel
Section 4000: Procurement
Section 5000: Physical Facility Management
Section 6000: Business Management
Section 7000: Fiscal Management
Section 8000: Financial Accounting

The Director will oversee the creation and revision of procedures and guidelines. All procedures and guidelines must be initialed by the author and the Director. New procedures and guidelines will be numbered in sequential order per the appropriate section.

Attachments will have the same number as the main document with a letter designation at the end of the number. These attachments may include forms or other documents to provide additional references for the main document. If there is more than one attachment, utilize the next available letter in sequence. Attachments will be labeled in the following manner:

Section 1000: 1000a, 1000b. etc.
Section 2000: 2000a, 200b, etc.

All procedures should have four sections: Purpose, General, Process, and References. Guidelines do not require specific process steps, therefore they should have three sections: Purpose, general and references. The Purpose section briefly outlines the intent of the procedure of the guideline and why it exists. The General section is used to provide information that pertains to the entire process or subject guideline. The actual steps of a



procedure are included in the Process section. Each step in the process will be numbered according to the following example:

5.0 Task

5.1 Step 1 of Task 5

5.1.1 Sub step 1 of Step 1

5.2 Step 2 of Task 5

The task and steps of the process must be clear and concise. Also, remember to include the expected result from a task if applicable.

1001

The References section is used to refer to any pertinent document used to develop the procedure or guideline

III. PROCESS

1.0 Identification

- 1.1 Identify a process or topic that requires a procedure or guideline
- 1.2 Inform the Director

2.0 Creation or Revision

- 2.1 The Director oversees the creation or revision. Index numbers are assigned by using the next available index number in sequence. All revisions to existing procedures and guidelines must be italicized to facilitate identification of the changes. The italicized format of the text is removed when a later revision is issued. In addition, the revision number is added to the title of both the electronic and paper version. For example, the fifth revision of this procedure would have the following title;
“1001 Procedures and Guidelines Rev.5”
- 2.2 The draft is written in Microsoft Word and has size 12 “Times” font
- 2.3 The author’s Associate Director reviews and approves the draft and then forwards the draft to the Director. If the procedures or guidelines is a revision, then the author also provides a brief description of how and why the procedure or guideline was changed. The date of the creation or revision is placed in the header.

3.0 Distribution

- 3.1 The author delivers an electronic and paper copy of the approved Procedure and Guideline document to the Director’s Administrative Assistant
- 3.2 The Director’s Administrative Assistant inserts the Procedure and Guideline document into the Master Manual and updates the Document Library
- 3.3 The Director’s Administrative Assistant sends an email note to all FM personnel informing them of the new or revised procedures/guidelines.

IV. REFERENCES

None

V. ATTACHMENTS

None



2020

CUSTOMER SERVICE

I. PURPOSE

This procedure supplements the information in the University Administrative Policy 2240 (UAP 2240) This procedure is designed to inform and guide Facilities Management Department (FM) employees of the necessity of high-quality customer service in our service-based division

II. GENERAL

FM employees must provide timely service and quality work, while maintaining economic stewardship when making decisions regarding work they are engaged in. All FM employees are expected to perform their duties while keeping in mind that customer satisfaction is FM's goal. Customer service involves the following components: A positive attitude and image of FM, consistent communication, respectful and courteous treatment, and efficient and high quality workmanship.

III. PROCESS

- 1.0 Recognize that FM customers are defined as: FM employees, all staff, faculty, students, contractors, vendors, as well as any campus visitor.
- 2.0 All customers will be treated with respect, courtesy, fairness, and honesty.
- 3.0 FM employees are expected to work together as a team. If one employee cannot accomplish a task, they must find another FM employee who can accomplish it and communicate this to the customer.
- 4.0 All FM employees are expected to communicate with the UNM (UNIVERSITY OF NEW MEXICO) (University of New Mexico) customers effectively, timely, and professionally
- 5.0 FM employees will always use non-offensive language and/or behavior
- 6.0 FM Supervision should be notified of any customer service issues and/or deficiencies.

IV. References

University Administrative Policy 2240 *Respectful Campus*

V. Attachments

The FM Way

2030

FM UNIFORMS, ATTIRE, AND IDENTIFICATIONS

I. PURPOSE

This guideline is for the issuance, wear, and return of Facilities Management (FM) uniforms and daily attire guidance for employees (permanent and temporary) who are not issued uniforms. This guideline also discusses requirements for UNM identification.

II. GENERAL

Definitions:

Technician Staff- Technician staff are FM staff and supervisors who regularly engage in the manual labor and/or skilled trades jobs during which clothing is subject to heavy use and is likely to become soiled or damaged. These job types include, but may not be limited to, maintenance, grounds and landscaping, engineering, utilities, custodial, automotive, recycling, etc.

Office Staff- Office staff are FM staff, managers, and division leadership, regardless of division or unit, who work primarily in a traditional office setting and whose duties do not regularly expose them to activities that could damage or soil clothing.

1.0 Technician Staff Uniforms

- 1.1 FM provides uniforms to Technicians to not only protect personal clothing, but also to present professionalism and pride in workmanship by employees, and to raise the visibility of the department in the campus community.
- 1.2 Uniforms are required to be worn at all times at work and at events where the staff are representing the department in their Technician role (including special events and after-hours work). This includes department issued Personal Protective Equipment (PPE) to ensure employee safety while performing work. See FM PPE Guidelines – 6010: Issuance of Personal Protective Equipment.
- 1.3 If Technician Staff are representing FM or UNM, on or off campus, in a capacity where the uniform may not be appropriate or practical, such as at a meeting, conference, training, etc., they will follow Office Staff (II.3.0) guidelines herein
- 1.4 FM provides Technicians with six (6) denim shirts and six (6) denim pants, carpenter pants, or slacks, as appropriate.
 - 1.4.1 **Exception:** Automotive Technicians are provided eleven (11) denim shirts and eleven (11) denim or carpenter pants.



1.5 As needed and with division leadership approval, Technicians may also receive five (5) FM issued short or long sleeve t-shirts, one (1) uniform jacket, one (1) hoodie, and headgear (see II. 4.0 for approved headgear) Expenses for such items will be charged to the division/unit cost index.

1.5.1 These additional clothing items are issued on a one-time basis and are NOT subject to the uniform service and maintenance contract. Replacement or reissue, should they become worn or unserviceable, must be approved by employee's supervisor/manager, and any expense for replacement will be charged to the division/unit cost index

1.6 Safety shoes and boots are provided as necessary for the position. See FM Procedure and Guideline 6010: Issuance of Personal Protective Equipment for issuance information

1.7 It is recommended the Technicians have their shirts buttoned up to just below the top button during working hours. Shirts that are not buttoned must be worn with a FM issued or plain (non-white) colored t-shirt underneath.

1.8 Uniforms must be neat and clean at the beginning of each work shift, with the exception of employees working back-to-back shifts.

1.9 Uniforms may not be altered unless approved by the director.

2.0 Temporary Technician Staff Attire (includes new permanent hires awaiting clothing issue)

2.1 Denim shirts or plain colored t-shirts in good repair may be worn (no graphics, conspicuous logos, pictures, or wording.) Shirts with UNM and FM approved logos will be allowed.

