

FACILITIES MANAGEMENT



VALPARAISO
UNIVERSITY

PROCEDURE MANUAL

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Welcome to the Facilities Management (FM) department. Our department supports the activities of thousands of customers each year. We provide services to students, faculty, staff, summer conference attendees, and visitors to the Valparaiso University campus.

FM recognizes the important contribution you make toward achieving our goals. You are a valuable member of the Team, and so, shall be treated thoughtfully and respectfully. It is our intent to provide a work environment in which you can experience meaningful work and contribute to the success of FM and the University. In return, you are encouraged to share a commitment to providing services of the highest quality to our customers and to keep this commitment in mind whenever performing the duties of your job.

FM is a part of the VU organization that supports the academic community. The FM organization reports to the Vice President for Administration and Finance which includes many support areas such as: Accounting, Purchasing, Mail Center, University Police, Safety, and Human Resources. These areas are here to provide an environment for students and faculty to engage in. The Provost Office and other Vice Presidents lead support areas such as the Chapel, Library, Information Technology, Admissions, Financial Aid, Registrar, Institutional Advancement, Integrated Marketing and Communications, and so forth.

It is important to understand our role in this organization and to provide a physical environment for students and faculty to engage in the classroom, grounds, residence halls, and athletics. This is to realize the University's motto: In thy light we see light. For FM, this reflects “what we do”.

The “how we do it” is the FM mantra: “Be who you say you are; do what you say you are going to do; and treat others the way you wish to be treated”.

On the following pages, you will find procedures for the FM department. This manual serves as a supplement to the Valparaiso University Hourly and Salaried Staff Handbooks. Please reference the Hourly and Salaried Handbooks for Valparaiso University policies.

These procedures provide guidelines for FM. Each individual’s success within FM is affected by the support of the University and FM policies.

We want to make sure that we are solving any problems you are having within the department and hearing any suggestions you have. We cannot make things better if we do not know about them. We want to be the best department and vendor of choice that we can be.

Remember that we are here to help you. We ask that you use the below Chain of Command whenever you have a problem or concern.

- Team Leader
- Associate Director
- Director of Facilities Services
- Executive Director of Facilities Management

Valparaiso University Mission Statement

“Valparaiso University, a community of learning dedicated to excellence and grounded in the Lutheran tradition of scholarship, freedom, and faith, prepares students to lead and serve in both church and society.”

Facilities Management Services Vision Statement

“We plan, develop, and maintain the physical environment of Valparaiso University, within the limits of our resources and guidelines established by University governance, to support the goals of the University community within its facilities and surroundings, recognizing compliance issues, priorities, and the stewardship function of its facilities, grounds, utilities and personnel.”

The realization of this is embodied in these commitments:

1. Hire and retain competent personnel:
 - A. People are the assets that move ideas to action.
 - B. People who are empowered to think and act like professionals.
 - C. Through professional development and structured advancement opportunities retain and develop specific job skills.
 - D. Through appropriate training and leadership establish and maintain a safe working environment.
 - E. Treat all people with dignity, courtesy, and respect in accordance with Christian values.
 - F. Seek to build self-confidence.
 - G. Maintain constructive relationships at every level.
 - H. Lead by example.
2. Provide services to the campus community within available resources:
 - A. Constantly seek creative and innovative solutions to customer needs.
 - B. Seek opportunities to build collaborative relationship that best utilize staff, equipment, and dollars.
 - C. Seek to provide reliable and timely service and products at a competitive cost.
 - D. Strive to create and maintain a safe and healthful campus.
3. Build a quality campus community:
 - A. Expect integrity, performance, and professionalism.
 - B. Recognize superior effort and quality results.
 - C. Strive to make the best use of all available resources.
 - D. Take pride in the function of facilities and equipment and in the appearance of the campus.
 - E. Solicit feedback from those we interact with so that we can constantly improve.
 - F. Avoid false economics.

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I. ACCESS TO CAMPUS BY A CONTRACTOR

- A. All contractors must sign out the appropriate keys from FM located at 610 Don Hovey.
 - 1. Construction/Renovation Contractors
 - 2. Service Contractors
 - 3. Vendors

- B. Employees are NOT to let any contractors into spaces as:
 - 1. The contractor may not be authorized
 - 2. The contractor may not secure the space if they do not have keys
 - 3. FM has an obligation to document when a contractor comes and goes from campus and key sign in/out is the method to document that.
 - 4. Contractors have a tendency to prop doors - potentially creating an unsafe condition.
 - 5. Contractors may also need a temporary construction parking permit.
 - 6. Key sign out is the ideal way to make sure the contractor returns all keys and provides information as to whether they are done or going to return.
 - 7. The key sign out procedure properly identifies the individual, so that if something does happen, we have a way to identify and contact the person.
 - 8. This is for both FM's and the Contractor's benefit.

- C. All keys must be returned by the time the office closes (at 4:00 p.m.) unless:
 - 1. Special arrangements are made with FM senior staff. Senior Staff members include:
 - a Executive Director of Facilities Management
 - b Director of Facilities Services
 - c Associate Director of Building Services
 - d Associate Director Maintenance and Landscape Maintenance Services
 - e Assistant Director for Admin Services
 - f A member of the Special Projects Staff

- D. In specific and unusual circumstances cores may be changed to a construction core.
 - 1. These keys are assigned to a specific person for a specific contractor.
 - 2. They are for a specific period of time.

- E. Contractor Identification
 - 1. Contractor parking permit.
 - a These are issued by FM administration.
 - b These are authorized by the Executive Director, Director, Associate Directors, or Assistant Director.
 - c These are displayed on the dashboard of a vehicle.
 - d They allow for parking in legally marked spaces.
 - e They are for a specific vehicle.
 - f They are for a specific timeframe.
 - g They are used when contractor employees are likely to be parking in areas where parking is expected to be in conflict with the campus community.

II. ACCESS TO RESIDENTIAL FACILITIES AND OFFICES

Residential Life contact numbers are found on the form provided by Residential Life and in the Campus Directory. They are updated each semester and are also in the campus directory.

- A. During the academic year (fall, winter, spring and summer sessions):
 - 1. FM personnel are not to be inside of, in the immediate area of, nor on the roof of any residential facility, REGARDLESS OF THE FLOOR'S GENDER, except on Maintenance Days (See #3 below).
 - 2. The exception is in the case of an emergency situation and the RLC has been made aware of our activity.
 - 3. Each residence hall and undergraduate apartment building has been assigned a "maintenance day". Residence halls are maintained according to that schedule.
- B. All Contractors are prohibited from residential facilities on the basis as A 1 and 2.
- C. FM staff are expected to enter the floors/spaces in the following manner:
 - 1. On female floors, male FM staff will announce "Facilities Management Services Staff on the floor".
 - a. When providing service to a student room, leave the FM survey card.
 - 2. If the service call is in a student room or restroom, again, leave the FM Survey Card.
- D. Offices: leave the FM Survey Card as specified above.
- E. In all cases, if the service is incomplete, leave a "Pardon Our Dust" card.
- F. Building Services staff cleans common areas daily. Offices with doors are cleaned only when the blue hang tag is on the door knob requesting the cleaning.

III. ANNUAL SERVICES (NON-REGULATED)

- A. Cooling tower cleaning: the university is gradually eliminating cooling towers. At this writing, the remaining towers are at Gellersen Center and Center for the Arts.
- B. Fire hose hydrostatic test: fire hoses are to be tested periodically. This can occur in a number of ways.
- C. Gutters/downspouts/storm drains: these are on all buildings, including properties.
- D. NSC acid drain basin - Inspect/Service: this is to check the quantity of lime to make sure it is sufficient to neutralize the acid that reaches the system from the laboratories.
- E. Roads/parking
- F. Sanitary/storm manholes: all of these manholes need to be inspected and vacuumed out so that inlets and outlets are visible and functioning. This includes inspection of grease traps. This is to be done in July or early August when the campus population is low.
- G. Heat exchangers
- H. Roof inspections

IV. ANNUAL TESTS (REGULATED)

- A. Boiler service – State Inspections: the State inspections are based on the BTU output. As a result, the definition of “boiler” can include certain water heaters and autoclaves. Boilers are to be serviced annually and inspected.
- B. Backflow – twice a year (NPC): this requires that detailed records be kept on campus and with the City; each PFP is uniquely identified and tracked. In new construction, or when existing ones are replaced, it is very important to establish the new record.
- C. Elevator tests - State – includes passenger, freight, dumb waiters, and wheelchair lifts. These tests are performed by the University’s elevator service contractor during the summer. Each elevator is tracked by the State based on a number. The permits must be tracked by number and identified with the building. A copy of the permit must be displayed in the elevator car, and the original is kept on file in the FM office.
- D. Fire alarm tests with NEC: these systems are tested each summer before school opens by the University’s fire alarm system service contractor. Each system is certified and the State is notified.
- E. Fire extinguisher inspections with NFPA: every extinguisher must be inspected and certified no less than annually. Because there are so many, this is an ongoing process.
- F. Fire hose hydrostatic test with NFPA.
- G. Fire sprinkler tests with NFPA: every sprinkler system must be inspected and certified no less than annually. This is done in July or August when the campus population is at its lowest.
- H. Kitchen hood fire extinguisher system tests with NFPA: every such system must be inspected and certified no less than annually. This is done in July or August when the campus is at its lowest.
- I. Kitchen range hood duct work must be cleaned no less than annually and certified. This is done at a time when the kitchen is closed.
- J. Underground storage tank tests with IDEM: this is an annual registration process. The University has one abandoned tank in place at the Kroencke storage building (used to be a boiler house); one at the former union near the dock (discovered in 2003 while installing a new water main); and one at the southwest corner of the former Kelsey’s site (Sturdy Road and US 30).

V. BREAK PROCEDURE

- A. As a result of the open communication between our employees and the Director of Facilities Services, and because of the input of the Hourly Concerns Committee, the following revision is being made to our Break Procedure.
 - 1. In order to keep mutual respect and trust, this is to notify all hourly staff that either break may be the unpaid break. That is to say, one can punch out/in for the first break or the second break. However, at least one break per day must be at Don Hovey (or a designated area approved by your supervisor).
 - 2. We do ask that the first and second breaks follow the guidelines set up for each shift, and they should be observed within five minutes. This allows meetings to be scheduled immediately after a break when everyone is “back on the clock”. For example, both Landscape Maintenance and Maintenance Services must attend a 10:00 a.m. meeting every Tuesday and Thursday in the 520 Don Hovey break room.

- B. Our department is easily recognizable by our campus visitors, faculty, staff, and students. Therefore, it is essential that we project a positive image at all times.
 - 1. If one or two employees appear to be sitting down on the job, it doesn’t give a good impression. For that reason, if anyone chooses to utilize the Harre Union for breaks or lunch, which needs to be communicated to the immediate supervisor for approval. Then, if there is a concern about whether or not our staff is working, we will be able to defend ourselves.
 - 2. Exceptions may be granted between the employee and the supervisor. As always, we appreciate all that you do, and we are hopeful that you can enjoy your breaks with your fellow employees.

