Welcome to Facilities! This booklet 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. The managers and administrators are here to assist you by answering any questions that are not covered by this booklet.

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Guided by our values and commitment to support the University mission, our vision is to provide first class housing and food service while embracing an inclusive, nurturing community where students and staff realize dreams while achieving goals.

Our mission is to promote a positive living and learning experience for residents and staff at the University of Texas at Austin by providing:

- Clean, comfortable, well maintained facilities
- Quality food service
- Competitively priced student housing
- Developmental programs for professional and personal growth
- Residential and workplace communities that reflect and value diversity
- A quality workforce
- Access to information and technology
- Participation in decisions affecting our community

Values We Believe In

Integrity
Creative approaches to continuous improvement
Understanding our heritage to build inclusive communities for the future
Quality customer service for internal and external customers
A positive, caring environment for students, associates, staff and families
The highest developmental, service and fiscal standards possible
Pride in the quality of our work
Respect for ideas, values and contributions of others in a diverse workforce
The University of Texas at Austin
Division of Housing and Food Service

Facilities Maintenance Mission Statement

We of the Facilities Section are dedicated to achieving quality customer service by providing clean and well-maintained buildings and equipment. Through teamwork, diversity, and the efficient use of resources, we are constantly striving to promote an environment which enhances learning for students, faculty and staff.

The University of Texas at Austin
Division of Housing and Food Service

Misión del Departamento de Mantenimiento

Nosotros de el Departamento de Mantenimiento nos dedicamos a dar un trato esmerado a nuestros clientes al proveerles de edificios y equipo limpios y en buen estado. A trabes del trabajo en equipo, la diversidad, y el uso eficiente de los recursos, constantemente afanamos para mantener un ambiente que ayude al aprendizaje de nuestros estudiantes, maestros, y personal administrativo.
Division of Housing and Food Service

Facilities Section

The Facilities section is one of six sections of the Division of Housing and Food Service. The Division is committed to providing quality housing and food service and to providing a positive living and learning experience for residents and staff at The University of Texas at Austin.

The staff of the Facilities section is dedicated to achieving quality customer service by providing clean and well-maintained buildings and equipment. Approximately 150 professional, administrative, skilled-trades, custodial and grounds maintenance employees service 11 residence halls with 5,600 students, 700 apartments, 8 Cooperative houses, the Living Learning Halls and 3 Dining Centers. A total of 2 million square feet of area is maintained and cleaned.

Maintenance
Facilities maintenance employees in the electrical, HVAC, plumbing, carpentry, locks, painting and grounds maintenance trades perform comprehensive daily and preventative maintenance services. Approximately 20,000 work orders per year are worked, along with approximately $2 million per year in small construction projects and renovations.

Building Services
Building Services employees perform comprehensive custodial services for all on-campus housing. This includes the seven-day a week cleaning of public areas and community bathrooms and carpet and floor care. This staff also prepares on-campus housing for occupancy by residents and summer conferences.

Projects Management/Interior Design
An Architect manages approximately $4 million of capital projects per year and all interior design work, which includes furniture purchasing and maintenance.

Environmental Safety
An Environment Safety and Training Coordinator manages the safety and training program of the section. This includes hazardous materials coordination and mandated safety training.
I. GENERAL

A. Organizational Structure
   • Student Affairs
   • Division of Housing and Food Service
   • Facilities
     - Maintenance
     - Building Services

B. Administrators and Managers

1. Director of Housing & Food Service-
   475-8890

2. Assistant Directors
   Facilities- 475-7288
   Residence Life- 475-8885
   Administrative Services- 475-7536
   Food Service- 475-7288
   Organizational Diversity & Development- 232-2897
   Assistant to the Director-
   475-8889

3. Managers
   Manager of Facilities Operations- 475-9595
   Manager of University Apartments - 232-5299

4. Safety & Training Coordinator- 232-5354

C. Work Areas

1. Residence Halls:
   • Jester Center (1,581 units)
   • Prather (86 units)
   • Roberts (87 units)
   • Brackenridge (87 units)
   • Moore-Hill (208 units)
   • Creekside (102 units)
   • Kinsolving (392 units)
   • Littlefield (83 units)
   • Blanton (135 units)
   • Andrews (63 units)
   • Carothers (62 units)
   • Living Learning Halls (38 units)
   • Co-Ops (136 units)

