

# UNIVERSITY SERVICES

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## *EMPLOYEE HANDBOOK*



UNIVERSITY OF MINNESOTA

**Driven to Discover<sup>SM</sup>**

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# INTRODUCTION – SECTION 1

## INTRODUCTION

This employee handbook was prepared to help you become an informed, integral member of the University Services team. Please read it thoroughly and keep it for future reference. To the extent that any provision of this handbook conflicts with the Civil Service Rules, and/or the applicable collective bargaining agreement, the Civil Service Rules and/or collective bargaining agreement prevails.

More information about Civil Service Rules, collective bargaining agreements, and P&A policies can be found at:

<http://www1.umn.edu/ohr/policies/governing/civilrules/>

<http://www1.umn.edu/ohr/policies/index.html>

This handbook does not create a contract, either expressed or implied; it should not be considered all inclusive, but rather a set of guidelines; it may be changed by the organization unilaterally at any time.

If you cannot find the information you need or if you have questions about any material covered here, do not hesitate to speak with your supervisor or the University Services Human Resources Department at (612) 624-1536.

## ABOUT UNIVERSITY SERVICES

University Services creates and sustains a physical environment and service culture supporting and advancing the teaching, research and outreach mission of the University of Minnesota. We are the people behind the scenes that help make the University work each and every day ... shoveling the snow, serving food, patrolling streets, heating buildings, renovating facilities, monitoring lab safety and housing students. Many of our services support all five campuses.

### Purpose

To Make the University Work.

## **Vision**

We are driven to deliver exceptional services and places to make discoveries possible and experiences memorable.

## **Values**

- Stewardship
- Integrity
- Respect
- Innovation
- Safety

## **MISSION**

We serve the U community to create a safe, welcoming environment to advance learning, research, and outreach.

## **Goals**

- Provide mission advancing places
- Ensure a safe University
- Deliver an exceptional campus experience
- Engage and support employees

# **GENERAL EMPLOYMENT – SECTION 2**

## **COMMUNITY ACTIVITIES AND EVENTS**

The University encourages all of its employees to participate in community activities and events as a way to build team spirit, friendships, and community recognition. These activities and events must, however, take place on the employee's personal time and employees may not use work time to manage the activities and events.

Employees participating in activities and events sponsored by the University should act in a professional manner and avoid engaging in poor sportsmanship and unprofessional or disloyal behavior. The University is not liable for injuries that occur during voluntary participation in any University sponsored activities and events.

### **Seminars**

Employees may be allowed to attend seminars, conferences, training or workshops paid for by the department. Typically, the employee may request to attend an event, but management reserves the right to approve professional development requests based on training needed. If the employee chooses a full day event, time to attend will be considered equivalent to the employee's scheduled workday (not to exceed eight hours). If the event is four hours or less, the employee will be expected to return to work or take vacation time for the rest of their workday.

If the department requires an employee to attend an event outside of normal work hours, the department may reschedule the employee's work hours or pay overtime for the hours required.

### **Promotions**

You are encouraged to seek promotional opportunities at the University. New openings and promotional opportunities can be found by calling the U of M Job Center at (612) 624-8647 or by accessing the Employment web site at <http://www.umn.edu/ohr/employment>

### **Career and Personal Development**

The University encourages you to have a plan for self-development and career growth. Continuing to learn and grow on the job will increase satisfaction at work. You should discuss plans for building job skills and moving toward career objectives with your supervisor.

University Services Human Resources offers on-site training in various work-related topics, as does the University's Office of Human Resources (OHR). Watch for upcoming training opportunities, or access the information via the Internet at <https://www.uservices.umn.edu/hr/training>

## **CONFIDENTIALITY**

The University's internal business affairs should not be discussed with anyone outside the department except as may be required in the normal course of business. "Confidential information" is any internal business information such as development of systems, know-how, technology, internal reports, procedures, or other internal business-related communication, an employee learns or develops during the course of employment and is not generally known outside of their department within the University.

Information designated as "confidential" shall only be shared or discussed on a "need to know" basis. Misuse of information may result in disciplinary action, up to and including termination.

## **CONFLICTS OF INTEREST**

The University operates with integrity and under ethical business practices. Therefore, every employee has an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. Examples of a conflict of interest could include but are not limited to the following: hiring an employee who is a relative without prior approval from management, using University resources in furtherance of private or outside business activities, engaging in outside activity or having personal financial interests that might impair an employee's independence of judgment concerning University business, and accepting gifts, benefits, or unusual hospitality that may affect decisions regarding the employee's actions concerning University business.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in an unauthorized personal gain for that employee or for a relative as a result of University Services' business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

Business dealings with outside firms should not result in unusual gains for those firms or incentives for our employees. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit those firms, the employee, or both.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to Human Resources, as soon as possible, the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Employees should contact their immediate supervisor or University Services Human Resources for more information or questions about conflicts of interest.

More information about conflicts of interest can be found at:

<https://policy.umn.edu/operations/conflictinterest>

<https://policy.umn.edu/finance/purchasing>

## **DRIVING CHECKS AND MOTOR VEHICLE SAFETY**

Employees who have access to department vehicles in the course of carrying out their job duties are subject to additional pre-employment background checks that include driving and criminal records. As a University employee, it is imperative to maintain a clean driving and criminal history throughout employment. In the event an incident should occur, you must report it to a supervisor as soon as possible. The University reserves the right to periodically check your driving and criminal records over the course of your employment. Violations are subject to disciplinary action, up to and including termination.

Drivers must:

- Be employees of the University of Minnesota on official University business
- Be at least 19 years of age and possess a valid U.S. or Canadian driver's license
- Avoid any act of impropriety when using University identified vehicles or traveling on University business
- Obey all city, state, and federal regulations concerning the driving and operation of vehicles
- Use and require all occupants to use seat belts, air bags, and other safety equipment provided with the vehicle



- Comply with University Services' drug and alcohol policy
- Comply with idling policies
- Comply with the University Vehicle Loss Control Program

University vehicles may:

- Only be used for authorized University business purposes
- Only be driven by authorized drivers

Drivers University vehicles may NOT:

- Be used for visits, sightseeing, side trips, personal travel, or commuting between the work location and home

Smoking and tobacco use is strictly prohibited in University vehicles. Drivers must use the most direct route in time and/or mileage when traveling. If authorized to drive a personal vehicle for work, employees may submit expenses for reimbursement.

Traffic/parking violations are the responsibility of the employee and all fines should be paid promptly. Violation of traffic laws or other violations of this policy may result in disciplinary action, up to and including termination. Any employee involved in an accident while doing business as a University employee must notify their supervisor immediately for further investigation.

University vehicles not in use must remain on campus in assigned parking spaces. With prior approval, vehicles may be taken home overnight when authorized out-of-town meetings or early morning or late evening off-campus meetings are scheduled.

## **No Texting While Driving**

In accordance with Minnesota Statute § 169.475, University Services prohibits employees from operating a motor vehicle while using a wireless communications device (e.g., cell phone, PDA, pager, computer, smart phone, etc.) to compose, read, or send an electronic message when the vehicle is in motion or a part of traffic. An electronic message includes, but is not limited to, e-mail, a text message, an instant message, and accessing the internet. This prohibition applies at all times, including while driving for business purposes and while communicating for business purposes while driving for business or not. This prohibition also applies regardless of whether the motor vehicle is personal or University-provided, and whether the wireless communication device is personal or University-provided.

This policy does not apply if it is necessary to use a wireless communications device while operating a motor vehicle to obtain emergency assistance to (i) report a traffic accident, medical emergency, or serious traffic hazard or (ii) prevent a crime about to be committed, or if there is reasonable cause to believe that a person's life or safety is in immediate danger. In addition, this policy does not apply to wireless communication devices used in an authorized emergency vehicle while in the performance of official duties.