2.2 Jeans and pants must be in good repair and appropriate for the position

2.3 FM issued safety shoes and boots are provided as necessary for the position. See FM Procedure and Guideline 6010: Issuance of Personal Protective Equipment for issuance information.

2.3.1 While awaiting issue of safety shoes or boots, temporary or new permanent staff must provide their own footwear that is appropriate and safe for the position. Supervisors will provide safety guidance, if needed.

3.0 Office Staff Attire (permanent and temporary)

3.1 Office Staff are not issued uniforms and will wear clothing that presents a professional image and is appropriate to the task or event, this includes any time the staff is representing UNM or FM on or off campus, such as at a meeting, conference, training, etc.

3.2 At the discretion of the supervisor/manager, Office Staff may receive a shirt(s) or other clothing item(s) (I.e., hats, jackets, etc.) with an approved



FM logo if their duties place them in regular contact with UNM staff and/or members of the public outside of the department. These clothing items are not considered uniforms in the context of these guidelines.

- 3.2.1 These clothing items are issued on a one-time basis and are NOT subject to the uniform service and maintenance contract. Replacement or reissue, should they become worn or unserviceable, must be approved by employee's supervisor/manager, and any expense will be charged to the division/unit cost index.

4.0 Headgear

- 4.1 While headgear is not issued as part of the standard FM uniform, there are occasions when FM divisions may deem it appropriate or necessary, for example, if an employee engages in extensive outdoor work.
- 4.2 The following headgear is acceptable only if it is plain colored or bears an authorized UNM or FM logo:
 - Baseball caps worn in the traditional manner (bill facing forward)
 - Beanies
 - Safari type hats
 - Bandanas
 - Straw hats

5.0 Identification Badges

- 5.1 It is essential that all employees have their UNM ID (Lobo Card) with them every day. FM uses the UNM Lobo Card as official identification for employees and it is part of the FM uniform. Lobo Cards are issued by the Lobo Card office in the Student Union Building (SUB). Lobo Cards are also used to clock in and out of the FM electronic timekeeping system.
- 5.2 If a lanyard is chosen as a means of carry, it shall be worn in a manner that it cannot become entangled in moving equipment at the work site.
- 5.3 Employees will be responsible for the cost of replacing lost or stolen Lobo Cards. They must be replaced as soon as it is discovered the badges are missing

III. PROCESS

- 1.0 Supervisor/Manager responsibilities regarding uniforms and issued clothing
 - 1.1 Supervisors/Managers will strive to issue uniforms to new Technician Staff within 30 calendar days of their start date (per the Communication Workers of America (CWA) agreement) and ensure the supervisor/manager and employee complete and sign the FM Uniform Checkout form provided by Work Control.
 - 1.2 Supervisors/Managers will review weekly staff uniform invoices and arrange to have worn-out uniforms replaced per the uniform contract.



Charges for uniforms or other issued clothing items will be billed to the division/unit accounts.

- 1.3 Supervisors/Managers will ensure new employees are issued a Lobo Card as soon as personnel data is available for the card to be issued in the Lobo Card office.
- 1.4 Supervisors/Managers are responsible for ensuring employee compliance with this guideline
- 1.5 Supervisors/Managers have the authority to take disciplinary action, including sending the employee home without pay when uniforms and issued clothing are incomplete, inappropriate, or dirty at the start of the workday. Extenuating circumstances will be addressed on an individual basis.
- 2.0 Staff responsibilities regarding uniforms and issued clothing
 - 2.1 Uniforms or issued clothing are not to be worn off-duty with the exception of traveling directly to and from work or at reasonable stops in between
 - 2.1.1 While in uniform or issued clothing, employees may not purchase or drink alcoholic beverages in public and/or may not participate in political activities on personal behalf.
 - 2.2 Employees must launder their own uniforms or issued clothing
 - 2.2.2 Exception: Automotive employees will have their uniforms laundered by the approved uniform vendor.
 - 2.3 Technician Staff reporting to work without wearing a clean, complete uniform (including safety shoes and identification badge), or Office Staff not wearing appropriate attire, may be sent home without pay until they return properly attired.
 - 2.4 As uniforms become worn, ripped, or frayed, the employee is responsible for bringing the old uniform to the attention of their supervisor for repair or replacement. Supervisors/managers will attempt to have the uniforms delivered to the employee within thirty (30) calendar days from the date the employee turns the uniform(s) in for replacement.
 - 2.4.1 Replacement uniforms will be provided when they become unserviceable or unsightly. Other issued clothing (see II.1.5 and II.3.2) are not subject to the uniform service and maintenance contract and therefore not replaced without supervisor/manager approval.
 - 2.4.2 Uniforms and/or issue clothing damaged as a result of negligence or misuse will be replaced by the employee at the contract price.
 - 2.5 Uniforms have been selected with safety and comfort in mind. It is the employee's responsibility to wear them as part of personal protective equipment, i.e., fire resistant clothing components.
 - 2.6 In the event that delivery of a uniform extends longer than 30 calendar days, the employee should advise his/her supervisor or the individual in charge of ordering, that the uniform(s) have not been delivered to the employee.



2.7 It is the intent to provide uniforms that fit our employees. Employees who require special sizing should see their supervisor/manager. Special sizes may take longer.

3.0 General guidelines for all employees

3.0 Shorts of any length, spaghetti straps, strapless attire, exercise/fitness attire, and flip-flops are considered inappropriate and are not allowed.

3.1 Clothing with non-UNM or FM approved messages/writing, promotions, logos, band or team names, or other conspicuous verbiage and/or logos are not allowed

3.2 All issued clothing and uniforms are the property of the University and will be returned to the appropriate manager by the employee upon separation from the University, upon transfer to a different UNM position outside of FM, or during any leave without pay for a period of two (2) weeks or more

IV. REFERENCES

FM Procedure and Guideline 6010: Issuance of Personal Protective Equipment

CWA (Communication Workers of America) Agreement

FM Uniform Checkout

FM Uniform Return Receipt

TOOLS**I. PURPOSE**

To ensure that employees have the proper tools to perform their assigned duties safely and efficiently.

II. GENERAL

The Facilities Management Department (FM) provides some employees with individual tools. The specific tools will vary depending on the employee's job description and will be determined by the section manager or supervisor to meet the specific needs of the section. FM will not provide individual tools for automotive technicians. Automotive technicians at the time of hiring, will be required to have a personal tool kit, as is the standard of their trade.