2. Apartment Complexes:
   • Colorado (200 units)
   • Gateway (200 units)
   • Brackenridge (315 units)

D. Work Schedules

1. Reporting:
   Building Services – 7:30AM to 4:30PM
   Maintenance – 8:00AM to 4:30PM

   If unable to report to work, all employees
   must personally contact their supervisor at
   or before their scheduled start time and no
   later than 15 minutes after the start time.

2. Breaks:
   - Building Services Lunch: 60 minutes
   - Maintenance Lunch: 30 minutes
   - Two (2) 15-minute breaks daily.
   - Breaks should be taken at the work site
     unless the employee is in the immediate
     vicinity of the shop at the break time.
   - Employees are not to take breaks in
     public area (student lounges, TV rooms,
     etc.) during opening.
   - Designated public areas may be used at
     other times.

3. Overtime pay and Compensatory Time:
   For all time worked over 40 hours in one
   week an employee is eligible for one of the
   following:
   (a) overtime pay: one and one-half times the
       pay rate;
   (b) compensatory time: one and one-half the
number of hours worked.
The decision regarding whether overtime pay or compensatory time will depend on
(1) budget considerations,
(2) work load and staff availability, and then
(3) employee choice.

4. Paydays:
All employees are paid on the first workday of the month. Pay periods start on Monday and end on Sunday.

5. Emergency Call Backs:
Certain employees carry pagers for a 7-day period, on a rotating basis, to respond to after-hour emergencies in the residence halls and apartments.

If an emergency situation occurs and the on-call person needs assistance, all employees are subject to being called to come to work.

6. Opening and Closing:
No annual leave or compensatory time may be taken/scheduled during May (closing) or August (opening). The heavy workload during these times (when the students are leaving at the end of the semester or arriving to start a new semester) requires that all staff be available to meet deadlines. Exceptions to this policy must be approved by the Assistant Director.

E. Security Issues

1. Lost and Found Policy:
Any articles “found” in or around the residence halls or apartments, whether while the students are in residence or after closing, are to be
- turned in to your supervisor reporting where it was found. If known, the owner will be contacted and the article returned.
- unclaimed articles are turned over to the University Police Department.

Any employee caught removing any article from the campus is in violation of University policy and will face disciplinary action, up to and including termination, and can be reported to the University Police Department.

The following policy will also apply:

In the buildings: If a student wishes to give an employee an article which would otherwise have been discarded, the employee shall obtain a written statement from the student stating that the gift was given. This statement must be given to the employee’s supervisor.

At the dumpster: Removal of discarded items found at the dumpsters after regular working hours and removed in personal vehicles is not sanctioned by the University.

2. Keys and Access Cards:
Keys and access cards must be safeguarded by all employees. The area supervisors will issue keys. Access cards are issued by ID Services. Both are to be secured while in the employee’s possession. They are to be used only to gain access to the employee’s work area.

Employees are responsible for any key and access cards issued to them. Lost keys and access cards are to be immediately reported to the supervisor. Disciplinary actions for loss of keys or access card depends on the severity of the loss (e.g., master keys, room keys, etc.), the circumstances contributing to the loss, and the actions taken to safeguard the key or access card.

Only designated staff members may take keys home. All other keys are returned to the supervisor at the end of each day. Staff may not loan keys to anyone.

A Key and Access Card Policy statement must be read and acknowledged by signature prior to keys being issued to any employee.
A Key Audit may be performed at any time to verify possession and location of distributed keys.

3. Unlocking Doors:
Facilities staff members are not to open room or building doors for any student. Employees are not to use their keys or access cards to admit persons to rooms, offices or buildings unless they are performing specifically assigned duties. Building security and safety must be maintained so as not to compromise the safety of residents and/or staff members. If a student loses their room key, they must present their ID at the main desk in the lobby or commons building and receive a passkey in order to gain entrance to a room.