If an employee wishes to engage in conduct prohibited by this policy, the employee must pull out of traffic and stop the car in a safe location and/or use the wireless communications device solely in a voice-activated or other hands-free mode.

## **Cell Phone Calls While Driving**

Drivers are strongly encouraged to refrain from use of mobile devices while driving University owned or rented vehicles. Use includes receiving or placing business or personal calls or any other access to digital media. Employees are strongly encouraged to pull off the road to a safe location so that they may safely use a cell phone or other device. This includes personal vehicles being used on University business. A personal vehicle is considered used on University business whenever an employee is traveling between locations during their workday, regardless of whether or not the trip is reimbursed by the University.

## **DISCIPLINARY PROCEDURE**

It is our policy to handle discipline problems, including violations of work standards, fairly and consistently. Specifics of the disciplinary process are outlined in collective bargaining agreements and Civil Service Rules.

## **EMPLOYEE CONCERNS AND SUGGESTIONS**

The University is committed to maintaining opportunities for employees to voice their ideas, ask questions, and offer suggestions. Departmental meetings provide a forum for discussion and periodically, we may ask for your feedback in opinion surveys.

No employee will be disciplined for respectfully voicing their opinion with University Services when done in a reasonable, business-like manner, as long as the opinion does not violate other rules (e.g. using slanderous, discriminatory or derogatory language, making verbal threats, or sharing confidential or sensitive information inappropriately). Please keep in mind that not every problem can be resolved to everyone's total satisfaction. Only through understanding and discussion can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.

## **EMPLOYMENT REFERENCE CHECKS AND EMPLOYMENT VERIFICATIONS**

The University of Minnesota offers an automated employment and income verification service that allows employees to have employment and salary verified in minutes. This service is provided through a third-party product called The Work Number. This fast, secure service is used for mortgage applications, reference checks, loan applications, apartment lease applications, or any reason you may have to verify your University of Minnesota employment information.

To learn how to use The Work Number, visit <http://hrss.umn.edu/verification/index.html>

If you have any question about using or completing this verification service, please call the Human Resources Call Center at 612-624-8647.

## **EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION**

The University of Minnesota is committed to the policy that all persons shall have equal access to its programs, facilities, and employment without regard to race, color, creed, religion, national origin, sex, age, marital status, disability, public assistance status, veteran status, or sexual orientation.

The University will follow affirmative action procedures to promote equal opportunity in employment for women and members of underrepresented groups. In addition, all contractors with the University, including its suppliers of goods and services, will be required to be equal opportunity employers.

The University of Minnesota's Board of Regents and administration are committed to ensuring a sense of community that recognizes and appreciates the value and importance of a diverse workforce.

More information on the University's commitment to diversity and procedures for dealing with discrimination is available from the Office of Equal Opportunity and Affirmative Action (OEOAA). The OEOAA can be reached by phone at (612) 624-9547 or via the Internet at <http://www.eoaffact.umn.edu>

## **GRIEVANCE PROCEDURE**

If a problem in the workplace arises, the University encourages open communication between employees and their supervisors. The grievance procedure is an option if other problem resolution efforts are unsuccessful. The employee grievance procedure is outlined in the collective bargaining agreements and Civil Service Rules. Grievance forms must be filed within the time limits specified in the appropriate collective bargaining agreement or Civil Service Rules or the grievance may be waived.

## **IMMIGRATION LAW COMPLIANCE**

The University is committed to employing individuals who are authorized to work in the United States. In compliance with the Immigration Reform and Control Act of 1986, as a condition of employment, each new employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are re-hired must also complete the form if they have not completed an I-9 with University Services within the past three years, or if their previous I-9 is no longer retained or valid. All job offers and employment with the University are contingent upon verification of employment eligibility.

Employees with questions or seeking more information on immigration law issues should contact Human Resources. Employees may raise questions or complaints about immigration law compliance in good faith without fear of reprisal.

Additional Information can be found at: [immigration.umn.edu](http://immigration.umn.edu)

## **ORIENTATION AND TRAINING**

To help you become familiar with University Services, your assigned responsibilities, and the skills required for efficient job performance, University Services may periodically conduct orientation and training programs. In order to keep you informed and up to date on changes that may affect your position, additional continuing education and/or training programs may be encouraged and/or required.

## **OUTSIDE EMPLOYMENT**

Because our employees are one of our most valuable assets, University Services depends on you to devote your full attention and effort to your duties. Employees may hold outside employment as long as they are able to maintain a level of performance satisfactory to their supervisor. Employees will be subject to University Services' scheduling demands, regardless of existing outside work requirements. General guidelines include:

- Outside employment that constitutes a conflict of interest is prohibited
- Employees may not receive any income or material gain from individuals outside the organization for materials produced or services rendered from work performed during the normal function of their University responsibilities
- Illegal or unethical off-duty conduct by an employee that adversely affects the University's legitimate business interest or the employee's ability to perform his or her job will not be tolerated
- Employees may not perform functions for outside employers while being paid for those same hours by the University of Minnesota, nor may work for outside employers be performed on University premises or using University equipment or resources

Violation of this policy, including failure to disclose the outside employment, may result in disciplinary action, up to and including termination, (and the employee may be asked to resign the outside position).

## **PROBATIONARY PERIOD**

Your University employment may begin with a probationary period. The length of the probationary period depends upon your employment classification. This information is contained in the applicable collective bargaining agreement and the Civil Service Rules. The probationary period is considered part of the selection process. During this time, a supervisor will closely observe your work, help you understand your job responsibilities, and give you feedback on your performance.

## **RESIGNATION**

### **Voluntary**

Resignation is a voluntary act initiated by the employee to terminate employment with the University. The University requests at least two (2) weeks' written notice (prior to the last day) from all employees.

Employees, on or before their last day of work, must return all University property. Where permitted by applicable laws, the University may withhold from the employee's final paycheck the cost of any items that are not returned when required. The University may also take all action deemed appropriate to recover or protect its property.

Departing employees may be invited to complete an online exit survey. The survey is an opportunity to express opinions about your work experience at the University. Comments will help to make the University a better place to work. An in-person exit interview between the employee and a management representative may also be requested. Exit interviews allow employees to discuss their experiences in further depth.

Employees covered under our group health and/or dental plans are responsible for the employee portion of their last month's premium which will be deducted from their final paycheck. Please contact Employee Benefits with any benefit-related questions at (612) 624-8647.

If an employee is obligated to reimburse the University for any expenses, the University will provide the employee with an authorization form for their signature to deduct these expenses from their final paycheck unless other arrangements are made.

## **Involuntary**

An involuntary termination is initiated by the University. The University may terminate employment with or without notice, according to the applicable collective bargaining agreement, Civil Service Rules or University Policy. Unless otherwise requested, final pay will be issued at the end of the regularly scheduled payroll period.

## **WORK STANDARDS AND SATISFACTORY JOB PERFORMANCE**

We want to treat all University employees in a reasonable, fair, and consistent manner. We expect employees to work diligently and to the best of their ability at all times. Each employee is accountable for their performance and personal conduct in making sure the work environment is efficient, productive, and safe.

Customer satisfaction is extremely important in any job, especially in the service industry. Customers are important; they are the reason we are here. Your service is critical to meeting the customer's needs and expectations. If a problem with a customer occurs, contact your supervisor.

Accepting a job with the University means you accept the University-wide, as well as department-specific, work standards and policies. Violation of these standards and policies may result in disciplinary action, up to and including termination. Because we cannot anticipate every work situation that may arise, we reserve the right to add, modify or delete these standards and policies as needed.