III. PROCESS

Supervisors and employees must follow the following guidelines pertaining to the control and use of University-approved tools and equipment:

1. Supervisors will maintain a current tool inventory showing the employee's names, the date of the issue for each tool, and the employees' signatures confirming receipt thereof. Any subsequent changes to the inventory will be initialed by the employee. These tools remain the property of the University of New Mexico and are only in the custody of the employee.
2. University-issued tools are for use at the University only and are only allowed to leave UNM premises if they are being transported to another UNM location.
3. The supervisor will conduct an annual inventory of each employee's tools. The employee will sign the annual inventory to establish its authenticity.
4. The employee is responsible for replacing tools that are lost, stolen, or damaged, as a result of their negligence.
 - 4.1 Negligence regarding prudent use or care will be determined by the associate director
 - 4.2 Tools replaced by the employee will be of the same quality as the lost or damaged tool
5. If a tool malfunctions, has flaws, breaks, or wears out during proper use, the Physical Plant is responsible for replacement of that tool. Old tools will be returned to the employee's supervisor at the time the new tool is issued and the inventory will be updated.
6. The employee is responsible to all tools assigned to him/her and will keep all tools in a secured enclosure such as a toolbox, truck tool bin, custodial work container, or their shop.
7. Tools that are no longer in use and have salvage value will be collected by the supervisor and transferred to the Surplus Property Department



8. When an employee leaves FM, all tools must be returned to their manager or supervisor.
 - 8.1 The employee will sign and date the tool inventory after the tools have been inventoried.
 - 8.2 If the employee is separating from the University, then the status of the employee's inventory will be recorded in the section titled "Inventory Control" of the Separation Checklist for Staff Employees.
 - 8.3 If any tools or equipment are not returned by a departing employee, the employee may be billed for the value of the tools or equipment

IV. REFERENCES

UAP 7710 Property Management and Control
UAP 7730 Taking University Property off Campus
UAP 3225 Separation of Employment

V. ATTACHMENTS

None

2060

VOICE AND TEXT COMMUNICATIONS POLICY

I. PURPOSE

This guideline outlines the responsibilities and uses of University-provided voice and text communication devices.

II. GENERAL

Facilities Management (FM) employees may be issued various communication devices, such as landline telephones, tablets, and pagers, as determined by management. All such devices are to be used for valid FM business only. Any other use will be considered misuse and may result in disciplinary action.

III. PROCESS

1.0 Long Distance Calls

1.1 Refer to University Administrative Policy (UAP) 2110 for requirements

2.0 UNM-owned Devices

2.1 UNM contracts for a fixed amount of wireless call minutes and text quantities, dependent on the plan provided for each device.

2.1.1 Management will review monthly device records for improper use and excess charges.

2.1.2 2.2.2 Employees shall notify their supervisors as soon as reasonably possible if a device is lost, stolen, or damaged. Employees must be held financially responsible for any lost, stolen, or damaged devices.

3.0 Employee-owned Devices

3.1 Employees may request to use their privately-owned devices for FM business purposes.

3.1.1 Management must approve such requests.

3.1.2 Partial reimbursement of the monthly cost of approved devices will be in accordance with the current Cell Phone Service Reimbursement Program.

3.1.3 If the employee currently has a UNM-provided device, the device must be turned in, and the service terminated.

3.1.4 Employees are financially responsible for maintenance, service, and upgrades.



- 3.1.5 Employees shall notify their supervisors as described in 2.1.2 above if a device is lost, stolen, or damaged. But are solely responsible for any costs.

4.0 Wireless Data Use

- 4.1 Use of wireless data provided with communication devices such as “smartphones” and tablets shall be in accordance with UAP Policy 2500: *Acceptable Computer Use*.

IV. REFERENCES

University Administrative Policy 2110
University Administrative Policy 2500
Cell Phone Service Reimbursement Program

V. ATTACHMENTS

None

2080

DEPENDENT ACADEMIC SCHOLARSHIP

I. PURPOSE

To provide financial assistance to dependents of full-time or retired Facilities Management (FM) employees who are attending The University of New Mexico (UNM).

II. GENERAL

1.0 Source of Funds

- 1.1 A total of \$1,200 will be available for disbursement
- 1.2 To make up the \$1,200 balance, \$600 will be drawn from two separate funds, the M.F. Fifield Memorial Scholarship Fund and the Clayton and Agnes May Barber Memorial Scholarship Fund.

2.0 Disbursement of Funds

- 2.1 Two awardees, are chose, each receiving \$600
- 2.2 The first \$300 award for each scholarship will be disbursed at the beginning of the fall semester. The second \$300 award will be disbursed at the beginning of the spring semester.
- 2.3 The spring distribution will be contingent upon receipt, at the main administrative office of Facilities Management, of confirmation of passing fall semester grades and proof of spring enrollment at UNM.
- 2.4 Funds will be placed directly in the students' UNM Bursar account via Banner

3.0 Eligibility

- 3.1 Dependents of full-time or retired FM employees may apply
- 3.2 Applicants must provide verification of enrollment as a full-time undergraduate student at UNM for the upcoming academic year
 - 3.2.1 For incoming freshmen, who apply prior to UNM registration, a letter of acceptance will suffice for application eligibility, however, if selected, enrollment must be verified before disbursement.
- 3.3 Applicants must fill out an FM scholarship application (located at FM.unm.edu) and submit a copy of their most recent college or high school transcript to the main administrative office of FM.

4.0 Criteria for Selection

- 4.1 Applicants must meet eligibility requirements in Section II 3.0 above



- 4.2 Applicants must display financial need
- 4.3 Applicants must display satisfactory academic performance
- 4.4 Determination of financial need and academic performance is at the discretion of the Scholarship Committee.

5.0 The Scholarship Committee

- 5.1 The Scholarship Committee will be comprised of the heads of the FM Divisions with the exception of the department director who will be excluded from participating in the scholarship selection process.
- 5.2 Should a relative of a committee member apply, that member will recuse themselves from the selection process

6.0 Application and Review Period

- 6.1 Applications are accepted through June 30th of each year
- 6.2 The Scholarship Committee will review applications beginning on July 1st of each year
- 6.3 The selected applicant will be notified prior to July 31st of each year.

III. PROCESS

- 1.0 In April of each year the FM administrative office prepares a scholarship memo o send out to FM staff notifying them of the upcoming application period (See II 6.0)
- 2.0 In May of each year, the FM Public Information representative, along with administrative staff, will distribute he memo to FM staff via reasonable means, such as email, physical posting in work areas, and electronic posting on the fm.unm.edu website.
- 3.0 The director's administrative staff, or designee, will compile scholarship application after the application deadline date and determine eligibility.
- 4.0 Administrative staff will remove all identifying information from eligible applications, including the student's name and the name of the FM employee parent, and provide application summaries (prepared by the main administrative office) to the committee for deliberation.
- 5.0 After the stated application period, each FM scholarship committee member will review all application summaries and rank order them numerically with the top candidate receiving the highest number. The highest number rank will be equal to the total number of applicants reviewed.
- 6.0 Committee member rankings will be returned to administrative staff. The top two ranking applicants will receive an FM scholarship. All applicants will be notified by the date listed in II 6.0
- 7.0 Disbursement of scholarship awards to the student will be arranged by FM Administration Division staff via Banner in August and January of each academic year.

IV. REFERENCES

None

V. ATTACHMENTS

None

3001

INCLEMENT WEATHER Rev.2**I. PURPOSE**

This policy supplements the information in University Administrative Policy (UAP) 3435: Inclement Weather that requires certain critical departments to remain open and provide services during campus delays or closures due to inclement weather.

II. GENERAL

Per UAP 3435, Facilities Management (FM), is designated as one of the departments that provides critical services during delays or closures due to inclement weather. This policy delineates the responsibilities of FM personnel during such events.