4. Building Lockdown:
All residence halls are closed to students (lockdown) at specified times (end of semesters and summers). Permission must be gained from the Housing office for a student, parent and/or guest to be granted admission.

5. Tools and Equipment:
All employees will be held responsible for the safekeeping of any tools and/or equipment issued for the performance of their job. Keeping the equipment in a ready-to-use condition, securing in a safe place when not in use, and reporting any damage or repairs are all part of maintaining this equipment. Tools and equipment owned by the University may not be used or borrowed for personal use. Tools and equipment are inventoried at least annually.

6. Propping Fire Door:
Doors may not be propped at anytime. Employees should remove any door props found in use. Propping fire doors open is a violation of fire codes. All hallway, stairwell and elevator lobby doors are fire doors and must be kept closed.

F. Employee Annual Evaluation
For the first six months of employment, the employee is on “probationary” status. There is a 90-day and 160 evaluation that is used to determine if the employee will be retained for permanent employment. Then once every 12 months, the employee is evaluated on pre-determined job tasks. A task listing will be provided to each employee in the first week of employment. The employee may receive one of five different ratings during this evaluation: (1) Superior, (2) Very Good, (3) Good, (4) Satisfactory, or (5) Unsatisfactory.

Poor or unsatisfactory work performance is a reason for discharge.

G. Drug and Alcohol Policy
No drugs or alcohol are permitted to be used or in the possession of The Texas employees on campus, except prescription or over-the-counter medications. Employees are not permitted to come to work under the influence of drugs or alcohol. Violation of this policy is cause for disciplinary action up to and including termination.

H. Harassment
The University does not permit any form of harassment to exist (i.e. sexual, racial, gender, etc.). Anyone who feels they have been a victim of harassment or has observed harassment by or to another should report this to their supervisor, upline administrator, or may go directly to or call the Equal Employment Opportunity Office at 471-1849.

All complaints will be fully investigated and corrective action, up to and including
termination, may be taken for violations of the policy.

I. Employee Assistance Program
Any employee who has a problem with work performance may seek counseling/assistance through the Employee Assistance Program. The Employee Assistance Program has a wide variety of counseling services and resources available for employees. The employee or his/her supervisor may call for assistance.

J. Benefits

1. Approved Leave:

   a. Annual Leave
      • Number of hours varies with number of years of service. New employees receive seven hours/month.
      • Supervisor approval required
      • Must be scheduled in advance
      • Supervisor will strongly consider work schedule and/or available work force when making decision.
      • Cannot use vacation in first six months of employment.

   b. Sick Leave
      • Earn 8 hours per month
      • Doctor’s note is required after 3-day absence; may be required sooner if pattern of abuse is identified.
      • The University has a “sick leave pool” available for extremely serious situations. Application for sick leave pool is made to the Office of Human Resources.

   c. Leave Without Pay
      • Suspension situations
      • When no annual or sick leave is available
      • Excessive use of leave without pay may result in disciplinary action.

   d. Other Leave
      • Military – You must furnish your supervisor with a copy of your orders. A maximum of 15 days of paid leave will be granted during a Federal fiscal year.
      • Funeral – Up to three days if paid leave will be granted for the death of a spouse, or you or your spouse’s parents, brothers, sisters, grandparents, children, grandchildren, and sons and daughters in law.

2. Holidays:
   • 13 paid holidays per year. Typically, these include:
      • Labor Day
      • Thanksgiving Holiday
      • Christmas holiday
      • Martin Luther King, Jr. Day
      • Memorial Day
      • Independence Day
      • Floating Holiday – Eight may be used by all full-time regular employees and may be scheduled at any time during the fiscal year with the prior approval of the employee’s immediate supervisor.

3. Insurance:
The Benefits section and the Office of Human Resources (OHR), will schedule an appointment to explain all options.