VI. CERTIFICATE OF INSURANCE & SAFETY PROGRAM

- A. Determine if a certificate of insurance (COI) is required based on the type of service needed.
 - 1. The level of insurance varies with the work the contractor is doing.
 - 2. The “Lutheran University Association, Inc.” is to be listed as an additional insured on every policy.
 - 3. The FM department maintains a list of pre-approved contractors.
- B. Check with administrative staff to see if the University has the following items on file from the vendor or contractor: COI, Safety Survey, and a Safety Manual.
- C. Fax or mail a COI request letter to the vendor.
- D. Upon receipt of the COI, verify that the University’s insurance requirements and limits have been met.
- E. If the requirements have not been met, or the COI has not been received, fax a second request for COI letter to the vendor. Upon receipt, follow step “D” above.
- F. The certificate and expiration date will be recorded on the shared “Vendor Insurance” spreadsheet.
- G. COI renewals are processed by FM as indicated by the renewal dates.
- H. The FM department requires every contractor to provide a safety program:
 - 1. A contractor may provide a copy of their firm’s safety program , or
 - 2. They may sign FM’s Minimum Safety Standard document.
 - 3. On specific projects, the contractor must provide a project specific safety plan as well as that of all subcontractors.

VII. COMPUTER ACCESS/MAINTENANCE

- A. Access to computers and software is provided on an “as needed” basis only.
- B. The University policy describes the boundaries for use of computing resources at Valparaiso University.
 - 1. Acceptable use of resources includes:
 - a Instruction
 - b Independent study
 - c Official work of faculty, staff, students, offices and departments
 - d Official work of recognized student and campus organizations
 - e Official work of agencies of the University
 - f Occasional or incidental noncommercial, personal use by authorized users; provided however, this limited personal use shall not include illegal, pornographic or any other use deemed inappropriate by the University.
 - 2. Collegial use includes:
 - a Using common sense
 - b Using resources responsibly, for authorized purposes, and in an approved manner
 - c Observing standards of decency
 - d Respecting the privacy of others
 - e Respecting the rights and wishes of others in the use of sounds and visuals in public areas
 - f Being sensitive to the impact of your traffic on network performance
 - g Practicing good stewardship of connect time, information storage space, printing facilities, processing capacity, and network services.
- C. Computer access/maintenance agreement language.
 - 1. One will respect the privacy of others.
 - 2. One will respect the network as a shared resource.
 - 3. One will respect appropriate laws and copyrights.
 - 4. One will respect the spirit of academia.
 - 5. One will abide by all policies set forth by the networks that are not University owned.
- D. FM policy
 - 1. Salaried and office personnel have routine access to available software after University criteria is met.
 - 2. Other FM personnel have computer access on an “as needed” basis.
 - a FM Directors and Associate Directors
 - b FM Team Leaders
 - c FM members of the Hourly Concerns Committee
 - d FM members of other University-wide committees
 - e Other hourly personnel, as designated.
 - f Access sufficient to manage the Energy Management System.
 - 3. Access is required for electronic time recording for Kronos.

VIII. CONFLICT OF INTEREST

A. Purpose

The purpose of the Policy on Conflicts of Interest is to proclaim and foster a sound of ethical code of business behavior for directors, officers, and employees of the “The Lutheran University Association, Inc., d/b/a Valparaiso University (“University”).

B. Background

Fair and ethical practices are fundamental to a sound academic environment. The success of the University depends on achieving and maintaining a high level of public trust and respect. This trust can be sustained only by observing the highest standard of ethical behavior by the University’s directors, officers, and employees. In order to fulfill this important responsibility and be prudent with its resources, the Board of Directors has determined that it shall be the policy of the University that directors, officers, and all employees shall exercise their best skill, care, and judgment for the benefit of the University and that they must refrain from being influenced by personal financial considerations of any kind in the performance of their responsibilities.

C. Conflicts of Interest

Conflicts of interest may be both potential and existing. Both are of equal importance because of the potential damage they may cause to the University. A conflict of interest is a situation in which an individual or member of his or her immediate family benefits personally and materially from that individual’s relationship with the University. A conflict of interest refers only to personal financial interests and not to philosophical or professional differences of opinion.

D. Statement of Policy

Conflicts of interest are to be avoided because they potentially place the interests of others ahead of the University’s obligations to its students, donors, and supporters. However, conflicts of interest will sometimes occur in the course of conducting the affairs of the University. This is because the many persons associated with the University have multiple business and public interests and various positions of responsibility with other organizations. The policy of the University, therefore, is not to prohibit conflicts of interest, but to require that substantial conflicts of interest be disclosed fully and made a part of the permanent records of the University in order to prohibit specified involvement in corporate decisions where a conflict might exist and might, therefore, reflect adversely upon the University or its directors, officers, or employees. See Appendix G.

E. The Ethics Point Option

The University provides the opportunity for anyone to report without providing one’s identity a situation that is or appears to be unethical. Regardless of your choice, your report will be treated anonymously and confidentially. The procedure is accessed by:

1. Ethics Point website: www.ethicspoint.com
2. Via the internet at www.valpo.edu/aboutvalpo/ethics Click on the appropriate category under “To Make a Report”.
3. Calling (toll-free) 1-200-445-7078.

IX. CONTRACTOR SELECTION AND SPECIFICATIONS

- A. Contractors for specific projects (construction, renovation, and demolition as examples).
 - 1. FM has a standard contract that has evolved over the years for project use. This contract has had legal review.
 - 2. The contract should be used on all work over \$5000 because it includes details that the University requires:
 - a Insurance
 - b Safety
 - c Site decorum/harassment
 - d Payment process
 - e Scope of work
 - 3. Forms of contract:
 - a Bid
 - b Price not to exceed
 - c Cost plus a fixed percent
 - 4. All contracts require the signature of the Vice President of Administration and Finance.
 - 5. With limited exceptions, contractors are to provide Union labor.
 - 6. FM employees are not allowed to perform work for contractors.
 - 7. FM employees are not to unload, accept, receive or store contractors' shipments or equipment/tools.
 - 8. Contractors may not borrow equipment belonging to FM Services.
 - 9. No smoking policy will be in effect July 1, 2008. There will be no smoking on campus, with the exception of smoking in private vehicles.
- B. Pre-approved contractors (construction, renovation, demolition).
 - 1. FM maintains a list of pre-approved contractors.
 - a Certificate of Insurance, Safety Survey, and Safety Manual must be on file in FM office.
 - b AIA 305 form on file in FM Executive Director's office (statement of financial condition).
- C. Contractors for services (elevator maintenance, temperature control, water treatment, fire alarm system, pest control, uniforms, etc.)
 - 1. Most of these are multi-year contracts.
 - 2. Each contract specifies the services, timing, and payments.
 - a Each contract includes conditions under which it may be terminated.
 - 3. There are details for setting up these agreements in the accounting system.
 - 4. These contracts require the signature of the Vice President for Administration and Finance.
- D. FM has developed a set of technical standards for contractors to follow.
 - 1. This has evolved over the years to ensure that specific products and equipment are used on campus.
 - a This maintains uniformity.
 - b This is intended to prevent contractors from substituting products.

- E. Coordinating the FM specifications with other stakeholders.
 - 1. Information Technology (IT)
 - 2. Building Services (BS)
 - 3. Dining Services
 - 4. Campus Master Planners
 - a Exterior signage
 - b Interior signage
 - c Space utilization
 - d Aesthetics
 - e Landscape
 - f Exterior lighting
 - 5. City of Valparaiso
 - a Parking
 - b Landscape plantings
 - c Storm water management

- F. Sensitivity to those impacted
 - 1. Discuss needs with customer.
 - 2. Clarify timelines.
 - 3. Exercise great caution on environmental issues.
 - 4. Plan contractor parking (use the construction parking placards).
 - 5. Plan for port-a-johns (plan their location).
 - 6. Final clean up of interior.
 - a VU Building Services
 - b Outsource

X. DIRECT CONNECT

- A. Communication/pager
 - 1. Direct Connect (D/C) etiquette: the communication radios that we use are FCC licensed. For that reason we are subject to FCC standards. It is important that we use the radios wisely and professionally. Some basic principles are:
 - a Hold the transmitter button down for “a count of 1” then speak – when you have finished speaking continue to hold the button down for “count of 1”.
 - b Speak slowly and clearly.
 - c Sometimes there needs to be a discussion – ask if the contact is near a phone and can telephone you.
 - d Remember that shop personnel are out in the field – so if radio contact is not essential, either leave them a voice mail or put a note in their mailbox.
 - e Typical contacts are for real emergencies, when there is concern that one of us might have forgotten an appointment, or when two individuals need to make contact at a site.
 - f Essential contact has to do with safety – maintaining a line of communication when personnel are at risk – in a manhole, in the substation, on a roof, at a fire, or a utility leak.
 - g Think before you speak, because everyone standing near the person with the D/C can hear the contact. Oftentimes these are not FM personnel – oftentimes these people are in office buildings or around students.
 - h FM personnel who are assigned a D/C for the shift are supposed to keep it turned on and on their person throughout the shift.
- B. D/C is to be left on while on duty unless:
 - 1. The employee clears with their supervisor/base that he/she will be offline – indicate where you are going to be and the expected duration. Each person is responsible for the D/C assigned to him/her.
 - 2. It is not working properly. Inform your supervisor so that it can be repaired.
 - 3. It is lost. Report it immediately to VUPD and your supervisor.
- C. D/C’s are an expensive resource that must be accounted for.
- D. Responsibility

XI. DISPOSAL OF VU PROPERTY

- A. All VU property is disposed of as prescribed by the Director of Purchasing and Support Services.
- B. Property – regardless of its condition or location (including dumpsters) may not be borrowed, taken, given, sold, or otherwise disposed of without specific written approval.
- C. FM does routinely send/dispose of certain items to the junkyard and/or recycling. Cash received for these items along with the receipt are to be turned in to the FM administrative staff.
- D. Personal property may not be disposed of in VU dumpsters, compactors, or recycle bins. This is a misdemeanor offense.

XII. ENVIRONMENTAL

- A. Petroleum and/or paint rags
 1. It is a violation of EPA regulations to put these into the waste stream.
 2. Care must be taken to store these in containers that will not aid spontaneous combustion.
 3. FM has specific containers labeled for the disposal of rags that have petroleum/petroleum products or oil base paints.

- B. Spill Prevention Center

The spill prevention kit located at 610 Don Hovey provides first responders to a spill immediate availability of absorbent products and cleanup equipment in one place. The spill absorbents contained in this cabinet are designed for spill response involving non-aggressive liquids. Among these are oils, coolants, solvents, and water.

