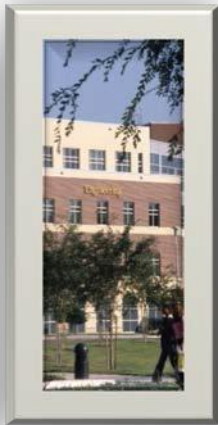




Facilities and Safety

UNIVERSITY OF CENTRAL FLORIDA

Code of Professional Conduct





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August 2016



Dear Facilities & Safety Colleagues,

Over the last year, a lot of changes have taken place within the Facilities & Safety domain. We have faced – and will continue to face – the challenges of new technology, new leadership, new organizational structures, new business models, and new ways of doing business at every level. I am confident that, with the workforce of professionals we have in place, we will be successful in overcoming those challenges.

As we continue to commit ourselves to providing service to faculty, staff, students, and the community, we will also seek to provide our services ethically by exhibiting behaviors that support our values and standards, which will be the foundation upon which we will grow as an organization.

In this Code of Professional Conduct (the Code), you will find values and standards that cover many different aspects of expected employee behavior in the workplace. The Code is intended to be a resource to ensure the consistent interpretation of possible scenarios that can affect us as we do our jobs. I ask that you take the time to review this document thoroughly and to reflect on how each of us can further promote good conduct and integrity in every way, as we support the goals of the University of Central Florida.

The mission of Facilities & Safety is to support the goals of the University of Central Florida by being a leader in providing world-class expertise and service. As we continue to grow and evolve in order to enhance our ability to serve, we are committed to ensuring that we as a workforce conduct ourselves in the most professional manner possible. Your help and dedication to this effort is of the utmost importance. This approach is, and always will be, the very basis of our success as a domain.

Sincerely,

A handwritten signature in blue ink, appearing to read "Lee Kernek".

Lee Kernek
Associate Vice President
Administration and Finance (Facilities & Safety)

Our Core Values and Guiding Principles

The Facilities & Safety domain of the University of Central Florida values the following as fundamental to our success:

INTEGRITY – We strive for integrity in our approach to all business dealings, internal practices, and relationships, and we consider it to be the foundation upon which the domain is built.

PROFESSIONALISM – We are committed to being professional in everything that we do and strive to nurture a high level of professionalism within each employee through formal and informal training, mentorship, and coaching.

EXCELLENCE – We strive for excellence in our daily operations, communication with customers and the public, and in support of university initiatives.

DIVERSITY – We embrace diversity in all areas of our workplace, understanding that the inclusion of all is vital to our success as an organization.

ACCOUNTABILITY – We are committed to being good stewards of the university’s resources and are proactive in taking advantage of opportunities for efficiencies, sustainability, and better resource management.

SERVICE – We push to provide the highest quality of service at all levels of the university. We strive to serve the university, the state, and the public at the highest level possible.

COMPETENCY – We seek to employ the best and brightest team members possible, understanding that having a competent workforce is vital to supporting the Facilities & Safety vision, as well as the mission of the University of Central Florida.



Code of Professional Conduct

PURPOSE

In support of the mission and goals of the University of Central Florida (UCF), the Facilities & Safety (F&S) domain continuously strives to operate in an ethical, transparent, and consistent manner. In order to continue to meet the needs of the university, it is important that we understand what it takes to inspire trust among our customers, our co-workers, and the community at large. In order to maintain that trust, we must conduct ourselves in a manner beyond reproach.

Facilities & Safety employees at UCF represent the university through their interactions with faculty, staff, co-workers, students, visitors, vendors, and the general public. F&S is committed to making UCF a better place, providing service to all by creating, maintaining, and protecting the educational environment. The topics covered within this Code describe expectations of employee work and standards of behavior in the workplace. Should a situation or concern arise that is not covered, ask your supervisor for clarification.

APPLICABILITY

This Code applies to everyone who works with or conducts business on behalf of the UCF Facilities & Safety domain, including students, faculty, staff, volunteers, and others who handle F&S matters.

ACCOUNTABILITY

Every F&S employee is responsible for familiarizing himself/herself with the values and standards set forth in this Code. If an employee has questions regarding anything contained within this Code, he/she should contact his/her supervisor. Violations of the professional standards set forth in this Code are subject to possible disciplinary action up to and including termination.

