

THE UNIVERSITY OF TEXAS AT AUSTIN



**UTILITIES AND ENERGY
MANAGEMENT DEPARTMENT**

EMPLOYEE POLICY MANUAL

APRIL 2014

Welcome to the Utilities and Energy Management Department (herein after referred to as “Utilities” or “Utilities Department”) at The University of Texas at Austin!

This manual is provided to assist you in making the transition from a “new” to an “informed” employee. We also want you to be safe and work safely in the workplace, and have a successful work experience.

This manual covers the basic employee rules which you should follow. After reading it, you will be asked to sign an acknowledgment stating that you have read it. Besides these general rules for the entire Utilities Department, you should also become familiar with your shop or work section’s other rules and procedures that apply specifically to your work situation.

In writing this manual, we have tried to collect in one place most of the rules which are important to you for handy reference. It is subject to change at any time and is not to be construed as a contract of employment. Please keep in mind that this manual does not take the place of the official university policy sources such as the Regents’ Rules, Presidential Policy Memoranda, the Handbook of Operating Procedures, and the Handbook of Business Procedures for The University of Texas at Austin.

If you are a new employee in Utilities, your first-line supervisor will be working with you in completing an Orientation Checklist. This will give you information about your job and your working environment to start you off on the right foot.

It is hoped that your association with the Utilities Department will be long and mutually beneficial.

This manual belongs to:

Acknowledgement of Receipt

I certify that I have received and read the Utilities & Energy Management Employee Policy Manual.

Employee Signature: _____

Print Employee Name: _____

Date: _____

This manual is designed solely as a source of information and does not in any way create or imply a contract between The University of Texas at Austin Utilities and its employees. Utilities & Energy Management Department reserves the right to amend or revise its rules, policies, and procedures without prior notice.

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Management Roles

Management is responsible for operating the Utilities Department within the limits of appropriate Federal and State legislation. The decisions and recommendations that Utilities management is responsible for making include, but are not limited to, the following areas:

- Determining the size, composition, and responsibilities of the workforce.
- Directing, controlling, and evaluating the workforce.
- Assigning work and work areas.
- Setting standards relating to quality and quantity of work.
- Determining means, methods, and processes by which work is to be done using the safest means possible.
- Determining the materials to be used within budget and time constraints.
- Determining training needs and the means of accomplishing this training.
- Establishing reasonable rules and regulations and maintaining of discipline.
- Scheduling days and hours of work and vacation.
- Scheduling or assigning overtime and compensatory time.

Utilities Organization

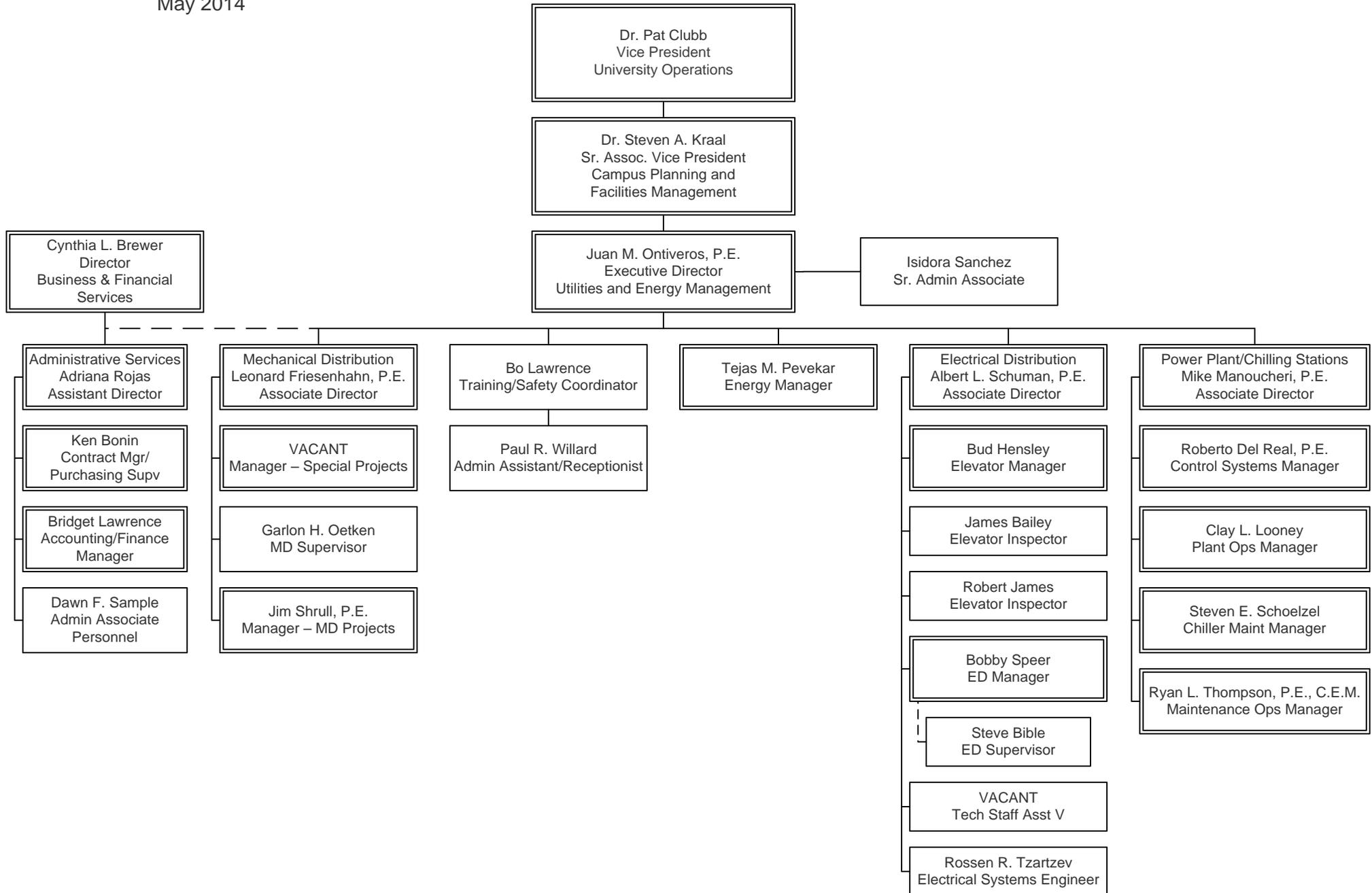
Utilities Department at The University of Texas at Austin reports to the Vice President for Employee and Campus Services. The major divisions of Utilities are shown in the abbreviated organizational chart. Be sure to learn your section, and how it relates to others in the Utilities Department as a whole.

Our website has copies of all of our section's [organizational charts](#) and is updated from time to time. You should look at your section's complete chart to learn the names of other shops and the supervisors in your chain of command.



Utilities & Energy Management

May 2014



Responsibilities of Supervisors

The person you report to administratively and who assigns your work is called your first-line supervisor. We place a great deal of trust and responsibility in these supervisors. Your supervisor is a member of University management and represents the University to you, the employee. Your supervisor assigns, controls, and directs the work of the section with safety in mind. Your supervisor also maintains discipline and assures that University policies are followed.

These men and women are key personnel in every sense of the word. In order for the Utilities Department to function as a cohesive, smooth-working team, it is absolutely essential that you give your supervisor your loyalty and cooperation. Your first-line supervisor should be your first point of contact with the University concerning any questions or problems that may arise. You are obligated to follow your supervisor's legitimate orders and directions.

Responsibilities of Employees

In order for Utilities Department to run as effectively as possible, each employee must contribute to our success. To ensure this, Utilities expects each employee to:

1. Perform a productive day's work. This standard dictates the establishment of policies that embrace the expectation of high quality or superior work performance by all employees of the University. Accordingly, the failure of an employee to maintain reasonable work performance standards shall constitute good cause for dismissal.
2. Know and comply with the standards of work performance for their job. These requirements will be explained by the supervisor. They include accepting responsibility for timely and accurate completion of assigned tasks and assisting a co-worker when needed.
3. Avoid any disorderly, disruptive, violent, or unlawful conduct. This behavior could result in immediate dismissal.
4. Report for work on time each day ready to give your job at the University your full attention and effort.
5. Not return to work after an injury or illness until they can perform all of their normally assigned duties or the manager of the division has approved the return with restricted duties. If the employee is injured on the job, he/she must have a medical release to return to work. Medical releases are also required after returning from extended leaves (including maternity, serious injury, or surgery).
6. Follow the policies and procedures of the Utilities Department and the University.

In addition, each employee must carry out his/her supervisor's direct orders, unless the employee reasonably believes, and so states, that the work assignment is a safety or health hazard, or is a violation of University policy.

Supervisors are held accountable for work done by their sections. They can assign individuals to specific tasks and must know where they are. Therefore, it is only reasonable to expect that you receive the approval of your supervisor if you are going to be somewhere other than at your assigned work station or carrying out assigned duties. This includes reporting back for work at the beginning of your shift and after breaks at the appointed time and place and clearing absences with your supervisor in advance.