- C. Labpack
 1. Invitation to departments (including FM) to submit a list of products for disposal.
 2. The University Safety Manager arranges for the pick-up and disposal of these products.

- D. Annual Lockbox
 1. FM updates the inventory in these boxes.
 2. FM updates the floor plans in these boxes.
 3. FM distributes this updated information to emergency respondents.

- E. Annual affluent discharge update
 1. FM updates sanitary and storm outflows.
 2. FM updates information from lockbox.
 3. FM distributes this update to regulatory agencies.

- F. Emission testing. Appropriate vehicles are emission tested and proper documentation retained.

- G. Special needs for tests/remedies/disposal
 1. Asbestos
 2. Mold
 3. Indoor Air Quality
 4. Offensive odors (natural gas, exhaust, sewer, etc.)

- H. Backflow prevention
 1. FM performs the annual tests.
 2. FM records/distributes results.

- I. Annual hazardous materials report
 1. FM updates this list.
 2. Distributes to local regulatory agency.

J. Shop Towels – EPA/OSHA Issues

As part of the contract with Aramark, arrangements have been made for shop towels. Two containers are available; one for Trades located at 510 Don Hovey and one for Landscape Maintenance Services located at 602 Don Hovey. The reasons behind this are:

1. Many of our shop towels have products on them that are illegal to simply throw in the trash (waste stream).
2. These must be cleaned/launched such that the laundry water is cleaned before it is passed on to drainage and/or sanitary sewers or processing plants.
3. It is illegal to throw paper towels, absorption pads, or other forms into the waste stream via wastebaskets, dumpsters or other means.

The two containers are set up as follows:

1. The top container has clean towels in it. The clean towels are counted.
2. The bottom of the container is where the soiled towels are stored. This storage complies with the OSHA standards for a noncombustible container. The noncombustible issue is important, since soiled towels can spontaneously combust.

Do NOT, under any circumstances, put any towels or rags into these containers that are not provided by the vendor.

XIII. ESTIMATE PROCEDURE

A. Maintenance Estimates

1. Requests for estimates for maintenance needs will be issued to craft code PROJ and emailed to the Associate Director for Operational Sustainability (ADOS). The ADOS will determine if the work will be done in-house or outsourced.
2. If the ADOS requires any information from the maintenance or landscape department to complete the estimate, he/she will put in a work request to a specific craft code to obtain said information. He/she will not use the word “estimate” in this request and will include the phrase “no labor or material charge” in the work description.
3. Requests to proceed with the estimate will also be issued to craft code PROJ and emailed to the ADOS regardless if the work is done in-house or outsourced.
4. The person who holds the position of the Quality Control and Building Assessment (QCBA) is the back-up for the ADOS.

B. Event Estimates

1. Single craft events
 - a. Requests for estimates that involve one craft will be issued to a particular craft.
 - 1) Building Services events will be issued to BLEV and emailed to the Assistant Director of Building Services Days/Swing.
 - 2) Landscape events will be issued to MOVI and emailed to Lead Landscape Maintenance Services North. The back-up person is the Associate Director of Maintenance and Landscape Maintenance.
 - 3) Maintenance events will be issued to PROJ and emailed to the ADOS and QCBA is the back-up person.
 - b. Requests to proceed with the estimate will also be issued to the particular craft involved and emailed to the aforementioned person in charge.
2. Multiple craft events
 - a. Requests for estimates that involve multiple crafts will be issued to craft code PROJ and emailed to the ADOS.
 - b. Requests to proceed with the estimate will be **emailed** to the ADOS. A work order will not be created on the request to proceed.
 - c. The ADOS will use the above email as authorization to submit as many work requests as necessary (multiple crafts) for the estimate in question.
 - d. The work orders created from the estimate should be emailed to the ADOS.

B. Reporting Estimate Results to a Customer

1. The person in charge of the estimate will email the estimate to the customer.
2. In the case of multiple craft event estimates, the ADOS will precede the work order number with the letters “MC”. The MC (multiple crafts) will indicate to the FM office that the request to proceed with the estimate, which is submitted online, should be submitted to the ADOS.

- C. Closing Estimate Work Orders
 - 1. Estimates will be closed via the work order status sheet.
 - 2. In addition to the traditional status fields, the following information must be provided:
 - a. Name of the contractor, if one is involved.
 - b. Total cost (if done by a contractor on a single craft).
 - c. Cost by FM department (building services, landscape, maintenance) if multiple crafts are involved and total cost.

- D. Estimate Letter and Worksheet
 - 1. The estimate letter must be emailed to the customer once the estimate is complete.
 - 2. The estimate worksheet is internal to FM and will be filed by the person in charge of providing the estimate. The customer will not receive the worksheet. See Appendix J.
 - 3. In the case of event estimates that involve multiple crafts, the ADOS will save the worksheet on the G drive in the estimate folder. The file name should read: **Estimate WO# & event.** See Appendix J.

- E. Closing Estimates in GPMate (FM office use only)
 - 1. The Edit History screen needs to be updated with the information with the information provided on the work order status sheet.
 - 2. This information should include the following:
 - a. Name of the contractor, if one is involved.
 - b. Total cost (if done by a contractor or single craft)
 - c. Cost by FM department (building services, landscape, maintenance) if multiple crafts are involved and total cost.

XIV. FLEX REQUESTS

- A. As of 4/1/09, please email any flex requests (in lieu of the old, three-part blue and white form) directly to your supervisor.
- B. Your supervisor will then review and, if approved, will email both the Facilities Management staff in charge of timekeeping and yourself for documentation purposes.
- C. If not approved, your supervisor will communicate with you directly to resolve any problems.
- D. This will be a more effective and cost conscious method for everyone.

XV. GARBAGE HANDLING PROCEDURES

- A. There should be only one clean trash receptacle liner per trash receptacle (there should not be any extra bags on the bottom or side of the trash receptacle).
- B. Do not touch the inside of the receptacle when debris is present (gather the refuse liner at the top, touching the outside of the bag only and pull upward away from your body) .
- C. Do not carry trash next to your body. The trash may contain sharps.

XVI. INTERNAL SHIFT OR POSITION TRANSFER PROCEDURE

- A. When a Shift or Position becomes available, it is posted in the Facilities Management Break room information board for one (1) week.
- B. All interested FM employees may submit *Request to Change Position or Shift Form* (G:\FM\Forms\Office).
- C. Hiring Team Leader or Associate Director will select most qualified individual and complete *Application Flow Form* (G:\FM\Interviewing).
- D. Hiring Team Leader or Associate Director will submit all *Requests to Change Position or Shifts* Forms, *Application Flow Form* and Posting from FM Break room to the Assistant Director of Administrative Services.
- E. *Change of Information Form* (G:\FM\Human Resources Forms) will be completed, faxed to Human Resources and the original will be placed in the employee's file.
- F. Employee will NOT be allowed to transfer to any other shift or position for a six (6) month period.

XVII. INVENTORIES

- A. Each shop has a modest inventory of frequently used supplies.
 - 1. The source of funds to replenish these inventories is via work orders when they are closed and when the customer's account number is charged.
 - 2. No supplies may be ordered unless these accounts have funds in them.
 - 3. If one shop uses from the inventory of another – this transaction must be accounted for either by a work order or a journal entry processed by the FM administrator.
 - 4. Under no circumstance may this inventory be used for personal use.

- B. Fuel inventory
 - 1. Gas and diesel
 - a The gasoline is accounted for via the “gas key”:
 - 1) Vehicle number.
 - 2) Vehicle mileage.
 - 3) Date of refuel.
 - 4) Limitations on the volume of fuel.
 - 5) Records the account number to be charged.
 - b The diesel is charged to grounds since that is the only department using this fuel.
 - 1) Under no circumstances is this diesel fuel to be pumped into vehicles that have license plates. If this fuel is put in plated vehicles, we incur an additional tax.

- C. General inventory
 - 1. This has limited access.
 - 2. This is accounted for by the University.
 - 3. FM has to pay for any shortages.
 - 4. A physical count occurs each spring.

XVIII. KEYS AND ACCESS CONTROL

- A. The University employs a grandmaster key system. For security reasons there are a very limited number of spaces that have key cores that are “off master”.
- B. Certain FM employees have access to key rings that include grandmasters.
 - 1. Under NO circumstances are hourly staff to remove grandmasters from campus.
 - 2. These keys are to be secured at the end of each tour of duty in a location designated by the supervisor.
 - 3. These employees will have successfully passed a background check via VUPD or completed by VU.
- C. Employees are to take home only keys that are assigned to them that are necessary to gain access to the shop NOT masters, grand masters or vehicle keys.
 - 1. In some cases there is a key to an exterior door.
 - 2. In some cases there is a key to a keytainer box.
- D. Keys must be separated as follows:
 - 1. First key ring: entry key.
 - 2. Second key ring: vehicle keys.
 - 3. Third key ring: masters from keybox (locked in keybox each night).
- E. Under NO circumstances are hourly employees to take vehicle keys home.
 - 1. Vehicle keys assigned to an employee are to be secured at the end of the shift in a location designated by the supervisor.
 - 2. If an employee loses their vehicle keys, the vehicle will be re-keyed.
 - 3. Vehicle keys are not issued until the successful completion of the probationary period.
- F. FM maintains, in a secured cabinet, an extra set of keys for each campus vehicle.
- G. All keys must be signed for per the University key policy.
 - 1. This includes keys to vehicles, cabinets, cages, and equipment.
 - 2. No keys will be issued until the successful completion of the employee’s probationary period. This policy is not a FM policy but a University policy. This policy was established some years ago but reinforced by our insurance carrier in the last few years – primarily because the University does not do background checks on new employees unless they carry specific keys.
 - 3. Those employees who have access to grandmaster or master keys are subject to a background check.
 - 4. No keys will be issued until the successful completion of the probationary period.

XIX. LIGHTING WORK REQUESTS

A. Routing Maintenance of Lights

1. Work requests involving the routine maintenance and care of lights and light covers will first be assigned to Building Service technicians.
2. If a light needs to be replaced, a Building Service technician should find a replacement in storage and replace the light as soon as possible. A light cover should be affixed, if possible. If the replacement lamps do not work, do not leave them in the fixture; put them back in storage.
3. It is important that the replacement lamps belong to the building being serviced. Do not use lamps that belong to other buildings. If the building's stock is low, a work request should be entered to order more lamps.
4. If Building Services technicians are unable to correct the lighting issue (faulty ballast or lights are too high to change) a work request needs to be entered to an electrician.

B. Ordering Lamps

1. Building Services technicians need to enter a work request to order lamps when stock is low.
2. Provide the lamp's identification number (example: F32T8/841) and indicate how many are left in storage.