In the course of performing their job duties, employees are expected to display high moral character. Employees must not act in a way that would discredit university officials, another employee, co-workers, or themselves. Employees are expected to behave in a professional, appropriate, and ethical manner while performing their duties; treat each other and the public with courtesy and respect; and refrain from making derogatory or demeaning remarks concerning one another or others.

All employees are professionals, and as such, have personal ownership of their actions and behaviors. This Code will promote an orderly and efficient operation, and act as a guide to continued successful employment.

Employees will sign the form on the last page, acknowledging that they have read and understand the Code, and will follow it. The signed forms will be returned to the supervisor, and will be placed in the employees' F&S personnel files.

FAIR DEALING

As representatives of the university, F&S employees will conduct business with customers, contractors, and suppliers in a fair and impartial manner. F&S employees will not misrepresent themselves in any way, nor will they use their position for personal financial gain. F&S employees will perform all operations honestly and fairly with all businesses and people with whom they conduct business. F&S prohibits any and all unethical business practices, manipulation, stealing of intellectual property or information, or concealment of information.

CONFLICT OF INTEREST

Facilities & Safety employees will not engage in any relationship that compromises their ability to work for UCF. F&S will not tolerate an employee whose responsibility to another party limits his/her ability to do his/her job with UCF. Employees will not engage in any activity on behalf of the university or F&S that has the appearance of being unethical. If an employee feels a conflict of interest exists, he/she should notify his/her supervisor or management immediately.

USE OF UNIVERSITY PROPERTY

Facilities & Safety employees will use all university property for its intended use, and exercise proper care and caution when driving or operating any university-owned vehicles or equipment. Loss or damage to university-owned property through negligence could lead to discipline up to and including termination. The misuse and loss of assets has a negative impact on the efficiency of the university. Employees are to protect all assets, including intellectual property, which includes patents, trade secrets, and marketing ideas.

Employees may be issued keys to their workplaces, and may not give away, loan, or swap keys with others. If a university key is lost or stolen, the employee must notify his/her supervisor immediately. Lost or stolen keys will not be replaced until a report has been filed with the University Police Department. The loss of Building Master, Grand Master, and Great Grand Master keys will result in disciplinary action up to and including termination. Upon separation from the university, employees will return all keys that were assigned to them.

COMPLIANCE WITH RULES (LAWS)

All F&S employees are expected to abide by and adhere to all federal, state, and local laws; all university policies and regulations; and the collective bargaining agreement (as applicable).

In an effort to provide a safe and efficient work environment for all employees in support of the F&S mission, F&S employees may be disciplined for violation of any of the aforementioned laws, rules, policies, regulations, or procedures.

EXPECTATIONS AND APPLICATION OF THE CODE

The behavioral standards contained herein are provided as general guidelines for employee conduct and work performance. This Code is not all-inclusive and does not preclude management from disciplining employees for violations of law or rule outside of this listing. Employees are expected to conduct themselves in accordance with reasonable standards of behavior that are required for management to maintain an orderly work environment. All conduct- or performance-related situations or incidents may not be included in this manual; however, actions or behaviors not listed or specified herein that are deemed by university management to be inappropriate or outside the boundaries of reasonable behavior or performance may be subject to disciplinary action. Management reserves the right to take appropriate action to maintain its ability to preserve a safe and orderly work environment.

The university also retains the right to use discretion while applying the broad tenets of this Code, and may at any time reduce or increase the level of prescribed disciplinary action.



EXPECTED CONDUCT AS A UCF FACILITIES & SAFETY EMPLOYEE

1. Conduct as a Public Employee

- Conduct oneself in a professional manner while on or off the job.
- Maintain a courteous, professional, and cooperative demeanor when dealing with co-workers, faculty, staff, students, and any other customers.
- Abstain from “horseplay” (rough, boisterous, and/or rowdy behavior) or other inappropriate behavior.
- Conduct oneself in a manner that promotes safety and the well-being of others in the workplace.

2. Customer Service

- Strive to provide a level of customer service that leaves each customer satisfied with his/her experience.
- Make the extra effort to assist a customer, and if necessary, inform a supervisor of the situation.
- Listen attentively to the customer to understand his/her complaint or concern; be patient as the issue is explained.
- Deal with complaints by including the supervisor in the conversation.

3. Loafing

- Remain on task and productive in the workplace.
- Stay focused on performing your assigned tasks and avoid idle talk, gossiping, or other activities that may distract others or interfere with their work.
- Conduct personal business outside of UCF work time.