III. PROCESS

1.0 Classification of employees

1.1 The head of each division classifies each employee in their division as essential or non-essential.

1.1.1 Essential

1.1.1.1 Environmental Services- All employees except administrative assistants

1.1.1.2 Facilities Maintenance- All employees except administrative assistants and the Preventative Maintenance Coordinator

1.1.1.3 Engineering and Energy Services- All Service Technicians

1.1.1.4 Utilities- All on-shift Operations employees. Assigned on-call staff, if called, are considered essential and are required to report to work to perform emergency functions during the closure. All other Utilities employees are to follow the University closed or delayed schedule.

1.1.1.5 Finance and Services- Work Control Managers and one designated Service Call Coordinator

1.1.2 Non-essential- Positions not listed in III.1.1.1 are considered non-essential employees unless specifically designated by the division head.

1.2 The division head will communicate the classification to all employees in their division.

2.0 Inclement weather event

2.1.1 All essential employees must report to work at their normally scheduled start time.

2.1.2 Employees who are deemed essential will remain essential for the remainder of their normal work day. Essential employees who are working outside their normally scheduled work hours will remain at work until their critical services assignment is complete

2.1.3 Essential employees who request and are granted time off by their manager must use annual leave for the time off during a delay or closure.

2.1.4 All essential employees required by their supervisors to work during a delay or closure will be paid for hours worked and shall be granted additional compensatory time off in accordance with UAP 3435: Inclement Weather and UAP 3310: Compensatory Time.

2.1.5 Employees who are required to return to work outside their normally scheduled hours will receive compensatory time in accordance with UAP 3310: Compensatory Time.



- 2.1.6 Essential employees in exempt [positions are not eligible for compensatory time. Additional paid time off may be offered at the discretion of the supervisor in accordance with UAP 3310: Compensatory Time.
- 2.1.7 Essential employees should attempt to report to work at the scheduled time or as soon as conditions allow for safe transportation. Employees should not jeopardize personal safety in order to report to work.
- 2.1.8 Essential employees unable to report as scheduled must notify their supervisor no later than the start of their scheduled shift to explain the reason for absence and their expected report time.
 - 2.1.8.1 Employees who fail to notify their supervisor will receive leave without pay for the unexcused absence and may be subject to disciplinary action.
 - 2.1.8.2 If the unexcused absence falls on the day immediately preceding or following a paid holiday, the employee will be ineligible for holiday pay in accordance with UAP 3405: Holidays.

2.2 Non-essential employees

- 2.2.1 Non-essential employees are not required to work during a delay or closure and will receive paid administrative leave for all hours of the delay or closure.
- 2.2.2 Non-essential employees can be reclassified as essential if their manager determines that additional employees are needed to assist with critical services. In this situation, the employee will be treated as non-essential before the reclassification and essential for all hours worked after the reclassification.
- 2.2.3 Only employees required to work by their supervisors during a delay or closure will receive compensatory time.

- 2.3 Employees on previously approved sick or annual leave or on a shift assignment not affected by the delay, are not expected to report to work during the delay or closure and are not eligible for the paid administrative leave.

IV. REFERENCES

University Administrative Policies 3405, 3435, and 3310, Collective Bargaining Agreement between Communications Workers of America and The University of New Mexico, Collective Bargaining Agreement between United Staff-UNM and The University of New Mexico

EDUCATION AND PROFESSIONAL DEVELOPMENT

I. PURPOSE

This guideline defines and outlines the process for the approval of employee time and expenses associated with education and professional development for Facilities Management employees

II. GENERAL

1.0 Definitions

- 1.1 **Mandatory Professional Development:** Mandatory professional development includes coursework, certifications, licenses, and/or continuing education that are required for the employee's position and authorized by the employee's supervisor. Mandatory professional development must provide or maintain skill and/or knowledge that are necessary for the employee's job and will directly benefit FM.
- 1.2 **Optional Professional Development:** Optional professional development includes coursework, certifications, licenses, continuing education, and academic credit towards a degree that are at the employee's discretion and that are NOT required for the employee's position. This includes wellness, fitness, and personal enrichment courses.

2.0 Paid Expenses

- 2.1 **Mandatory Professional Development:** FM will pay the expenses associated with mandatory professional development in accordance with the applicable UNM policies. If the course includes testing to obtain a certification, license, etc., FM will pay for the test one (1) time. If the employee must retake the test, the employee will be responsible for paying any subsequent testing fees.
- 2.2 **Optional Professional Development:** FM will not pay the expenses associated with optional professional development, however the employee may be eligible for UNM tuition remission per UAP 3700: Education Benefits. If the optional course falls within the normal work schedule, supervisor permission must be obtained and signature must be included on the employee's Request for Employee Tuition Remission Benefit for submitted to UNM Human Resources.

3.0 Paid Time

3.1 Non-exempt Employee

- 3.1.1 Mandatory Professional Development – The employee's time while attending mandatory professional development is considered paid time as defined in UAP 3300: Paid Time. If necessary, the employee's work schedule will be modified to align with the course schedule to limit the necessity of overtime. If travel is required for mandatory professional development, travel time for non-exempt employees will be paid in accordance with UAP 3300: Paid Time and UAP 3305: Overtime, as necessary.
- 3.1.2 Optional Professional Development – Employees, in consultation with their supervisor, may flex their time and/or use annual leave hours for optional professional development. The time of for these courses must be approved by the employee's supervisor and manager. Travel time related to these courses is not considered paid time.

3.2 Exempt Employee: The nature of exempt employee may require irregular hours, including time beyond the normal work day. Exempt employees. In consultation with their supervisors, are to exercise flexibility in judgement in modifying their schedules to accommodate mandatory or optional professional development and any associated travel time.

III. PROCESS

- 1.0 All education and professional development is subject to approval by the employee's manager and associate director. The FM Professional Development form must be submitted at least three (3) weeks prior to the event to allow for travel arrangements.
- 2.0 Travel arrangements (including conference/course registration, flight, hotel, shuttle service, etc.) for out of state travel or travel outside of Albuquerque hat require an overnight stay are to be arranged by the FM Administration office.
- 3.0 The non-exempt employee's estimated paid travel time should be calculated on the FM Estimate Paid Travel Time form. The form and travel schedules /itinerary shall be reviewed by the supervisor and the employee a week prior to travel to ensure all travel and paid time complies with referenced UNM UAP.
 - 3.1 After estimating the employee's paid travel hours, the supervisor shall then forward the form to the Administrative Coordinator for review.
 - 3.2 Once the employee has returned from travel, travel time is then again reviewed, confirmed, and approved by the employee, supervisor, Administrative Coordinator, FM Financial Officer, and FM Payroll.



3.3 Once reviewed and signed, the paid time for the employee's travel is processed by FM Payroll to ensure proper pay codes are used.

4.0 Travel reimbursements are processed by FM Administrative and follow UAP 4030: Travel. Reimbursements are reviewed as a draft in Chrome River by the FM Administrative Coordinator and once in the approval queue, it can be approved by the appropriate unit manager.