C. Transferring a lighting work order from building services to an electrician

1. The original work order issued to Building Services needs to be updated via a **work order status sheet** to describe the work performed and to account for the time spent on the job. For those work orders with multiple items, indicate which ones were completed by Building Services and which ones need to be looked at by an electrician.
2. On the same status sheet, **provide an explanation** as to why the item(s) need referred to an electrician.
3. The FM office will change the craft code, department code, and labor/material codes of the building services work order number to those of an electrician.
4. The labor for both building services and the electrician will be accounted for on the same work order under their respective craft code.

D. Height Restrictions

1. The replacement of lights and light fixtures may be done using a standard ladder stored in the building. Due to training, this is the only option the Building Services technician is to use.
2. There is no height restriction other than an employee is prohibited from using the top two steps on any standard ladder.

XX. OFFICE

- A. Building files (including rental property) information available upon request.
 - 1. The file cabinets in the map room and file room include information on every V.U. building.
 - a This information may assist with information about products in the building.
 - b There are often histories of past renovations.
 - c There are often histories of past problems.
 - d Floor plans.
 - e Warranty information.
 - 2. There is also records/information on utility infrastructure.
 - a Information on past products used.
 - b Information on past data collected.
 - c Information on routes/depths.
 - d Past consumption data.
 - e Performance contract information.
 - 3. Construction records:
 - a Original specifications.
 - b Original contractors.
 - c Original products/specifications.
 - d Warranty information.
 - e Maintenance information.
 - f There is an index page in the front of each file drawer.
 - 4. Blue prints
 - a Hanging blue prints are available to staff but may NOT leave the map/file room.
 - b Blue prints in the drawers are originals, or “one copy only” items, utility information, topographies, and parking lots. These may NOT leave the map room.
 - c On rare occasions maps may be “signed out” via office staff.
- B. Safety video library
 - 1. The safety video inventory is maintained in the file room.
 - 2. These may be signed out for a limited time for viewing.
 - 3. Most often the video will be viewed in the immediate area.
- C. The office maintains the FM chart of accounts for building and vehicle maintenance.
- D. Fax
 - 1. The office has a fax machine for business use.
 - 2. Office staff will send faxes but require:
 - a Accurate fax number.
 - b Name of the business.
 - c Name of the individual.
- E. Office decorum
 - 1. High traffic
 - a The FM office hosts off-campus visitors, service providers, contractors, and sales people.
 - b The FM office hosts on-campus visitors, key pick-ups, students, meetings, and appointments.
 - 2. Exhibit professionalism
 - a Keep area tidy.
 - b Limit socializing.
 - c Be sensitive to office staff workload.

- d Any and all requests for data entry, copying, etc., must go through the Assistant Director for Administrative Services.
- 3. Dress Code Policy
 - a. Valpo Friday: Show support by wearing Valparaiso University clothing.

F. Telephone Use

Access to telephones is provided for business purposes only. Personal calls should be limited to break and lunch times. Under no circumstances are long distance calls of a personal nature to be charged to University phones.

XXI. OVERTIME OPPORTUNITIES

- A. Overtime opportunities for regular scheduled events will be determined by Team Leaders and Associate Directors. Each employee will be emailed overtime openings. These openings will also be posted on the bulletin board in the FM break room. Overtime offered due to a campus emergency is excluded from these postings.
- B. Overtime openings will be posted weekly on the bulletin board of the FM break room. The form can be found on the G drive. G:\FM\Forms\Overtime Forms. Have them circle the appropriate department they are requesting the overtime for. The form can be viewed as Appendix B in the FM Procedure Manual.
- C. The employee must personally submit the “overtime acceptance form” to their supervisor for the available weekly overtime slots. Overtime selections will be based on the date and time the form was received.
- D. Team Leaders and Associate Directors will submit the “overtime acceptance form” to FM administration office for tracking purposes. Enter the name, date and shift from each form on the appropriate sheet for future reference.

XXII. PERIODIC TESTS/SERVICES

- A. Boiler inspections as required (annually or whenever opened for service)
- B. Swimming pool water tests as required
- C. As scheduled by service contracts

XXIII. PURCHASING

(No items may be purchased for personal use)

A. Purchase orders

1. University policy requires that three competitive quotes be submitted with purchase requisitions over \$10,000. All purchase requisitions over \$10,000 must be sent to the Purchasing Office along with three quotes for approval. In some instances lack of competition or the type of service may prohibit obtaining three quotes. When this occurs, please send an explanation along with the purchase requisition.
2. FM review process is as follows: Team leader, Associate Directors, Director of Facilities Services, Executive Director of FM (if necessary)

B. Purchase requisitions

1. A work order is required:
 - a The employee's supervisor is to call the office staff to obtain a purchase requisition.
 - b The Office Staff will issue a blanket number and purchase requisition number. The supervisor is to write this information on the work order status sheet.
 - c The employee's supervisor is to turn in the receipt to the office staff.

C. Credit cards

1. A work order that is signed off by a Team Leader is required.
2. Procedure:
 - a After the Team Leader's approval, the employee is to take the work order to the front office to be issued a credit card and tax exempt card.
 - b The Office Staff issues a credit card if the building and account number on the work order are valid (credit cards cannot be used with special account numbers) and enters on the work order the date of the credit card issue. If a credit card may not be issued, petty cash, a purchase requisition, or purchase order is needed.
 - c The employee signs out the credit card (date, work order number, and name) and is given a tax exempt card (employee initials required). The Office Staff informs the employee that the credit card limit is \$500.
 - d The employee brings in the receipt and signs in the credit card (vendor name, amount spent, and employee initials).
 - e The Office Staff initials that the credit card and tax exempt card was returned.
3. Credit card agreement: the employee must have a completed Purchase Cardholder Agreement on file with FM and Purchasing.

D. Petty cash

1. Under no circumstances may the petty cash fund be used for a "personal loan".
2. A work order that is signed off by a Team Leader is required.
3. Purchases are typically less than \$5.
4. Accounts Payable clerk reconciles this petty cash by submitting original receipts with petty cash forms to the Business Office as needed. This is accompanied by a "Request for Check" form.

XXIV. RECYCLING

- A. The University is committed to recycling; FM is to support that commitment by providing viable paths for this to occur.
 - 1. Recycling bins (inside buildings and exterior to buildings).
 - 2. Limited collection of small volumes.
 - 3. Recycling compactors.

- B. Internal to FM
 - 1. Automotive supplies such as tires, batteries, antifreeze, and oil.
 - 2. Pallets.
 - 3. Tree debris.
 - 4. Leaves/grass clippings.
 - 5. Reclaimed refrigerant.
 - 6. Household batteries.
 - 7. Cardboard/box board/newspaper/magazines.
 - 8. Cartridges (printers and fax).
 - 9. Metals (steel, copper, aluminum, cast, tin, etc.).
 - 10. Food scraps (experiment).
 - 11. Asphalt (to some extent).
 - 12. Broken resident hall furniture.
 - 13. Desks.
 - 14. Mattresses.

XXV. RENTAL PROPERTIES

- A. The University owns several rental properties
 - 1. Single family dwellings
 - 2. Apartments
 - 3. Vacant lots

- B. FM provides limited maintenance for these facilities:
 - 1. Every approved work order is to be responded to within eight (8) working hours (even if it is just a phone call).
 - 2. The majority of work is performed by a contractor.
 - 3. FM must determine if the tenant wishes to be present (or not) during the repair.
 - 4. FM must determine if the tenant has a pet that needs to be caged.
 - 5. NIPSCO is the provider of heating/cooling/electrical services.
 - 6. FM employees may not perform work at rental properties except while on duty.
 - 7. FM employees who live in a rental property may not perform work using FM supplies, tools, or equipment, or work at rental during work hours.

- C. Following the above procedures:
 - 1. Is intended to make sure no undocumented or unapproved alterations are made.
 - 2. Is intended to limit liability of the University that might come as the result of unlicensed/not bonded/uninsured contractor.

- D. FM performs inspections of each property as tenants depart
 - 1. An appointment is made for inspection.
 - 2. An approved form is filled out.
 - 3. Inspector initiates the work orders
 - 4. Inspector advises contractor of the anticipated date the property will be available for cleaning and repairs.

- E. When a property is purchased and will be rented:
 - 1. Work orders are written to install locks/fire extinguishers.
 - 2. Purchase orders are written to perform needed maintenance and repairs.

- F. FM manages the maintenance of the rentals.

- G. FM shows rental properties to prospective tenants.

- H. The Office of Administration and Finance administers the rental property leases.

XXVI. SAFETY

- A. The FM safety program is intended to:
 - 1. Compliment the University's Safety and Health Committee.
 - 2. Have a positive impact on the University's workers compensation process.
 - 3. Share the responsibility to have employees end their work shift in at least as good of health as when they began their shift.

- B. Valparaiso University's Facilities Management Safety Committee (VUFMSC):
 - 1. The VUFMSC meets once a month to discuss and review departmental safety concerns.
 - 2. The VUFMSC is made up of: two building services representatives, two maintenance services representatives, two landscape services representatives, the safety manager, an administrative representative, a projects representative, a secretary, and the chairperson.

- C. Reporting injuries:
 - 1. All injuries – no matter how small must be reported immediately to the supervisor.
 - 2. Failure to report a work-related injury may result in:
 - a Insurability of claim
 - b Insubordination leading to disciplinary action
 - 3. Representatives of the VUFMSC will be in charge of investigating and filling out the accident investigation form.

- D. Prescription safety glasses:
 - 1. Policy - the policy and procedure for prescription safety glasses has been created in order to have a consistent standard of safety for eye protection for University personnel. This would apply to employees who wear prescription eyewear and are required to wear safety glasses or goggles. This often creates a situation where it is hard to see through two lenses or where sweating of the lens may occur. Additional hazards may also occur when employees wear safety protection over regular prescription glasses.
 - 2. Policy Requirements - all University employees are required to protect their eyes according to the OSHA standards. The University provides non-prescription approved safety glasses to employees as needed. This policy is designed to help offset the cost of prescription safety glasses for employees who are regular full-time, limited full-time, or regular part-time and will be available once for every two fiscal years. (Exceptions may include damage to the eyewear as a direct result of a near miss or accident and will be determined by the employees' supervisor).
 - a Safety glasses can be selected from any provider as long as the side shields are permanently attached.
 - b. Cost will not exceed \$145.00 for glasses and lenses. All eyewear must be ANSI Z87.1-1989 standard approved.
 - c. Eye exams are not covered. They are payable by the employee through insurance carrier.
 - 3. Procedure - in order to obtain prescription safety glasses, the following steps must be followed:
 - a. The employee schedules an appointment with his/her provider. The employee is responsible for the cost of the eye exam (or through insurance) and the cost of the eyewear. (Employees schedule appointments on their own time.)
 - b. The employee may use a valid prescription less than one year old from any licensed doctor in ophthalmology or optometry.
 - c. The employee makes full payment when the glasses are issued.
 - d. The glasses should be inspected by the Safety Manager or the supervisor. After inspection, the original receipt is provided. The supervisor or the front office staff fill out the Request for Check and submit the documentation for reimbursement.