You should also keep your supervisor informed of any changes in your personal status, such as your name, address, telephone numbers, etc.

All Utilities regular employees are required to carry a University Staff I.D. card at all times during working hours. For identification purposes, your I.D. card must be shown to staff or faculty members upon request.

Mission, Vision, Core Values and Values of Utilities Department

Mission

Utilities Department is a first class organization efficiently providing the highest quality and reliable utility services to the University with a commitment toward stewardship of resources.

Vision

Energy and Motion Providing the Power to Achieve

Core Values

Utilities Department values reliable, responsive, cost effective, and safe utility services provided by teamwork, competence, and foresight.

Values

Reliability
Teamwork
Safety in All Aspects
Foresight
Cost Effectiveness
Delivery of Uninterrupted Services

Working Together

The Mission of the Utilities Department is to provide the highest quality and reliable utility services to the University with a commitment toward stewardship of resources. To do this, we must work well with others in our sections and cooperate with our supervisors. At all times we should provide friendly and courteous services to students, faculty, staff, and the public. We should also be willing to assist a co-worker when needed. Gossip, rumors, or disparaging remarks about supervisors, co-workers, or other departments are to be avoided. In some cases, our work is sensitive and should not be discussed outside of normal work channels.

One important way that we can work together is to try to understand and support the needs of all the different sections within the Utilities Department. It is important that we acknowledge the hard work and pride all sections take in maintaining and operating utility services to the campus community.

Working well together requires the cooperation of all personnel within the Utilities Department. This means that not only must we do our very best on our own job assignments, but we must also be alert to observe conditions that need attention outside the area of our responsibility.

Working together also means maintaining an emphasis on safety in the workplace. There can be no tolerance for unsafe actions or practices. This applies to the employee who may be working unsafely but also any employee that is aware of this situation and fails to report it.

General examples of unsafe actions include:

- Tampering with or disabling any safety mechanism.
- By passing equipment of systems that have been “locked-out.”
- Using equipment in a manner for which it was not designed.
- Working under the influence of drugs or alcohol.
- Operating equipment or vehicles at an unsafe speed, including exceeding the campus speed limit.
- Performing work or operating equipment for which you have not received proper training.

There is “zero tolerance” for anyone either management or staff who retaliates against an employee who has voiced concerns regarding work place safety.

Employee may address any safety related concerns or questions by contacting:

- 1) Their immediate supervisor;
- 2) The Utility Safety Officer, [Bo Lawrence](#);
- 3) [The Office of Environmental Health and Safety](#); or
- 4) [The University Compliance Services Office](#).

Any employee who feels that they have been retaliated against should immediately contact the Safety Officer, Executive Director, or Sr. Associate Vice President for Campus Planning and Facilities Management.

These procedures will truly assist in making ours a more successful team. Please help us in this endeavor.

Leave of Absence Without Pay

General

An employee, who exhausts all available paid leave for which they are eligible, will be placed in a Leave Without Pay status (LWOP). LWOP may be authorized as a result of an approved Leave of Absence Without Pay ([See HOP 5-4610](#)) or as a result of coverage under the Family and Medical Leave Act ([See HOP 5-4310](#)).

Unauthorized Leave Without Pay

An employee, who is in a LWOP status without the benefit of an approved Leave of Absence Without Pay or coverage under Family and Medical Leave, is in an unauthorized status and considered unavailable for work. [HOP 5-2420](#) cites unavailability for work as unacceptable conduct for which disciplinary action, up to and including **dismissal**, may be imposed.

Impact of Leave Without Pay on Pay and Benefits

LWOP status may impact receipt of pay, eligibility for paid holidays, Premium Sharing, and Retirement Service Credit. Contact Human Resource Services—Benefit Services at 471-4772 for further information.

Outside Employment Activities of Utilities Employees

If you have a job in addition to the one at Utilities, you are required to complete the Annual Request for Outside Employment Form and submit it to your supervisor. The form will be forwarded to the Executive Director's Office and a copy will be sent back to your section after it is signed.

Outside employment in another agency of the State of Texas or the Federal government, or as a consultant, requires additional approval by the Board of Regents per the University of Texas Handbook of Operating Procedures ([See HOP 5-2270](#)).

Pay Increases

Pay increases are dependent on authorization and funding by the State Legislature or by the University. Pay increases are of three types: longevity pay for employees with at least two years of service; legislated across-the board increases, which are awarded to all employees; and merit increases.

Merit increases are restricted by **available funding for each fiscal year**. Merit increases will be awarded to staff that perform their jobs satisfactorily and meet or exceed the job expectations. The size of the merit increase will be determined by funds available, employee productivity, efficiency and/or exceptional quality of work performance above and beyond that which would be considered standard performance of duties. An employee's length of service is not a selection criterion. **Probationary employees are not eligible for merit increases**. Employees whose overall performance is less than satisfactory or unsatisfactory will not be considered for a merit increase.

Merit increases are based on the performance of the duties listed on your position description. Anything above or below satisfactory performance on an individual's evaluation must be backed up by documentation that has been accumulated through the year in the form of semi-annual reviews, written reprimands, specific examples, etc. Listed below are the evaluation categories based on our scale from three (3) to one (1), with three (3) being the highest possible rating:

- 3 – Performance **exceeds** expectations: Performance overall exceeds expectations.
- 2 – Performance **meets** expectations: Overall performance is good and solid.
- 1 – **Does not meet** expectations: Performance has not met key responsibilities.

The better your performance, the better opportunity you will have for a merit increase.

Paychecks

Monthly paychecks are normally distributed on the first business day of the month for the previous month's work. Supplemental checks and pay for vouchered employees are distributed bimonthly. Any time there is an interruption in the normal monthly payroll process (such as beginning or ending employment in the middle of the month or being placed on leave without pay), a revised check will have to be prepared, which takes 3 to 4 weeks. **This may result in you receiving a late paycheck.**

You may have your paychecks directly deposited to your bank or credit union, or delivered to your department.

Workers' Compensation Insurance

As soon as you are on the University payroll, you are automatically covered by Workers' Compensation Insurance (WCI). WCI ensures that the University will pay all reasonable costs of medical treatment and hospitalization if you are accidentally injured on the job, or if you contract a disease or infection directly caused by a condition at work. There is no cost to you for this coverage.

If you're injured on the job, you must notify your supervisor **immediately**, who will submit the required forms promptly to Human Resource Services.* **All injuries** (even minor ones) should be reported as soon as possible. The injury should be a matter of record in case problems or medical complications arise at a later date. To comply with the Workers' Compensation Act, you **must** give notice of injury within 30 days. The supervisor should be kept informed of all details related to the claim—lost time from appointments, bills, etc. It is **your** responsibility to notify your supervisor of these details. The Human Resource Service WCI office does not take care of this for you.

Benefits are paid for work time lost if your attending physician certifies you are unable to work because of an on-the-job injury.

You are allowed reasonable time for visits to the doctor, which are chargeable to sick. Accrued sick leave and vacation are not charged for time missed on the day of the injury. If the attending physician reports that it is necessary for you to lose a full day or more of work, you may

1. Use sick leave and/or vacation time to remain on the payroll;
2. Or you will be placed on Leave Without Pay, and you will receive **weekly compensation benefits, after a seven-day waiting period.**

If you have to pay for a doctor or hospital visit out of your own pocket, you should send all receipts to the Benefits Section along with a written statement signed by you requesting reimbursement. When the medical report from the doctor is received, payment will be made, usually within four to six weeks.

**Please contact our [Utilities Personnel Rep](#) to obtain the required forms such as the Employee Injury Report and Supervisor's Guide to Handling WCI Claims. For immediate assistance please call 471-4572.*

Administrative Computer Networks, Hardware, and Software

All departments and staff are bound by the following computer-related University Policies:

- Off-campus use of computers, [HOP 4-1120-PM](#)
- University of Texas Code: Information Resources Use and Security Policy [UTS165](#)
- Texas Administrative Code: [Information Security Standards Title 1 Part 10 Chapter 202](#)

The Utilities Department is the owner of all Utilities information resources, data and the computer installation. Technology Resources for Employee and Campus Services (TRECS) has custodial responsibility for the Utilities Department computer installation and information resources. TRECS supports the Executive Director of Utilities in complying with the department's, University's and State's related policies for the Utilities Department's computer installation and use of information resources.

Note: The custodial responsibility of TRECS does not extend to facility controls or monitoring functions for equipment, building systems or vendor-supported facilities devices. Computer systems performing these services may or may not be covered by this policy and may or may not be supported by TRECS at the discretion of the Utilities Executive Director or his designee.