IV. REFERENCES

UAP 3300 Paid Time\

UAP 3305 Overtime

UAP 3700 Educational Benefits

UAP 4030 Travel

FM Professional Development Forms – In State and Out of State

FM Estimate Paid Travel Time Form

PROFESSIONAL BEHAVIOR**I. PURPOSE**

To maintain a safe campus community that is neither safe nor hostile nor offensive to any member of the community. All members of the UNM community are entitled to an environment in which they feel comfortable, secure, and free from offensive behavior and intimidation. The campus community includes a broad spectrum of individuals who possess a variety of characteristics, as well as differing levels of sensitivity.

Members of the campus community include:

1. Faculty
2. Staff
3. Students
4. Visitors
5. Contractors

II. GENERAL

Facilities Management (FM) employees are to treat everyone in a courteous manner. The following guidelines are to be followed:

1. No materials which might embarrass others or make them feel uncomfortable may be posted
2. All employees must control their language and behavior so as not to be offensive to any of their coworkers. This includes, but is not limited to, the following:
 - a) Derogatory comments about or toward others
 - b) Malicious gossip
 - c) Language or actions that are unprofessional in the workplace
3. FM has zero-tolerance for physical intimidation or violence.

Recognized unacceptable personal behavior will be grounds for corrective discipline, including dismissal

III. PROCESS

None

IV. REFERENCES

UAP 3215 Performance Management

3060

WORK RELATED INJURIES

I. PURPOSE

This policy outlines the responsibilities and procedures to report and prevent job related injuries and promoting a safe working environment within Facilities Management (FM) and the University of New Mexico (UNM).

II. GENERAL

FM strives, through various programs, to make the workplace a safe and healthy environment for all persons, including students, faculty, staff, and visitors. The key to a safe work environment is the prevention of on-the-job accidents before anyone can suffer an injury. This responsibility is shared by all, and everyone is encouraged to bring work-related health and safety concerns to their supervisor's attention and/or the University Department of Safety & Risk Services (SRC) as soon as possible. Supervisors are encouraged to conduct periodic safety inspections of all work areas under their control. Assistance is available from SRS.

Employees will perform their jobs in a safe manner, with concern and care for their safety and the safety of others. Employees who perform their job in an unsafe manner, or who engage in behavior or activities that endanger the health and safety of themselves or others are subject to disciplinary action, up to and including dismissal.

If an accident occurs you must complete a Notice of Accident form (NOA-1) even if you believe it is minor. This ensures that if a minor injury becomes more severe, details of the incident are recorded.

III. PROCESS

1. Supervisor responsibilities

The immediate supervisor will ensure that the SRS department receives a UNM First Report of Accident within 24 hours from the time the employee's **supervisor was informed of the accident. UNM First Report of Accident – E1.1. forms are available from** the SRS website, Employee Occupational Health Services (EOHS), and your supervisor. Visits to EOHS for treatment of work-related injuries or illnesses are considered time worked per University Administrative Policy (UAP) Policy 3300, "Paid Time".

2. Employee responsibilities

All work-related accidents or illnesses must be reported to the employee's immediate supervisor. If you experience a work-related injury that requires medical attention during your normally assigned work hours, excluding your normally assigned lunch period Monday through Friday, you must seek medical attention at Employee Occupational Health Services (EOHS). If you experience a work-related injury after 4:30 p.m. or before 8:00 a.m. Monday through Friday, or any hour during a weekend or holiday, you must seek medical care at UNM Hospital. You are to identify yourself as a University employee with a work-related injury, and ask for a doctor from the Family Practice Division of the School of Medicine. Any follow up treatments must be with EOHS, and not a regular UNM Hospital physician. If an injury is life threatening in nature, such as loss of limb or a severe burn, you should go by ambulance directly to UNM Hospital Emergency Room.

In an emergency, call 911 and request an emergency vehicle. Information that must be given to emergency responders includes:

1. The employee's name and the telephone number of the phone making the call
2. Location of the injured employee
3. Condition of the employee

When an injury involves any lost time, a medical release from EOHS is required before the employee may return to work. An injured employee is encouraged to return to work as soon as they are released by their healthcare provider.

Managers or supervisors will refer employees to EOHS for treatment and follow up. Please refer to *University Administrative Policy (UAP) 3630 Workers Compensation* for complete reporting requirements.



3. First Aid kits

Kits are allowed for use only on the most minor injuries. They should only contain small bandage items and no medications. Any injury that might require more than a small adhesive bandage should follow the above process. Employees should go to EOHS and be evaluated for the injury and accident reports should be filed.

IV. REFERENCES

UAP 3630 Worker's Compensation

V. ATTACHMENTS

1. First Report of accident (E1.1)
2. Notice of Accident or Occupational Disease Enablement (NOA-1)

EMPLOYEE RECOGNITION**I. PURPOSE**

The purpose of this procedure is to provide guidance for staff in the development and implementation of employee recognition programs for Facilities Management (FM).

II. GENERAL

- 1.0 Employee recognition and award programs are to be developed and instituted in compliance with University Administrative Policy (UAP) 3235
- 2.0 Within FM, awards programs are overseen by an appointed Employee Recognition Committee (ERC). Any additions or changes to recognition programs are done at the discretion of the ERC and with approval of the FM Director.
 - 2.1 FM/HR Shared Services Consultant shall review material changes for compliances with UAP 3235 and any other relevant University policies.
- 3.0 The ERC will be comprised of one person from each FM division, totaling five members, who hold a supervisor-level position or above. Members will be appointed by their respective division heads and hold a one-year renewable term. Term appointments/reappointments will be held each June. Changes to committee appointments will be at the discretion of the division heads. All committee members must be employed in good standing with no active or pending disciplinary action.
 - 3.1 Division heads may serve as the ERC as directed by specific award criteria or the FM director.
- 4.0 The ERC will choose award winners from a slate of nominees (as identified in accordance with the specific program criteria) using a selection process of their choosing provided it is objective and consistent across award periods.
 - 4.1 ERC members must recuse themselves from selection processes which include those they have nominated, those which are direct reports, or if the member themselves are nominated.
- 5.0 Administrative support for the ERC will be provided by the FM administrative Coordinator and/or their designee and the FM communications and web support staff.
- 6.0 Current award program description(s), criteria, and method of nomination will be maintained on the FM departmental website

III. PROCESS



- 1.0 Nominations will be collected by the designated support staff at the end of each nomination period and forwarded to the ERC for review and determination
 - 1.1 Prior to nominees being forwarded to the ERC, support staff will conduct a preliminary eligibility check against the published program criteria
 - 1.2 Should there be only one eligible nominee, that person will be named the awardee. The ERC will be notified, but no formal decision will be necessary.
- 2.0 Once the ERC selects the awardee, the support staff will perform the following:
 - 2.1 The Administrative Coordinator or designee will confirm with FM/HR Shared Services Consultant that the awardee(s) has no current or pending disciplinary action.
 - 2.1.1 In order to maintain confidentiality of employee records where possible, reviews of HR statues are only conducted on nominees selected for the award and not on the full slate of nominees as in section III.1.1.
 - 2.1.2 As this review may involve confidential information, the Administrative Coordinator or designee must be authorized to receive such information as a regular part of their assigned duties and must not share the details of any disciplinary action should an awardee be deemed ineligible.
 - 2.1.3 If an awardee is deemed ineligible, the ERC will be notified and the second choice will be named the awardee provided they are deemed eligible per this section.
 - 2.2 Support staff will compile all appropriate awards, certificates, and associated documentation for presentation.
 - 2.2.1 For financial awards, required payroll documentation will accompany the award and be provided to the recipient for signature. The completed form(s) will be returned to the support staff for filing with the UNM Payroll office in accordance with Payroll policies and directives.
 - 2.2.1.1 In the case of Lobo Card awards, the Administrative Coordinator or designee will manage and track the issuance of cards in accordance with Payroll policies and directives.
 - 2.2.2 FM communications staff will assist with the design and development of certificates and provide files for printing to the Administrative Coordinator designee.
 - 2.2.3 If plaques, trophies, or similar materials requiring financial expenditure are awarded, the Administrative Coordinator will manage any necessary work order and/or purchasing activities.
 - 2.2.4 Awards, certificates, and documentation are then presented to the awardee's manager, division head or FM director to conduct the award presentation.



