



CAMPUS FACILITIES MANAGEMENT (CFM)

OUR VISION

Through servant leadership grounded in the University Core Values, Campus Facilities Management offers evolving services that meet the mission and vision of the University by embracing national models and best practices.

OUR MISSION

Campus Facilities Management’s mission is to provide outstanding service and support for the University Community through innovation and cooperative efforts promoting customer satisfaction and team pride.

OUR VALUES

How we accomplish our mission is as important as the mission itself. Campus Facilities Management seeks to accomplish this mission within the overarching Core Values of the University: Education First; Discovery and Innovation; Integrity and Accountability; Diversity, Inclusiveness, and Respect; and Energized Collaborative Communities

Departmental Guidelines

Departmental Guidelines
Campus Facilities Management

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GUIDELINES
CFM

Category: Documentation

Title: Employee/Manager Sign-Off Sheet

The purpose of this handbook is to provide a means of orientating the staff of Campus Facilities Management to departmental guidelines.

POLICY STATEMENT

Due to the large number of employees receiving orientation, and the re-education of our existing employees, it is necessary to provide a means for documenting that each individual has received information regarding the policies of our department. This sign-off sheet will become part of the employee's record attesting to this fact.

PROCEDURE

Employee Orientation

After completion of the orientation of the contents of the CFM Guidelines, the attached sign off sheet will be signed by the employee and manager, and returned to the CFM Department office for the employee's personnel file.

I acknowledge that an orientation covering the contents of the CFM Guidelines, as well as other information relevant to my position at University of Missouri-Kansas City, were discussed with me and I have a working understanding of this information.

Employee Signature

Manager's Signature

Date

GUIDELINES
CFM

PURPOSE

To give employees a sense of direction and the opportunity to become part of the organization.

POLICY STATEMENT

As new employees are hired into CFM , it is necessary to provide a brief overview of operations, goals and our mission statement.

PROCEDURE

During an employee's initial departmental orientation the following topics will be addressed in addition to University materials.

1. Welcome to CFM. Our unit is one of the most important units of University of Missouri-Kansas City. As a member of CFM, you will be assigned to duties throughout many buildings on campus.
2. Through the development of work schedules, standard job methods, the latest equipment and supplies, you will be able to perform your assignments in a professional manner.
3. Being courteous and performing your assigned duties will help make you an asset to the team. We are working in an educational environment; therefore, it is important that our work be performed so as not to disturb the primary functions of the institution.
4. Personal conduct and a professional appearance as you go about your work have a great deal to do with the reputation of the University. **Consideration for other, courtesy, and cheerfulness** are of great importance. Good personal attitudes will serve to improve your performance.
5. Our department has been charged with the responsibility to provide appropriate services in a timely and cost effective manner. Please be conscious of proper usage of University supplies and materials.
6. U.M.K.C. will maintain its reputation for neatness and cleanliness only through the sustained efforts of all CFM employees. **Your job is an important one, not only to you, but to the University.**

GUIDELINES CFM

PURPOSE

To provide employees with the tools and knowledge to perform their assignment with the greatest degree of opportunity for success.

POLICY

The provision of appropriate training is to ensure uniform application of work procedures, which is the goal of our departmental training program. We also wish to provide information for the development of our employees as individuals.

PROCEDURE

In order to provide training, the following issues will be assessed by the management staff of CFM. The CFM Management Team is made up of individuals with expertise in the field of environmental services, maintenance, construction, design, ground, architecture, custodial operations, and sanitation. Facilities work today has evolved into a science. Today, we use specialized equipment, as well ad a large variety of supplies and materials. The training in our department takes many forms: orientation, group, and management development: and various speakers from outside of our department. Instruction is conducted through computer based training along with hands-on training and development. These sessions use computer-based, On-The Job training as well as lecturers to present information. We stress to “work smarter,not harder.”

The signing of training attendance sheets is required, and is the responsibility of each attendee. The active participation and exchange of information by individuals at these training sessions is strongly recommended. In order to ensure retention of materials, verbal and written testing will administered and recorded. Management staff will determine if additional issues need to be addressed, and will contact individuals with expertise in particular fields of related interests.

GUIDELINES
CFM

PURPOSE

The basic knowledge of working hours, conditions, and related information for completing assigned duties must be developed.

POLICY STATEMENT

In order to ensure a professional and orderly environment for the completion of assigned duties, the following guidelines have been developed.

PROCEDURE**1. *Working Hours***

Our standard work week consists of five (5) days of eight (8) hours each for a total of forty (40) hours per week. Shifts will vary depending on the building or areas that you are assigned. Your Supervisor will set your individual scheduled start and end times.

2. *Break Periods*

Full time employees are provided with (2) paid fifteen (15) minute break periods. Your first break will occur within the first four hours of your shift; the other in the second half of your shift. Break periods can be rescheduled by your supervisor depending upon work conditions.