Computer User Responsibilities

Each employee is responsible for using Utilities computer resources responsibly within, but not limited to, the following:

Appropriate Use

- Personnel are responsible for managing and securing their access to and use of Utilities information resources and computer installation.
- Personnel must not bypass or disable security controls.
- Personnel shall not attempt to access any data, program, computer or information resource for which they do not have authorization or explicit consent.
- Personnel shall not share their passwords, personal identification numbers, security tokens and other authentication devices.
- Personnel shall protect passwords, personal identification numbers, security tokens and other authentication methods from use by, or disclosure to, another individual or organization.
- Personnel shall not purposely engage in activity that may: harass, threaten or abuse others; degrade the performance of information resources; deprive an authorized user access to a resource; obtain extra resources beyond those allocated; or circumvent computer security measures.
- Personnel shall not download, install or run programs or utilities on the Utilities Department information resources or computers which reveal or exploit weaknesses in information resources or the computer installation.
- Personnel shall not intentionally access, create, store or transmit material which Utilities may deem to be offensive, indecent or obscene.
- Material changes or modification to the Utilities Department information resources, networks, programs or data must be reviewed by the executive director of Utilities or his designee and TRECS.

- Personnel shall not host servers or services on the Utilities Department networks without approval from its Executive Director and TRECS.

Account Management and Privileged Access

- Authorization to the Utilities Department information resources is determined by its Executive Director and his delegates including Associate Directors, Assistant Directors and/or Managers with guidance from TRECS.
- Each individual that has administrative or special access must use the minimum privilege account that is able to perform the work (i.e. user account vs. admin account).
- Administrative & management access will be given to Managers and above at the time of hire.
- When temporary or special access is given or a special account is created, it must:
 - be properly authorized;
 - created with an expiration date;
 - have a departmental manager sponsor; and
 - be removed when the work is complete.
- Each individual that uses special or administrative privileges must refrain from misuse.
- The minimum privilege level for personnel using individually assigned computers is power user.
- The minimum privilege level for personnel using assigned laptops is administrator.
- The minimum privilege level for personnel using common computers is user.
- Increase to privilege levels must be reviewed and approved by the Executive Director of Utilities or his designee and TRECS.

Personal Use

- As a convenience to Utilities employees, incidental use of the Utilities Department information resources is permitted within the following restrictions:
 - Incidental personal use of e-mail, internet access, fax machines, printers, and copiers is restricted to approved users (not extended to family or friends).
 - Incidental use must not result in direct costs to the Utilities Department.
 - Incidental use must not interfere with the normal performance of an employee's work duties.
 - Storage for personal e-mail messages, voice messages, files and documents with the Utilities Department information resources must be nominal.
 - No files or documents may be sent or received that may cause legal action against or embarrassment to the Utilities Department.
 - All messages, files and documents—including personal messages, files and documents—located on the Utilities Department information resources or funded by Utilities may be subject to open records requests and may be accessed in accordance with this policy.
- Use of certain University of Texas information resources intended for personal use or provided as an employee benefit may or may not be subject to this policy.
- Use of Utilities information resources from a home-based computer must adhere to all of the same policies that apply to use of that resource while at work.
- Utilities information resources must not be used for personal or financial gain.

Reporting Incidents

- Passwords must be treated as confidential information and must not be divulged to anyone. (TRECS will not request passwords.) If passwords are found, discovered or disclosed, personnel must notify TRECS to secure the password.
- Personnel shall report all security violations to department management.
- Personnel are responsible for reporting any suspected or confirmed violations of this policy to the appropriate management.
- Personnel shall contact TRECS whenever a security incident, such as a virus, worm, hoax, e-mail, compromise, or altered data is suspected or confirmed.
- Personnel must report weaknesses in computer security or incidents of possible misuse or violation to the Utilities Department management and TRECS.

Physical Access

- Computing devices must not be left unattended without securing them.
- Systems not in use for extended periods of time are to be powered off.

Privacy and Monitoring

- There is no guarantee of personal privacy when using information resources.
- There is no guarantee of access to information resources.
- Use of information resource may be monitored.

Electronic Identifiers and Access

- Personnel who are users of Utilities information resources shall be assigned a unique user account.
- Personnel who are users shall be authenticated before the information resources system grants access.

Data Security

- Personnel shall secure data, both electronically and on paper, according to the department's security classification for that data.
- Personnel are responsible for backup of any files stored on the local computer including the desktop.
- Personnel shall store Utilities data in designated locations according to each department's operation practices.
- Personnel are responsible for backup, security and loss of files stored in areas other than those designed by departmental practices.

Software

- Personnel must not use or install non-standard shareware or freeware software without Utilities and TRECS departmental approval.
- Personnel must not make unauthorized copies of copyrighted software or materials.
- The Executive Director of Utilities or his designee must approve all requests for equipment and software not on the Utilities standards list prior to purchase.
- All commercial software used on Utilities computer systems must be supported by software license agreement specifically describing the usage right and restrictions of the product.
- Personnel must abide by all license agreements and must not illegally copy licensed software.

- TRECS reserves the right to remove any unlicensed software from any computer system. All computer software, programs, applications, source code, object code, documentation and data shall be guarded and protected as if it were State property.
- TRECS reserves the right to remove any non-business related software or files from any system.

Virus Protection

- All workstations whether connected to UT-Net or stand alone, must use the TRECS-approved virus protection and configuration.
- The virus protection must not be disabled or bypassed.
- The settings for virus protection software must not be altered in a manner that reduces the effectiveness of the software or the frequency of updates.
- Each virus incident that is not automatically cleaned by the virus protection software constitutes a security incident and must be reported to TRECS.
- Personnel must review e-mail for its potential virus risk before opening and must permanently delete suspicious e-mail.

E-Mail

- Utilities shall provide an e-mail and calendaring mailbox with AEMS (@austin.utexas.edu or @cpfm.utexas.edu) to personnel routinely using a computer or needing electronic communication for Utilities work.
- Personnel shall use this e-mail and calendaring systems for Utilities business.
- New mailboxes, distribution lists, resource mailboxes, and special mailboxes are reviewed and approved by the Executive Director of Utilities or his designee and TRECS.

Technical Assistance

- Personnel shall submit work requests to the TRECS line (232-FISH) or web page ([See Service Request](#))

Computer Resource Purchasing

Mass equipment upgrades are coordinated through Facilities Information Systems (TRECS). Requests for individual equipment and estimated costs will be forwarded through the Assistant Director, Associate Director, or the Executive Director with an explanation of why the equipment or software is needed. Requestors will obtain estimated costs from the Senior Administrative Associate, Facilities Information Systems (TRECS) and include that estimate on the request. The request should also include the fund source account number and work order number to be used for the purchase. The procedure applies to:

1. Equipment: high value equipment and peripherals such as CPUs, monitors, scanners, external disk drives, printers, and copiers/faxes. This procedure does not apply to low cost peripherals such as keyboards, mouse, cabling, or speakers. Upon the Executive Director's approval, the requestor will coordinate the equipment purchase through TRECS.
2. Software: Requests for software not on the approved list must be submitted to the Director for approval. A current approved list may be found at the TRECS web site. Upon the Executive Director's approval, the requestor will coordinate the software purchase through TRECS.

Policy Waivers

In the case of special needs, a departmental policy waiver can be granted. To request a policy waiver, submit a request to the Executive Director of Utilities and the Director of TRECS.

Care of Tools and Equipment

It is customary for the sections in Utilities to furnish employees tools of sufficient quality and quantity to enable them to perform assigned work. The University has a considerable investment in tools and equipment; hence it is only proper that reasonable care and control be exercised over these items.

The following procedures will be followed with respect to tools or equipment issued to employees:

1. Each tool or set of tools shall bear an identifying number or some means of identification as prescribed by the section head.
2. Each employee shall sign a receipt for tools issued and the supervisor will inventory the tools annually.
3. When a tool is broken or lost, the employee shall request and be issued a replacement tool. The employee will be expected to explain the loss of any tools.
4. Employees will be expected to reimburse the University for any tools or equipment that are either broken or lost through negligence.
5. Tools and equipment that are issued to an employee remain the property of the University. Employees may not use University-owned tools for personal work and are not to remove them from the campus.
6. Shop employees are not to bring personally owned tools to the job site.

Cart Policy

Personnel driving cart type vehicles shall comply with all existing University and Utilities vehicle policies; in addition:

- **To drive carts, drivers must comply with the following:**
 - Must be an authorized driver. An authorized driver has a valid Texas Class C driver's license, has an acceptable driving record, and has met the necessary driver training per the University of Texas Code [UTS 157](#). Contact the Utilities Safety Office at 232-7531 for information about online driver training courses available to UT employees.
 - Drivers are also to obey all traffic signals and signs.