- e. When the check is received, the front office records the transaction and the check is given to the supervisor to issue to the employee.

E. Safety shoes:

1. An employee is required to wear shoes that are slip resistant and steel/composite toed.
2. FM will reimburse the employee up to \$50.00 for this purchase each fiscal year.
3. If, however, a pair of shoes becomes worn, a replacement will be reimbursed at an additional \$50.00, even if it is the same fiscal year. The Team Leader, Assistant Director, or Safety Manager will verify the need for replacement. In order for an employee to receive reimbursement, the shoes must be approved by the Safety Manager and the employee's supervisor.
4. With the onset of winter, if an employee is required to spend a good deal of the work day outside, the employee may purchase a pair of insulated, waterproof safety shoes. The allotment remains \$50.00 per fiscal year. So, if the employee chooses to wear an additional pair in inclement weather, they will be reimbursed only if they were not reimbursed within the same fiscal year.
5. The supervisor may obtain the green, Request for Check form from the front desk at 610 Don Hovey. They will then sign the form and get the appropriate signature required from the employee. The original receipt is needed to process the check.
6. The Request for Check form and receipt are then sent to Kretzmann for processing. When the check comes to FM, it is recorded as paid and the check is placed in the supervisor's mailbox to be forwarded to the employee.

F. Online Safety Training

1. Every FM employee is required to complete the monthly online safety training.
2. Every month an email is sent to each employee indicating the safety programs that must be completed before the end of the month.

G. Safety training particular to a specific shop is provided on an as needed basis

H. Valparaiso University Lock-out/Tag-out Program

Whenever maintenance or servicing of machinery or equipment is carried out, all energy isolating devices will be locked out to prevent any unexpected start-up, energization, or release of stored energy that could cause injury. Only authorized and trained employees are permitted to perform the lock-out in accordance with these procedures. However, all other employees are trained never to remove a lock-out device/tag or attempt to start up a machine or piece of equipment that has been locked or tagged out. We will use lock-out devices as the preferred means of protecting employees. See Appendix H for the complete Lock Out – Tag Out program.

I. Roof Access and Vent Hood Procedure

Before inspection and service or doing any PM's on vent hoods, contact the Administrative Assistant for Biology, Physics & Astronomy at **5369** and the Stockroom Manager for Chemistry at **5126** to confirm class schedule and room use.

As a safety precaution, no work is to be done on any roofs during inclement weather. This includes but is not limited to: rain, snow, extreme cold temperatures (slipping hazards), high winds, lightning storms, and during hours of darkness. This is always to be a two-person job. No Exceptions.

See Appendix I for the roof access and vent hood procedure sign off sheet.

J. Several years ago, VU adopted an online MSDS data base. It is the official stance of the University to allow employees access to chemical information. The Chemwatch site is easy to use and has the latest safety information on over two million chemicals.

1. It has come to the attention of the FM Safety Committee that some of the FM staff cannot access the on-line MSDS sheets. After some investigation, it was determined that the pop-up blocking feature on the web browser has to be set to allow pop-ups. If the pop-up blocker is on, the site will not load on that computer. When pop-ups are allowed, then the Chemwatch site works properly. Each of you should try this direct link to gain access. Just click on the following highlighted link <http://jr.chemwatch.net/chemgoldusa//>

If for some reason you still cannot gain access to the online MSDS, please tell your Team Leaders, so they can notify the Director and the Safety Manager.

2. Directions to access the MSDS information: click on the following links. The first will show you how to access the MSDS using Explorer as the web browser. The second link will show you how to access the MSDS site using Mozilla as the web browser. Make sure that the computer you are using has speakers and that they are on and the volume is turned up to where you can hear the instructions.

<http://valpo.edu/it/training/video/msdsie.php>

<http://valpo.edu/it/training/video/msdsff.php>

XXVII.SHOP

Shop orderliness is both a matter of good organization and safety.

- A. Put tools away when done or at least at the end of the shift.
- B. Clean up the work area when done or at least at the end of the shift.
- C. Remove or properly dispose of any debris when done or at least at the end of the shift.
- D. Use exhaust fans
 - 1. Internal combustion exhaust.
 - 2. Smoke.
- E. Shop safety
 - 1. Lock Out Tag Out (LOTO) unsafe equipment and report the deficiency to your supervisor.
 - 2. Use the flammable cabinets and keep them closed/latched.
 - 3. Wear eye protection at all times when in the shop (whether you are working or present for other reasons).
 - 4. Wear ear protection where indicated.
 - 5. Safety items are available in the safety supply cabinets.
 - a The employee must request FM safety equipment from his/her supervisor.
 - b The supervisor checks out the safety cabinet keys at the front desk of FM.
 - c Items issued to employees must be recorded in the binder located in the safety cabinets.
 - 6. For unsafe cords or portable power tools, cut the cords off.
 - 7. For unsafe ladders, cut into two and put in the dumpster.

XXVIII. STAFF IDENTIFICATION

- A. Staff photo ID
 - 1. These are provided by IT.
 - 2. These IDs are to be worn by FM employees during work hours (this is a matter of security).
 - 3. Staff IDs provide access to the FM Break room and the NE Parking Ramp.

- B. Personal vehicle registration
 - 1. Per University policy all personal vehicles are to be registered with VUPD.
 - 2. The registration of a vehicle with VUPD will provide a decal that is to be displayed on the windshield as instructed by VUPD.
 - 3. If an employee is driving a “substitute” vehicle, see VUPD to get a temporary permit.

- C. Uniforms
 - 1. When hourly staff employees successfully complete the initial evaluation period, uniforms will be ordered.
 - a These are to be worn at all times when on duty.
 - b Employees are to be in uniform prior to the beginning of their hour of duty.
 - 2. Uniform pick-up varies with the vendor. Employees must bring in uniforms for exchange of clean uniforms every week.
 - 3. Uniforms are to be worn buttoned (except collar) and tails tucked in.
 - 4. If FM supervisors determine that the standard uniform is not suitable for an individual, an alternative will be provided when the employee presents a Doctor’s note.
 - 5. Uniforms provide a level of identification, security, and professionalism.
 - 6. Employees are to abide by the Hourly Handbook regarding safety.
 - 7. Appropriate clothing must be worn when welding or grinding, i.e. eye protection, welding jacket, welding gloves, and arm protection.
 - 8. Safety shoes need to be worn while working.

XXIX. STAFF ORGANIZATION

- A. FM follows handbooks for hourly and salaried staff
- B. FM specific procedures in support of the handbooks
 - 1. Hourly staff
 - a Flex time
 - b Lunch breaks
 - 1) 30 minutes
 - 2) Off the clock
 - c Breaks
 - 1) 30 minutes
 - 2) On the clock
 - 3) May not leave campus
 - 4) Supervisor to determine proper location
 - 2. Kronos auto-adjust time feature
 - a The auto-adjust feature allows employees to punch in up to six minutes early so the Kronos time stamp will adjust the time to read the start of the shift.
 - b This also means that an employee may punch out up to six minutes prior to the end of the lunch break.
- C. Leadership
 - 1. Role of Associate Directors
 - a In concert with PDQ
 - 1) Advance University Mission
 - 2) Advance FM Vision Statement
 - 3) Advance a safe work environment
 - 4) Advance the completion of maintenance and preventive maintenance
 - b Provide leadership
 - 1) Use available reporting and management information to move the area in the defined directions.
 - 2) Identify potential difficulties in the near and short term so that alternatives and remedies can be identified.
 - 3) Provide/procure technical expertise to address the operational needs.
 - c Human Resources
 - 1) Within the context of the University's handbooks, policies, and procedures enforce these in FM.
 - d Fiscal
 - 1) Operate within the confines of the FM budget.
 - 2) Operate within the confines of our customer's budget.
 - 2. Role of Team leader
 - a In concert with PDQ
 - 1) Complete work orders as issued
 - 2) Complete all work in a manner as safe as possible
 - 3) Coordinate work with supervisor
 - 4) Coordinate work with other shop leaderships
 - 5) Complete maintenance and preventive maintenance
 - b Provide leadership
 - 1) Using available equipment, supplies, and personnel to maximize productivity while maintaining standards for safety and workmanship.
 - 2) Identify the logistical needs/limitations for each assignment so that alternatives and remedies can be identified.
 - 3) Provide technical expertise and identify the need for outside expertise.

- c Human Resources
 - 1) Report employee incidents (positive/negative) to supervisor.

D. Reporting injuries

- 1. All injuries – no matter how small
- 2. Failure to report a work related injury results in:
 - a Insurability of claim
 - b Insubordination leading to disciplinary action

E. Position descriptions

- 1. How they are written
 - a These are written on the PDQ format provided by Human Resources.
 - b This format is used universally so that all portions can be evaluated against the same rating scale.
- 2. Cause for revision
 - a The PDQ's are revised from time to time when:
 - 1) The position has changed substantially
 - 2) When the employee requests a review
 - 3) Every few years (5+/-) as a matter of course
 - 4) When the position is vacated and posted
- 3. How they are evaluated
 - a There is a job evaluation review committee of six staff members from across campus that has been trained in the use of this evaluation instrument.
- 4. Relationship to pay scales
 - a The long-term intention is to overlay the PDQ's with pay scales.

F. Evaluation period

- 1. Each employee is required to complete a probationary period as stipulated in the Hourly Employee Handbook.
- 2. Prior to this period, if the employee is going to have permanent access to grand master/master keys, then a criminal background check will be made.
- 3. During this period, the employee will complete all online safety training.
- 4. At the end of this time, the Performance Evaluation instrument will be used to assess the employee's potential for long-term success.

G. After Hours FM Call Out

Individuals who are called out after hours, on weekends, or on holidays to assist with correcting problems arising from situations occurring on campus will be contacted directly by the "Call-Out Supervisor." Per the University Handbook, overtime is to be approved by a supervisor who then will authorize the needed overtime. The Call-Out Supervisor will give a brief description of the problem and any other information concerning the nature of the problem, as well as, the contact individual/department making the request for the service. When possible, a phone number to this person/department will be given as well. Also, the supervisor may have additional information that would be useful to the responding employee.

It is the responsibility of the Call-Out Supervisor to initiate the work order for this call out. The Call-Out Supervisor is to initiate the documenting work request as soon as the FM office is open for business. This work request will be processed so that the FM staff person can document the work and record/charge the labor and materials. Also, this work order number will be needed to authorize the overtime.

An employee responding to a call-out is to report to their normal shop; clock in and clock out on Kronos. This will document the employee as "on duty," and, therefore, covered by Workman's Compensation. The employee shall proceed in their normally-assigned shop vehicle, so that proper tools and available supplies are as available as possible. Personal vehicles are not covered under University insurance.

