FACILITIES MANAGEMENT ZONE 7 ON-CALL POLICY/PROCEDURES

I. PURPOSE:
To provide guidance to Facilities Management Zone 7 in administration of the policy for On-call employees.

II. DEFINITION:
Though a majority of FM employees are deemed "essential" employees (UNC Charlotte Policy Statement #13) and are subject to call-back, the use of "On-call" employees ensures requisite skill sets are available to handle emergencies that occur off-hours. On-call is defined as “designated positions/employees required to be available for work should an emergency require their return to campus on short notice”.

III. ON-CALL OBLIGATION:
An On-call employee is not required to remain on University premises, but is required to be in fit condition for duty. Employee shall refrain from the use of alcohol and/or other substances which may impair the employees' ability to drive to the University and perform his duties. On-call employees are required to wear the department issued cellular telephone (980-722-5650). When contacted by telephone, On-call personnel are required to respond within 15 minutes and when necessary should be onsite within an hour. Employees using cellular phones, internet phones or land lines as a form of contact shall maintain awareness of availability and ensure they can be reached when called. The employee must contact their supervisor with alternate number if outside of the primary coverage area or away from their normal contact number.
IV. ON-CALL HOURS AND PAY CALCULATION:

1. Zone 7 (Kannapolis) maintenance employees work a staggered start shift to ensure coverage Monday-Friday from 7:00 am – 4:30 pm (47.5 hours per normal work week). On-call coverage will be provided for hours outside of the normal workweek. For most weeks, this will equal 120.5 hours of On-Call, paid at the rate of .94¢ per hour. This charge totaling $490.84 will appear as a standard charge.

2. On-Call Pay Calculation for a Normal Work Week:

<table>
<thead>
<tr>
<th>Maximum Hours Per Week</th>
<th>Hourly Rate</th>
<th>Total Per Normal Work Week</th>
<th>Weeks Per Year</th>
<th>Monthly Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>120.5</td>
<td>.94</td>
<td>$113.27</td>
<td>52</td>
<td>$490.84</td>
</tr>
</tbody>
</table>

Note: For weeks when an official holiday is observed, the On-Call hours will increase by 24 hours for an additional $22.56 per holiday.

V. COMPLIANCE WITH ON-CALL POLICY:

1. It is imperative that employees of the Facilities Management Zone 7 Department comply with the policy and procedures outlined. Depending on the nature of the problem, failure to respond to emergency calls could result in great damage to North Carolina Research Campus property and to the health and safety of persons on campus. Any employee who is, or becomes, unable to meet his On-call obligation shall immediately notify his supervisor.

2. The supervisor must approve any changes to the approved “On-call” schedule.

3. Employees who fail to meet their "On-call" obligations are subject to disciplinary action. Failure to respond to a telephone call and/or refusal to report for duty when called by the NCRC Security or an authorized Facilities Management supervisor/employee during the period an employee is designated for On-call duty will result in loss of On-call pay for that shift, and may also result in disciplinary action, up to and including dismissal.
VI. BILLING PROCESS:

On-Call and Call Back charges will be billed monthly and will include a breakdown of charges by week.

VII. ON-CALL CRITERIA:

To be eligible for an On-call status, employee must have a minimum of 3 months experience gained through employment with the UNC Charlotte University, have satisfactory performance and have demonstrated the ability to perform duties without supervision. Shop supervisors are responsible for developing an On-call training schedule for employees within their area.

VIII. ON-CALL ROSTER:

The Director of Maintenance and Operations will periodically provide the FM Human Resources office an updated list of positions eligible for On-call duty. Generally On-call personnel should be at a Journey competency level. Supervisors will advise the Director of M&O of recommended changes to the On-call Master List.

IX. ON-CALL DUTY SCHEDULE:

The Director of Maintenance and Operations will publish a four-month advance On-call Duty Roster. Employees wishing to exchange scheduled On-call weeks are responsible for finding a replacement. Exchanges must be approved by the appropriate supervisor. If an employee is unable to locate a replacement then the pre-scheduled On-call duty stands.

X. ON-CALL AND LEAVE EVENTS:

If an employee is unable to report to work during normal business hours, it is the employee’s responsibility to notify his supervisor of such. Employees who fail to meet their “On-call” obligations are subject to disciplinary action. An employee can be removed from On-call status at any time at the discretion of the supervisor and/or Director of Maintenance and Operations should there be any question as to whether the employee was able and/or capable of carrying out their On-call responsibilities.
XI. CALL-IN PROCEDURE:
When a problem arises after hours, it is usually noted by NCRC Security rounds or via Johnson Controls Metasys alarms, which alarm directly to the facilities supervisor via email. If the problem is noted by NCRC Security, they are to utilize their structured recall procedures. These structured recall procedures are available for review at the NCRC Security desk upon request. If alarms or additional problems are received by the facility supervisor, he is to refer to the UNCC On-call Duty Roster and contact the appropriate individual for recall.