- **Where carts may be driven:**
 - Only within the boundaries of the main campus.
 - Carts must **NEVER** be driven on pedestrian areas such as malls and sidewalks, unless it is the **ONLY** means to access the worksite or delivery point.
 - Landscaped areas should never be driven on unless performing landscape or maintenance work.
 - Avoid driving on other city streets when possible.
 - Never on Dean Keeton, Red River, MLK, or Guadalupe Streets.
 - Major thoroughfares such as those listed above may only be crossed where there are traffic signals and must follow the same rules for vehicles, not pedestrians, when crossing.
 - **REMEMBER: Pedestrians always have the right-of-way.**
 - If a pedestrian area such as a mall or sidewalk is the only means of getting to the worksite, the maximum speed of the cart **shall not** exceed the speed of the pedestrian traffic present (apx. 2-3 mph).

- **When parking carts:**
 - Carts are considered UT vehicles and should park in authorized UT vehicle spaces.
 - Never block entrances or exits to any building, including stairs and ramps.
 - Never block pedestrian ways including sidewalks.
 - Avoid parking on grass or landscaped areas, unless performing landscape maintenance.
 - When leaving a cart unattended, always secure the parking brake and remove the key.
 - When leaving a cart for the evening, always secure it to a permanent structure with a chain and lock or park it inside a secured space.

- **Carts shall be equipped with the following:**
 - Front and rear turn signal lamps;
 - Stop lamps;
 - Parking brake;
 - Seat belts;
 - Warning lights or other means of providing high visibility;
 - Red reflex reflectors on both sides and rear of cart;
 - Exterior mirrors;
 - Windshield;

- Horn;
- Slow moving sign on the rear; and
- Headlights and tail lights if operated before dawn or after dusk.
- **When using a cart please observe the following:**
 - Carts are to be used for transporting people and supplies between job locations and shops; carts may not be used for personal purposes.
 - Carts may only be used to carry two people, unless additional passenger seats are provided. No passengers may be carried in the bed of a cart.
 - All passengers are to keep their entire body within the frame of the cart at all times when moving.
 - Carts may not be used to tow trailers or other vehicles, unless they are specifically designed to do so.
 - Loads extending more than 12 inches beyond the sides of a cart, or more than 36 inches beyond the front or back of a cart must be flagged.
 - Occupants of carts must not smoke or use any other form of tobacco product in the cart ([see HOP 8-1040](#)).
 - Seatbelts, if available, must be worn while the cart is in motion.

Procedures for Handling Lost or Abandoned Property

Because Utilities employees work throughout the University and have a great deal of exposure to the public, we must be very careful and proper in the handling of lost or abandoned property. All property when found must be turned in without delay to the office designated to collect these items. (On the main campus these items should be turned in to the University Police Department, 471-4441.) When turning an item in, please give the date and location it was found. The item will be logged and tagged, then turned over to the owner at the proper time.

Procurement Cards

Utilities mission to care for the campus infrastructure requires employees to have the resources needed to provide immediate response in certain situations. Utilities recognizes the importance of timely customer service and the fact that, in some cases, immediate response is absolutely necessary to prevent further damage or additional problems to University property.

Given the urgency of many situations faced by the Utilities Department staff, management has provided for certain individuals to hold procurement cards for the purpose of making emergency purchases for University business. The following must be met:

- The use of a credit card to make purchases on behalf of Utilities is a privilege, not a right. As such, it is the employee's responsibility to follow the rules and regulations set forth by the University as they relate to appropriate and acceptable use of the credit card ([See Procurement Card Program](#)).
- Credit card holders assume personal liability for purchases made with the credit cards they are issued.
- Credit card holders are responsible for ensuring that appropriate documentation exists for each credit card purchase.
- Credit card holders are responsible for making the credit card accessible only to authorized employees, when a materials requisition is made.
- Authorized employees with credit card privileges are responsible for ensuring that appropriate documentation (purchase request, credit card receipt, and store receipt) is submitted to the credit card holder.
- The credit card, credit card receipts, and store receipts should be submitted to the credit card holder within 24 hours of the date on the purchase request. Failure to return the credit card and/or the necessary receipts in a timely manner could result in loss of credit card privileges.
- Failure to adhere to University rules and regulations could result in revoking an employee's privilege to make credit card purchases. Disciplinary action could result from misuse and/or abuse of credit card privileges.
- Credit card holders are responsible for submitting all necessary documentation for each transaction to the administrative office on a regular basis.

Each Assistant or Associate Director may establish spending limitations stricter than those allowed by the Purchasing Office. The nature, extent, and volume of intended purchases will be considered when establishing spending limits for each procurement card issued.

Security

The security of Utilities employees and their personal effects, as well as the security of University property and data, is a matter of great importance. Under current state law, each employee can be financially liable for the loss, damage, or theft of University property and data if the loss occurred as a result of negligence on the part of the employee.

In safeguarding University property and data, as well as your own, please observe the following:

- **Data Security**

- All authorized users of Utilities (including but not limited to institution of higher education personnel, temporary employees, and employees of independent contractors), shall protect the security of records containing sensitive data that is stored on university property and desktops or portable computing devices by using physical and technical safeguards through the encryption of electronic records, backups, and locking physical files.

Sensitive data, regardless of form or media in which it may be recorded, includes but is not limited to the following, protected medical/health information, student records, donor/alumni information, research information, employee information, business/vendor data, and other institutional data such as critical infrastructure details.

- Sensitive digital data must not be stored on university or personal computers or other electronic devices such as laptops, hand-held devices, flash drives, or other portable computing devices unless:
 1. It is secured against unauthorized access; and
 2. It will not compromise business or research efforts or privacy interests if lost or destroyed.
- All authorized users accessing sensitive digital data remotely must do so in accordance with our departmental policy, [Administrative Computer Networks, Hardware, and Software](#) sub section Account Management and Privileged Access.
- All employees shall also, based on risk, implement appropriate technical safeguards necessary to protect the security of sensitive digital data during electronic communications or transmissions.
- All employees shall discard electronic media and hard copy files (e.g. disks, tapes, hard drives, facsimile pages, computer printouts, etc.) containing sensitive data as follows:
 1. In a manner that protects the confidentiality of the sensitive data and renders it unrecoverable by overwriting or modifying the electronic media to make it unreadable or indecipherable or physically destroying the electronic media and hard copy files; and
 2. In accordance with our records retention schedule (contact our [Utilities Personnel Rep](#) for more information on our retention schedule).

- All employees shall report promptly unauthorized or inappropriate disclosure of sensitive data to their supervisors, the University's Information Security Officer (via security@utexas.edu or 512-475-9242); and/or the University's Compliance Hotline (via hotline@compliance.utexas.edu or 1-877-888-0002).

For help with implementing security safeguards on your university and personal computer or portable computing devices please visit [BevoWare](#) to download anti-virus and system security software or contact [TRecs](#) at 512-232-3474.

- **Personal Security**

- All unoccupied offices should be kept locked when practical.
- Personal belongings and any equipment the employee is responsible for (such as purses, briefcases, and tools) should be secured whenever the employee leaves the office or work area.
- Any suspicious-looking strangers should be reported to the University Police Department immediately.
- It's recommended that employees carry their identification cards so that they can present it when needed.

- **Other Related Resources***

- [Confidential Information or CAT-I Data](#)
- [Acceptable Use Policy](#)
- [Information Resources Use and Security Policy](#)
- [Texas Administrative Code 202](#)
- [UT System UTS-165](#)
- [TRecs Security Information and Helpful Links](#)

**This departmental policy serves as a supplement to the above mentioned security policies.*

Use and Care of University Keys

You must use the utmost care in the handling of keys to The University of Texas at Austin (UT Austin) facilities. These keys are an extremely important responsibility placed upon us because we must have access to spaces in order to do our jobs. You will possess a key only when your job requires you going into the space in question. Keys are to be obtained and used only for authorized purposes. Keys must be returned to their normal place of safekeeping as soon as possible after use.

Under no circumstance will keys in your possession be used to admit persons, known or unknown, (other than persons known to be employees of the Utilities Department who have a legitimate need) into rooms, offices, laboratories, or buildings. If you are requested to admit a person to a facility, you should courteously inform the individual that you may not admit him or her to the space. If the person continues to insist, refer him or her to the Departmental Director, the University Police, or your section leader.

Under no circumstances is any UT Austin key to be duplicated by any agency. Also, keys will not be passed from one individual to another.

Keys to your building, shop, or office that are issued to you on a permanent basis must be authorized by the Executive Director, Assistant or Associate Director, or departmentally designated person. All University keys will be turned in at separation of employment.

Notify your supervisor immediately if you have lost your key(s), or if your key(s) has/have been stolen.

Use and Safe Operation of Vehicles

New and current employees who will need or are required to use University vehicles must hold a valid driver's license issued by the State where the employee permanently resides, have and maintain an acceptable driving record, and take at least one driver training course every three years as per the University of Texas Code [UTS 157](#). Employees who have not taken a driver training course are NOT ALLOWED to operate a UT-owned vehicle.

Contact the Utilities Safety Office at 232-7531 or Risk Management at 232-5153 for information about [online driver training courses](#) available to UT Employees.