Called-in FM employees are to notify VUPD by telephone or radio of their presence on campus when they begin their transit from FM facilities to the on-campus affected location. Should there be FM employees already on campus; the called-in employees are to communicate with this/these individual(s) on the FM radio system when possible.

If the problem/situation being addressed requires additional manpower or is beyond the scope/capabilities of VU's FM department, the called-in employee shall contact the Call-Out Supervisor to request further assistance. The Call-Out Supervisor will call out additional staff or vendors as necessary.

After the problem has been addressed, FM employees are to notify VUPD of their departure from campus. All used tools are to be returned to their original location, keys locked in their respective lock boxes, and vehicles parked in their designated locations.

Any follow-up work shall be dealt with by the appropriate supervisor in the form of an entered work order separate from the original after-hours call out. Should any problem necessitate work with an outside vendor/contractor, this work shall also be included on the same newly-opened work order.

XXX. TOOLS

- A. For insurance and OSHA regulations no personal/contractor tools or products are to be introduced into the VU workplace.
- B. Specialty tool checkout (certain tools are expensive and only a few are needed. These are stored in each shop in a secured location).
 - 1. Your supervisor is responsible for keeping these secure.
 - 2. These must be signed out each time they are used.
 - 3. These must be returned at the end of the shift or when the assignment is complete, whichever comes first.
- C. Warranty/service.
 - 1. Many of the hand tools are warranted. If they break, see your supervisor who will arrange for a replacement.
 - 2. From time to time tools need service (repair, maintenance, or calibration). Turn the tool in to the supervisor for this service.
 - 3. Equipment that required batteries. Batteries are kept in the Associate Director for Maintenance.
- D. Stationary tools (certain tools are stationary in shops: table saws, grinders, drill presses, sheet metal shears, etc).
 - 1. You must have completed the proper training and/or safety videos before using this equipment.
 - 2. You must wear the proper safety apparel when in use.
 - 3. Each person is responsible for:
 - a. Cleaning the equipment when done.
 - b. Putting any/all equipment accessories away when done.
 - c. Cleaning up the work area when done.
- E. On campus use
 - 1. Vehicles, equipment, tools, tables, chairs, etc. may not be loaned to FM staff, other University personnel, or to off campus individuals, organizations, or businesses. There are a few approved exceptions to this granted by the administration.
 - 2. Supplies, material, residual supplies/materials are not available for purchase, loan, or replacement basis to FM staff, other University personnel, or to off-campus individuals, organizations, or businesses.

XXXI. VEHICLES

- A. Assignment
 - 1. Check fluid levels each time you fuel.
 - 2. Report all accidents
 - a Report to:
 - 1) Supervisor
 - 2) VUPD
 - b Failure to report will result in disciplinary action.
 - 3. Periodically:
 - a Check all lights
 - b Inspect tires
 - 4. Report needed maintenance to your supervisor who will initiate a work request.
- B. Routine Care
 - 1. Interior orderly
 - 2. Exterior reasonably clean
 - 3. Material and supplies orderly
- C. Fuel
 - 1. Gas and diesel
 - a The gasoline is accounted for via the “gas key”
 - 1) Vehicle number.
 - 2) Vehicle mileage.
 - 3) Date of refuel.
 - 4) Limitations on the volume of fuel.
 - 5) Records the account number to be charged.
- D. Rules of the road
 - 1. University campus rules
 - a FM personnel and University vehicles are subject to Valparaiso University driving and parking regulations.
 - b Responsibility for violations
 - 1) Operators of vehicles are responsible for any violations that occur.
 - 2) Depending on the nature of the violation there may be disciplinary action.
 - 2. Courtesies
 - a Avoid blocking vehicles.
 - b Avoid blocking loading docks or dumpsters.
 - c Park in maintenance spaces, where spaces are provided. Otherwise park in staff spaces.
 - 1) Do not park in fire lanes.
 - 2) Do not park in ADA spaces.
 - 3) Do not park on yellow lines.
 - 4) Do not park on sidewalks.
 - 5) Use flashers when appropriate.
 - 6) Use headlights when appropriate.
 - 7) Use seat belts.
 - 3. Keys
 - a The vehicle is to remain locked at all times
 - 1) Never with the keys in it
 - 2) Keys will not be issued until the successful completion of the probationary period.
- E. Personal use
 - 1. Hourly staff

- a No personal use is permitted.
 - b May not be used for such things as:
 - 1) Picking up lunch or during break time.
 - 2) Personal errands on campus.
 - 3) Local personal errands.
 - 4) To and from place of residence.
 - c Vehicles are never to be removed from campus during non-working hours.
2. Salaried staff
- a These are for University use.
 - b When a salaried person is on call, the staff member is expected to be available for University business 24/7. Thus, when on call, these vehicles may be used for personal business; however, it is expected they will not be used to visit/or be parked at locations that would not be in keeping with the University's standards.
- F. Keys
1. An employee is to be issued one set of keys for the assigned vehicle. Any additional copies are stored in a key box as designated by the Executive Director of FM or FS.
- G. DOT vehicles
1. Certain vehicles meet the criteria for DOT regulations.
 2. The DOT number on the door is the identification.
 3. Driver must have a DOT license.
 4. The successful completion of a physical is a requirement to drive such vehicles.
 5. These vehicles are required to have certain equipment.
 6. These vehicles are subject to annual investigations.
- H. Vehicle safety
1. A vehicle that is unsafe will be "grounded" until repairs are complete.
- I. Vehicles are never to be left unlocked.
- J. Vehicles are never to be left running/unattended.
- K. Smoking
1. Per University policy, smoking is not allowed in campus vehicles (including equipment with cabs such as tractors, backhoes, and bobcats).
 2. Beginning July 1, 2008 smoking will not be permitted on campus, and will only be allowed in personal vehicles.
- L. Cell phones
1. University cell phones should not be used while moving in a University vehicle unless it is a "hands free" installation.
- M. Personal vehicle registration
1. Per University policy all personal vehicles are to be registered with VUPD.
 2. The registration of a vehicle with VUPD will provide a decal that is to be displayed on the windshield as instructed by VUPD.
 3. If an employee is driving a "substitute" vehicle, see VUPD to get a temporary permit

XXXII. WORK REQUESTS

- A. Work requests and revisions can be submitted from external to FM and internal to FM. The normal processing time is five to ten working days from the date received.
- B. These requests are:
 - 1. Routed to the appropriate Associate Director who will review, then forward it to the Work Order System for issuance.
 - a This process takes into consideration University policies.
 - b Proper chain of command.
 - c Reasonableness of the request.
 - d Proper account number.
 - e Chargeable or non-chargeable labor.
 - f Timeliness of the request.

Note: this process provides several safeguards and demonstrates why no work (except genuine emergencies) should be performed or even promised without an approved work order.

- C. Work requests external to FM
 - 1. There is an intranet form for submitting work requests accessible via the following address: <http://www.intra.valpo.edu/depts/vpad/PPS/>
 - 2. A department representative fills out the form appropriately and routes it to the authorized departmental fiscal agent. If the fiscal agent approves the request, it is sent electronically to FM Services
 - 3. In the event that the work cannot be authorized, there is a question regarding the work or the account number, etc., an email response will be generated from FM Services back to the departmental fiscal agent.
- D. Completion of a work order
 - 1. It is essential that when the work is done that the work order be turned in promptly.
 - 2. Turning in a completed work order is the only way to close the order and for FM to “get paid”.
 - 3. “Getting paid” reimburses the FM inventory account for material and, if labor is charged, for FM to get the wages reimbursed.
 - 4. Labor reimbursement is very important, since we staff our shops at levels higher than we are budgeted.
- E. Preventive maintenance (PM’s) for buildings and vehicles.
 - 1. There are work orders generated by the work order system to remind shops to perform required maintenance.
 - 2. These reminders are intended to make sure that the tasks that are done:
 - a Provide necessary maintenance required for warranty or keep that equipment working properly.
 - b Test equipment to make sure it works when needed.
 - c Extend the life of the equipment.
 - 3. Provide reminders to perform seasonal or periodic services.
 - 4. These must be turned in within the specified time.
 - 5. Must be approved by the relevant Associate Director.
- F. Genuine emergencies.

These pose life-threatening risks/services or damage to an asset.