You are expected to perform the responsibilities of your job in a professional, safe, and efficient manner, striving for quality customer service. Disciplinary action, up to and including termination, may result from negligent or less-than-satisfactory job performance under the following circumstances including but not limited to:

- Refusal to carry out a work assignment
- Violation of safety, security, or quality practices (You must promptly report unsafe conditions or person injury)
- Insubordination or refusal to follow your supervisor's instructions
- Consistently poor job performance
- Failure to communicate or work with fellow employees on job assignments
- Interference with the work of others

- Less-than-satisfactory performance or encouraging other employees to perform less than satisfactorily
- Job abandonment or sleeping on the job
- Use, possession, or distribution of alcohol or controlled substances during working hours, or in the University vehicles (Use of medications prescribed for you by a medical doctor are not prohibited unless they adversely affect performance of safety)
- Reporting to work and/or being found to be under the influence of alcohol or illegal, controlled, or other intoxicating substances during work hours
- Inappropriate use of University computers

## EMPLOYEE COMPENSATION AND BENEFITS – SECTION 3

### **BENEFITS**

The University offers a comprehensive benefits program for its employees. This program is designed to be flexible to meet an employee's lifestyle and security needs, and to be affordable for both the employee and the University. Included in this program are medical and dental coverage, life insurance, short and long-term disability insurance, a pre-tax reimbursement account for eligible health and dependent-care expenses, a pre-tax optional retirement savings plan, and a comprehensive retirement plan. Employees will receive details of the program during their first month of employment. For questions, contact Employee Benefits at (612) 624-8647 or [www.umn.edu/ohr/benefits](http://www.umn.edu/ohr/benefits)

### **HOLIDAYS**

Eligible employees are entitled to paid holidays. Check with your supervisor, University Services Human Resources department, the applicable collective bargaining agreement, or Civil Service Rules to learn if you are eligible for paid holidays.

### **OVERTIME**

Employees will be compensated for their hours worked in accordance with all legal requirements. Consult your supervisor to verify the workweek for your position.



Management must approve all overtime in advance. Mandatory overtime may be scheduled by the supervisor. Inappropriate use of overtime may result in disciplinary action, up to and including termination.

Overtime is defined as time worked in excess of 40 hours per work week. The employee may choose either pay or, if offered by the department, compensatory time off (both at time and a half) for their overtime. All overtime worked needs to be recorded and submitted to the department payroll office. If an employee chooses compensatory time off, hours will be maintained in the department timekeeping system and the University PeopleSoft System.

## **PAYROLL**

Pay is issued every other Wednesday on a ten day-delayed payroll cycle. If you begin work on the first day of a pay period, it will be 3½ weeks before you receive your first paycheck which covers the first two weeks worked. Biweekly payroll disperses twenty-six paychecks per year.

### **Direct Deposit**

You will be paid by direct deposit to your bank. With direct deposit, the net pay (after deductions) is automatically deposited into your checking or savings account on the normal payday. You can view and update your direct deposit information at:

[myu.umn.edu](http://myu.umn.edu)

### **Payroll Deductions**

By law, the University is required to take certain deductions from your paycheck for such things as federal and state income taxes and social security tax (FICA). The amounts deducted are determined by the amount you are paid and by the number of exemptions claimed on your W-4 statement. Mandatory deductions are also taken for employees participating in the Minnesota State Retirement Fund. Each January, you will receive a W-2 form showing your total University earnings for the year and the total amount of taxes withheld.

You may request that other deductions be taken from your paycheck, including:

- Community Fund contributions
- Deposits to reimbursement accounts
- Voluntary contributions to the Optional Retirement Plan

- Payments for other approved University deductions

Review your paycheck stubs to ensure that the deductions for each pay period are correct.

### **Time Cards**

It is extremely important to be timely and accurate on time cards. Failure to follow the University's policies will result in disciplinary action, up to and including termination.

For areas that require uniforms, you are required to be in uniform when you swipe in, and you are to swipe out after finishing your work. You are not allowed to swipe in or out for other employees nor have other employees swipe in or out for you.

If you make a mistake on your time card, you must fill out the exception log. Reasons to use the exception log include:

- Forgetting to swipe in or out
- Working over a designated lunch period
- The time clock is not working

### **WORKERS' COMPENSATION/ACCIDENTS**

Employees must report all injuries immediately, regardless of the severity, to a supervisor. In the event that an employee suffers an injury that causes loss of time from work or requires medical treatment beyond first aid, the supervisor must complete a First Report of Injury form. The supervisor may require the injured employee to see a doctor. If the injury is potentially life-threatening, **call 911**.

If the employee seeks medical treatment for a work-related injury during non-work hours, they must notify the supervisor at the start of the next scheduled workday. Failure to do so may result in the dismissal of the claim. For questions or concerns about these matters, employees should talk to their supervisor or contact a Claims Administrator at (612) 624-6019 or visit <https://policy.umn.edu/hr/workerscomp>

## EMPLOYEE LEAVES – SECTION 4

### **FAMILY MEDICAL LEAVE ACT (FMLA)**

FMLA is intended to allow employees to balance their work and family life by taking reasonable leave for a serious health condition, for the birth or adoption of a child, and for the care of a family member with a serious health condition.

Employees are eligible if they have worked at the University for at least 12 months and have at least 1,250 hours of paid time in the 12 months preceding the commencement of the leave. The University Fiscal Year is July 1<sup>st</sup> -June 30<sup>th</sup>. Eligible staff may use up to a total of 12 weeks of leave in any fiscal year with proper medical documentation for the following types of absences:

- An employee's own serious health condition
- The serious health condition of an employee's immediate family member
- Caring for a newborn or newly-placed adopted child or foster child
- Qualifying exigency arising out of an employee's immediate family member who is a covered service member on covered active duty

Please go to <http://policy.umn.edu/Policies/hr/Leaves/FMLA.html> for further information. If you have questions regarding your rights or responsibilities under FMLA, contact your supervisor or University Services Human Resources.

### **ADDITIONAL LEAVES**

#### **Minnesota Parenting Leave Policy (Minnesota Law)**

This policy provides parenting leave to eligible employees in conjunction with the birth or adoption of a child according to the Minnesota Parenting Leave Act. For more information, visit <http://www1.umn.edu/ohr/benefits/leaves/parental/index.html> or refer to your collective bargaining agreement.

#### **Military, Court Appearance, and Civic Duty Leaves**

##### Military Leave

A military leave of absence will be granted when the employee is absent from work because of service in the U.S. uniformed services. Employees must provide notice of military service to their supervisor as soon as reasonably possible.

Employees may also be eligible for unpaid time away from work if an immediate family member has been injured or killed while engaged in active service, or to attend (i) departure or return ceremonies; (ii) family training or readiness events; and/or (iii) official reintegration programs.

### Jury and Witness Duty

Some employees are granted paid leave when serving on a jury. Refer to applicable agreements for specific information. When the jury is recessed, the employee is expected to be working during any normal work time.

If an employee is served with a subpoena to testify in court, The University will allow the employee unpaid time off. If an employee is summoned to be a witness for the University, the employee will receive time off with pay.

Employees must provide notice of court appearance to their supervisor as soon as they receive it in order to prevent undue disruption of business. An employee must report to work during their regular work shift whenever the court schedule permits.

### Voting

Employees who are eligible to vote in an election have the right to be absent from work with pay for the purpose of voting. Please advise your supervisor at least 24 hours in advance if you will need reasonable time off to vote.

For more information about these leaves, visit:

<http://policy.umn.edu/Policies/hr/Leaves/MILCOURTCIVICLEAVE.html>

### **Vacation**

Specific information about vacation time is available from your supervisor, University Services Human Resources, the Civil Service Rules, and the appropriate collective bargaining agreements. You must get your supervisor's approval before using vacation time. Vacation pay is figured at the regular straight-time rate.

## **Other Reasons**

### School Conference and Activities Leave (Minnesota Law)

In accordance with Minnesota law, employees who work at least 20 hours per week will be granted up to 16 hours of unpaid time off each school year to attend school conferences or classroom activities related to their children if the activity or conference cannot be scheduled during non-work hours. When the need for the leave is foreseeable, the employee must provide reasonable prior notice and try to schedule the leave so as not to disrupt the operations of the employer. An employee may use vacation time to be paid for these events.

For more information about these leaves, visit

<http://policy.umn.edu/Policies/hr/Leaves/personalleaves.html>

You may also ask for a longer, unpaid parenting leave, or other unpaid leaves for sickness or disability, military service during a war or emergency, or other personal reasons. Unpaid leaves of absence may be granted at your supervisor's discretion. Your department head also has the discretion to grant you a paid leave for other purposes, as provided in the collective bargaining agreements and Civil Service Rules.

For all types of leaves, you must get approval in writing before the leave begins. Give your supervisor as much prior notice as possible so that he or she may make arrangements to cover your responsibilities during your absence.

## **ATTENDANCE POLICY**

### **SICK LEAVE**

Eligible employees shall accrue and may use sick leave in accordance with the terms of the appropriate collective bargaining agreement or the Civil Service Rules.

#### **1. Monitoring Use of Sick Leave**

Supervisors shall monitor the amount of sick leave used by employees and review sick leave usage for individual employees when use reaches three (3) occurrences in any six-month period. An occurrence is defined as an absence of any portion of a scheduled work day, or any block of consecutive days, without notification and authorization from the supervisor prior to the time the absence commences. During an occurrence, the employee requests and uses sick or vacation leave for reasons normally covered by sick leave.

Calling in sick just prior to the start of the shift is an example of an occurrence.

## **2. Sick Leave Usage Not Counted as Occurrences**

The following types of sick leave are not counted as occurrences (proper documentation may be required):

- Use of pre-approved sick leave, with at least 24-hour advance notice, to attend scheduled medical appointments with documentation from a health care provider stating the date and time they were scheduled to be seen. Employees are encouraged to schedule their appointments outside normal business hours. When this is not possible, employees are encouraged to schedule their appointments at the beginning or end of their work shift or during their lunch period
- Use of sick leave to attend a funeral, as defined by the collective bargaining agreement or Civil Service Rules
- Use of sick leave for injuries occurring while on duty and covered by workers compensation, or for injuries occurring while on duty that result in three or less lost work days
- Use of sick leave for hospitalization, an FMLA leave, chronic or serious medical conditions or other situations deemed exceptional by the supervisor and reviewed by University Services Human Resources, which will be handled on a case-by-case basis

### **Documentation of Reasonable Use**

Supervisors may, at any time, require a medical statement signed by a health care provider if there is a reasonable cause to believe that sick leave is being used inappropriately.

Examples of inappropriate sick leave include, but are not limited to:

- Sick leave used for any purpose other than that defined in the collective bargaining agreements, Civil Service Rules, or Professional/Administrative policies
- Repeated patterns of sick leave usage, such as sick leave usage adjacent to weekends, holidays or scheduled vacations, and during inclement weather

An employee who is absent for three or more consecutive work days for any reason may be required to be seen by a health care provider and/or provide a medical statement. It must be signed by the health care provider and provide evidence of their inability to work for the period of time absent.

If a medical statement is required, it must:

- Specify the date the health care provider was contacted
- Specify the dates the employee was unable to perform their job
- Specify whether the employee was seen by the health care provider
- Be submitted within the first week the employee returns

If the above conditions requiring a medical statement are not met, employees will not be paid for their absence and may not be allowed to continue to work until they provide the signed medical statement.

### **Responding to Sick Leave Usage Problems**

If the supervisor determines that a problem exists, they shall coach the employee on their use of sick leave. The supervisor, along with management and University Services Human Resources, may implement one or all of (but not limited to) the following additional measures to respond to sick leave usage problems:

- Refer the employee to Disability Services or the Employee Assistance Program
- Require the employee to provide documentation for subsequent requests to use sick leave over a specified period of time
- Consult with University Services Human Resources about possible alternative arrangements for the employee (e.g., part-time work schedules, disability, leaves of absence)
- Investigate the situation, which may lead to disciplinary action

If methods to remedy sick leave usage problems are not successful, consideration shall be given to the effect that the sick leave use has on the employee's performance and on University Services' performance and operations. Inappropriate use of sick leave may result in disciplinary action, up to and including termination.

# EMPLOYEE CONDUCT AND ADMINISTRATION – SECTION 5

## **ATTENDANCE**

Regular and punctual attendance is essential. Failure to report to work on time at the beginning of the scheduled workday and/or after a scheduled break is tardiness. Tardiness of more than half of a scheduled work shift will be considered unauthorized leave without pay. Both tardiness and the use of unauthorized leave without pay are violations of University Services policies and may result in disciplinary action, up to and including termination.

Employees who absent themselves for three (3) consecutive workdays without authorization or notice shall be considered to have voluntarily resigned.

## **BADGES OR NAMETAG IDENTIFICATION**

If your department requires you to wear an ID badge or nametag, you must visibly display it whenever on official university business and/or when on campus serving customers. No pins, stickers, or markings are allowed on your ID badge. If your ID badge is lost or stolen, you are required to report this to your supervisor for replacement immediately. Upon termination of employment, you must turn in your badge to your immediate supervisor. Failure to comply with the ID Badge policy may lead to discipline, up to and including termination.

## **U Card**

The U Card identifies you as an employee on the Twin Cities campus and is used by some departments as the official timekeeping card. The U Card never expires and you can retain it after you leave the University. If you ever return as a student, staff, or faculty member, your card will remain valid.

U Cards are issued at the main U Card Office located in G22 Coffman Memorial Union. A government-issued photo ID must be presented. Digital photos are taken as part of the card issuance process. Your first U Card is free; lost, stolen, or damaged cards may be replaced for a fee. For more information, visit <https://ucard.umn.edu/umtc/home>



## **DRUGS AND ALCOHOL**

Drug and alcohol abuse affects the health, safety, and well-being of all employees and students and restricts the University's ability to carry out its mission. The University of Minnesota prohibits the unlawful possession, use, or distribution of alcohol and illicit drugs by students and employees on all campuses and at all facilities or as part of the University's activities. The University also prohibits the unlawful manufacture, distribution, dispensation, possession, or use of controlled substances in the workplace.

It is against the University's policies and University Services' work rules to report to work and/or engage in work under the influence of alcohol and/or any other mood-altering chemical.

Employees who violate the policy are subject to discipline, up to and including termination. For more information, view the University drug and alcohol policy at: <http://www.policy.umn.edu/Policies/Operations/Safety/DRUGFREE.html#400>

## **EMERGENCY CLOSINGS**

If the University is closed due to a serious weather condition or some other emergency, employees will be notified as quickly as practical through internal and external communications systems, including, as appropriate, the University's e-mail, TXT-U, voice alert system, and the University's home page (www.umn.edu), as well as external media resources (television, radio), once a decision is made to execute a closure.

Supervisors in each department designate in writing "critical employees." Critical employees are required to report to work during an official University closing to deal with emergency conditions. Non-critical employees (those not required to report to work) are compensated for any regular work hours they miss during an emergency closing.