4. Safety

- Perform all work in a safe manner.
- Wear personal protective equipment (PPE) as directed by your supervisor and the nature of the job.
- Follow federal, state, local and university regulations; when in doubt, ask a supervisor.
- Immediately report accidents or personal injury to a supervisor.
- Report unsafe equipment or situations to a supervisor.
- Do not engage in “horseplay” in the workplace.

5. Work Expectations

- Attention to Assigned Tasks
 - Perform work without taking shortcuts or omitting steps.
 - Perform work with care, caution, attention, diligence, and discretion.
 - Complete work assignments accurately.
 - Work overtime as directed.
- Attitude/Approach
 - Follow the direct orders of your supervisor, unless safety will be compromised.
 - Follow directions willingly and fully the first time, without defiance.
 - Be respectful of supervisors and management.
 - Carry out assignments willingly, and as directed, being productive and accurate.
 - Ask for clarification and guidance if unsure of the work procedure to be followed.
 - Follow the chain of command when trying to resolve any issues.
- Productivity
 - Report to work ready to work and able to perform assigned duties.
 - Report to your work station ready to work at the start of your shift.
 - End the work day by working until the last possible minute; the last half hour of the day is meant to be worked, and not to be used as a time to wind down.
 - Be accountable, take initiative, and work productively during the shift.
 - Strive to perform the best possible work. If unable to do a task, don't conceal it; instead, ask for help or clarification.
 - Notify your supervisor when work assignments are completed and request another assignment.
 - Be mindful that the work performed should not be disruptive to faculty, staff, students, and visitors; inform a supervisor when customers ask that the work be stopped or delayed.
 - Work in a timely manner, and inform your supervisor if and why a task was left incomplete.
 - Inform your supervisor if the job at hand will extend past the end of shift, as overtime must be preapproved.
 - Participate in departmental training events organized to enhance professional skills and knowledge.

6. Treatment of Others

- Treat all employees in the workplace fairly and with respect and dignity.
- Use appropriate language in the workplace and avoid using profanity, name-calling, or any type of abusive behavior, even if it is intended in jest.
- Do not discriminate against or harass others. Discrimination or harassment based on race; color; religion; sex; national origin; age; disability; marital status; sexual orientation; gender identity; gender expression; veteran status; or any other protected status, is prohibited per federal and state statutes, and University Regulation UCF-3.001, Non-Discrimination; Affirmative Action Programs.
- Do not retaliate against others. Retaliation against any employee for reporting or threatening to report discrimination, or for participating in any phase of a discrimination complaint process, is prohibited.
- Visit EEO.ucf.edu for more information about what actions may constitute prohibited discrimination and retaliation and about how to initiate a complaint of discrimination.

7. Uniforms and Personal Protective Equipment (PPE)

- Wear your UCF ID card with the photo visible during the work shift.
- Notify your supervisor if your ID card is lost, stolen, damaged, or replaced.
- Wear street clothes when off of the clock, as uniforms are not to be worn outside of performing official university business.
- Treat uniforms with care, and launder them appropriately.
- Wear the identified uniform for your area in the appropriate manner, as determined by the respective director or designee.
- Use PPE as required for your position.

8. Appearance

- Dress appropriately for the workplace.
- Follow your department's dress code.
- Maintain a neat, clean, and professional appearance appropriate to the duties you perform.
- Wear your full uniform at all times while on duty.
- Keep your uniforms clean and tidy.

9. Language

- Use language in the workplace that is not derogatory, threatening, profane, vulgar, verbally abusive, or an ethnic slur; even singular use of such language is not tolerated.
- Use professional language and plain English (i.e., be clear and to-the-point) when speaking over the radio.

STANDARDS OF CONDUCT

1. Facts and Records

- Represent all facts truthfully, whether verbal, written, or electronic.
- Maintain the integrity of work documents by ensuring they remain in their original form and are retained as required per university policy.
- Save all work correspondence in accordance with [University Policy 2-100.4, Florida Public Records Act: Scope and Compliance](#).
- Refer all public information requests to the Office of the General Counsel.
- Refer all media requests to News & Information.

2. Gambling

Do not gamble while at work, in uniform, or on university property.