3. *Lunch*

Full time employees are provided thirty (30) minutes, unpaid time, for lunch. Your Supervisor will set your individual scheduled lunch times.

Staff may leave the premises for lunch, but must give prior notice to your supervisor. It is important that you return within the thirty minute allotment, time missed outside the thirty minutes will be treated as unexcused unpaid time

4. *Uniforms*

The University expects all employees to maintain a professional appearance in keeping with University objectives. Furnished uniforms and picture Id's must be worn at all times while on University premises. Employees with medical issues (allergies to cotton, etc.) shall provide a Dr.'s note to that affect to their supervisor within a reasonable amount of time.

5. *Personal Hygiene*

On the subject of personal hygiene, CFM must appropriately define minimum levels of standards for personal hygiene, grooming, and dress. Proper grooming suggests several considerations:

- a) Males should be clean shaven; or mustaches and beards should be neatly trimmed and maintained.
- b) Employee's uniforms should be clean, and worn in a professional manner.
- c) Good personal hygiene is essential.

In the event that one's personal hygiene is in need of attention, the employee's Manager/Supervisor will discuss the matter with an employee and allow reasonable time for corrective action. Should the employee fail to conform to departmental expectations, the Department Manager/Supervisor will follow the steps of progressive discipline.

6. *Lockers*

Some buildings have lockers, if you would like to use a locker, you must notify your supervisor so it can be approved. A locker is for the safeguarding of your personal property while you are working. Use this locker for your clean uniforms and street clothes. While every effort is made to protect your property, it is suggested that large sums of money or expensive personal belongings not be placed in this locker.

7. *Job Assignments*

Job assignments are developed for work that is performed by our staff. Numerous considerations are made to provide an equitable distribution of workload. Job assignments and staffing will be made based upon departmental needs to supply appropriate services to the University. Employees should anticipate being reassigned additional duties at any time, or relocated based upon operational needs. In most work areas, your supervisor will assign and schedule your work.

In our Building Services department, assignments are divided into two (2) categories:

(1) Station Work

This includes cleaning assignments in offices, laboratories, lounges, restrooms, etc.

(2) Project Work

These assignments are primarily floor care, which includes such duties as burnishing, carpet care, and extracting carpet. It also includes the cleaning of bricks, walls, etc. by project workers. As a CFM-Building Services staff member, you may be assigned to any one of the established work schedules, depending upon the priority that is determined at the beginning of the work day.

After you receive your job assignment, it is important that you remain on your station or project work assignment area until you are relieved or receive new instruction from your supervisor. Remember that a pleasant attitude will go a long way to improve your work environment. However, extensive conversations can be very distracting for others and are discouraged.

9. *Employee Identification*

During the first week you are on the job, you must obtain a picture identification card. Your ID card is a mandatory part of your uniform and you will be expected to wear it in a visible location at all times. Numerous instances of not having an ID card may result in disciplinary action. In the event of a not having an ID card, a temporary ID will be issued to you for the duration of your shift. Security personnel have the right to inspect your card upon request.

If your card is lost or stolen, a replacement fee will be charged for a new one. You are expected to replace a lost or stolen badge as soon as possible. If your name changes or you transfer to another department, your card will be replaced at no charge, at your request.

10. *Unauthorized Usage and Access*

Reports of using the phone (except for emergencies), computers, loafing, and sleeping are strictly prohibited and are not the practices of a successful department. Where you are working your tools/equipment should be present. CFM staff members are not authorized to re-enter an area after completion of work nor should they occupy an area where assigned duties are not

being performed without prior approval from management. CFM staff should not make use of computers, telephones, televisions, etc. that is not the property of Campus Facilities Management.

11. Vehicle Use & Operations

In all department vehicles, there should not be any smoking, eating, or drinking. In addition, all CFM staff must observe all laws mandated by the State of Missouri for operating a motor vehicle (i.e. seat-belts, speed limits, and coming to full stops at stop signs, etc.). Only designated employees are allowed to operate CFM vehicles. Designated employees must also possess a valid driver's license, and must provide proof of such to their supervisor every six months. All vehicles should be operated and occupied only for University purposes.

When using the two trucks for hauling garbage and recycling, you must use the camera that is located in each truck. The operators are prohibited from reversing the vehicle without using the camera or someone spotting (standing a safe distance from the rear of the vehicle, directing the driver) to minimize property damages.

12 Personal Protective Equipment (PPE)

Your CFM Supervisor will issue you PPE (gloves, footwear, eyewear, etc.) for use in the performance of your job duties. It is expected that you use your PPE in the course of your work to protect yourself from injury. Continued non-use of PPE could result in disciplinary action.