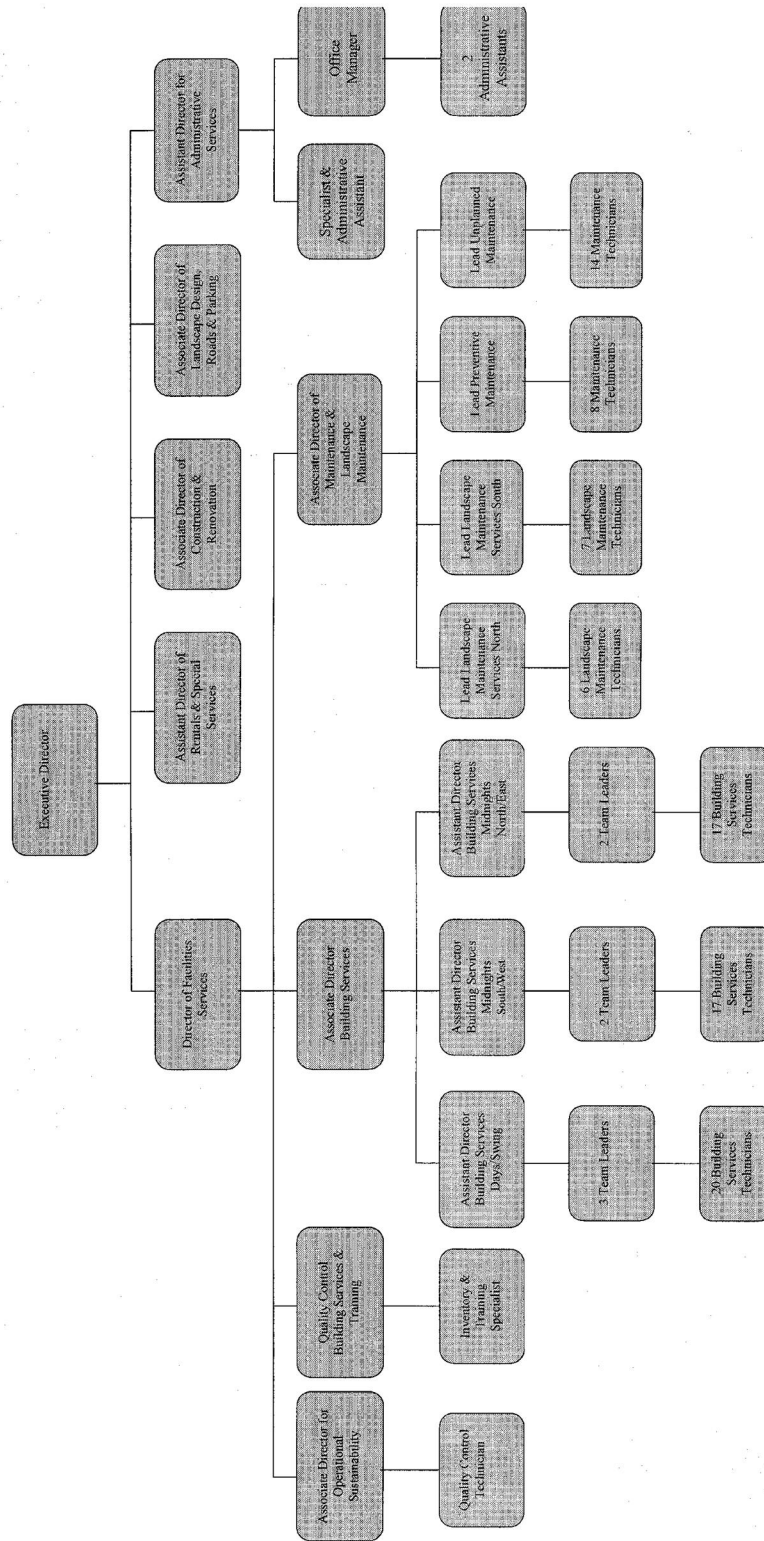
 - 1. Power outage

2. Flood
3. Severe weather
4. Broken exterior window
5. Natural gas leak
6. Water main rupture
7. (Bomb) threats
8. Sewer problems
9. Loss of heat
10. Re-core
11. Bogged toilets in residential halls

If it is not an “emergency”, the request is to be entered into the on-line work order system.

XXXIII. APPENDIX A – ORGANIZATIONAL CHART

Facilities Management
Organizational Chart
Revised 12/16/09



G:\FM\Organizational Charts

**Facilities Management
Request to Change Position or Shifts**

Name: _____ SS Number: **XXX-XX-**_____

I understand and agree to the following terms and conditions for seeking another position or shift within Facilities Management:

- The most qualified individual, as determined by the hiring Team Leader or Assoc. Director, will be offered the position regardless of whether or not that person is currently an employee of Valparaiso University.
- Employees selected to fill the available shift or position may not change back to previous shift, or apply for any other position within Facilities Management for six months.

Current job title and shift: _____

Team Leader/Assoc. Director: _____

How long have you been employed at your current position? _____

Current duties and skills you have developed from this position: _____

Explain the main reason you are applying for the change in position/shifts: _____

List home/work phone number(s) and the times that are best to contact you: _____

Can your current Team Leader or Assoc. Director be contacted for a reference? Yes No

If no, please explain: _____

Signature

Date

XXXVI. APPENDIX D – WORK ATTIRE POLICY

<p>Valparaiso University Policy No. A&F – 001</p> <p><u>Work Attire Policy – Administration and Finance</u></p> <p>Date <u>6/1/06</u></p>	<p>APPROVED:</p> <p><i>Charley E. Gillispie</i></p> <p>Charley E. Gillispie Vice President Administration and Finance</p>
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All employees are expected to dress appropriately for the position they hold. All employees will abide by all health and safety rules relating to their specific assignments. (Example: hairnets for Dining Services workers)

The appropriateness of work attire shall be viewed within two (2) contexts. First, this is a Christian institution of higher learning. Second, employee dress should always be neat and professional in appearance, keeping in mind the impression made upon students, visitors and other employees. Each Department Supervisor shall be the final arbiter of the appropriateness of attire. However, the following are deemed inappropriate:

- ✓ Tank tops, tube tops, halter tops, body suits
- ✓ Cutoff shorts (Walking shorts may be permitted depending on department and type of work performed.)
- ✓ Cut, shredded, torn or patched clothing
- ✓ Bare midriff, bare back
- ✓ Excessively short, tight or revealing clothing
- ✓ Soiled, stained or odorous clothing
- ✓ Clothing that is transparent
- ✓ Text or graphic artwork on clothing containing offensive or inappropriate language or pictures
- ✓ Exposed body art (tattoos) that displays offensive or inappropriate language or pictures
- ✓ Excessively wrinkled clothing
- ✓ Sweat pants, spandex, and nylon shorts (except by department approval)
- ✓ Baseball caps (except by department approval)
- ✓ Accessories displayed in body piercings in places other than ears

The following applies only to employees who are required to wear uniforms as a condition of their employment:

1. Employees must wear their uniforms during work, unless they have received supervisory approval to wear different clothing. Employees will not mix uniform and non-uniform components (unless specific department rule necessitates mixing).
2. Employees must ensure that uniforms are cleaned and pressed, if necessary.
3. On Valpo "spirit day" Fridays, employees will be considered in compliance and eligible for any discounts when they are in uniform.

<p>Valparaiso University Policy No. VU- 005</p> <p><u>CELL PHONE/RADIO USE POLICY</u></p> <p>Date: <u>7/1/08</u></p>	<p>APPROVED:</p> <hr/> <p>Roy A. Austensen Provost and Vice President Academic Affairs</p> <hr/> <p>Charley E. Gillispie Vice President Administration and Finance</p>
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PURPOSE AND SCOPE

Valparaiso University (VU) is committed to providing staff with the appropriate tools to perform their jobs. To that end, VU has provided cell phones and/or radios for use in facilitating effective and timely communication among staff. In addition, VU is also committed to a safe work environment for its employees and others. In keeping with this objective, VU has developed this policy regarding proper use of cell phones and radios for all employees while at work.

A. University Issued Cell Phones

1. Cell phones/radios issued by the University are to be used primarily for university business.
2. Each person is responsible for the cell phone/radio assigned to him/her. They are a valuable resource that must be accounted for. Each phone has a specific amount of minutes assigned based on the selected contract and the minutes must be used wisely. Therefore:
 - a. Keep it on your person at all times when you are on duty.
 - b. If it is not working properly inform your supervisor so that it can be repaired.
 - c. If it is lost report it immediately to VUPD and your supervisor.
 - d. Phone charges for personal business phone calls that are incurred due to exceeding allocated minutes will be the responsibility of the person to whom phone was issued.
3. If you are issued a university owned cell phone for your job, you are required to pull off the road and stop driving before making or receiving a phone call, text message, or email message. If you have a “hands-free” phone device, you may make or receive phone calls without pulling off of the road.
4. Keep your conversations/discussions brief.

5. When traveling outside of the city for University business, it is your responsibility to know and adhere to the laws and regulations within the area you are traveling regarding cell phone use.
6. Any employee who is charged with a traffic violation involving the use of a cell phone while driving will be solely responsible for all liabilities that result from such actions, including disciplinary measures resulting from a violation of this policy.
7. If the phone you are issued has camera capabilities, you may not use the camera function while at work, unless for approved University business.
8. University issued cell phones, including “hands-free” devices, may be treated as a taxable benefit. For more information, contact the Finance Office.

B. Personal Cell Phones

1. Phone calls of a personal nature shall be made during your own time (either break or lunch), unless there is an emergency, as determined by your supervisor.
2. While on the job, you are required to pull off the road and stop driving before making or receiving a phone call, text message, or email message. If you have a “hands-free phone device, you may make or receive a phone call without pulling off of the road.
3. Any employee who is charged with a traffic violation involving the use of a cell phone while driving will be solely responsible for all liabilities that result from such actions, including disciplinary measures resulting from a violation of this policy.
4. If your personal cell phone has camera capabilities, you may not use the camera function while at work (including break and lunch).

C. Phone/Radio Etiquette

1. If people are in close proximity, be sure that they are not disturbed or that they cannot hear your conversation.
2. Keep your phone discussions brief.
3. Be sure to turn phone to vibrate or turn off phones/radios during meetings.
4. If you must take a call during a meeting, excuse yourself and leave the room to take the phone/radio call.
5. There may be instances where you need to use the speaker phone. Please be sure to do so at the appropriate time so as not to disturb others around you. Go to a private office if need be.

Valparaiso University
Facilities Management
Call Before You Dig: 800-382-5544

Contact person/phone number _____

Work being done for: Valparaiso University

Will you be using any explosives, performing blasting or boring? _____

When is the work to begin? Date ___/___/___ Time: ___:___ AM/PM

How long will it take to complete job? _____

Anticipated maximum depth? _____

Why is work being done? _____

County: Porter

Township: Center

On campus: Yes/ No

Street address: _____

Attach site plan indicating your location: _____

University owned single family dwelling “Call Before You Dig” will contact all municipal utilities.

On Campus: 1. “Call Before You Dig” will contact NIPSCO gas and electric, and City of Valparaiso for Water.

2. Contact Facilities Management (Work Order #6864): to mark water, sewer, storm

3. Contact IT: (Mike Schwinn - 6796): to mark voice, data, TV cable

Allow no less than 24 hours for emergency digs. Allow three business days for non-emergency digs.

Reference # _____

Person taking call: _____

Date & time: _____

XXXIX. APPENDIX G – CONFLICT OF INTEREST

Administration of the Policy

The policy for the disclosure of existing or potential conflicts of interest shall be administered in the following manner>

1. Directors, officers, selected employees, and employees with significant procurement responsibilities shall annually receive a copy of the Policy Statement on Conflicts of Interest and be asked to complete a questionnaire as to their interests. The President shall determine which employees shall be subject to this requirement.
2. Any other University employee who has authority to transact business on behalf of the University and who proposes to enter into a transaction with a person or entity that presents a potential conflict of interest as defined in this Policy Statement and that is anticipated to require the University to pay to the person or entity \$1,000 or more in any fiscal year, shall disclose the facts and circumstances of the proposed transaction and potential conflict of interest in writing to the Office of Administration and Finance, prior to entering into the transaction.
3. Any potential conflict of interest on the part of the directors is to be disclosed to the Chair of the Governance Committee of the Board.
4. Any potential conflict of interest on the part of officers, selected employees, and employees with significant procurement responsibilities are to be submitted to the University Counsel of Valparaiso University, and brought to the attention of the President of the University.
5. The Chair of the Governance Committee and the University Counsel of Valparaiso University shall submit reports to the Board of Directors concerning any interests so uncovered, disclosed, or unresolved.
6. An officer or employee of the University shall not participate in any transaction in which he or she has a conflict of interest without prior approval, as set forth in this Policy Statement. If an officer or employee of the University proposes to enter into a transaction with a person or entity that will require the University to pay to the person or entity \$1,000 or more during any fiscal year, the matter shall be submitted to the Vice President of Administration and Finance prior to entering into the transaction. The Vice President of Administration and Finance shall have authority to approve the proposed transaction if he/she deems the transaction to be in the best interest of the University. If the employee disputes the decision of the Vice President of Administration and Finance, the employee may submit the matter to the President. The President's decision shall be final and binding.
7. A director who has an existing or potential conflict of interest on any matter Should not vote or use his or her personal influence on the matter, nor should the director be counted in determining a quorum, even where permitted by law. The minutes of any meeting should reflect that the director disclosed the conflict, abstained from voting, and that a quorum existed even though the director is not counted toward the quorum. This requirement does not prevent a director from briefly stating his or her position on the matter or from answering pertinent questions of other directors where the director's knowledge may assist the other directors.