Below is also a list of helpful tips on how we should use and operate University vehicles. Please study and observe the following points:

1. University vehicles are for authorized business use only and not for personal use such as transporting employees to or from their jobs for lunch or coffee breaks.
2. Vehicles are not allowed to be left off campus overnight, unless being used for travel with appropriate travel authorization in place.
3. The use of University-owned or personal cell phones (texting, emailing, or verbal communication) while driving a University vehicle is prohibited.
4. Seat belts and shoulder harnesses shall be used by employees as required by both State law and University policy.
5. Drivers are responsible for ensuring that the *Vehicle Usage Log* is properly filled out, even when the vehicle is on loan to you from another driver or section.
6. Every time you use a University vehicle, your supervisor should know which vehicle you are in, where you are going, why, and when you plan to return.
7. Pedestrians always have the right-of-way. Please be courteous and patient with pedestrians and bicyclists.
8. Speed limits are to be strictly observed—not over 15 miles per hour on the main campus and not over 20 miles per hour on the other facilities making up UT Austin campuses.
9. The speed limit is 5 miles per hour, in all parking areas. These are congested areas, and you must be extremely alert for foot traffic.
10. Drivers will possess and maintain a valid Texas Class C driver's license and must obey all state and local laws, including posted speed limits and regulations, at all times.
11. All accidents, no matter how minor, must be reported to The University of Texas Police Department (UTPD) or local police (if not on UT property) and your supervisor immediately. The Insurance Accord form must be completed immediately, and is located in the glove box of all University vehicles. Do not leave the scene of an accident until released by your supervisor, UTPD, or local police department.

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12. Drivers are personally responsible for paying any traffic or parking fines incurred while they are operating a University vehicle.
13. Drivers must notify their supervisor of any traffic or parking citations, including warnings, received while operating a University vehicle.
14. Earphones will not be worn while operating a University vehicle.
15. Vehicles must be parked in authorized spaces only. Use parking reserved for "Utilities Vehicles" or "University Vehicles" whenever possible; otherwise, use a loading zone. Of course, at hours when parking is not reserved for permit holders, any legal parking space may be utilized.
16. Under no circumstances should Utilities vehicles park in "F99," "F21," "F36," or "O" spaces. They also cannot park in spaces identified as "at all times" unless it is a "University vehicle" spot. In the area around the Main Building, parking on sidewalks or along yellow curbing must be avoided. Jobs should be planned so as to avoid prohibited areas around the Main Building, even when this requires an extra effort on your part. These spaces around the Main Building are critical, and you must use extreme care when parking your vehicles in this area.
17. All vehicles should be secured when left unoccupied (ignition locked and the key removed).
18. Vehicles shall not be driven across lawn areas except in emergencies. Sidewalks and mall areas are not to be used as roadways or parking areas except in those instances when they provide the only possible access to a building for a job requiring transportation of tools and heavy equipment. Do not leave vehicles unattended that are parked on walkways. For safety reasons, we should refrain from driving or parking on sidewalks during the lunch hour and class changes. Also, care should be exercised when using sidewalks to avoid running over sprinkler heads located close to edges of sidewalks.
19. Personnel riding in vehicles (especially pickup trucks) must follow safe practices at all times. Trucks must not be over-loaded, and personnel riding in an open bed truck must be seated on seats provided or on the bottom of the truck bed—not on the side rails or wheel wells. The driver of any vehicle must wait to move the vehicle until after employees are safely positioned. Folding chairs may not be used for passenger seating. Vehicles constructed or loaded that limit the driver's rear view must not be backed up until the driver's assistant is out of the truck and in position to signal the driver to proceed.
20. No riders are permitted on forklift trucks or mobile cranes unless a seat is provided for this purpose.
21. Maintenance needs of a vehicle should be reported to your supervisor immediately. Oil, coolant, battery, and tire pressure should be checked regularly. All drivers are responsible for bringing vehicle fluid levels up to acceptable levels when needed. When assigned the duty of routine operation and care of a vehicle, this duty is considered a part of your job, even though it may not be specifically itemized in your job description.

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22. Wheelchair access to sidewalks and buildings must not be blocked at any time. To protect bicyclists and pedestrians, care must be taken to have no equipment that could inflict injury extending over a walkway.
23. Drivers of University vehicles are not permitted to drive under the influence of alcohol, or medication (prescription or non-prescription) that could impair driving capabilities. Violations of this policy can result in the immediate dismissal of an employee.

All University drivers who are required to have a Commercial Drivers' License (CDL) must comply with the federally mandated drug and alcohol testing program. This program requires random testing for abuse, after accident, or upon suspicion.

24. Smoking and using any other form of tobacco product is prohibited in University vehicles at all times ([see HOP 8-1040](#)).
25. Tools and materials should not be left overnight in the back of trucks or other open vehicles. Items that cannot be safety locked inside the vehicle should be secured overnight in the shop/section area.

Use of University Bulletin Boards

University bulletin boards allow for the sharing of job-related information with departmental employees in their work areas. Bulletin boards may be used to post University or departmental policies and procedures, work schedules, shop/office work rules, and campus job opportunities. They also may be used to post notices of University activities, events, and benefits.

Bulletin boards in break rooms or coffee areas may be used to share informal staff information, such as invitations to departmental functions, thank-you notes, and other individual and personal activities. Before posting notices of this type, you should get the approval of your supervisor. Each notice should be dated and initialed by your supervisor.

University bulletin boards should not be used to post personal sale items, notice of organization meetings, membership solicitations, fund drives, or political announcements.

Bulletin boards should display only work-related information.

Use of University Property or Services

University property and an employee's labor or services are to be used only on University projects or for official University business. University property includes, but is not limited to, such items as supplies, materials, tools, office machines, equipment, and vehicles—anything that is University-owned (State-owned) or leased by the University. The following are examples of practices that are **NOT** acceptable under the terms of this rule:

1. Using computers, cell phones, and office machines such as copiers or calculators for personal use beyond incidental use.
2. Building or repairing personal equipment of any kind in University shops.
3. Borrowing University tools or equipment for personal use such as dollies, shovels, hammers, wrenches, automotive tools, etc.
4. Watching television other than during authorized break times.
5. Using a University vehicle to stop at a place off campus for personal business, including breaks or for lunch.
6. Conducting business for an employer other than Utilities (including a personally owned business) either by appointment or telephone during work hours.
7. Promoting or soliciting outside organizations during work hours.
8. Using University funds such as procurement cards, petty cash, etc. for personal business.
9. Using University telephone for personal long distance calls, unless charged to a private number.
10. Using a University employee's labor or services for private benefit during the employee's working hours.
11. Bringing children to work, including overtime, and thereby using University property and part of your time for babysitting purposes. This also includes meeting and visiting friends and relatives during work time.
12. Using work time to move your personal vehicle or to repeatedly "feed" a parking meter.

In addition, there is no procedure by which any employee can receive any item of University property, no matter what its condition, other than through the programs managed by Surplus Property. This means, for example, that no one is authorized to take scraps of lumber out of a trash barrel, to pick up pieces of scrap copper wire or brass, or to acquire any piece of equipment or materials from a demolition project, even if it is destined for the trash.

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Employees may not accept or remove items that may be considered trash from contractors associated with University projects.

Violations of this policy can lead to severe disciplinary action, up to and including dismissal. Furthermore, criminal action may be taken because use of public property, labor, or services by a public official or employee for private benefit constitutes the offense of theft.

Cellular Phones/Communication Devices Use

UEM provided cell phones are property of the University and employees are required to carry them at all times during work and on-call hours. For those on an on-call system please follow internal shop guidelines.

By carrying and using a communication device, employees are responsible for the following:

University-Issued Cell Phones

- Sign the [Communication Devices Form](#) annually thereby acknowledging the policy and guidelines associated with the use of the device.
- Ensure that the device is used primarily for University business and personal emergencies. Non-business use must be incidental (unless authorized to use for personal use). To be considered incidental, non-business use must be occasional in nature, and must not interfere with University business. Non-business use must not result in any additional cost to the University. **For Mechanical Distribution ONLY: Employees are not allowed to use or carry personal cell phones during work hours. Employees must also register their university-issued cell phone in the Campus Emergency System.**
- Texts are restricted to emergency related communication.
- Comply with all policies regarding the use of cell phones while driving and avoid cell phone use that may jeopardize the safety of the employee or others ([See Use and Safe Operation of Vehicles](#)).
- Take reasonable steps to protect the device from damage and/or loss, and ensure that there is no unauthorized use.
- Return the device to the University when no longer needed, or when employment with the University ends.

Campus Text Alerts

Employees must enroll their university-issued cell phones or personal cell phones in the Campus Emergency System. Any emergency related communication such as campus alerts, closures, and openings during emergencies or unfavorable weather situations will be relayed through text alerts. To register your work or personal cell phones please visit <https://utdirect.utexas.edu/apps/csas/text/main>. For university-issued cell phones, select Sprint as your carrier.