XII. CALL-IN DETERMINATION:
The NCRC Facility Supervisor will initiate a work order request the following morning, which will account for the on call time, log the discrepancy, and initiate repair. The UNCC Zone A manager is to be contacted as soon as feasibly possible and updated on the problem and repair solution.

XIII. COMMUNICATION:
1. An employee normally will be called back to the NCRC by the UNCC facility supervisor, UNCC facility manager, or NCRC Security.

2. Upon completion of work, the On-call employee must discuss the solution with the UNCC Facility supervisor and advise his supervisor as to the disposition of the problem.

3. The supervisor shall note and monitor employee call-in time and hours worked. In an event an emergency occurs the UNCC Facilities Supervisor should be contacted at 704-200-7628.

4. If the Facilities Supervisor is unavailable then the NCRC Security department should be contacted at 704-250-9096 at which time they will initiate their recall procedures. If the on-call personnel is contacted by anyone other than the Facilities Supervisor, Manager, or NCRC Security then this individual must attempt to contact his supervisor to insure recall is authorized.

Larry Griffin
Facilities Manager
XIV. ARCHIBUS PROCESSES: ZONE 7 ON CALL PROCEDURES

1. **Entering Overtime for After Hours Employees.** When Zone 7 craftspersons are on call and complete Work Requests in overtime status, the labor hours will be entered using the Print Update Weekly Assignments form except the hours will be entered as overtime hours and a billable Function will be added for that work request.
   
   1.1. When adding strictly billable overtime hours to a work request, the Zone 7 PA/Supervisor will select the ellipsis button beside the existing function and select a function other than Zone 7.

   1.2. **Note:** In most cases, all On Call work will most likely be applied as overtime since they will be afterhours on call work tickets.

   1.3. When the work request is strictly for overtime on call then the Zone 7 Supervisor/PA will simply change the function code to the correct one, and enter the time in the Overtime slot. To enter overtime, the Zone 7 Supervisor/PA will select the Print Update Weekly Assignments task from the Supervisor role.

   1.4. When the “Trades” windowpane displays list of Craftsperson usernames, the Zone 7 Supervisor/PA will select the Craftsperson code to display the Craftspersons assigned work requests.

   1.5. When the Work Assignments for Craftsperson displays, the Zone 7 Supervisor/PA will select the ellipse button on the Add Function field to select the correct billable function associated to the work request (Figure 1).

   ![Figure 1: Selecting the Function on the Work Assignments for Craftsperson windowpane](image)

   1.6. The list of Functions will display for selection (Figure 2).

   1.7. Once the Function is selected the new billable function is added to the work request.

   1.8. The Supervisor/PA may then add the overtime hours to the work request and select Save Hours button (Figure 3).
2. Adding Additional Function to a Work Request. If regular time has already been added to a work request, overtime may be applied under a different function.

2.1. When overtime needs to be added in addition to regular time to the work request, first add the regular time to the work request and then save. It only shows up, after you have added at least some time to the first function.

2.2. Note: The work request must be saved first after adding regular time for the Add Function button to display so that a 2nd function may be added to indicate the additional overtime under a new billable function on the work request.

2.3. To enter additional time as overtime to a work request, the Zone 7 Supervisor/PA will select the Print Update Weekly Assignments task from the Supervisor role.
APPENDIX A: ZONE 7 ON CALL PROCEDURES

2.4. When the windowpane displays the list of Craftsperson usernames, select the Craftsperson code to display the Craftsperson’s assigned work requests.

2.5. After the Work Assignments for Craftsperson displays again, the Zone 7 Supervisor/PA will select the ellipse button on the Add Function field to select the correct billable function associated to the work request (Figure 4).

2.6. An additional line will be added under the existing Work Request Function for Zone 7 allowing the PA to enter a Billable Function for the work performed. The billable function rate will allow billing of the Craftsperson’s overtime hours on that work request.

2.7. The Zone 7 Supervisor/PA will then enter the time in the OT column field as needed for the work request in the new column area that was added with the additional function (Figure 5).

Figure 4: Add Billable Function for Overtime Hours

Figure 5: Adding Overtime Hours for Billable Function