Definitions for Completion of the Questionnaire

1. "Disclosure" shall mean providing a written description of the facts comprising the existing or potential conflict.
2. The term "substantial interest" shall mean having an ownership interest of more than five percent [5%] equity interest in an organization or serving as an officer, director, partner, paid consultant, or employee with authority to enter into contracts.
3. The term "organization" means any organization, individual proprietorship, partnership, trust, professional organization, or other entity.
4. The term "immediate family" shall mean any relation by blood or marriage and any person residing in the same household with a director, officer, selected employee, or employee with significant procurement responsibilities.

Date of Governance Committee Approval: April 28, 2006

Date of Board of Director's Approval: April 29, 2006

THE UNDERSIGNED ACKNOWLEDGES RECEIPT OF A COPY OF THIS POLICY:

Printed Name: _____

Signature: _____

Position: _____

DRAFT 03-07

Valparaiso University Lock-out/Tag-out Program

Whenever maintenance or servicing of machinery or equipment is carried out, all energy isolating devices will be locked out to prevent any unexpected start-up, energization, or release of stored energy that could cause injury. Only authorized and trained employees are permitted to perform the lock-out in accordance with these procedures. However, all other employees are trained never to remove a lock-out device/tag or attempt to start up a machine or piece of equipment that has been locked or tagged out. We will use lock-out devices as the preferred means of protecting employees.

Option?

Tags should be used ONLY if it is impossible to use a lockout device. However, some other means of protection, such as disconnecting the power source, must be used together with the tag. If you are planning on using tags, you must indicate the types of alternative protective measures specific to an isolation device listing.

RESPONSIBILITY

The Supervisor and/or designee is responsible for:

- Ensuring that appropriate lock-out procedures are carried out during maintenance or servicing of machinery and equipment
- Maintaining and updating lockout procedures
- Assigning and training authorized personnel to carry out the lock-out procedures
- Isolation device listings are complete if needed or reviewed if equipment is changed or isolation device listing is over three years since last review.

LOCK TYPES

- Green Lock: Valparaiso University General Maintenance Locks
May be keyed alike by department
Must identify department and person placing lock
- Red Lock: Valparaiso University Personal locks
Must have tags affixed to lock identifying employee
Single Lock Single Key
Key in possession of employee only
- Orange Lock: Valparaiso University Owner Lock
To be used if equipment is serviced by someone other than the equipment owner
Must have tag affixed identifying owner department and employee placing lock

PROCEDURES

Valparaiso University will recognize three types of Lock-outs:

1) Lock-out Type I :

This style of lock-out should be used when a piece of equipment is powered by a plug style connection (including pneumatic, hydraulic, electrical power or a combination). The person working on the equipment has the plug within his or her control as the equipment is being serviced. If for some reason the servicing employee needs to leave that piece of equipment (lunch or the end of shift), and the repairs are not complete then the plug should be locked using a lock-out device and a Green General Maintenance lock with a tag indicating who placed the lock.

2) Lock-out Type II:

This style of lock-out should be used when a piece of equipment is controlled by a local disconnect as part of the equipment, it is owned by the same department conducting the service, service is expected to be less than a single shift, and service is to be completed by one employee. The equipment disconnect should be locked out using a Red Personal lock and removed by the employee when repairs are complete. If the repair takes longer than one shift, a Green Maintenance lock should be used with a tag identifying who placed the lock to secure the equipment power source.

3) Lock-out Type III:

This style of lock-out is to be used when a piece of equipment is remotely controlled or when multiple service people are involved, or the equipment is owned by a different department than who is conducting the service including contractors.

CUTTING A LOCK-OUT DEVICE OR SAFETY LOCK

At the end of a shift each employee must remove his or her personal lock, and, if necessary, install a maintenance lock if repairs are not complete. However if it becomes necessary to remove any lock-out device, the supervisor should make all attempts to verify that the employee is not available and that the equipment is safe to put back in service. At that time **ONLY** the employee's supervisor may remove a lock-out device by force.

Specific lock-out procedures for each machine are located at the machine, and/or in the department supervisor's office.

Each piece of equipment must have its own lock-out procedures. Include diagrams and schematics if needed. Use the form below as a guide.

Valparaiso University
LOCK-OUT/TAG-OUT PROCEDURES

FOR MACHINE # _____

1. Description and Location of Machine:

2. Maintenance Schedule:

3. List of Authorized Employees:

4. List of Affected Employees: *{EDITOR'S NOTE: Employees who operate the machines but do not repair or maintain them.}*

5. Type and Magnitude of Energy:

6. Location of Normal Shutoff Controls:

7. Energy Isolating Devices:

8. Type of Stored Energy & Method to Dissipate or Restrain:

9. Method to Verify Isolation:

LOCKOUT :III

The following sequence of lock-out will occur:

1. The authorized employee(s) will notify all affected employees that servicing or maintenance is required on the equipment and that the machine must be shut down and locked out.
2. The authorized employee will review the lock-out procedures for the particular machine and will follow each step carefully with the representative of the owner of the machine.
3. If the machine or equipment is operating, the authorized employee or the owner will shut it down by the normal stopping procedure.
4. The energy isolating device(s) will then be deactivated.
5. The owner of the machine will place an Orange Owner Lock with a tag that identifies who has authorized the lock-out according to the isolation device listing.
6. The energy isolating device(s) will be locked out with individual locks that identify the authorized person using the lock.
7. Stored or residual energy will be dissipated or restrained.
8. Test the equipment: Ensure that no personnel are exposed, then verify the isolation by operating the normal start-up control or by testing to make certain the machine will not operate. Turn machine off again.
9. Conduct maintenance or servicing activities.

RESTORING EQUIPMENT TO SERVICE

Once servicing is complete, follow these steps:

1. Check all around the machine to make sure that all maintenance items and tools have been removed and that the equipment components are operationally intact.
2. Check the work area to make sure all employees are removed from the area and cannot enter during this phase.
3. Verify that the controls are in neutral.
4. Owner will remove Orange Owner Lock.
5. Servicing Technician will remove personal lock-out devices and re-energize the machine.
6. Notify the affected employees that the servicing is completed and the machine is ready for use.

TRAINING

All affected employees must be trained annually by their supervisors to understand the basic concepts behind lockout/tagout procedures—particularly the importance of not circumventing the system or attempting to service equipment for which they are not authorized.

Authorized employees must receive refresher training annually on the lockout and maintenance procedures for each specific piece of equipment for which they are responsible. Also, as new or modified equipment is acquired, authorized personnel must be thoroughly trained on the new procedures.

CHECKLIST

- () Written lock-out procedures are maintained for each piece of equipment.
- () Authorized and affected employees are appropriately trained on their respective responsibilities.
- () When servicing is about to occur, the authorized employees will inform and remove all affected employees and block off the area.
- () After lock-out, authorized personnel will test the piece of equipment by attempting to start up the machine using the normal start-up methods.
- () All authorized personnel are responsible for their own locks. No one is permitted to put their lock through another person's lock.
- () Affected personnel never attempt to service or un-jam the equipment themselves but are taught to contact their supervisors who will call the maintenance department.
- () All lock-out procedures and training lists are kept up to date by the **[Maintenance Department]**.
- () All outside contractors who need to perform work on Valparaiso University equipment must follow our lock-out procedures, which will be coordinated by the **[Equipment Owner Supervisor]**.

Note: A contractor may use their own lock-out procedures provided that it is equal or stricter than the Valparaiso University Lock-out policy.

**SIGN-OFF PROCEDURE FOR ALL FACILITIES MANAGEMENT
MAINTENANCE SERVICE TECHNICIANS:**

Inspect and service vent hood: Before inspection and service or doing any PM's on vent hoods, contact the Administrative Assistant for Biology, Physics & Astronomy at **5369** and the Stockroom Manager for Chemistry at **5126** to confirm class schedule and room use.

1. Schedule PM's only after confirmation is received from NSC employees.
2. Inform PM Team Leader when going to NSC.

As a safety precaution, no work is to be done on any roofs during inclement weather. This includes, but is not limited to: rain, snow, extreme cold temperatures (slipping hazards), high winds, lightening storms, and during hours of darkness. This is **always** to be a two-person job--**"No Exceptions!"**

These roof rules encompass roof inspections, roof repairs, exhaust/ventilation units, rooftop furnaces/air conditioning units and electrical work.

Print Name

Signature

Date

XLII. APPENDIX J – ESTIMATE LETTER AND WORKSHEET



FACILITIES MANAGEMENT

610 Don Hovey Drive

<https://www.intra.valpo.edu/depts/vpad/pps/>

DATE:

TO:

FROM:

SUBJECT:

Listed below is your estimate for Work Order #000000. Should you decide to move forward with the described work, please note it is your responsibility to submit an online work order with a chargeable account, referencing the event title / work description, as well as the estimate work order #000000. If you do not reference this information, we will not be able to guarantee the quoted price.

This price is good for thirty (30) days. Any changes or modifications after the estimate is provided, may change the total cost.

If you have any questions, please contact me at 464-XXXX.

Total Cost: _____

Contractor Name (if applicable): _____

Breakdown cost (if applicable):

Building Services: _____

Landscape Services: _____

Maintenance Services: _____

FACILITIES MANAGEMENT ESTIMATE WORKSHEET

Department (circle one)

Building Services

Landscape Maintenance Services

Maintenance Services

Location/Building: _____

Building Code: _____

Event title: _____

Work order #: _____

Date of Event: _____

Time of event: _____

Contact name and email: _____

DESCRIPTION OF WORK REQUESTED					
-------------------------------	--	--	--	--	--

--	--	--	--	--	--

LABOR COSTS					
-------------	--	--	--	--	--

Regular Hours	Overtime Hours	Set-up employees	Straight Time	Overtime	Total
Regular Hours	Overtime Hours	Tear-down employees	Straight Time	Overtime	Total
Regular Hours	Overtime Hours	Non-calculated requests (see comments)	Straight Time	Overtime	Total
Labor Rates from July 1, 2009 to June 30, 2010		Straight Time	Overtime	Total Labor Costs:	
Maintenance		\$ 27.97	\$ 41.96		
Grounds/Movers		\$ 24.04	\$ 36.06		
Building Services		\$ 18.53	\$ 27.80		
Building Services Events		\$ 21.29	\$ 31.94		
Total Material Costs:					
Total Cost Labor & Material:					

Additional Comments:
