



## **Facilities Management Department Policy Statement #9**

### **Performance Dependability**

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#### **1. Purpose**

The purpose of this policy is to provide guidance to supervisors and employees in the important area of performance dependability.

#### **2. Responsibility**

A. General: Employees are expected to perform their jobs in a dependable manner. The contributions of each employee are critically important to the accomplishment of the overall mission of the Department to plan, build, operate, and maintain the campus of the University. Performance dependability is defined as arriving at work at your scheduled time, carrying out tasks assigned in a consistent and efficient manner throughout the workday, putting forth continuous and ongoing efforts to complete assigned duties and responsibilities, arriving for scheduled meetings and appointments on time and following policies regarding time and leave (sick, vacation, compensatory time, and child involvement/community service.)

##### **B. Tardiness**

- i. All employees will begin the workday at their scheduled time. Repeated offenses of tardiness will result in disciplinary action up to and including termination.
- ii. Employees will arrive at scheduled meetings on time and meeting facilitators will ensure meetings begin and end as scheduled.

##### **C. Professionalism**

- i. Employees are expected to perform and/or complete their assigned tasks in an efficient, effective, and consistent manner.
- ii. Employees are expected to take initiative in their job performance and seek to improve processes and procedures.

##### **D. Breaks**

- i. Breaks are at the discretion of the unit director who will designate authorized times for breaks within their Units. A total of 30 minutes paid break time may be allotted daily.
- ii. Lunch breaks are unpaid and may be either 30 minutes or one hour at the discretion of the Supervisor. SPA Nonexempt employees are required to take a minimum of a 30-minute lunch break when scheduled to work six or more hours.
- iii. Travel to and from a job site is included in the authorized break and lunch period.
- iv. Employees working outside of air-conditioned or heated spaces may be authorized additional breaks by their supervisor as weather conditions dictate.
- v. Smokers are not authorized additional smoke breaks during the workday.

#### E. Task Completion

Employees are expected to complete assigned tasks within the time allocated by the supervisor. Once all tasks assigned are completed, the employee is expected to report to the supervisor for additional assignments.

#### F. Time and Leave

Employees are expected to following the time and leave policy as stated in the UNC Charlotte SPA Handbook that requires leave requests to be approved in advance by the appropriate supervisor. Absences from work that do not have prior approval are considered unexcused and leave without pay (LWOP) status. Repeated offenses of LWOP status may result in disciplinary action up to and including termination.

#### G. Sick Leave

- i. The intent of this section of the policy is to prevent abuse of sick leave. Under no circumstances should supervisors attempt to restrict the legitimate use of sick leave by employees.
- ii. According to the SPA Employee Handbook (<http://hr.uncc.edu/policies-and-procedures/employee-handbooks/shra-employee-handbook>), sick leave may be used for the following purposes:
  - a. Injury or illness that prevents an employee from performing his or her usual duties, including the actual period of temporary disability connected with childbirth and recovery from childbirth.
  - b. Medical appointments.
  - c. Illness or death of a member of an immediately family, defined as a husband or wife, parents, children, brother, sister, grandparents, and grandchildren, and including step, half, and in-law relationships.Use of sick leave for any other purpose is considered abuse.
- iii. Sick leave guidance
  - a. Sick leave requires approval of the immediate supervisor. In the case that an employee is unable to come to the campus, telephonic approval is required at the time of the absence. "After the fact" approval will not be granted.
  - b. A doctor's statement or verification of illness will be required by the supervisor if an employee is suspected of abusing sick leave or is out for more than three (3) consecutive workdays.
  - c. Employees who are out on sick leave for more than 80 hours in a calendar year may receive a formal written counseling from their supervisor. This counseling is not required if the sick leave was a result of FMLA, a death in the family, or a serious illness as confirmed by a doctor's statement.
  - d. Where patterns of absenteeism exist (i.e. repeatedly calling in sick on Friday or Monday), supervisors may require the employee to provide verification of illness and the employee may receive a written counseling.
  - e. A reasonable time will be allowed for travel to and from medical/dental appointments. As a general rule, use of an entire day of sick leave is not appropriate for an appointment.
  - f. Employees are encouraged to accumulate sick leave as an "insurance policy" against serious illness.

## H. Essential Employees

- i. Facilities Management is charged with maintaining basic services on the campus as well as reopening the campus after storms, natural disasters, and other emergencies. This is a key responsibility of Facilities Management and requires the cooperation and teamwork of all employees.
- ii. Select employees will be designated as “essential personnel” and are considered necessary to staff critical functions during a period of campus closure or evacuation. Essential personnel are expected to report to work, unless otherwise contact by their supervisor or unit director, as expeditiously as possible using normal precautions as dictated by adverse weather. This may require overtime work; work on weekends and holidays; early morning travel in marginal weather conditions and long working hours.
- iii. Other employees of Facilities Management may be called to report to work as the situation dictates. These employees are also expected to reach campus as quickly and safely as possible.
- iv. Employees designated as “essential personnel” will be informed of their essential personnel employee status by an acknowledgement memorandum at the time of employment. Essential personnel should also refer to their position description, employee work plan and the UNC Charlotte Policy # 701 for further information.

### 3. Guidelines

#### A. Supervisor Discretion

- i. Departmental policies cannot cover all situations. Therefore, supervisors are charged with the responsibility of implementing this policy using their best judgment.
- ii. Supervisors should consider the facts of each case and make decisions based on balancing the welfare of the individual employee with the best interests of the University.

#### B. Annual Performance Appraisals and Performance Management Work Plan

- i. Performance Dependability is a primary job responsibility of each Facilities Management employee. Therefore, the dimension will be included in each employee’s Performance Management Work Plan and evaluated on the Annual Performance Appraisal.

Philip Jones  
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#### Revision History:

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