3. Arrest, Charges, Conviction

Self-report any of the following to your supervisor:

- Arrests, charges, and any convictions involving abuse of a child
- Arrests, charges, and convictions involving sale and or/possession of a controlled substance (misdemeanor or felony)
- Convictions, whether on or off the job, that will negatively impact your ability or availability to perform your job duties, whether immediate or in the future
- Violations that suspend or restrict your driver license

4. Sleeping on the Job

Remain awake and alert during the entire work shift.

5. Smoking

Refrain from smoking on all university-owned, university-operated, university-leased, and/or university-controlled properties. Per [University Policy 3-120, University Smoke-Free Policy](#), smoking is prohibited.

6. Cell Phone Usage

Make or receive personal phone calls only during breaks, lunch, or if an emergency occurs.

7. Communications

- Choose words wisely when sending emails, preparing written reports, or documenting work orders. All communications created are subject to the Florida Sunshine Law, public records requests, and public scrutiny.
- Read announcements and work-related emails, as these are sent for your knowledge and benefit.

ZERO TOLERANCE/PROHIBITED ACTIVITIES

1. Fighting

- Maintain civility in the workplace.
- Do not fight or engage in acts of violence at work. Fighting or other acts of violence in the workplace will not be tolerated and will result in discharge.
- Do not threaten others. Threats of physical violence, whether verbal or written, will not be tolerated and will result in discharge.
- Contact a supervisor when a situation could escalate to physical contact and bodily harm.

2. Drugs and Alcohol

- Come to work free of any influence of alcohol, prescription drugs not prescribed to you, or illegal drugs.
- Do not possess, use, sell, distribute, or manufacture drugs or alcohol in the workplace, or as part of any work-related activities.
- Disclose the use of any prescribed or over-the-counter drugs that may or do impact your ability to do your job, or that make it unsafe for you to do your job, so that the supervisor can determine if the duties can be performed safely. For example, some prescription drugs cause significant drowsiness, and an employee should not operate machinery or a vehicle while under the influence of those drugs.

Note: Employees who refuse to be tested, submit false examples, or tamper with test samples during the testing process for drugs and/or alcohol will be subject to progressive discipline up to and including termination.

3. Sexual Harassment

- Do not participate in or tolerate any unwelcome sexual advances, requests for sexual favors, or other verbal or physical actions of a sexual nature, as these behaviors create a hostile or offensive work environment. Per federal and state statutes, and per University Regulation UCF-3.001, Non-Discrimination; Affirmative Action Programs, participating in or tolerating any of these behaviors is prohibited.
- Report any acts of harassment of any kind to a supervisor, through your chain of command, or to F&S Human Resources staff.

4. Theft

- Do not take what is not yours. Taking university property is prohibited; theft will not be tolerated and will result in discharge from employment with UCF. The “loaning” or “borrowing” of any tools to yourself or others (beyond specific job assignment or shift) will be viewed as stealing. All material remnants, parts, or supplies used in the day-to-day operations of the campus are university property (for example, wood and metal materials located in trash cans; boxes; donation boxes; dumpsters; roll-off boxes; recycling bins or stations; mechanical rooms; building interiors and exteriors; grounds; parking lots; roadways; or any other university-owned sites or work locations). Removal of such items is considered theft and is subject to disciplinary action.
- Turn in any and all items found to the University Lost and Found system to be recovered by their rightful owners, whether it be faculty, staff, student, or visitor.
- Do not take food items belonging to others from break rooms, offices, or other storage areas.
- Do not accept any materials, money, or items from students or employees while on duty or as part of your employment.
- Read, understand, and comply with the [Facilities & Safety Theft Policy \(FSP 2013 FS0004\)](#).

5. Safety Violations

Work in a safe manner at all times. Any infractions that could be injurious to staff or otherwise present a significant safety violation will not be tolerated. This may include, but is not limited to, gross negligence, intentional damage, and not following procedures related to:

- Lockout/tagout
- Confined space entry
- Fall protection tie-off for high work

LEAVE AND ATTENDANCE

1. Absence (Sick Leave)

- Call in sick only when you are truly ill, as unexpected absences place a burden on your work unit and can disrupt workflow.
- Do not use sick time as a supplement to annual leave.
- Know, understand, and follow call-in procedures for your work unit.
- Make every attempt to call in as early as possible to allow your supervisor sufficient time to find replacements, adjust staff as needed, and modify workloads and assignments as necessary. After three (3) consecutive days of no-call/no-show, the absence will be considered as job abandonment by the employee.
- If absent three (3) or more consecutive days, or three (3) or more days within a 30-day period, be prepared to provide a doctor's note upon returning to work.
- If absent more than ten (10) consecutive work days, be prepared to submit the required Family Medical Leave Act (FMLA) and Leave of Absence Request forms, as applicable.