2.2.5 The nature of the presentation/ceremonies will be at the discretion of the ERC or the FM Director.

2.3 FM Communications staff will document the award presentation and share details with FM staff via website post and/or regular departmental communication channels (i.e., newsletter bulletin, all-staff email, etc.)

4020

SURPLUS PROPERTY

I. PURPOSE

This procedure provides guidance on how to dispose of UNM property

II. GENERAL

Surplus property is defined as an piece of equipment, regardless of value or condition that was originally purchased with UNM funds, but is no longer useful to a particular department and requires disposal. Surplus property may be a piece of equipment that is obsolete, beyond repair, too costly to repair, replaced by new equipment, or is no longer used. Examples of surplus property are a broken calculator, an old computer printer, a file cabinet, a worn-out power drill, a vehicle, and even an assorted box of office supplies.

Surplus property cannot be thrown away or given to another person or entity. It must be picked up and processed by the Surplus Property Department, which will determine if it can be used by another UNM department, or if the property should be auctioned.

III. PROCESS

Surplus property must be disposed of in accordance with the following:

1. The department that requires the disposal of surplus property shall complete a form entitled "Request for Disposal of Surplus Equipment" which can be found on the Surplus property website
2. A copy should be faxed or scanned/mailed to the Surplus Property Department, which will schedule a time to pick up the equipment.
3. When the item is picked up, the Surplus Property employee will sign the form to acknowledge the receipt of the property
4. The original form should be forwarded to the Facilities Management Accounting Section. The manager of the originating section should retain a copy of the form.
5. Surplus property does not take certain items like refrigerators and freezers. The surplus property website has more details about the disposal process.

IV. REFERENCES

UAP 7710 Property Management and Control

V. ATTACHMENTS



Disposal of Surplus Equipment Form –
<http://uniserv.unm.edu/docs/SurplusDispForm.pdf>

5010
INTEGRATED PEST MANAGEMENT

Pest Management will be provided by private contractor on a bi-monthly basis

5020**SPECIAL EVENTS****I. PURPOSE**

This procedure is designed to establish expectations of Facilities Management (FM) employees assigned to work special events. Adherence to these procedures ensures the safety, comfort, and overall enjoyment of patrons during their attendance at the event.

II. GENERAL

The service that FM provides for special events is defined as the maintenance and operation of the electrical, plumbing, and HVAC systems. It also includes all the custodial services and event support, i.e. furniture moves, set-ups and tear down of event equipment, trash pick-up, and general support services.

FM employees are expected to be courteous, professional, on time, and polite to all patrons, service providers, vendors, contractors, UNM staff, community members, and any entertainers' personnel. Under no circumstance are FM employees authorized to request autographs, pictures merchandise, or favors from any entertainer or featured guest at an event.

III. PROCESS**1.0 Work Schedules**

- 1.1 FM employees are scheduled by their supervisor to work an event.
- 1.2 Dates and times of work are scheduled by the Special Activities Supervisor in conjunction with the Event Coordinator.
- 1.3 FM employees are allowed 30 minutes from the time they punch in to arrive at the event and check-in with the Event Coordinator at the scheduled time. The employee should be prepared to work at the time of check-in. This includes having all tools and/or equipment available, wearing Personal Protective Equipment (PPE), FM uniform, and cell phone.
- 1.4 The FM Supervisor or Event Coordinator will determine the most appropriate time for breaks during the event and will schedule break time in accordance with applicable policies and union agreements.

2.0 Before the event



- 2.1 All employees will check-in with the FM Supervisor or Event Coordinator upon arrival and verify that they have the correct cell phone number.
- 2.2 All employees will check the equipment based on their trade to ensure that the electrical, plumbing, and HVAC needs are met.
- 2.3 All employees must arrive in a clean FM uniform.

3.0 During the event

- 3.1 All employees must be on standby and ready to receive instructions from the FM supervisor or the Event Coordinator.
- 3.2 Unless specifically authorized by the FM Supervisor or the Event Coordinator, the following areas are off-limits to FM employees:
 - 3.2.1 Production office or Green Room
 - 3.2.2 Catering areas
 - 3.2.3 Backstage
 - 3.2.4 Dressing rooms
 - 3.2.5 Stage
 - 3.2.6 Box office
- 3.3 FM employees should open doors only at the direction of the FM Supervisor or Event Coordinator, and should not allow entry of unauthorized personnel into the facility or secured areas within the facility.

4.0 After the event

- 4.1 All employees are to check items within the scope of their assignment. Any systems that have been energized or activated for the event should be checked for proper operation and then returned to their standby modes.
- 4.2 If an item is discovered that can be repaired with tools or parts on hand, the technician is to do the work before leaving the event. If the item cannot be repaired that day, the employee is to report it to the FM Supervisor and/or the Event Coordinator and the appropriate area manager so the work order can be generated on the next business day.
- 4.3 All employees are to inform the FM Supervisor and/or the Event Coordinator of the completion of their duties, and should immediately leave the venue to clock out at their regular time

IV. REFERENCES

FM Procedure and Guideline #3040 *Personal Behavior*

Regent's Policy Manual – Section 2.6: *Drug-Free Environment*



5030

ACCESS TO FACILITIES

I. PURPOSE



This policy outlines the responsibilities and procedures for access and security of University facilities.

II. GENERAL

Normally, Campus Security is responsible for locking and unlocking campus buildings. Occasionally, staff may need to unlock an area to do required work. If so, it is the employee's responsibility to re-secure the area upon leaving. They are not to provide access to any unauthorized personnel. Any unauthorized access or suspicious activity should be reported to the UNM Police Department immediately.

III. PROCESS

1. Supervisor responsibilities

Managers and supervisors will determine what keys are issued to staff. Keys will be issued by the lock shop based on UNM policy #5010.

Permanent keys are issued on a take home basis to specific employees based on access requirements. Electronic access cards will be issued by the Lobo card office and authorization will be granted for specific areas through supervisor approval.

Temporary keys are issued for a specific period only and returned on completion of the job. Exterior door keys are issued as temporary keys. In some areas on campus, employees are required to sign in and out with building staff. Supervisors will inform you where this is required.

2. Employee responsibilities

Employees who are assigned permanent keys must ensure that they are not lost or stolen. Loss or theft must be reported immediately to the supervisor, who will determine if re-keying locks will be necessary. Generally, keys are not issued to temporary employees. Cost of lost keys and re-keying of locks will be the employee's responsibility.