The following insurance options are available:
   • Health
   • Dental
   • Vision
   • Life Insurance
   • AD & D
   • Long Term Disabilities

4. Dining Dollars
Employees are allowed to open a dining dollars account. Use of this account enables employees to purchase meals and food and
drinks for a 40% discount in DHFS operated
dining facilities. Dining Dollars sold to
Division employees are not to be used to
purchase food for anyone who is not an
employee of the Division. They are to be
used during and surrounding the hours that
staff is working. Abuse of the meal discount
can be cause for disciplinary action.

K. Educational Programs

GED:
The department sponsors a
program to help
any interested
employee earn
their GED.
Attendance is voluntary, and there is no
cost.

English as a second language - ESL
The department sponsors the ESL program
to help any interested employees with
English. Attendance is voluntary and there
is no cost.

New employee orientation – OHR
OHR’s New Employee Orientation helps
employees understand policies and
procedures at UT.

New employee orientation – DHFS
DHFS’ New Employee Orientation helps
employees understand the policies,
procedures and culture of the Division of
Housing and Food Service.

Training
There is a wide range of training that
employees will be able to experience,
including monthly safety training and job
specific training.

Professional Development
Employees will have the opportunity to go
to an assortment of training classes for
Professional Development that relate to their
job.

L. Probationary/Permanent Employee
Status, and Progressive Discipline and
Grievances Policies

1. Probationary/Permanent Employee
Status:
All new University employees are
hired into a six
months
probationary
period.

Attendance, punctuality, and performance of
the job tasks are carefully monitored during
this six-month probationary period. The
probationary employee may be dismissed
during this period if there is a problem in
any of these areas.

2. Disciplinary Process:
Permanent employees who have disciplinary
problems or commit violations to University
policies will be subject to disciplinary
procedures as outlined in the University’s

A list of possible violations is included in
the Policies manual.

3. Grievance Policy:
As part of the Disciplinary Process, all
employees who believe they have been
wrongly disciplined because of an alleged
act or behavior, may appeal the action taken
against him/her through the appropriate
Grievance Policy outlined in the “Personnel
Policies and Procedures Manual”.

M. Uniform Policy:

- Employees receive 11 sets of uniforms
  with employee’s name printed on one
  side and the Housing logo on the other
  side of the front of the shirt.

- Department provides laundry service
  (one pick-up day per week).
• Uniforms are to be worn at all times during working hours.

N. Intradepartmental Communication System

1. Radios, cell phones, and/or pagers are provided for and carried by:
   • Senior administrators in Facilities
   • Building Services supervisors
   • Maintenance staff (supervisors and staff)

2. On a rotating basis, maintenance employees will carry a pager and cell phone. These employees are considered to be “on-call” and are responsible for handling any emergency situations which might arise after normal working hours or weekends.

O. Vehicles

Facilities has a large number of vehicles which are used by staff (predominantly maintenance staff) to move from one work site to another.

When driving University vehicles, employees should not drive in the grass or other landscaped areas unless it is impossible to access the area otherwise. Under no circumstances are employees to drive on the grounds when they are wet or damages may occur.

Use of the University vehicles is limited to University business only. University vehicles are not to be used to conduct personal business or for other personal uses and may not be driven off campus without supervisory approval.

1. Accident Policy:
   Any accident involving a University vehicle must:
   • Be reported to the supervisor
   • Fill out accident form
   • Be reported to proper authority

2. Ticket Policy:
   All Housing and Food Service employees driving University vehicles are personally responsible for any tickets received while in these vehicles. This includes parking and traffic violations.

P. Miscellaneous Issues

1. Smoking Policy:
   Smoking is not permitted in any building on the University property and in any University vehicle. Smoking is also prohibited within 20 feet of any building entrance.

2. Use of Supplies and Inventory:
   Employees should strive to always use supplies and equipment in the proper manner so as to reduce waste of product and money.

   Maintenance supplies are received and issued through an inventory system. All supplies and materials are inventoried at least annually. Employees are required to keep accurate records of the materials issued.

3. Maintenance and Custodial Reporting and Work Orders:
   To report a maintenance or custodial problem, a maintenance or custodial work request form (MRF) should be filled out, stating the problem, the location and the name and number of the person reporting the problem. A computerized version of the maintenance request is available on the Housing and Food Service website. Employees are encouraged to report any
problem by filling out an MRF or reporting it to their supervisor to fill one out.