Texas Public Information Act

Records related to use of a University-provided communication device are subject to review under the Texas Public Information Act, as well as to audit by University personnel.

Employee Assistance Program

What is the EAP?

The [Employee Assistance Program \(EAP\)](#) is designed to provide professional counseling assistance to employees who are experiencing personal problems that affect their work performance.

What does it offer?

The program offers initial counseling and referral services for staff, faculty, and their dependents with personal and workplace issues, including but not limited to:

- Anxiety
- Caregiver Stress
- Communication
- Conflicts at Work
- Crisis Debriefing
- Depression
- Emotional and/or Psychological Issues
- Grief and Loss
- Job Stress and Burnout
- Manager and Work-Group Consulting
- Parenting
- Personnel Issues
- Relationship and Family Concerns
- Relationship Violence
- Stress Management
- Substance Abuse

What about confidentiality?

Contacts with the EAP are held in strict confidence. EAP records are protected by professional standards of confidentiality. Records do not become part of an individual's personnel file. No one can be advised of utilization of the EAP without prior written consent of the employee.

Who may use the EAP?

All employees of the Utilities Department who are on the University health plan may use the program at any time. Employees are encouraged to seek help whenever they are experiencing personal problems that affect work performance.

What does it cost?

There is no cost to the employee for the services of EAP. All fees charged by outside referral agencies must be covered by the employee or the employee's health insurance.

Hours of Work

The 40-hour workweek for full-time Utilities employees consists of a basic eight-hour day and a five-day week. The official operating hours of Utilities are 8:00 a.m. – 5:00 p.m. There are exceptions to these usual hours of work in some areas, such as in the 24-hour-per-day operations in the Power Plant and Chilling Stations and other areas where staggered hours have been approved.

All employees are reminded that the work that you have to do requires your full attention and diligent efforts in order for you to carry out the department's mission. To this end, it is expected that all employees will:

1. Report to work on time. Tardiness will be charged to vacation time and rounded off to the nearest quarter-hour, as per University policy. If you are going to be more than a few minutes late, you must call in and personally inform your supervisor as soon as possible. Supervisors will keep records of tardiness and take appropriate action to ensure that tardiness does not become excessive.

Calls made to other employees in the shop, or messages left on voicemail are not appropriate unless previously approved as an acceptable practice by your supervisor.

It is at the discretion of the assistant/associate director of how to call in to be late or absent. Please talk with your supervisor about your section's policy.

2. Report unscheduled absences promptly to your supervisor. Follow your section procedure to report being absent. Employees who are absent without proper notification and without permission for three consecutive work days are subject to immediate termination.
3. Stay on the job site during working hours except for rest periods and authorized absences.
4. Leave jobs only at such time as to arrive at your shop or headquarters at quitting time. Additional time needed for shop cleanup should be approved by your supervisor on a case-by case basis. Your supervisor may ask you to complete end-of-the-day procedures.

Resolving Work-Related Problems

In any organization, misunderstandings arise from time to time between an employee and his/her supervisor or co-workers. When this happens every effort should be made to resolve the problem as amicably as possible. You are encouraged to discuss the problem informally with your first-line supervisor or the next higher supervisor. Whenever possible, it is always best to work out problems at the level closest to you.

Your supervisor will then take the matter under consideration and get back to you within a few days with a suggested solution to it. If you are still not satisfied, you should submit your problem in writing to your department head for final consideration and action.

Conflict Management and Dispute Resolution Services in Human Resource Services can provide you assistance in resolving work-related problems. You can call them at 471-6638. Employee Services offers conflict resolution alternatives in accordance with University policies and procedures and State and Federal guidelines.

If you need help with personal problems, you can call the Employee Assistance Program at 471-3366.

Rest Periods/Lunch Breaks

Rest Periods

As a Utilities and University of Texas employee you are normally entitled to a 15-minute rest period for each four-hour period worked. Your supervisor should arrange the time for your rest period. Rest periods are intended to give you a break in your work routine. They cannot be combined or accumulated to be taken at a later time, or used to shorten the regular work day, or to extend a lunch break. For example, rest periods cannot be used to leave early or make up for tardiness. Additionally, the 15-minute rest periods cannot be broken into smaller increments of time, such as three 5-minute rest periods. The full 15 minutes should be taken at one time.

Travel time to and/or from a break site is included as part of your break time.

From time to time, unusual work situations may arise that prevent your supervisor from scheduling a rest period for you. Hopefully, these situations will not come up too often.

Lunch Breaks

The lunch break is determined by your supervisor and the length of the lunch break is dependant on your schedule and the needs of the department. Please check with your supervisor to work out the time and length of your lunch break.

University vehicles should not be used for the sole purpose of transporting employees to or from their jobs for coffee or other beverages. Employees working on campus should carry their own coffee in a thermos or walk to the nearest lounge area where concessions are available.

Additionally, smoking or the use of any other tobacco product during rest periods and lunch breaks is prohibited on any university property. For additional information and exceptions to this policy please see the [Handbook of Operating Procedures 8-1040](#).

(Please also reference [Handbook of Operating Procedures 5-2120](#).)

Safety

Every Utility employee is expected to perform his/her job in a safe manner and is encouraged to contact the appropriate Utilities associate or assistant director, supervisor, manager, safety coordinator, or environmental Health and Safety representative should any questions arise regarding the safety of work activities, equipment, or procedures. Periodic safety meetings are also held in each shop to discuss safety situations. Remember, ***“If it’s not safe to do, don’t do it.”*** If you are unsure of the safety issues contact your supervisor immediately.

While specific safety procedures or rules apply within various shops and operations of the Utilities Department, the following are general procedures or regulations that apply to all employees:

1. In case of serious injury or illness, fire, explosions, disorder, or other emergency where immediate assistance is required, evacuate, and then dial 911 on any campus phone. In the event of fire, smoke, or the smell of smoke or burning material, dial 911 immediately. 911 calls UTPD.
2. Familiarize yourself with the locations of emergency exits, fire alarms, and fire equipment (extinguishers and hoses) and know their proper use. Insure that easy access to this equipment is not hampered by the cluttering of equipment and materials.
3. If fire extinguishers are used or discharged for any reason, report this fact to the Environmental Health and Safety Office or to your supervisor immediately.
4. Obey safety signs and comply with all posted, written, or verbal safety instructions and regulations. Understand that the purpose of any safety advice, rule, or regulation is to protect you and your fellow employees from injury and possible disability or death.
5. If no safety policies are posted, please contact the Utilities Safety Coordinator at 475-6777.
6. Immediately report any work-related injury or illness to your supervisor, who will have a “First Report of Injury” form completed.
7. The assistance and cooperation of each employee is essential to the Utilities safety protection program. Report any unsafe activity, practice, or condition to your supervisor, safety council representative, or to the Utilities Safety Coordinator.
8. Before starting a work task, check tools and machinery, protective equipment, and the surroundings for unsafe conditions. Never use a tool or piece of machinery that is defective, or which is missing guards or protective devices. Use the right tool for the job – substitutes and “make shifts” can injure.
9. Safety equipment and devices should be utilized in the performance of your job. You should use such items as safety goggles, aprons, safety shoes, hard hats, etc., where your particular job or task requires them. Furthermore, employees shall wear appropriate personal protective equipment for the job.

10. Do not attempt to lift anything believed to be unsafe or beyond your capability. Use the proper techniques for lifting. You should lift with your legs and not with a bent back or in an awkward position. Get help when lifting or carrying loads too heavy for one person to handle.
11. Motor vehicles are to be operated in a lawful and safe manner (see Section 4.8).
12. Reporting to work under the influence of illegal drugs or alcohol is prohibited. Please report to your supervisor if you are using a legal prescription or over the counter medication that may impair your ability to perform your job or impact safety. You are not required to inform your supervisor of the name of the drug or its intended use.
13. Personal radios and audio recorders should not be used on the job if they annoy others, create an unsafe work environment, or impede the quality or quantity of the work being performed.
14. Use extreme care in handling electrical equipment. Remember to properly ground equipment, pull and lock disconnect before working on equipment, report equipment or wiring in bad order, and avoid splashing water into electrical equipment. Use a Ground Fault Circuit Interrupter when using electrical power tools outside or in wet/humid environments.
15. Know the applications and limitations of power tools; read the operating manual and/or ask for assistance.
16. Do not remove guards and other protective items from any type of power tools or moving pieces of equipment.
17. Tools and equipment should be used only for the purpose for which they are designed. Furthermore, defective tools and equipment should not be used – report such equipment to your supervisor.
18. Employees required to use flammable and combustible liquids should be aware of the hazards, and use the materials only in areas that are well-ventilated, and store them in approved, well-marked containers.
19. Whenever combustion engines are used, the exhaust should be vented and fuel stored in approved metal containers (not glass or plastic).
20. Poor housekeeping is one of the major causes of injuries; therefore, every effort should be made to maintain work areas in orderly condition in order to reduce the hazards of falls, trips, and slips.
21. A large number of laboratories and other areas contain toxic and hazardous materials; therefore, care should be taken when working in these areas. Be aware of caution signs and labels.