IV. REFERENCES

UAP 5010 Key Authorization

V. ATTACHMENTS

None



5050

DRINKING WATER POLICY

I. PURPOSE

To address concerns about the quality of potable water provided to University facilities.

II. GENERAL

- A. PPD tests campus water as required by the E.P.A Safe Water Drinking Act. An additional special testing may be at the expense of the party making the request.
- B. The Physical Plant Department will not pay for bottled water for campus users unless there is a professionally verified water chemistry problem that cannot be resolved, and then only bulk (large bottle) service will be provided.

III. PROCESS

- A. All complaints about water taste, smell, or cleanliness will be addressed by the water section at Ford Utilities Center.
 - a. A water systems technician will immediately respond to the complaint to ensure that no health or safety risk is apparent.
 - b. If the technician suspects contaminated water, the source will be identified and tagged “do not drink” or removed from service, if possible.
 - c. If determined necessary by the technician, Appropriate water samples will be taken and tested.
 - i. Upon receipt of the analysis, the department and person making the complaint will be notified of the results.
 - ii. If remedial action is necessary, the technician will immediately initiate a priority work order.

IV. REFERENCES

Safe Drinking Water Act (SDWA)

6010

ISSUANCE OF PERSONAL PROTECTIVE EQUIPMENT

I. PURPOSE



The guideline outlines the responsibilities, uses, and issuance of personal protective equipment for which facilities management (FM) will provide payment vouchers, specifically shoes and protective prescription wear.

II. GENERAL

Facilities Management (FM) may be issued various types of PPE to help ensure their safety and to ensure that FM complies with OSHA regulations. Given the requirement for personal fit, the responsibility of obtaining shoes and protective prescription eyewear is shared with the employee. The following process provides guidance for selecting appropriate PPE and qualifying for, and obtaining, payment vouchers from FM administration.

III. PROCESS

1.0 Approval, Payment, and Procurement

- 1.1 Safety Shoes must meet standards and ratings as set forth in OSHA1910.136
- 1.2 Prescription safety glasses must meet standards and ratings as set forth in OSHA 1910.133
- 1.3 Custodial Services personnel are only required to wear lightweight, non-slip, indoor safety shoes that offer toe protection and have support in the arch. The maximum approved amount to be provided for Custodial Services personnel for shoe purchase is \$100.00.
- 1.4 Safety shoes for plumbers, facilities services technicians, carpenters and grounds workers, or other staff that are regularly exposed to danger of foot injury, must have steel or composite shank and toe. Those staff with exposure to electrical hazards, including, but not limited to, electricians, electrical inspectors, HVAC technicians, etc. shall composite shank and toe or other material rated for electrical hazards The maximum approved amount to the above personnel for shoe purchase is \$135.00.
- 1.5 Prescription safety glasses may be available with manager/supervisor approval. Eligible staff jobs types include, but are not limited to, maintenance, grounds and landscaping, engineering, utilities, custodial, automotive, recycling, o any job that regularly exposes the employee to eye or face hazards from fling debris, chemicals, light radiation, etc. The maximum approved amount for prescription safety glasses is \$150.00
- 1.6 The approved amounts are deemed sufficient to purchase shoes and/or glasses tat meet the required OSA standards and ratings for the job and comply with the CWA agreement. If the employee selects a brand or model which exceeds the approved payment amount, the employee will be required to pay the excess amount, out of pocket, at the time of purchase. Any



amount paid above the approved amounts will not be reimbursed.

- 1.7 Probationary and temporary and student employees will receive safety shoes if required for their particular job.
 - 1.7.1 Probationary and Temporary and Student employees are not eligible for prescription safety glasses through the FM voucher.
- 1.8 Safety shoes and glasses must be acquired by using the appropriate form (FM Safety Shoe Purchase Authorization Form or FM Prescription Safety Glasses Purchase Authorization Form) which will be honored by participating retail stores listed on the voucher.
 - 1.8.1 Only one voucher for each pair of shoes and glasses is provided by FM per year.
 - 1.8.2 Employees must have their prescription prior to the issuance of the safety glasses voucher.
 - 1.8.3 If shoes show evidence of failure prior to the next issuance of voucher, the employee or authorizing administrative staff (if contacted directly by employee) will notify the manager, supervisor, or division head and request approval prior to issuance of voucher.
- 1.9 The authorization form will be filled out by the authorizing administrative staff and signed by the appropriate associate director manager, and supervisor. The expiration date is seven (7) calendar days from the date of authorization.
- 1.10 FM employees may obtain safety shoes or glasses during their normal working hours. Prior approval by a manager or supervisor must be obtained prior leaving the campus to ensure coverage of their unit.
- 1.11 The employee will take a copy of the authorization form to the participating vendor of their choice from the list on the voucher, and will leave the white copy with the vendor. The employee is required to present a UNM identification card (LOBO ID CARD) at the time of purchase.
- 1.12 At the time of purchase, the employee will retain the yellow copy of the voucher and the original receipt.
- 1.13 For the employee's records, they may wish to obtain a receipt that shows and personal, out of pocket expenditure to the vendor.
- 1.14 The employee will forward the yellow copy of the authorization form and the vendor's original receipt to FM's authorizing administrative staff to reconcile the P-card payment for the PPE.

- 1.15 If the employee is required to wear safety shoes as a condition of employment, they must wear them on the job and assume full responsibility for show maintenance.
- 1.16 Employees eligible for the eyeglass voucher will be required to wear their prescription safety glasses on the job and assume full responsibility for the maintenance of such glasses.

IV. REFERENCES

Code of Federal Regulations 1910.136 (OSHA Foot Protection Standards)

Agreement between the Communications Workers of America and the University of New Mexico – Maintenance and Operations and Clerical/Technical Units

FM Safety Shoe Voucher

FM Prescription Safety Glasses Voucher

6090

SUPPORT OF NONESSENTIAL AGREEMENTS

I. PURPOSE

This guideline is to define expectations within Facilities Management (FM) and the University of New Mexico (UNM) departments regarding the level of support provided by FM for nonessential agreements to which M is not a signing party, and to ensure compliance with UNM University Administrative Policy (UAP) 5250 – Use of University Facilities and UAP 2010 – Contracts Signature Authority and Review. The objective is to regulate time and resources expended for non-mission related projects initiated by non- FM entities.

II. GENERAL

1.0 Definitions

Nonessential Agreement – A Nonessential Agreement is defined as an agreement or contract between a UNM entity (“UNM Contracting Party”) and an outside contractor or vendor (“Outside Contracting Party”) for activities or projects that are not in direct support of UNM’s core mission of “engaging students, faculty and staff in its comprehensive educational, research, and service programs.” Examples include, but are not limited to, film contracts for non-UNM productions, lease or loan of campus facilities or grounds for non-UNM use, including parking lots and roadways, or other activities in which outside entities utilize FM supported space or services for non-mission related purposes.