GUIDELINES CFM

Category: General Information

Title: Attendance Guidelines

PURPOSE

The basic knowledge of attendance guidelines, conditions, and related information must be developed.

POLICY STATEMENT

In order to ensure compliance with HR-107 Policy Manual, the Collection of Policies for Service and Maintenance Employees and the efficiency of the work group and manage fluctuations in the departmental workload, the following guidelines have been developed.

General

Attendance and punctuality are important to Campus Facilities Management. The efficiency of an entire work unit is impaired if every individual is not at their station at the designated starting time. For these reasons, the following procedures may be used for all non-exempt staff. Each unit will have an established staffing level to ensure mission accomplishment and customer satisfaction while allowing for sick leaves, vacations, and emergencies. Staffing levels are unit developed, monitored and regulated.

Procedure

Vacation Usage (see HR-402 Policy Manual.)

All benefit eligible employees who have successfully completed their probationary period, are eligible to use vacation days subject to prior approval. All vacation requests must meet the following criteria,

- Requests by Non-Exempt (bi-weekly) personnel must be submitted fourteen (14) days in advance.
- Requests made by Exempt (monthly) personnel must be submitted thirty (30) days in advance.
- Requests for five or more consecutive work days (not counting days normally scheduled off) must be submitted thirty (30) days in advance.

In order to maintain coverage to meet the CFM mission, there are limits to the number of scheduled absences a supervisor can approve per shift or group. These limits will vary by time of year and by CFM unit and will be reviewed regularly by CFM Supervisors and Managers.

Requests will be approved based upon the following priorities:

- First Priority: Departmental operating procedures and staffing levels.
- Second Priority: The order received for a specified time period.
- Third Priority: For requests in the same time period, the employee's seniority within their work group.

All requests must be submitted on the approved form as prescribed by the department, signed and dated by the employee and sent to the respective supervisor for approval. The supervisor

will respond within five business days by confirming or denying the request, or by indicating the date by which a response will be received.

Due to unforeseeable circumstances some requests may fall outside of this criterion. These requests will be reviewed on a case by case basis.

Personal Day Usage

Personal days are paid days off to be used at the discretion of the employee with prior supervisory approval. Personal days may be used any increments. New regular employees are granted four (4) personal days at the beginning of regular service, but not more than two (2) days may be used during a probationary period. Thereafter four (4) days are credited on the yearly anniversary date of the employee. All four days must be used within the anniversary year and it is the responsibility of the employee to plan the usage of personal days.

All personal day requests must meet the following criteria;

Request by Exempt (monthly) and Non-Exempt (bi-weekly) personnel must be submitted one (1) day in advance.

There are limits to the number of scheduled absences available per shift or group. These limits will vary by time of year and by CFM unit and will be reviewed regularly by CFM Supervisors and Managers.

All requests must be submitted on the approved form as prescribed by the department, signed and dated by the employee and sent to the respective supervisor for approval. The supervisor will respond within five business days by confirming or denying the request, or by indicating the date by which a response will be received.

In order to maintain coverage to meet the CFM mission, there are limits to the number of scheduled absences a supervisor can approve per shift or group. These limits will vary by time of year and by CFM unit and will be reviewed regularly by CFM Supervisors and Managers.

Sick Leave (see HR-404 Policy Manual.)

All benefit eligible employees are eligible to receive paid sick leave. Employees needing to take time off during their probationary period are eligible for sick leave as it is accrued.

General Accrual of Sick Leave

All full time CFM staff Exempt & Non-Exempt accrue sick leave at a rate of 12 working days per year (one day per month) of completed continuous employment.

Using Sick Leave

- Sick leave must be accrued before it is taken and, although accrued, is not available until the first day of the pay period.
- Eligible employees unable to work because of an illness or injury may use accumulated sick leave to continue their straight-time pay (including shift differentials where applicable) for any absence from work.
- Disability due to pregnancy is treated as any other illness or disability.
- Up to 12 days accumulated sick leave may be used each calendar year for illness in an employee's immediate family. For purposes of this policy, immediate family includes parents, spouses, children, siblings, wherever they may live, and related persons living in the employee's immediate household.

- Any absence without pay is considered unexcused and may be subject to disciplinary actions. Please note that absences related to an approved Family Medical Leave Act would not be considered in this requirement.

Reporting Illnesses

- Employees are to report absences by phone to their respective zone supervisor or the supervisor's answering service a minimum (30) thirty minutes before the start of the scheduled shift. When reporting absences you must identify yourself and the reason for your absence.
- Failure of an employee to notify the supervisor of his or her absence for three (3) or more consecutive scheduled shifts may be considered job abandonment. Job abandonment is considered a voluntary resignation without notice.