22. Personnel working with or around fireproofing, insulation, soundproofing, ceiling, wallboard, or similar materials should check with their supervisor to ensure the materials do not contain asbestos before working with the materials in the routine manner. If asbestos is present your supervisor will provide you with proper equipment and work procedures.
23. The use of compressed air for cleaning should be as a last resort and then only when the hose is equipped with an approved air nozzle that limits static pressure to 10 psi.
24. Falls from ladders are another major cause of injuries. Follow the proper procedures for the use of ladders, including maintaining good balance and avoiding defective ladders. Set the foot of the ladder one foot out from perpendicular for each four feet up to the point of support (1/4 of height).
25. In areas where work is being done overhead, be alert for the possibility of falling objects. Persons working above and those below should take preventive measures. Use hard hats and barricade the area when needed.
26. Report any unsafe condition or practice in your work area to your supervisor.
27. You should thoroughly understand the safety requirements of your job and not undertake the job until thoroughly instructed and authorized by the supervisor. If there are questions concerning safety, you should ask for clarification from your supervisor before attempting the job.

Training and Travel

Job Skills Based Training Program

The Utilities Department is involved in a comprehensive certification training program. All new employees will be required to take this certification training as a condition of employment.* The following positions require certification within the first 18 months of employment (positions may be added or deleted as work requirements change):

Chilling Stations Maintenance:

Chilling Station Maintenance Mechanics
Chilling Station Electrical and Instrument Technicians

Chilling Station Operations:

Chilling Station Operators
Water Treatment Laboratory Technicians

Electrical Distribution:

Electrical Distribution Electricians
Power Systems Technicians
Emergency Systems Technicians

Mechanical Distribution:

Maintenance Mechanics
Steam Fitters
Utilities Plumbers
Utilities Insulators

Power Plant Electrical Maintenance:

Power Plant Electrical and Instrument Technicians

Power Plant Machine Shop:

Power Plant Machinists

Power Plant Mechanical Maintenance:

Power Plant Maintenance Mechanics and Workers
Power Plant Utilities Welders
Power Plant Utilities Insulators

Power Plant Operations:

Utilities Station Operators
Water Treatment Lab Technicians

The purpose of the Utilities Job Skills Based Program is to certify employees to a national standard for the position they are currently performing and create opportunities for advancement, should employees choose to proactively certify for other positions in the department.

This certification is based on a minimum of 29 different test based safety modules, hands on testing for all job specific equipment. When the employee is certified for his/her job classification the employee will be trained to a national standard for that specific job title.

***Employment will not be terminated for existing employees who fail to certify if they hold any of the above mentioned positions before the implementation of the job skills based program. However, evaluation scores will note their certification failure after the 18-months waiting period, which may impact future merit increases or promotions.**

Please contact your shop supervisor to arrange a time to complete the training for your present job. For all other questions such as the procedures for taking the certification training please contact the Utilities Safety Office headed by Bo Lawrence at 475-6777 or his assistant Paul Willard at 232-7531.

Business Training and/or Travel

Prior approval for all business training (including continuing education classes) and/or travel is required for absences of employees from the campus for periods of half a day or more. Such costs can include but are not limited to the following: conference and training registration fees, parking, meals, lodging, and transportation. Training/classes that are on campus and available at no cost only require supervisor approval.

To request training and/or travel authorization the following steps must be followed:

1. Fill out and complete the [Utilities Training/Travel Request Form](#) **two to three weeks in advance**.
2. Fill out the training registration application (when applicable) and attach it with the Utilities Training/Travel Request Form. (All registrations regardless of the type will be coordinated by the Executive Director's Administrative Associate).
3. Submit application and form to supervisor, manager, and assistant/associate director to receive signature approval and give all documentation to Executive Director's Administrative Associate, located on PPE 5th Floor Lobby.

Keep in mind that your first-line supervisor has primary responsibility for your technical training and development as an employee. If you feel you have some training needs, you should discuss these with your supervisor. Your supervisor may assign you to a more experienced employee for on-the-job training or arrange for outside formal or self-paced instruction.

For any training and/or travel questions or assistance with the registration form call 471-2918.

Also refer to [Travel](#) under the Handbook of Business Procedures for more information.

Other Required Training

Compliance Training

The University of Texas at Austin has an established Institutional Compliance Program and requires new employees to read the *Employee Compliance Guide* and sign an Acknowledgment Form.

In addition, you will also be required to participate in a *general compliance training offered in web-based modules*. Depending on the job position, some employees will receive training in a group setting and others will be required to take additional training specific to the work situation.

Both the Employee Compliance Guide and the online Compliance Training System provide new employees information about how to perform job duties and responsibilities in compliance with applicable federal and state laws. It is also an educational and informational tool to train employees regarding the conduct required of them in the workplace.

Please note that State law requires employees to complete the sexual harassment (CW 121) and equal employment opportunity (CW123) online training modules **within thirty (30) days of employment and every two years thereafter**. The University also requires that additional training modules be completed by each employee.

To start the online Compliance Training System modules visit the following website link:
<https://utdirect.utexas.edu/cts/index.WBX>

Uniforms, Dress and Appearance

Supervisor Responsibility – It is the responsibility of the supervisor to ensure that his/her employees are appropriately dressed for work including, if appropriate, uniform, safety shoes or slip-resistant shoes, and safety eye wear or other personal protective equipment. The employee's immediate supervisor is responsible for ensuring that the employee wears the uniform properly.

Employee Responsibility – It is your responsibility to be appropriately attired for work at the beginning of your work shift (i.e., wearing your uniform if in a uniform-designated job title; wearing safety shoes or slip-resistant shoes if in a job title that requires them; for a job title that does not require a uniform, dressed in personal attire appropriate for the position).

Compliance – If you arrive at work not appropriately attired for your job (i.e., not wearing the uniform while serving in a uniform-designated job title; not wearing safety shoes or slip-resistant shoes when the job title requires them; or not dressed in personal attire appropriate for the position while serving in the job title that does not require a uniform) you will be instructed to leave the workplace on your own time (using vacation, compensatory time, overtime, floating holiday time, or leave without pay) and return appropriately attired to perform your job. Failure to adhere to the *Uniforms, Dress, and Appearance* policy as described in this section may result in progressive disciplinary action, up to and including dismissal.

Uniforms

Wearing uniforms has many advantages to both Utilities and you. Your business-like appearance enables you to represent the Utilities Department in a safe and professional manner. Uniforms are intended to give you a neat, presentable, professional appearance that enhances your status in the eyes of the University community. Keeping the uniform clean and neat shows your sense of pride in belonging to an accomplished organization and a professional attitude towards your work. Uniforms make it possible for building occupants and law enforcement personnel to recognize people who have authorized access to University property. Lastly, uniforms are a benefit that helps save on wear and tear to your personal clothing.

Uniforms, including laundry and repairs, are furnished at no cost to the employee. All crafts/trade employees in the Utilities Department are eligible for the uniform benefit.

All eligible employees are required to wear a complete uniform each day. The only exceptions allowed to this policy are those employees, who opted not to be issued uniforms when the program began in October 1985.

Upon termination of employment or transfer from the Utilities Department, employees are responsible for returning all of their uniforms.

Dress and Appearance for Employees Not Designated to Wear Uniforms

All Utilities employees are expected to be clean and neat when reporting for work each day. Employees in offices that have constant personal contact with the public are expected to dress in attire appropriate for the business world. Office employees should dress with safety in mind and appropriate footwear should be worn at all times. Office employees visiting job sites should wear appropriate personal protective equipment. Employee attire should reflect a level of modesty appropriate for the workplace. Employees will also practice proper personal hygiene so as to not become a distraction to other employees or customers in the workplace. Shop employees are expected to dress in a way that is safe and appropriate for their work or craft.

Your supervisor will give you guidelines for the appropriate dress in your work setting.

Handling Administrative Issues

If it becomes necessary for you to confer with someone at a University office such as Payroll, Equal Opportunity Services (EOS), Employee Assistance Program (EAP), or Human Resource Services (HRS) or should it be necessary for you to leave the campus, you must first coordinate your absence with your supervisor. Your supervisor is aware, for example, of your right to apply for open positions and to discuss problems or complaints with the staff in HRS. Should you need to be absent from your work for these purposes during working hours, your supervisor will consider any reasonable request and make every effort for you to make such a visit. It might be that he or she will suggest a time that would fit better into his or her plans for the work of the section. It is not necessary for you to explain the specific reason for your request if it is personal or which area in HRS you are visiting; however, your supervisor needs to know the general nature of your visit so that your time may be properly charged. HRS, EOS, and EAP can provide a note verifying your appointment.