More information about emergency closings can be found at: <https://policy.umn.edu/operations/emergencyclosing>

## **EMPLOYEE ASSISTANCE PROGRAM (EAP)**

The University's Employee Assistance Program is a free and confidential counseling, assessment and referral service for you, your immediate family, and significant others. The program offers help for a wide range of concerns, including alcoholism, drug dependency, marital difficulties, stress, depression, and issues with coworkers, as well as legal and financial problems.

Experienced counselors are available to help you determine the nature of the problem and develop a plan for resolving it. If the problem is a crisis, counselors will help as quickly as possible. The counseling staff will refer you to community resources when appropriate.

Participation in the EAP is completely voluntary and confidential. Program staff will not release any information without permission. Offices are located on campus for your convenience. No information will be placed in your personnel file, nor will your supervisor or any other University employee be informed of your participation unless you choose to disclose that information yourself.

For further information or to make an appointment, contact the EAP at (612) 625-2820 or visit the website at <http://www.umn.edu/ohr/wellness/eap/>

## **EMPLOYEE CONDUCT**

The University fosters a flexible and adaptable work environment. The University's goal is for its employees to balance work and family needs. University Services expects its employees to keep a safe working environment and to be courteous and respectful to everyone.

The University will comply with all applicable laws and regulations, and expects all employees to conduct business in accordance with all relevant laws and refrain from any illegal, dishonest, or unethical conduct.

If a situation arises where it is difficult to determine the proper course of action, employees should discuss the matter openly with their immediate supervisor and, if necessary, University Services Human Resources, for advice and consultation. Employees can engage in discussions in good faith without fear of reprisal.

Regular attendance and satisfactory job performance are critical to the work environment, but they must be matched by appropriate personal conduct. The following is a non- exhaustive list of examples of inappropriate conduct that may result in disciplinary action, up to and including termination. University Services may discipline an employee for conduct other than that listed below. The examples below do not replace sound judgment and common sense.

- Insubordination, including failure or refusal to obey the lawful instructions of any manager or member of management; refusal to do an assigned job
- Taking unauthorized breaks; sleeping or malingering on the job
- Unexcused absenteeism or tardiness; failing to notify the appropriate manager in advance when unable to report to work; failing to obtain permission to leave work for any reason during normal working hours; failing to observe work schedules
- Working overtime without advance authorization or refusing to work assigned overtime
- Failure to maintain confidentiality
- Possessing, distributing, selling, transferring, or using alcohol or illegal drugs while working or on University premises
- Possession, distribution, viewing, or posting of pornographic or offensive material while working or on University property
- Possession of weapons, ammunition, and/or explosives while working or on University property
- Distribution or posting of pamphlets, cards, handbills, or other material during working time or in work areas (other than on employee bulletin boards)
- Unauthorized collection or solicitation during working time
- Failing to cooperate in an investigation
- Failing to follow dress code expectations; failing to maintain personal hygiene

- Dishonesty, including deception, fraud, lying, theft, or cheating; falsification of any University record or report, including filling out another person's time card
- Using threatening, profane, or abusive language or conduct toward another employee, a client, or other person while working or on University property
- Harassment of any nature, including sexual, racial, ethnic, or religious while working or on University property
- Gambling
- Willful damage or abuse of University or another person's property
- Unauthorized removal from University premises of any material, equipment, or other property belonging to the University, a client, or another employee
- Unauthorized use of another employee's or customer's computer equipment, property, or access card
- Violation of safety, health, or smoking rules
- Accessing secured areas outside of work hours or for reasons unconnected with job duties

University Services will respond to employee conduct issues on a case-by-case basis. If an employee fails to meet University Services' conduct expectations, University Services will take appropriate corrective action, up to and including termination.

## **ENTRY OF RESTRICTED SPACES**

Upon entering restricted spaces such as public or private restrooms, private offices, or conference rooms, employees must knock on the door, announce themselves, and wait for acknowledgement and/or permission to enter. Specifically, when entering restrooms and locker rooms, it is imperative to make sure that the space is unoccupied prior to entering.

## **PERFORMANCE REVIEWS**

Management will provide periodic feedback on work performance. Informal evaluations of performance may occur anytime in an employee's day-to-day contact with their supervisor. Employees may also receive a formal appraisal using the online performance-based appraisal system. Formal evaluations are conducted to provide both managers and employees the opportunity to discuss job tasks, identify and correct developmental needs, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. The supervisor will evaluate the employee's job performance based on expectations developed by both the supervisor and the employee. Employees should contact their supervisor for more information about performance reviews.

## **PERSONAL APPEARANCE/UNIFORMS**

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the image the University presents to clients and visitors. You are expected to maintain a neat, well-groomed appearance at all times. Employees should dress and groom themselves according to the requirements of the position and accepted social standards. Management reserves the right to indicate acceptability of clothing to staff.

Reasonable accommodation may be made for a person with a disability when necessary. Unacceptable personal appearance may be subject to corrective action, up to and including termination.

### **Uniform Policy**

In order to better meet the needs of our customers, a uniform policy for many University Services departments has been adopted. Employees are required to maintain their uniforms in a presentable condition.

No garment may be worn over the uniform during work time unless such garments are required for the employee to properly perform their job. Employees that are required to wear uniforms and do not follow this policy will be subject to discipline, up to and including termination.

Departments may maintain additional uniform guidelines. Contact your supervisor for additional information on your departmental guidelines.

## **PERSONAL MAIL**

University interoffice mail services should not be used by employees for personal mail or solicitation of funds. You should not receive mail or packages at work that are unrelated to your job duties for the University.

## **PERSONNEL FILES**

It is important to keep employment information up to date. You must promptly notify the University of any change to your; home address, telephone number, marital status, number of dependents, and other relevant personal data. If the information in your file is not correct, problems may arise concerning your taxes, benefits, and other important matters. Some insurance carriers will accept changes on covered dependents within 30 days of a change of status, for example marriage or birth of a child. It is important that your current address be on file to ensure prompt delivery of your W-2 form.

Upon written request by an employee, University Services will provide the employee with an opportunity to review their personnel record, provided the employee has not reviewed it during the previous six months. Upon separation from employment, an employee may review their personnel record once each year after separation for as long as the personnel record is maintained.

University Services will comply with an employee's written request to review their personnel record within seven working days after receipt of the request if the personnel record is located in Minnesota or within 14 working days after receipt of the request if the personnel record is located outside of Minnesota. Such requests should be directed to University Services Human Resources.

With respect to current employees, the personnel record or an accurate copy will be made available for review by the employee during the University's normal hours of operation at the employee's place of employment or other reasonably nearby location. The personnel record need not be made available during the employee's working hours. The University may require that the review be in the presence of a University representative. If requested in writing after review, University Services will provide a copy of the personnel record to the employee free of charge. University Services may, at its discretion, provide the employee a copy of their record free of charge in lieu of on-site review.

With respect to employees who are separated from employment, upon the former employee's written request, the University will provide a copy of the personnel record to the employee free of charge.

If an employee disputes specific information contained in the personnel record, University Services and the employee may agree to remove or revise the disputed information or, if an agreement is not reached, the employee may submit a written statement specifically identifying the disputed information and explaining the employee's position. The employee's position statement may not exceed five written pages. We will include the employee's position statement along with the disputed information for as long as that information is maintained in the employee's personnel record, and provide a copy of the position statement to any other person who receives a copy of the disputed information from the employer after the position statement is submitted.

## **PHONE USE**

The University's telephone lines are intended for business use; however, it is recognized that it may occasionally be necessary to use the phone for personal reasons. Personal phone calls should be kept to a minimum. An employee may face corrective action, up to and including termination, if use becomes excessive or is inappropriate. Personal calls may be made during rest periods and meal breaks. Employees may only receive incoming personal calls during work time in emergencies.