Proof of Illness

- Employees may be required to furnish satisfactory proof of illness or injury for any occurrence.
- An employee absent for three (3) or more consecutive scheduled shifts is required to furnish satisfactory proof of illness or injury.
- Satisfactory proof of medical and dental appointments is required when taking more than two (2) consecutive working hours during a scheduled shift.
- The department will require satisfactory documentation of illness or injury if a pattern of abuse or an excessive amount of unscheduled absences (4 or more occurrences) has been established within the last consecutive six (6) months. A pattern of abuse may be defined as a series of Monday, Fridays, Thursday after the payday, or a noticeable pattern in any sequence. Please note that absences related to an approved Family Medical Leave Act would not be considered in this requirement.
- Failure to provide satisfactory documentation of illness or injury when requested may result in disciplinary actions.
- Employees may furnish satisfactory proof of illness or injury to prevent an occurrence.

Unscheduled Absences & Tardiness

Unscheduled absences and tardiness are particularly disruptive and must be kept to an absolute minimum.

- Unscheduled absences are defined as any absence occurring without authorized approval from the respective supervisor at least one full business day in advance of the next schedule shift.
 - Absences occurring outside of scheduled vacation or scheduled personal days.
 - Excessive unscheduled absences (four or more occurrences within a consecutive six month period) cannot be tolerated and will be subject to disciplinary action, up to and including termination.
 - An occurrence is defined as an absence of any portion of scheduled work day, or any block of consecutive work days.
- Tardiness is defined as arriving to work one minute past the start of the shift due to the payroll increments. An employee will lose a tenth of an hour of pay for every six minutes you are late.

- Excessive amount of tardiness (five or more within a consecutive six month period) cannot be tolerated and will be subject to disciplinary action, up to and including termination

Communication & Notification of Occurrences

All CFM employees have the right to request a current count and/or tally of their respective occurrences. When an occurrence occurs, supervisors are expected to inform their employees of said occurrence in a timely manner.

Ultimately, it is the responsibility of the employee to keep track and monitor their occurrence count in any given six month period, However, employee's will be notified when they reach an occurrence threshold where the next will lead to official disciplinary action.

Unscheduled Absences due to sickness

As mentioned above, Eligible employees unable to work because of an illness or injury may use accumulated sick leave to continue their straight-time pay (including shift differentials where applicable) for any absence from work.

- Employees may furnish satisfactory proof of illness or injury to avoid an occurrence.

Absences that Can Lead to Immediate Disciplinary Action

1. Unexcused Reporting of an Absence
 - a. No Call/No Show
 - b. Reporting an Absence Less than 30 Minutes prior to the Start of the Shift
 - c. Reporting an Absence After the Start of the Scheduled Shift
2. Unapproved Leave without Pay

Immediate disciplinary action can occur despite furnishing satisfactory proof of illness if the absence falls into one of the categories indicated above.

Funeral Leave (see HR-412 Policy Manual.)

Employees using funeral leave are required to submit satisfactory proof.

Category: General Information

Title: Key Policy/Radio/Pagers and Cellphone

PURPOSE

The basic knowledge of University keys and their handling, conditions, and related information must be developed.

POLICY STATEMENT

In order to ensure the protection and security of University property and assets, the following guidelines have been developed.

PROCEDURE

- It is prohibited to remove any key (s) that are attached to a ring without the written consent of the department head.
- ***Upon checking out **keys and assigned items**, they are not to leave your physical possession until the **keys and assigned items** are checked in at the end of the shift. **Keys and assigned items** are entrusted to you, therefore they are not to be loaned to anyone, left unattended, or be left hanging in locks or doors.
- ***It is prohibited to take possession of any key(s) or key ring(s) not assigned to you, in accordance to your assignment.
- ***It is prohibited to attach any apparatus or personal property to any **key(s), assigned item** or any key ring that is the property of the University of Missouri, without the written consent of the department head.
- ***All **keys and assigned items** checked out at the beginning of the shift must be checked in at the end of the shift.
- ***As assigned; all leads, supervisors, and acting supervisors must verify that all keys and assigned items have been returned and secured at the end of each shift.
- If you have lost or misplaced any **key(s) or assigned items**, it must be reported immediately to your supervisor, department head, or campus police.
- If you find any **keys and assigned items**, whether or not they belong to the University, they must be turned over to your supervisor or campus police immediately.
- ***Upon the beginning of your shift any **keys or assigned items** will be entrusted to you, should not leave your physical possession until the end of your shift.

Failure to observe this policy may result in disciplinary actions, up to and including termination.

GUIDELINES CFM

Category: Operations

Title: Employee Relations

PURPOSE

This outline provides a broad overview of expectations and obligations to which management and employees are encouraged to abide.

The following information is intended to provide guidelines by which uniform personnel policies may be applied. Problems with interpretation of personnel policies should first be addressed to the respective department head.