Contractual Obligations – Per UAP 2010, Section 5.1, it is the responsibility of the University employee initiating a contract that, at minimum, it meets the University mission and they can ensure compliance with the obligations it places on the University. The remainder of this document will help the UNM Contracting Party, and FM staff providing services, to understand the availability and obligations of FM resources. It should be understood that per UAP 5250, FM is under no requirement to support nonessential agreements for which they are not properly notified in advance, where staffing is unavailable, and/or where appropriate compensation is not made.

2.0 Service Expectations

- 1.1 Primary Point of Contact (POC) – In order to regulate workflow and maintain service level continuity, a POC will be used for all requests for support of nonessential agreements. The POC within FM will be the Operations and Project Data Manager or designee as established by the FM Director. Except in the case of emergency, if contacted directly by the Outside Contracting Party with requests for support, staff will refer them to the POC and not act on any request until a work order has been created.
- 1.2 Advance Notice – Initial request for support of nonessential agreements will require three weeks advance notice to arrange for staff availability, overtime approval, and/or facilities or grounds modification approvals and confirmation that no conflict exists within FM affiliated projects. Signed agreements must be received a minimum of two weeks prior to services provided.
- 1.3 Working Hours – Available working hours for FM staff in support of subject agreements will be 6:00 a.m., to 10:00 p.m., though these hours are not guaranteed. Per UAP 5250, Section 9.2, the University cannot guarantee the availability of personnel to work after normal operating hours and a request may be denied if personnel are unavailable.
- 1.4 Staff Availability – Availability is based on operational need of the department or unit. Therefore, FM staff will not be directed to work outside of scheduled shifts to support nonessential agreements unless approved by FM division leadership, any necessary overtime is approved in advance, and staff voluntarily agree to work overtime. Flexing of schedules is not recommended for non-exempt employees as it may leave subsequent shifts short-staffed.



- 1.5 Service Fees – Activities associated with nonessential agreements often require staff effort outside the normal course of business and can exceed budgets for human, financial, and equipment resources (See UAP 5250, Section 9) Therefore, a fee structure has been implemented for predictable support activities. Additional fees may be applied for unanticipated requests (See Addendum for Fee Schedule)
- 1.6 Billing – Billing and collection of fees from the Outside Contracting Party will be responsibility of the UNM Contracting Party. Transfer of funds from the UNM Contracting Party will follow established UNM policies and procedures.
- 1.7 Oversight – At the discretion of the POC or relevant division leadership, FM staff may be designated to be present during the contracted work periods to oversee the condition of facilities and/or grounds. This designee will have the authority to cease activities of the Outside Contracting Party if the activities do not meet the FM obligated portions of the contract, there are code violations, if safety is compromised, and/or if damage (or risk of damage) to facilities and/or grounds is present.
- 1.8 Facility or Grounds Modification – Per UAP 5250, no modification of facilities, campus grounds, or structures supported by FM will be made without prior approval by the appropriate Maintenance Area Manager and/or Grounds and Landscaping Manager and the Building Coordinator (if applicable). Any restoration is made by the Outside Contracting Party (See Addendum for Fee Schedule). All restoration efforts will be subject to inspection and approval by the relevant FM department or unit prior to the Outside Contracting Party being released from liability.
- 1.9 Use of Contractors – Should FM staff be unable to provide approved services, the FM division tasked with support shall have authority to hire a suitable contractor. Contractor fees will be paid by the Outside Contracting Party per 1.5 above.

III. PROCESS

- 1.0 Upon request for services supporting nonessential agreements by the UNM Contracting Party, the POC shall:
 - 1.1 Evaluate the agreement to determine if service expectations can be met
 - 1.2 Provide leadership of all affected units and Trades Inspector the agreement for review and approval
 - 1.3 Ensure any plans to modifications of facilities have been reviewed and approved by the Building Coordinator or other facility leadership if a coordinator is not named.
 - 1.4 Create a cost estimate for services based on the Fee Schedule and consultation with affected units.



2.0 Once the agreement has been approved by the relevant FM leadership, Trades Inspector, and building occupants (if applicable), the POC shall:

2.1 Notify the UNM Contracting Party of FM approval and provide cost estimates

2.1.1 Once a final agreement is signed by all parties, the POC shall notify all relevant units and the Trades Inspector, and submit appropriate and timely work orders in TMA.

2.1.1.1 Relevant units will begin preparations, such as processing overtime and scheduling resources

2.1.2 If no agreement is reached, the POC shall notify all relevant units

2.2 When the FM obligations have been fulfilled, the POC shall ensure all related work orders have been closed out and a final cost total, along with a payment index number, is provided to the UNM Contracting Party.

2.2.1 The UNM Contracting Party will submit final billing for payment to the Outside Contracting Party.

IV. REFERENCES

UNM UAP 5250

UNM UAP 2010

V. ADDENDUM

Fee Schedule

7020

University Vehicles

1. PURPOSE

This policy outlines the responsibility and uses pertaining to University vehicles.



II. GENERAL

All Facility Management (FM) employees are either allowed or required to use UNM vehicles in the course of their duties. In addition to adhering to The University Administration Policy #7780, *Use of University Vehicles*, Physical Plant employees will also comply with the following related work rules:

III. Process

1.0 Drivers Responsibility

1.1 FM employees are required to have a current and valid, unrestricted New Mexico driver's license and a current and a current National Safety Council defensive driving card or attend defensive driving training approved by Safety and Risk Services (SRS) in order to drive UNM vehicles. Upon completion of defensive driving, SRS will issue a University of New Mexico operators license.

1.2 If the employee fails the defensive driving course, or does not complete within the allotted time, FM will not pay for the course the second time, however employees are still required to complete the course to obtain the SRS vehicle operator certificate.

1.3 UNM vehicles are only for The University-related business. Personal use of University vehicles is prohibited for any purpose including the transportation, delivery, or retrieval of personal items from one vehicle to another.

1.4 Vehicles may be occupied only by individuals employed by, or on official business, with the University.

1.5 University vehicles are not to be used to go to lunch or breaks unless the employee is out of town on university business.

1.6 Bumper stickers, other than Director approved stickers, are prohibited.

2.0 Parking

2.1 Vehicle must be parked in appropriately marked parking spaces and never on turf or landscaped areas, or in handicap spaces, reserved spaces, fire lanes, or pedestrian walkways whenever possible.

3.0 Maintenance

3.1 UNM vehicles at the Valencia campus will be taken to Jiffy Lube for oil, oil filter and air filter maintenances needed.



3.2 All repair documentation will be sent FM automotive center at main campus.

4.0 Fuel

4.1 FM vehicles are assigned a fleet fuel card for fueling. The fuel card is kept at the reception area in a locked cabinet and must be checked out when vehicle is used. Every fuel purchase a receipt with the date, mileage and signature must be given to front admin.

5.0 Accidents

5.1 If you are involved in an accident while driving a UNM vehicle, your first concern should be for the welfare of passengers or pedestrians and the occupants of the other vehicle. You should seek first aid assistance and/or ambulance for the other driver and injured passengers or pedestrians. You should call 911 and UNM Police Department immediately. If the vehicle needs to be towed, call the FM automotive Center, and notify your manager or supervisor. Arrange to receive a copy of the accident report filed by the police and fill out an Automotive/Equipment Accident Report and turn it in to SRS.

IV. Reference

University Administrative Policy #7780, *Use of The University Vehicles*

Attachments

None