Avoid using directory assistance (411) to find phone numbers, as there is a cost associated with both local and national directory assistance. Instead, employees should use free Internet directories.

When there is reasonable suspicion to do so, the University phone systems may be monitored and/or recorded at the directive of University management.

While at work, employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of University phones. Please notify friends and family members of this policy. The University is not liable for the loss of personal cellular phones brought into the workplace.

Where job needs demand immediate access to an employee, University Services reserves the right to issue a University cellular phone to an employee for work related communications. University cellular phones are primarily for business use and non-work related communications should be kept to a minimum. Employees in possession of University equipment such as cellular phones are expected to protect the equipment from loss, damage, or theft. Upon resignation or termination, or at any time upon request, you may be asked to produce the phone for return or inspection. Employees unable to present the phone in good working condition within the time period requested will be expected to bear the cost of replacement.

Employees who separate from employment with outstanding debts for equipment loss or unauthorized charges will be considered to have left employment on unsatisfactory terms and may be subject to legal action for recovery of the loss.

More information about phone use can be found at:

<https://policy.umn.edu/finance/cellulardevice>

## **REGENT'S SCHOLARSHIP**

Employees who work at least 75% time may, with their supervisor's approval, register for University courses at a reduced tuition. Use of the Regent Scholarships should be during non-working hours, although flexible scheduling may be possible in some departments.

If your supervisor requests that you take a class to further your job skills, you may not have to make up the missed work time. Application forms and further information are available by calling Employee Benefits at (612) 624-8647 or Human Resources at (612) 624-1536, or the Employee Benefits website at <http://www.umn.edu/ohr/benefits/>

## **SECURITY GUIDELINES**

Depending on your specific job assignment, you may be given responsibility to oversee the security of cash and other University assets. All employees are expected to do all they can to ensure the security of the workplace. Neglecting to protect money, products, financial information, or the facilities from theft or vandalism is a serious issue and can result in disciplinary action, up to and including termination. Examples of negligent behaviors include:

- Forgetting to lock a safe, door, or cash drawer when leaving the area
- Not questioning the presence of strangers in a work area



- Leaving a normally-closed door to a facility propped open
- Setting down a bag of change while doing something else
- Conversing or bragging about how much money you handled that day
- Leaving food deliveries in public areas for longer than necessary
- Facilitating tailgating (letting someone in behind you in a locked facility)
- Failing to secure keys that have been issued in accordance with your position

Employees should not place themselves in a potentially dangerous situation, such as confronting strangers; however, if you see someone stealing or not authorized to be in a specific area, you must take appropriate action, such as notifying the manager on duty or calling the police.

If you are the last person to leave for the day, please be sure to complete the following tasks: ensure perimeter doors are secure and verify that all equipment is shut off or secured. This will ensure the security and safety of the facility.

If you are responsible for handling cash, please refer to department policies regarding safe cash handling procedures.

## **SOLICITATION AND DISTRIBUTION**

The solicitation of employees or clients for any purpose, other than the University Community Fund Drive, is prohibited during working time. The distribution of non-University materials is prohibited during working time and in working areas, and must comply with the University's policy on *Distribution of Information through Publications, Banners, or Chalking*.

More information about solicitation and distribution can be found at:  
<http://policy.umn.edu/Policies/Operations/Facilities/PUBLICATIONSBANNERS.html>

The use of University property, including but not limited to electronic mail and voicemail, for either solicitation or distribution is prohibited. As an exception, occasional "fund raisers" for charitable events such as Scouts, sporting events, and walk-a-thons are permitted with supervisor approval and voluntary participation by other employees, unless it proves to be disruptive to the workplace.

For the purposes of this policy, “working time” includes all time for which an employee is paid and/or scheduled to be performing tasks or work duties for University Services. “Working time” excludes scheduled work breaks, meal periods, and the time before and after work.

## **RECORDING POLICY**

Recording conversations with a tape recorder or any other recording device is prohibited. The purpose of this policy is to eliminate a chilling effect on the expression of views that may exist when one person is concerned that their conversation with another is being secretly recorded. This concern can inhibit spontaneous and honest dialogue, especially when sensitive or confidential matters are being discussed. Violation of this policy may result in disciplinary action, up to and including termination.

## **TOBACCO USE**

The University of Minnesota, Crookston, Duluth, Rochester, and Twin Cities are smoke- and tobacco-free campuses. All students, staff, faculty, and visitors are prohibited from smoking and using, selling, free distributing, and advertising tobacco products and electronic cigarettes in all facilities and on all University property. The success of this policy will depend upon the thoughtfulness, consideration, and cooperation of everyone on campus, including tobacco-users and non-users. All members of the University community are responsible for enforcing this policy. All employees are required to abide by this policy or be subject to disciplinary action, up to and including termination.

This policy is in effect 24-hours a day, 7-days a week. For more information, visit <https://policy.umn.edu/operations/smoketobacco>

## **HARASSMENT AND DISCRIMINATION**

University Services actively acknowledges and values equity and diversity, and seeks to establish a workplace that is free from racism, sexism, ageism, homophobia, and other forms of prejudice, intolerance, or harassment.

### **Unlawful Discrimination, Harassment, or Treatment**

In addition, harassment or discrimination based on protected class status is against the law. The University of Minnesota prohibits this type of unlawful discriminatory harassment or treatment. This includes words or actions that are offensive to another based on race, color, creed, religion, national origin, sex, gender, pregnancy, marital status, disability, sexual orientation, age, status with regard to public assistance, activity in a local human rights commission, military or veteran status, or other applicable protected classes under federal, state, or local law.

All employees are expected to treat their co-workers, supervisors, and clients with respect at all times and to report immediately any suspected sexual harassment or other suspected unlawful harassment, discrimination, or retaliation. If inappropriate behavior is found, appropriate disciplinary action will be taken, up to and including termination.

The University of Minnesota also prohibits retaliation against any individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination. Any such harassment will be subject to disciplinary action under University policy.

### **Sexual Harassment, Sexual Assault, Stalking and Relationship Violence**

The University of Minnesota is committed to taking prompt and effective steps intended to end sexual harassment, sexual assault, stalking, relationship violence, and related retaliation, prevent their recurrence and, as appropriate, remedy their effects. The comprehensive policy may be viewed at:

<https://policy.umn.edu/hr/sexharassassault>

This policy outlines the University's definitions and procedures related to these types of misconduct. This policy applies to University members, who include:

- University students
- University employees

- Third parties who are engaged in any University activity or program, or who are otherwise interacting with the University, including, but not limited to, volunteers, contractors, vendors, visitors, and guests.

This policy applies to acts of sexual harassment, sexual assault, stalking, relationship violence, and related retaliation committed by or against students, employees, and third parties when:

- The conduct occurs on University property;
- The conduct occurs in the context of a University employment or education program or activity, including, but not limited to, University-sponsored academic, athletic, extracurricular, study abroad, research, on-line or internship programs or activities;
- The conduct occurs off University property and outside the context of a University employment or education program or activity, but has a continuing adverse effect on or creates a hostile environment for students, employees, or third parties while on University property or in any University employment or education program or activity; or
- The conduct indicates that the respondent may present a danger or threat to the health or safety of University members.

### **Prohibition**

All University members are prohibited from engaging in, or assisting or abetting another's engagement in, sexual assault, sexual harassment, relationship violence, stalking, and related retaliation (collectively "prohibited conduct").