PROCEDURE

1. *Rules of Conduct*

The institution expects every Employee to observe basic rules of good conduct. These are common sense rules which require fair play with your manager, supervisor and co-workers. As a member of our team, it is important that you understand these rules and the penalty involved in breaking them.

Disciplinary action will be taken in the event that other means of correcting behavior/performance do not provide desired results.

The following offenses shall be considered reasons for immediate discharge:

- Failure to perform assigned duties.
- Insubordination
- Divulging confidential information without official authorization.
- Falsifying records, reports, or information of any nature.
- Theft or misappropriation, or unauthorized possession or use of property belonging to the University or to any visitor, employee, or student.
- Unauthorized use or possession of drugs and/or intoxicating beverages on the University premises.
- Possession of a weapon on University premises.
- Unauthorized vending and sale of services to employees or students and unauthorized distribution or sell of literature on the premises at any time (i.e. pirated CD's, DVD's, etc).
- Rude, discourteous, or uncivil behavior; fighting with employees or other persons on University property.

- Interfering with the work performance of another employee or student; threatening, intimidating or coercing another employee or student.
- Willfully or carelessly damaging, defacing, or mishandling University equipment or property of an employee, visitor, patient, or student.
- Willful or careless violation of safety, fire prevention, and security regulations.
- Gambling, conducting games of chance, or possession of gambling devices on the premises.
- Sleeping or sitting to rest your eyes.
- Other misconduct which will be evaluated and handled according to its severity.

2. *Use of Personal Electronic devices*

Use of personal electronic devices (i.e cell phones, ipods, ipads, radios, etc.) is not allowed if they interfere with the performance of your assigned duties. Cell phones may be used for official UMKC business or in case of emergency. If an employee needs to place an emergency phone call, he/she should attempt to make the call from an unrestricted telephone within the department or may use their personal device; with the permission or notification of their supervisor or manager.

3. *Clocking In and Out*

In our department, we use card access to record your work hours. Clocking in or out for another employee is prohibited. When an employee clocks in they are to proceed directly to their job assignment and begin performing outlined duties; staff is not permitted to leave the premises, park vehicles, or eat meals, etc. After clocking in, you are expected to be in your uniform and ready for work when you clock in. This means that you should report early enough to give yourself time to change from your street clothes into your uniform, if needed. Nor does our department allow staff to change back into their street clothes at the end of their shift without first clocking out.

4. *Drug and Alcohol Use*

It is the policy of CFM is to maintain an environment free of drug and alcohol abuse, and to comply with all federal, state and local laws and regulations which otherwise control the manufacture, sale, distribution, use and possession of drugs and alcohol.

5. *Profanity*

The University of Missouri is committed to providing a positive work and learning environment where all individuals are treated fairly and with respect, regardless of their status. Intimidation and harassment have no place in a university community. To honor the dignity and inherent worth of every individual student, employee, or applicant for employment or admission is a goal to which every member of the university community should aspire and to which officials of the university should direct attention and resources. The personal conduct at all times of any employees of the University shall be of such a nature as not to bring discredit upon

the institution. Therefore gross usage of profanity is unacceptable behavior will not be tolerated in the workplace.

GUIDELINES CFM

Category: Operations

Title: Client Relations

PURPOSE

CFM exists to provide an environment which enhances the research, teaching and administrative functions of the University. Our goal is to be aesthetic as well as cost effective, incorporating recognized industry standards to the university and grounds, while responding to individual requirements.

POLICY STATEMENT

It is our policy that CFM staff be client/customer and service oriented. It is required that employees treat our clients and each other in a courteous and respectful manner at all times. Behavior that interferes with the operations, discredits our department, or is offensive to our customers or fellow employees will not be tolerated.

CFM staff is expected to know and understand the purpose of our department and to learn the wants and needs of our clients. All employees should attempt to educate others about our department and seek new methods that add value to our services.

CFM staff should be particularly careful to exercise courtesy and thoughtfulness when conversing with clients. A positive contact with a customer can enhance goodwill, while negative experience can destroy a valuable relationship.

1. *Contact with Individuals*

Always present a professional appearance, perception can overshadow performance.

Greet the people you meet. A simple hello, good morning, or good afternoon is sufficient; over-socialization can be disruptive to productivity, so please refrain from extended conversations.

Listen to what the client has to say. Ask questions or repeat what the client has said to confirm what you heard.

Project a positive attitude:

1. Recognize attitude as a behavior and a matter of choice.
2. Strive to keep a positive attitude, do not accept negative thoughts.
3. Strive to be proactive with clients, do something before they ask.
4. Use positive words and body language, sound and look like a winner.
5. Avoid negative input.
6. Promote positive behavior in your work group.
7. Keep your self-talk positive.
8. Listen to what you say and how you talk to clients.