4. Gifts, Prizes, Solicitation of Gifts:
   a. Division employees may not accept gifts from external vendors, contractors, or suppliers unless such gifts are specified in a contract or agreement and will be used solely for the benefit of the Division.
   b. Division employees may not accept prizes or gifts from vendors, contractors or suppliers for their personal use. “Kick-backs” may not be solicited or accepted.
   c. It is preferred that Division employees take external vendors, contractors, or suppliers to lunch in one of the Division dining centers rather than accepting meals from these individuals or organizations. Authorization for meal tickets for this purpose must be obtained from the Manager of Facility Operations or the Assistant Director for Facilities.

5. Computer Use
   - Do not share your password with other users.
   - Copyrighted software cannot be copied for home use unless it falls under the institutionally licensed contracts and is used for the business of the University.
   - Avoid tying up the network’s computer resources.
   - Never copy directories, programs, file disks, or data installed on Division computers without the knowledge and permission of your supervisor.
   - Downloading software from the Internet or the World Wide Web is strictly prohibited unless directed by the LAN Administrator or is part of an existing licensing agreement and free of charge.
   - Use computer resources only for approved purposes. The use of Division resources for personal monetary gain will be subject to disciplinary action up to and including termination.
   - No personal software or games may be installed on University computers.

6. Personal Phone Calls
   Local personal phone calls may be made or received by staff if they are short and infrequent. All personal phone calls must be made or received during break or lunch periods, unless there is an emergency. Abuse of this privilege is subject to disciplinary action.

   No personal long-distance phone calls are allowed unless the employee uses a personal long-distance calling card or bills the call to a personal account.

II. CUSTOMER SERVICE

A. The Students Are Our Customers
   Our objective is to maintain the buildings in such a way that our customers will want to live in our facilities again next year. Our goal is to provide students with safe, clean, and well-maintained housing. Employees are expected to provide good customer service at all times.

B. Courtesy
   All employees will speak to and interact with all students/parents in a courteous, professional manner at all times. The student or parent will never be told that “that’s not my job.” If the employee does not know the answer to a question, or cannot handle the problem, they will contact the supervisor to settle the problem. The employee should always obtain the name and phone number of the student/parent/staff member so that the employee or his/her supervisor can contact the student/parent/staff member and let them know what will be done.

C. Quiet Hours
   In the residence halls, quiet hours are until 9 AM. Employees are not permitted in residential areas until after 9 AM unless working in an emergency capacity or with authorization from the resident. If entering a
residence area before 9 AM, notification is provided to the front desk worker. Work in apartments should not occur until after 8:00 AM unless responding to an emergency.

D. Notification
When working in a student room or apartment, a printed notification card is required to be left. This form lets the resident know that someone has been in their room, who it was, and why they were there.

E. Service Evaluations
Residents are encouraged to evaluate the service they receive. Notification cards provide space for evaluations.

III. SAFETY

A. Personal Protective Equipment:
Personal Protective Equipment (PPE) is provided to each employee during the regular routine of their job duties. PPE may include:

- gloves
- goggles/safety glasses
- masks
- back-belt
- ear plugs
- respirator
- face shield
- rubber gloves
- rubber boots

When required, personal protective equipment will be used while operating machinery, using chemicals, or engaging in hazardous activities. The supervisor will make the final decision as to whether personal protective equipment is required. Disciplinary action will be taken for failure to use personal protective equipment when required.

B. Manufacturer’s Safety Standard:
All saws, drills, mechanical equipment, and tools used in the shops or buildings are to be used in full compliance with the manufacturer’s safety standards.

C. Accident Prevention/Reporting:
Any accident/injury which occurs on the job must immediately be reported to the supervisor. The employee will be given the opportunity to receive medical assistance if desired. A written accident report will be filed by the supervisor. Failure to follow safety procedures that result in an accident will result in disciplinary action.