### **Consequences**

The University reserves the right to determine whether particular conduct violates any part of the policy or is otherwise inappropriate. All employees are expected to treat their co-workers, supervisors, and clients with respect at all times and to report immediately any suspected sexual harassment or other suspected unlawful harassment, discrimination, or retaliation. If an investigation of an alleged violation of this policy produces evidence of inappropriate behavior, appropriate disciplinary action will be taken, up to and including termination.

## **Reporting and Other Obligations Related to Prohibited Conduct**

In order to foster an environment free of prohibited conduct, all University members are encouraged to take reasonable prudent actions to prevent, stop, and report all acts of prohibited conduct. In addition, University members have the following reporting and other obligations related to possible prohibited conduct.

### **Reporting of Prohibited Conduct Directed at Students**

University employees must promptly contact the campus Title IX office when in the course of performing their employment duties they learn about any form of prohibited conduct directed at students that may have:

- Occurred on University property;
- Occurred during a University employment or education program or activity;
- Been directed at a current student at the time they were a student; or
- Been committed by a current University member at the time they were a University member.

### **Reporting of Prohibited Conduct Directed at Employees or Third Parties**

University employees must promptly contact the campus Title IX office when in the course of performing their employment duties they learn about any sexual assault, stalking, or relationship violence directed at University employees or third parties that may have:

- Occurred on University property;
- Occurred during a University employment or education program or activity;
- Been directed at a current University employee at the time they were a University employee;
- Been directed at a third party at the time they were engaged in any University activity or program, or were otherwise interacting with the University, including, but not limited to, as volunteers, contractors, vendors, visitors, or guests.
- Been committed by a current University member at the time they were a University member.

Supervisors and human resources representatives must report sexual harassment directed at University employees or third parties to the campus Title IX office. Other University employees are encouraged to report sexual harassment directed at University employees or third parties to the campus Title IX office, or their supervisor or human resources representative. However, this reporting is not required.

### **Cooperation**

All employees are expected to cooperate fully with any investigation of inappropriate conduct. Failure to cooperate may result in disciplinary action, up to and including termination.

### **Retaliation Prohibited**

The University of Minnesota prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action under University policy.

If you feel you have been subjected to unlawful retaliation, please follow the reporting procedure outlined above. If you have questions regarding this policy, you should contact Human Resources.

More information about the University's Sexual Harassment policy and relative resources can be found at:

<https://policy.umn.edu/hr/sexharassassault>

<https://campus-climate.umn.edu/>

## **USE OF UNIVERSITY EQUIPMENT**

Information systems may only be used by authorized individuals to accomplish tasks related to their jobs. "Information systems" include computing and electronic devices and services such as routers, personal computers and laptops, e-mail, networks, telephones (including cellular), voice mail, printers, and fax machines. Use of information and systems for personal gain, personal business, personal entertainment, or to commit fraud is prohibited. Unauthorized use of a code, access to computer or electronic files, retrieving any stored communication, or downloading any online documents or software without authorization may result in corrective action, up to and including termination.

### **Monitoring**

All employees, by using University computer and telecommunications systems, consent to the monitoring of those systems. The IT Department will audit University owned computer equipment to verify that all software is in compliance with this policy. Internet access logs, e-mail messages, voice mail messages, computer storage, or telephones may also be monitored to verify compliance with University policies when there is reasonable suspicion to do so and under the directive of management.

The University reserves the right to inspect and monitor any incoming or outgoing correspondence received or sent via campus mail by a University employee of; received or sent using University equipment; or received or sent via a messenger service that is paid for or used in connection with an employee's University employment.

If, during such monitoring, University Services discovers that an employee has violated the policies and procedures of the University, the employee may be subject to disciplinary action, up to and including termination.

### **Internet Social Media**

Employees who choose to create or participate in an Internet social network for personal use, blog, or other form of online publishing or discussion (referred to in this policy collectively as "Internet social networking") must adhere to the following guidelines relative to any communications related to the University, its employees, or clients:

- Know and follow the University's employment policies. For example, employees must not engage in any communication that violates the University's policy prohibiting sexual and other unlawful harassment, the University's conduct rules, or the University's policy regarding confidential information.

- Employees are prohibited from using, disclosing, or posting any confidential business information related to the University or its employees, clients, or vendors.
- Identify yourself when relevant and, if you publish something about the University, the work you do, or any subjects associated with the University, use a disclaimer that the views expressed are exclusively your own, such as: “The views I express on this site are my own and do not represent those of the University of Minnesota.”
- Do not use the University’s name or logo if doing so could subject the University to adverse publicity or associate the University with disreputable conduct.
- Respect all copyright, fair use, and financial disclosure laws.
- Remember that what you write is public and will be for a long time.
- Disclose any conflicts of interest.
- Issue corrections where needed.
- The University reserves the right to take all actions necessary against employees that post materials or messages it deems potentially harmful to the University or that otherwise violates the University’s policies or procedures.

Questions regarding this Internet social networking policy should be directed to University Services Human Resources. The University reserves the right to determine whether particular conduct violates any part of this policy or is otherwise inappropriate.

More information about the use of University equipment can be found at:

<https://policy.umn.edu/it/itresources>

Violations may result in discipline, up to and including termination.



## Information Security

Loss or unauthorized disclosure of private data can harm individuals and the University, and may violate laws such as Family Educational Rights and Privacy Act (FERPA) or Health Insurance Portability and Accountability Act (HIPAA). Employees are expected to follow the University Information Security policy (<https://policy.umn.edu/it/securedata>) mandating the protection of the data that you access or use. Tools to help protect you and University data include Information Security training and strong passwords. Tips to help protect University data include:

- Never leave your devices (Computer/Phone/Tablet) unattended. If you need to leave your computer, phone, or tablet for any length of time no matter how short, lock it up so no one can use it while you're gone.
- Be conscientious of what you plug in to your computer. Malware can be spread through infected flash drives, external hard drives or smartphones.
- If someone calls or emails you asking for sensitive information, it's okay to say no. You can always call the company directly to verify credentials before giving out any information.
- Never click links in emails or texts that seem to come from your bank, the IRS, or any other institution (especially if you don't know the sender). If you think the message might be valid, log into your account directly, without using the supplied link.
- Create complex passwords and change them often, and never reuse a password on another site or account. Enable two-factor authentication (Duo) where possible.
- When creating or changing a password don't use dictionary words, your pets name, your college or any other words that have an obvious correlation to you as a person.
- Digital data is not the only thing that needs to be protected. Paper documents also need to be protected. Shred confidential documents before you dispose of them.

- Beware of Free Software or Wi-Fi. Don't Share Sensitive Data When Using Public WiFi.
- Don't leave wireless or Bluetooth turned on when not in use. Only do so when planning in a safe environment.
- Don't post any private or sensitive information, such as credit card numbers, passwords or other private information on social media sites or send them through E-mail.

More information about data security and password protection topics can be found at:

<https://it.umn.edu/information-security-topics>

## **WORK SCHEDULES**

While some departments allow and respect a flexible work schedule, it is the responsibility of University Services employees to seek prior approval for their work schedule and any changes from their supervisor. Unusual schedule variations should be communicated in advance whenever possible. University Services reserves the right to amend, change, and/or cancel any work schedules.

In most cases, employees will have two paid 15 minute paid break periods and one 30 minute, unpaid lunch period each full workday. Breaks may be scheduled by the supervisor in order to make sure everyone gets a break. Break time is not cumulative from one day to the next and cannot be used to make up for time absent without pay. An employee may not use her or his breaks or lunch in order to arrive late or leave early. Maintain clear communication with your supervisor regarding break times. Your supervisor will show you the appropriate areas to take your breaks. Please keep the break areas clean and ready for your co-workers to use.