9. Remain positive with high expectations at all times.
Be culturally aware. We deal with many individuals who may perceive your intentions differently.

Speak so the customer understands.

Avoid the use of slang or overly technical terms. Remain professional and avoid “joking around.” Be respectful and treat others as you would like to be treated.

Take ownership of your clients concerns.

Follow through until there is a satisfactory resolution and then follow up with the client periodically to ensure its working.

Understand your role as a service provider and how it relates to the clients you serve.

What do your clients “do” and how do you contribute to it?

Do not promise what you cannot deliver.

Set realistic, challenging, but achievable goals for yourself.

Do not be afraid to involve your supervisor.

He/she can act as a go-between or prevent one-on-one situations. In some cultures, this is the proper way to handle business.

Remember that you represent more than yourself.

Your actions and work performance speak not only for yourself, but your co-workers, your department and the University. Behavior which is belligerent, intimidating, and rude or confrontational is not acceptable and will not be tolerated by this department or the University.

2. *Customer Relations*

Our customers tend to judge our department by the behavior, appearance, and competence of our employees. The manner in which you display these qualities in greeting and serving our customers and visitors often leaves lasting impression of a friendly atmosphere. A smile combined with genuine courtesy and helpfulness accomplishes great results, even in a trouble situation.

If you encounter recurring problems or a situation for which you are unable to provide an answer, simply seek the assistance of your supervisor. A proper and friendly introduction to your supervisor will create an atmosphere of cooperation among departmental personnel.

ALWAYS REMEMBER:

A CUSTOMER is the most important person in any business.

A CUSTOMER is not an interruption of our work; he/she is the purpose of it.

A CUSTOMER is deserving of the most courteous and attentive treatment we can give.

A CUSTOMER is part of our business, not an outsider.

A CUSTOMER is not someone to argue or match wits with.

A CUSTOMER is the life blood of our organization.

For our department, a customer could be a student, professor, research, alumni, doctor, patient, nurse; individuals from other departments, each other, and everyone who needs us.

3. *Behavior during Meetings*

Arrive on time. This is a courtesy to everyone attending the meeting.

Be prepared. Bring sufficient information, supplies, previous meeting minutes, or copies of prepared data to the meeting.

Minimize disruptions. Turn to vibrate or turn off all radios, pagers, or telephone. Request that your calls be held or messages be taken.

Participate Actively. It is not appropriate to sleep, rest your eyes, or meditate during meetings. Equally unacceptable behavior is laughing or talking while someone else is conducting the meeting. Your opinions are important, but telling stories of incidents which occurred previously generally wastes time and contributes little to the resolution of the issue at hand. Maintain a professional appearance and discuss the topic in a logical and intelligent manner. Confrontational or belligerent behavior is unacceptable and will not be tolerated.

Contact the person scheduling the meeting if you cannot attend.

GUIDELINES CFM

Category: Electrical Equipment

Title: Use of University Computers & Electronic Equipment Communications Devices

PURPOSE

Computer hardware, software and other equipment which supports and facilitates voice mail, electronic mail and the Internet are the property of the University, and are intended for business related purposes.

POLICY STATEMENT

The unauthorized use of any University computers, hardware, software, or electronic equipment will result in disciplinary action and/or termination.

PROCEDURE

C.F.M. offers Internet, electronic resources and computer workstations to anticipate and satisfy the information and educational requirements of its employees. The following guidelines are intended to maintain an ethical and amicable working environment and to meet the requirements governing the use of university resources. Violations of computing policies may result in loss of access to systems, appropriate administrative sanctions, and/or legal action. Misuse by even a few individuals has the potential to disrupt University business.

Internet Access Policy

The Internet (World Wide Web) offers a wealth of information, entertainment, and lifelong learning. However, not all sources provide accurate, age appropriate, current, or legal information that is philosophically acceptable to everyone. CFM Employees need to assess for themselves the validity of all information found.

Responsibilities

CFM will:

- Make employees aware of the *Internet Access Policy and Computer Use Guidelines*.
- Use reasonable efforts to ensure compliance with the Policy and Guidelines
- Offer assistance to employees when time and knowledge permit.
- Training opportunities are available. Contact us for details

C.F.M. Employee Responsibilities

All employees must comply with these Use Guidelines:

- Internet workstations are in public areas shared by people of all ages and sensibilities. CFM Employees are responsible for the selection of sites and should be aware that others may be involuntarily exposed to what is displayed. Supervisors and Managers are authorized to ask CFM Employees to stop using the Internet if their use is disturbing others.
- CFM Employees must respect the time limits during working hours on the workstations
- CFM Employees must respect the privacy of others using the computers, and their right to a quiet environment

Prohibited Activities

Any activity which interferes with or disrupts computer access is prohibited. Examples of misuse include:

- Use of workstations for illegal or criminal purposes or to seek access to unauthorized areas
- Infringement of copyright and other intellectual property rights
- Use of file transfer protocol (FTP)
- Subverting or attempting to subvert any security devices in either software or hardware format
- Attempting to install viruses or other programs designed to damage or alter software
- Theft of, vandalizing, damaging or altering equipment, software or configurations
- Sending unsolicited commercial material or "spamming"
- Misrepresenting oneself as another user
- Attempting to modify or gain access to files, passwords or data belonging to others

Interference or impairment to the activities of others:

- Creating, modifying, executing or retransmitting any computer program or instructions intended to: (1) obscure the true identity of the sender of electronic mail or electronic messages, such as the forgery of electronic mail or the alteration of system or user data used to identify the sender of electronic e-mail; (2) bypass, subvert, or otherwise render ineffective the security or access control measures on any network or computer system without the permission of the owner; or (3) examine or collect data from the network (e.g., a "network sniffer" program).
- Authorizing another person or organization to use your computer accounts or network resources. You are responsible for all use of your accounts. You must take all reasonable precautions, including password maintenance and file protection measures, to prevent use of your account by unauthorized persons. You must not share your password with anyone else or provide access to network resources to unauthorized persons.
- Communicating or using any password, personal identification number, credit card number or other personal or financial information without the permission of its owner.
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Unauthorized access and use of the resources of others:

- Use of University resources to gain unauthorized access to resources of this or other institutions, organizations, or individuals.
- Use of false or misleading information for the purpose of obtaining access to unauthorized resources.
- Accessing, altering, copying, moving, or removing information, proprietary software or other files (including programs, libraries, data and electronic mail) from any network system or files of other users without prior authorization (e.g., use of a "network sniffer" program).
- Making unauthorized copies of copyrighted materials. You should assume all software, graphic images, music, and the like are copyrighted. Copying or downloading copyrighted materials without the authorization of the copyright owner is against the law, and may result in civil and criminal penalties, including fines and imprisonment.

Unauthorized commercial activities:

- Using University resources for one's own commercial gain, or for other commercial purposes not officially approved by the University, including web ads.
- Using University resources to operate or support a non-University related business.
- Use of University resources in a manner inconsistent with the University's contractual obligations to suppliers of those resources or with any published University policy.

The unauthorized use of resources is prohibited and, in many cases, may be violations of the law. We are guided by the law in noting that unauthorized use includes, but is not limited to the following types of activities.

Harassment or threats to specific individuals, or a class of individuals:

- Transmitting unsolicited information that contains obscene, indecent, lewd or lascivious material or other material which explicitly or implicitly refers to sexual conduct.
- Using e-mail or newsgroups to threaten or stalk someone.
- Transmitting unsolicited information that contains profane language or panders to bigotry, sexism, or other forms of prohibited discrimination.

Consequences of Violating Computer Use Guidelines

- It is illegal to make copies of proprietary software.
- Everyone is expected to do their share of avoiding waste of limited resources. Waste can mean the unnecessary storage of disk files, careless execution of intensive programs, and the generation of excessive printer output or electronic mail.
- Hard copy output devices are not printing presses. If you need multiple copies of your output please use a copying machine, not computer printers.
- As a courtesy to other people using the networks please do not transfer large amounts of data between computing systems during daylight hours. Transfers of large files during the day severely degrade the performance of the networks. Also note that the network is in place for instructional and research use, not for fun and games.

The following activities are specifically prohibited.

- Do **not** mail chain letters to other people. If you receive one from off campus delete it.
- Do **not** post messages to large numbers of news groups. Do **not** post chain letters or money making schemes to **any** news groups.
- Do **not** run *robot* programs for use with *chat programs* or *muds*.
- Do **not** *write, talk,* or send mail to people you do not know or have a legitimate reason to contact. Asking them if they want to chat is **not** a legitimate reason to contact someone you don't already know.
- Do **not** attempt to break into any computers or use any other person's computer account without their permission.
- Do **not** attempt to forge mail messages, news postings or otherwise represent yourself as someone else.

Depending on the severity of the misuse, the consequences of violating the *Computer Use Guidelines* may include one or all of the following:

- The CFM Employees will be informed of how UMKC/CFM's rules were violated any further display of this kind of behavior will not be tolerated and if it continues there will be further disciplinary action, up to and including termination.
- Computer privileges may be revoked
- CFM Employees using the University computers for illegal purposes will be subject to prosecution
- Vandalism or theft of UMKC/CFM property is illegal and will be reported to the police.

Violation of city, state, or federal laws:

- Pirating software, music, and images.
- Effecting or receiving unauthorized electronic transfer of funds.
- Disseminating child pornography or other obscene material.
- Violating any laws or participating in the commission or furtherance of any crime or other unlawful or improper purpose.