You should first contact your supervisor for answers to personnel-related problems. If your supervisor is unable to provide the information, either your supervisor or you may contact HRS by telephone. If the problem cannot be resolved by a telephone call, you may need to visit HRS. You should request and be granted permission to leave your work station if the needed visit cannot be made outside your work hours. HRS sections and EAP are open during the noon hour. Appointments must be made to visit EOS.

Once coordinated with your supervisor, you may visit HRS during work time without using vacation time if the purpose of the visit is among the following: to attend HRS training sessions; to review insurance questions or problems, retirement questions, compensation/classification questions; or to discuss employee relations. Visits to EOS and EAP can also occur during scheduled work time without the use of vacation leave.

Employees may arrange with their supervisor to review their own personnel file. You may also use University time to review your personnel file.

Applying for Jobs

When you visit HRS during scheduled work hours, it is necessary for the employee to accurately account for the time away from the job. You may use work time for visits to HRS except when applying for a transfer or promotion. Time used interviewing for an internal promotion within Utilities is considered University time and should not be charged. Vacation time should be used when making visits to other city, State, or Federal agencies.

On-Call Program Procedures

Purpose

The on-call program insures that the after-hours needs of the University are met in a reliable and timely way.

The following sections participate in the on-call program:

- Mechanical Distribution
- Electrical Distribution
- Power Plant*
- Chilling Stations*

All Utilities maintenance staff working in any of these sections will be required to participate in the on-call program. Supervisors and Assistant Supervisors will not be placed on the rotation schedule, but may volunteer to relieve those on the rotation. Personnel from areas other than Utilities Maintenance who work in these sections, will not be placed on the rotation schedule, but may volunteer to relieve those on the rotation.

**Power Plant and Chilling Stations please refer to your immediate supervisor for your section's on-call procedure and schedule.*

Scheduling

Utilities maintenance administrative staff will maintain a rotating schedule of on-call participants. The schedule will be issued in late November and will cover a twelve-month period beginning in February of the following year. Utilities maintenance administrative staff will issue a weekly on-call schedule which will reflect any changes in the rotation schedule and will have the name and telephone number of all on-call personnel scheduled. The weekly on-call schedule will be sent to Facilities Monitoring group of Instruments and Controls (I&C) on Mondays prior to the beginning of the on-call week.

If a participant leaves the University, their position on the rotation will be filled by seeking a volunteer. If no volunteer is found, the vacancy will be filled by assigning it to another participant in the same section on a rotating basis.

New employees who started during the year will be eligible to volunteer for relief coverage once their supervisor feels they are ready. They may be assigned to cover vacancies as mentioned above and will enter the rotation in the next year's schedule.

Every effort will be made to make sure the same person does not work the same major holiday (Thanksgiving, Christmas, and New Years Day) more often than would be provided by a separate holiday rotation.

On-call duty has the following three rotations, which typically start and end the following week:

- Wednesday PM – Wednesday AM
- Friday PM – Thursday AM
- Monday PM – Sunday AM

Compensation

Each participant in the on-call program will be paid a flat rate based on the current hourly on-call rate. The rate will be based on the number of on-call hours per week, typically 128 hours. For holiday weeks the amount will be increased appropriately. As of February 7, 2006, the on-call hourly rate is \$1.75.

A minimum of four hours will be paid for each actual trip to the University to address call-in issues. If the actual time worked is greater than four hours, the employee is paid for the actual amount of time they were at work. Hours reported will be paid at the overtime rate if appropriate.

On-Call Participant Responsibility

Each participant is responsible for providing on-call coverage for the week assigned to them on the rotation schedule and are not allowed to switch their schedules without first notifying their supervisor and the person who sets the schedule. Employees are given one week to review the schedule and inform their supervisor of any conflicts. The replacement person may cover the entire on-call period or any portion thereof. Also notify your supervisor if there is a change in who is carrying the pager, to insure correct payment.

Each individual on-call will be available for work:

- Monday through Friday after normal hours; or
- Saturday through Sunday and holidays 24 hours a day.

While on-call, the individual must be prepared to come to work at all times and respond to University calls within 5-10 minutes. Under no reasonable circumstances can an employee on-call refuse to respond. Failure to respond to a page can result in disciplinary action. All the rules and regulations of the Utilities Policy Manual will apply while an employee is on-call.

If the employee is sick and not able to participate, the supervisor will designate a replacement for that employee until the employee returns to full duty. The replacement employee will be paid the hourly on-call pay for their time on-call. The on-call pay will be split between the employee and the replacement employee based on the amount of time each participated in the on-call program for the week.

On-Call Response Procedure

Participants, who are called in to work, may be required to check in and out with I&C.

Calls for the on-call program go through I&C or the 1-2020 after hours phone line. They receive a weekly updated schedule of who is on call and keep a record of the calls that come in. There will be just one on-call pager that each person will carry during the week so that I&C will only have to refer to one number. When the call comes in, I&C calls the employee at home first and then calls the pager number.

When responding to an on-call, the response procedures are as follows:

1. Call I&C as soon as possible after receiving the page to let them know when you expect to arrive on campus.

2. Upon arriving on campus, go directly to I&C to check in, pick up any needed keys, and pick up a radio (if needed). In cases of extreme emergency (where delay in responding might cause increased damage and/or danger) go directly to the location of the problem, but notify I&C by telephone when arriving on campus, and follow the remaining steps of this procedure.
3. Make sure the I&C operator has your name, call sign, radio number, and where you expect to work.
4. Report to the work site and evaluate/diagnose the problem.
5. If the needed repairs can be made in a reasonable time frame, proceed.
6. If the needed repairs cannot be made within a reasonable time frame, secure the scene to prevent further damage only if the situation will not cause damage to personnel or property.
7. If additional help is needed during the response, call I&C for additional assistance.
8. Before leaving campus, report back to I&C, return radio, get a service request number, and report what actions were taken and the status of the situation.
9. Remember to indicate on-call response time on daily labor reports and use the service request number provided by I&C.

Failure to follow the above requirements may jeopardize the effectiveness of the program and will be considered a violation of this policy.

Higher Ed Courses

What is it?

- Utilities will pay for classes per semester for employees to attend college or trade school that is related to current position or associated with trades/positions within Utilities;
- To apply for education opportunities, employees must submit the course request form.

What type of classes can I take?

- Employee may take university courses, community college courses, online courses, and professional development courses;
- This would also apply to training courses leading to a certification (such as NICET) or a license (such as electrician) related to their current division. Employee must provide evidence to supervisor of having passed prerequisite classes or show certificate of satisfactory completion to use this benefit in the future;
- Utilities will pay for employee testing needed per licensing or certification. If employee does not pass test, Utilities will not pay for the retest.

Do the classes have to be related to my job?

- No, but classes must be associated with trades/positions within Utilities.

Will textbooks or other related materials be covered?

- At the discretion of the associate director, textbooks or other materials will be considered on a case by case basis.

Can I take the classes during working hours?

- Employees can use up to 3 hours of work time per week to attend the course or training. Additionally, employees will receive up to 30 minutes travel time each way;
- Courses taken during working hours must be scheduled through the employee's supervisor and will be dependant upon the needs of the business. For more information please refer to UEM Policy 5.12, [Taking Course Work During the Workday](#).

Am I eligible?

- Employees must apply and be approved to receive the Utilities Educational Benefit prior to enrollment in the course;
- Employees must have no disciplinary action prior to application within the last six months;
- Employees last performance evaluation prior to application must be satisfactory or above;
- Approval required by Supervisor, Manager, and Assistant/Associate Director, and Executive Director; and
- Employee must have been employed with Utilities for at least six months.

What are my responsibilities?

- Employee must complete the [course request form](#) with all expenses Utilities is covering.
- Employee must provide supervisor certificate or proof of course completion.

Taking Course Work During the Workday

General

Utilities employees may request approval to register for up to three semester hours of course work per long session semester or summer session per University policy: Taking Course Work During the Workday ([See HOP 5-2140](#)). Employees may use up to three hours of work per week to attend a college level course at The University of Texas at Austin or any other local college or university.

Definition of Local

“Local college or university” is defined as located within the Austin city limits. An employee may request to attend a college or university located outside the Austin city limits. These cases will be reviewed on a case-by-cases basis.

Travel Time

Reasonable travel time to and from class may be included as work time. Utilities defines reasonable travel time as no more than 30 minutes each way to class.

Approval Process

Requests to take course work should be submitted by the employee to the supervisor, Assistant/Associate Director, and then to the Executive Director of Utilities for review and approval. The request will be reviewed to determine if the proper disposition of work can be made to accommodate the course work.

Benefit Type	UT (Only)	Local College/Univ. (includes online courses)	During Workday	Not During Workday	Job Related	Not Job Related
SEB	✓	x	✓	✓	✓	✓
Utilities	✓	✓	✓	✓	✓	✓
Time	✓	✓	✓		✓	✓

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