2. Annual Leave

- Request annual leave by submitting the Request for Leave Form to your supervisor.
- Request annual leave at least five (5) business days in advance. Note: Based on operational needs, individual departments may require more than five (5) days' advance notice. The department reserves the right to deny or rescind a leave request in order to ensure appropriate staffing levels.
- Request annual leave four (4) weeks in advance when requesting longer than one (1) week of leave.

3. Leaving Work Station

- Obtain approval from your supervisor to leave your work station or duty location while on the job, instead of just leaving (including times of personal emergencies). Failure to do so will result in appropriate disciplinary action.
- Obtain approval from your supervisor to leave your work station or duty location to meet with an F&S Human Resources team member. Schedule those meetings so that the time away from your work is the least disruptive possible.
- In areas where the work station must be maintained during break or lunch times, wait to be relieved before taking a break or leaving for lunch.

4. Attendance

- Employee attendance is tracked by each department. Refrain from excessive absenteeism; chronic or patterned use of sick days; calling in sick on days that were previously requested as leave and were denied; tardiness; leaving early; failing to swipe in and out; and unauthorized absences. These behaviors are subject to disciplinary action.
- Become familiar with the Facilities & Safety Attendance Policy for Non-Exempt and OPS Employees (FSP 2016 F50008).

5. Breaks and Lunches

- Take lunch breaks as scheduled, while not exceeding the unit's scheduled time of 30, 45, or 60 minutes (including travel time).
- Take breaks as scheduled, while not exceeding 15 minutes (including travel time).
- Take breaks and lunch separately, as they may not be combined.
- Perform personal errands outside of your work shift (excluding the lunch break).

ETHICS/ETHICAL BEHAVIOR

1. Confidentiality

- Maintain confidential information, based on the specified retention policy and proper approval to disseminate the information.
- Be discrete with confidential information; the intentional misuse of this information is prohibited.
- Protect proprietary information. Any requests for sensitive information will be forwarded to the Office of the General Counsel for evaluation and distribution.

2. Conflict of Interest

- Complete a Conflict of Interest Form any time another job is obtained, or personal interests or activities might interfere with regular employment at UCF or be in conflict with university business.
- Ensure that UCF job assignments take priority over all other employment activities.
- Avoid the perception of unethical behavior in all business dealings.
- Engage in activities and relationships in such a manner that does not compromise the integrity of UCF's intellectual assets.
- Maintain the confidentiality of internal practices that, if divulged, could place UCF in a disadvantageous position in negotiations or other business activities.
- Comply with the requirements of the Facilities and Safety Gifts from External Parties Policy (FSP 2011 F50002), which prohibits employees from accepting gifts from vendors, contractors, or any entity wishing to do business with UCF.
- Do not accept any materials, money, or items from students or other employees.
- Do not solicit gifts or favors from employees, vendors, contractors, or any entity wishing to do business with UCF.
- Do not share quotes from one vendor with another.
- Refrain from offering, giving, receiving, or soliciting something of value for the purpose of influencing the actions of another.

3. Political Activity in the Workplace

Refrain from engaging in political activities during work hours. Political activities outside of work should not reflect negatively on UCF, and in no way should such activities be open to the perception that they are sanctioned by UCF.

4. Representation of Facts

- Report information truthfully on the UCF employment application, and on subsequent work products and required forms.
- Report employment of relatives (nepotism) using the Employment of Relatives Form.
- Provide all work information and data in a current, accurate, and complete manner.
- Do not falsify information.
- Provide truthful information during any investigation, as misrepresentation and falsification of information to a university official may result in disciplinary action.



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EMPLOYEE ACKNOWLEDGEMENT

I have been provided the University of Central Florida Facilities & Safety Code of Professional Conduct. If I have questions, concerns, or need further information to better understand anything in or about the Code at any time, I have been advised to consult with my immediate supervisor, director, or the appropriate Human Resources staff for clarification. I understand this Code of Conduct provides general rules for employee conduct and work performance, and is not all-inclusive. I will comply with the Code of Conduct and will perform my duties in accordance with the core values and guiding principles outlined in the Code of Conduct.

Employee Name

Witness Name

Employee Signature/Date

Witness Signature/Date



Facilities and Safety

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