D. Hazardous Communication Plan:
The plan for Facilities is as follows:

- Training by Environmental Health and Safety Office
- Site-specific training with supervisor as often as needed

E. Material Safety Data Sheets (MSDS):
MSDS sheets are provided by the manufacturer (by law) for every chemical product used in the performance of job duties.

These sheets are filed alphabetically in large MSDS notebooks, prominently labeled, and located in all shops, and/or break areas. Each product is cross-referenced by common name, official name, and/or common uses. All employees will receive training demonstrating how to use this important safety tool.

F. Bloodborne Pathogens:
The Environmental Protection Agency has stated that “all body fluids are considered potentially infectious.” Employees whose job duties that may put them in contact with bloodborne pathogens will receive initial training and proper protective equipment.

G. Chemicals:
All chemicals used within the normal completion of job duties shall be used according to the manufacturer’s instructions and used with personal protective equipment. Failure to follow proper procedures will result in disciplinary action.
**H. Power Equipment:**
All power equipment used by any employee or maintained in any work area shall be used in accordance with the manufacturer’s instructions and personal protective equipment shall be used at all times as required. Report any problems with equipment to the supervisor.

**I. Fire Safety:**
At least one fire extinguisher is located in all hallways of each floor of the residence halls; the number of fire extinguishers is dependent on the length of the hallway. Fire safety drills are held periodically throughout the year by The University of Texas Fire Marshal’s office. Fire extinguishers are checked regularly.

**J. Flammable Materials:**
Flammable materials must be stored in an OSHA approved cabinet, under OSHA standards 1910 and 1926. The shop/area supervisor will instruct you on the proper container and storage location for any flammable materials you use.

**K. Building Inspections:**
Each building, including shop and break areas, is inspected periodically to ensure safety requirements are being met.

**L. Respiratory Protection Program:**
Only employees certified by EHS may wear respiratory equipment.

Your supervisor will determine whether respiratory protection is required or other means are available to make the job safe.

**M. Asbestos Awareness:**
Each new employee will go through an asbestos awareness training session. The goal is to help understand the OSHA rules and work practices for asbestos and to give you safety practices and guidelines to protect yourself. However, you have the responsibility to work with your supervisor by:
- Following your workplace safety procedures,
- Observing asbestos warnings in your area,
- Always heeding the labels on asbestos products or waste that warn against causing dust and breathing airborne fibers; and
- Remembering that good housekeeping practices are very effective in reducing your exposure to asbestos.

**N. Asbestos Containing Material (ACM) Abatement:**
**If ACM is suspected:**
- Report it to supervisor
- Supervisor will fill out form and turn it in to our safety office
- Safety office takes samples and then has it analyzed by lab
- Department takes corrective measures if needed
- No work is done until the area is cleared by safety coordinator.

**O. Lead Paint Awareness:**
The occupational health standard for lead in construction is designed to protect workers exposed to lead. Lead paint may be present in buildings constructed prior to 1978. Peeling or chipping paint should be reported to your supervisor.

**P. Eye-Wash Stations:**
OSHA requires that where the eyes and body of any person may be exposed to injurious materials, suitable facilities for quick drenching or flushing of eyes and body be provided within the work area for immediate and emergency use. Eye wash stations are located in several areas throughout Facilities.

**Q. Fluorescent Light Bulbs:**
Burned out fluorescent light bulbs contain mercury and are considered hazardous waste. They must be packaged in the new
bulb package and picked up by EHS and not
thrown into a dumpster.

R. Hazard Reporting/Safety Suggestion:
All employees are responsible for reporting safety hazards in their work areas. A hazard report/safety suggestion form is available for reporting areas of concern.

Employees fill out the form, suggest corrective action, and turn the form in to their supervisor. The supervisor will assist in finding a solution.

Each employee will receive written notification of any action taken.

S. Lockout/Tagout Program:
The department requires that, in general, before service or maintenance is performed on machines or equipment, the machines or equipment must be turned off and disconnected from the energy source, and an energy-isolating device must be used to either lock out or tag out the equipment. We also require employee training on the use of lockout/tagout devices. The safety requirements associated with this program is provided to all employees who are required to follow the program. Your supervisor will inform you if you will be using the program.