When Inappropriate Use of Computer Resources Occurs

The use of University resources is a privilege. The resources have always been, and will remain, the property of the University.

It is your responsibility to promptly report any violation of this policy or other University code, policy or guideline. In addition, you must report any information relating to a flaw in or bypass of resource security to your Supervisor.

Reports of unauthorized use or misuse of the resources will be investigated pursuant to standard University procedures. All illegal activities will be reported to local, state, or federal authorities, as appropriate, for investigation and prosecution.

While the University desires to maintain user privacy and to avoid the unnecessary interruption of user activities, the University reserves the right to investigate unauthorized or improper use of University resources, which may include the inspection of data stored or transmitted on the network. In the event that use is determined to be contrary to University policy or applicable law, appropriate measures will be taken. These measures may include, but are not limited to, permanent or temporary suspension of user privileges, deletion of files, and disconnection from the network, referral to student or employee disciplinary processes, and cooperating with the appropriate law enforcement officials and government agencies.

The University is not responsible for information, including photographic images and musical recordings, published on or accessible through personal web pages, including personal home pages. The University does not monitor the contents of these personal web pages. The individual or group creating or maintaining personal web pages is solely responsible for the content of the web page and may be held civilly and criminally liable for the materials posted on the web site.

Information on Applicable Laws and Statutes

All users of the University computer and information resources are expected to be familiar with and to abide by University codes and policies, as well as local, state and federal laws relating to electronic media, copyrights, privacy, and security.

Questions Relating to This Policy

The examples of unauthorized use set forth above are not meant to be exhaustive. Answers to commonly asked questions about the appropriate use of University computer and information network resources and examples of actions that would violate this policy can be discussed with your Supervisor. Whenever you are in doubt regarding an issue of questionable use, it is in your best interest to resolve the issue before pursuing any questionable use of University resources.

GUIDELINES CFM

Category: Administrative

Title: Sexual Harassment

PURPOSE

This University of Missouri policy aims for an increased awareness regarding sexual harassment by making available information, education, and guidance on the subject for the University community.

POLICY STATEMENT

This University of Missouri policy aims for an increased awareness regarding sexual harassment by making available information, education, and guidance on the subject for the University community.

A. Policy Statement. It is the policy of the University of Missouri, in accord with providing a positive, discrimination-free environment, that sexual harassment in the work place or educational environment is unacceptable conduct. Sexual harassment is subject to discipline, up to and including separation from the institution.

B. Definition. Sexual harassment is defined for this policy as either

1. Unwelcome sexual advances or requests for sexual activity by a University employee in a position of power or authority to a University employee or a member of the student body, or
2. Other unwelcome verbal or physical conduct of a sexual nature by a University employee or a member of the student body to a University employee or a member of the student body, when:
 - A. Submission to or rejection of such conduct is used explicitly or implicitly as a condition for academic or employment decisions; or
 - B. The purpose or effect of such conduct is to interfere unreasonably with the work or academic performance of the person being harassed; or
 - C. The purpose or effect of such conduct, to a reasonable person, is to create an intimidating, hostile, or offensive environment.

C. Non-Retaliation. This policy also prohibits retaliation against any person who brings an accusation of discrimination or sexual harassment or who assists with the investigation of sexual harassment. Notwithstanding this provision, the University may discipline an employee or student who has been determined to have brought accusation of sexual harassment in bad faith.

D. Redress Procedures. Members of the University community who believe they have been sexually harassed may seek redress, using the following options:

1. Pursue appropriate informal resolution procedures as defined by the individual campuses. These procedures are available from the campus Equal Opportunity/Affirmative Action Officer.
2. Initiate a complaint or grievance within the period of time prescribed by an applicable grievance procedure. Faculty are referred to Section 370.010, "Academic Grievance Procedures"; staff to Section 380.010, "Grievance Procedure for Administrative, Service and Support Staff" and students to Section 390.010, "Discrimination Grievance Procedure for Students". Pursuing a complaint or informal resolution procedure does not compromise one's rights to initiate a grievance or seek redress under state or federal laws.

E. Discipline. Upon receiving a charge of sexual harassment against a member of faculty, staff, or student body, the University will investigate and, if substantiated, will initiate the appropriate disciplinary procedures. There is a five year limitation period from the date of occurrence for filing a charge that may lead to discipline. An individual who makes an accusation of sexual harassment will be informed:

1. At the close of the investigation, whether or not disciplinary procedures will be initiated; and
2. At the end of any disciplinary procedures, of the discipline imposed, if any.

F. Performance. Performance will be monitored through our Quality and Interim assurance program.

The Sexual Harassment policy is also available at:
http://www.umsystem.edu/ums/rules/collected_rules/personnel/ch330/330.060