## **WORKPLACE SAFETY**

It is the responsibility of each employee to ensure that all work tasks are conducted in a safe and efficient manner. It is important that you are familiar with and follow all safety requirements and emergency action plans specific to your work assignment. To avoid safety misunderstandings, discuss questions and concerns with your supervisor before you act. Make safety an integral part of every task you undertake and be responsible for your own safety and the safety of others while you perform your work.

## **Safety Program**

The University of Minnesota strives to proactively create a safe work environment and reduce risk through several avenues, including hazard identification, safety training and education, safety awareness programs, and standard operating procedures. By proactively addressing safety concerns, employees will have a safe and healthy working environment, which will reduce workplace injuries and incidents.

As a new University team member, your supervisor will orient you with the workplace safety policies and standard operating procedures (SOP's) specific to your position.

Personal protective equipment (PPE), which may include eye, hand, respiratory, and hearing protection, will be provided and must be worn at all times while exposed to a potential hazard. Immediately report all work related injuries and illnesses, to your supervisor. If you notice a safety hazard which you are not able to correct immediately, contact your supervisor for assistance.

Following safety policies is a condition of employment at the University. Failure to comply with safety rules may result in disciplinary action, up to and including termination.

## **Personal Safety**

The best way to protect yourself and your property on campus is to be aware of your surroundings. Report any suspicious activity to campus police at (612) 624-2677. For police, fire, and medical emergencies, dial 911.

The campus escort service is available 24 hours a day, seven days a week by calling (612) 624-9255 (624-WALK). More information about the escort service can be found at <http://www.umn.edu/police/escort.html>. If you feel that your safety is threatened in any way, call 911. It is not necessary to dial an "8" when calling 911 from a campus phone; your call will go directly to the University Police.

## **WORKPLACE VIOLENCE**

Any acts or threats of violence by any employee or other individual are expressly prohibited. University Services has a “zero-tolerance” policy and will not condone any acts or threats of violence against its employees, clients, guests, or vendors by any individual. Any instances of violence and/or threats of violence must be reported to the employee’s supervisor and/or the Human Resources department. All complaints will be fully investigated. To deter workplace violence, University Services has adopted the following practices:

- Secure premises to the extent reasonably possible
- Take prompt corrective action, up to and including termination, against any employee who engages in threatening behavior or acts of violence
- Take appropriate action against employees, former employees, guests, vendors, clients, and visitors who engage in such conduct

### **Weapons Banned**

The University prohibits the possession of personal weapons by any employee while on University premises or while performing work for University Services. This ban includes keeping or transporting a weapon in a vehicle while engaged in University business.

Personal weapons include guns, firearms, pistols, knives, explosives, and other items with the potential to cause bodily injury. Appropriate corrective action, up to and including termination, will be taken against any employee who violates this policy.

## ADDITIONAL RESOURCES

University Information	Phone Number
University of Minnesota <a href="http://www.umn.edu/">www.umn.edu/</a>	(612) 625-5000
Addressing and Mailing <a href="http://www.a-m.umn.edu/">www.a-m.umn.edu/</a>	(612) 626-0222
Auxiliary Services <a href="http://www.auxs.umn.edu/">www.auxs.umn.edu/</a>	(612) 624-6318
Bookstores <a href="http://www.bookstores.umn.edu">www.bookstores.umn.edu</a>	(612) 625-6000
Capital Planning & Project Management <a href="http://www.cppm.umn.edu/">www.cppm.umn.edu/</a>	(612) 626-1613
Contract Administration <a href="http://www.ca.umn.edu">www.ca.umn.edu</a>	(612) 624-0010
Disability Resource Center <a href="http://www.diversity.umn.edu/disability/home">www.diversity.umn.edu/disability/home</a>	(612) 626-1333
Employee Assistance Program (EAP) <a href="http://www.umn.edu/ohr/wellness/eap/">www.umn.edu/ohr/wellness/eap/</a>	(612) 625-2820
Employee Benefits <a href="http://www.umn.edu/ohr/benefits/">www.umn.edu/ohr/benefits/</a>	(612) 624-8647
Employee Self-Service <a href="http://www.hrss.umn.edu/">www.hrss.umn.edu/</a>	(612) 624-8647
Escort Service <a href="http://www.umn.edu/police/escort.html">www.umn.edu/police/escort.html</a>	(612) 624-WALK (9255)
Facilities Management <a href="http://www.facm.umn.edu/">www.facm.umn.edu/</a>	(612) 624-2900
GLBT Programs Office <a href="http://www.umn.edu/glbt/">www.umn.edu/glbt/</a>	(612) 625-0537
Housing & Residential Life <a href="http://www.housing.umn.edu/">www.housing.umn.edu/</a>	(612) 624-2994
M Dining <a href="http://www.dining.umn.edu/">www.dining.umn.edu/</a>	(612) 626-7626
Office of Equal Opportunity & Affirmative Action <a href="http://www.eoaffact.umn.edu/">www.eoaffact.umn.edu/</a>	(612) 624-9547
Office of Human Resources <a href="http://www.humanresources.umn.edu">www.humanresources.umn.edu</a>	(612) 624-8647
Parking & Transportation Services including Fleet and Transit Services <a href="http://www.umn.edu/pts">www.umn.edu/pts</a>	(612) 626-PARK (7275)

Police <a href="http://www.umn.edu/umpolice/">www.umn.edu/umpolice/</a>	(612) 624-COPS (2677)
Printing Services <a href="http://www.printing.umn.edu/">www.printing.umn.edu/</a>	(612) 625-9500
Public Safety <a href="http://www.safety.umn.edu/">www.safety.umn.edu/</a>	(612) 625-3454
Regents' Scholarship Program <a href="http://www.humanresources.umn.edu/benefits/tuition-benefits">www.humanresources.umn.edu/benefits/tuition-benefits</a>	(612) 624-8647
U Card Office <a href="http://www.ucard.umn.edu">www.ucard.umn.edu</a>	(612) 626-9900
U Market Services <a href="http://www.umarketservices.umn.edu">www.umarketservices.umn.edu</a>	(612) 624-4878
University Health and Safety <a href="http://www.uhs.umn.edu/">www.uhs.umn.edu/</a>	(612) 626-6002
University Services Human Resources <a href="http://www.uservices.umn.edu/hr/">www.uservices.umn.edu/hr/</a>	(612) 624-1536
<b>Union Information</b>	<b>Phone Number</b>
AFSCME – Clerical <a href="http://www.afscme3800.org/">www.afscme3800.org/</a>	(612) 379-3918
AFSCME – Technical <a href="http://www.afscme3937.org/">www.afscme3937.org/</a>	(612) 379-3933
Teamsters Local 320 <a href="http://www.teamsterslocal320.org/">www.teamsterslocal320.org/</a>	1-800-637-5430
Building and Construction Trades Council <a href="http://www.minnesotabuildingtrades.org/">www.minnesotabuildingtrades.org/</a>	(651) 287-9999

## ACKNOWLEDGEMENT OF RECEIPT

- I have received access and/or a copy of the University Services' Employee Handbook. I understand that this Handbook replaces any previous handbook, manual, or communications, whether written or oral.
- I understand that it is my responsibility to read the handbook and to ask my manager or Human Resources for clarification on any policy that I do not understand.
- I acknowledge that it is my responsibility to follow the policies and that violation of these policies may result in disciplinary action, up to and including termination of my employment.
- I understand that the University can interpret, change, eliminate or depart from these policies at any time.
- I understand that these policies are subject to the provisions under applicable collective bargaining agreements or Civil Service Rules.

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Signature

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Name (Printed)

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Date

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Employee ID #