



# EMPLOYEE GUIDEBOOK

**DIVISION OF OPERATIONS**



Division of Operations

2019 EDITION

**Division of Operations – Employee Guidebook  
(Abbreviated Version – July, 2019)**

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**\*Please note\***

**This is an abbreviated version of the DivOps Guidebook that only includes the General Information Section. A full version of the DivOps Guidebook will be available at a later date. The full version of the guidebook will include additional information specifically designed for new employees, exempt and non-exempt employees, and managers.**

## Division of Operations – Employee Guidebook

### Purpose

This guidebook has been developed to provide transparency into the expectations for all Division of Operations team members. Our Division operates with Contract Partners that are expected to be acquainted with expectations outlined in this guidebook. Contract Partners who manage GW Staff are expected to enforce these expectations of GW Staff. Contract Partners are also expected to adhere to work expectations outlined by their employer.

### Policy

The expectations outlined in this guidebook were written to ensure the efficient operation of the Division of Operations. This guidebook will be provided to each new employee upon hire. Managers are expected to lead their unit in alignment with the expectations defined in this guidebook. In addition, copies will be posted on departmental bulletin boards and online at [www.operations.gwu.edu](http://www.operations.gwu.edu). Updates to this guidebook will be made in the online version, and such updates will be effective as of the date posted. Employees are encouraged to regularly check this guidebook. The division is committed to updating the content of this guidebook regularly, as needed.

Expectations outlined in this document do not supersede the letter and spirit of GW policies (including the GW Employee Handbook), Division of Operations policies, and other documents governing behavior such as collective bargaining agreements (CBA) or temporary staffing contracts. In the event of conflict between this guidebook and the terms of a CBA, the CBA will control.

This guidebook is not meant to be all inclusive; however, the Division's performance will be enhanced, and individual employees will be less likely to encounter disciplinary action, if the guidelines contained in this guidebook are generally followed.

If you have any questions about the expectations outlined in this guidebook, please consult with your Manager, Supervisor, or Human Resources.

Failure to adhere to any of the guidelines contained in this guidebook may result in disciplinary actions up to, and including termination of employment.

This guidebook and the guidelines referenced in it are not contracts with any employee. As an employer, the university reserves the right to determine the applicability in particular cases and also reserves the right to change policies, guidance and employee benefits at any time.

Nothing in this Guidebook creates, or is intended to create, a promise or representation of continued employment for any employee. Any employee without an employment agreement for a specified duration is an employee-at-will. Employment-at-will may be terminated at the will of either the employer or the employee. Such employment may be terminated with or without cause and with or without notice, at any time by you or by the university.



# GENERAL INFORMATION

## **Attire Standards**

It is important all employees dress and demonstrate the appropriate demeanor that reflects the university's professional standards. All employees must report to work well-groomed and in attire appropriate for their position, as described below. Employees with any concerns or questions regarding grooming standards or attire should be directed to their supervisor.

### **Uniformed Employees**

Uniforms help to enhance:

- Identification of Operations employees working on campus - especially in time of emergency or stress
- The sense of security amongst the GW community

Uniformed employees must report to work in complete uniform. A complete uniform includes the following university issued uniform items: Shirt/Pant/Jackets/Hat (optional)/GWorld ID and keys. Shorts are not part of the standard issued uniform, but may be permitted in certain units within Facilities Maintenance (see specifications for shorts below).

Uniforms are to be neat, clean (and clean-smelling), and pressed at all times. Uniform shirts are to be worn tucked in at all times on university premises.

When an individual begins employment, their clothing size is taken and uniforms are ordered through the Division's uniform provider. New employees receive seven shirts, seven pair of pants and one jacket.

### **Additional Uniform Guidance**

- GW t-shirts or logo apparel are not considered an approved part of the uniform, with the exception of hats. The Grounds team will be issued a GW provided polo shirt, as a part of the approved uniform. All other employees are expected to be in GW uniform per the guidelines.
- It is the employee's responsibility to regularly turn uniforms in for cleaning. Also, it is the employee's responsibility to report lost or damaged uniforms (missing buttons, tears, missing labels, discoloration, etc.). If, at any point, a uniform becomes damaged or unable to fit, the employee must inform his/her supervisor of the problem and a replacement garment will be ordered.
- Uniforms are never to be loaned to another employee.
- If a team member reports to work without the proper uniform, they will be asked to return home and they will not be paid for the day.
- The Division's uniform provider is responsible for the delivery and pick-up of uniforms on varying days throughout the week. Please confirm with your manager which days your uniforms will be picked up and dropped off. Any damaged item must be turned in prior to your scheduled pick up day. Please expect a one-week turnaround for the return of the item.

- Shorts are not provided by the university and are not part of the standard issued uniform, but may be permitted in certain units within Facilities Maintenance during summer months (May 15-September 15). Determination of which units are permitted to wear shorts is based upon safety.

Employees who are permitted by GW to wear shorts during the summer months are responsible for obtaining these shorts thru CINTAS at their own cost. Only shorts provided by CINTAS will be considered approved uniform components and may not be purchased from any other source.

- The following units are permitted to wear shorts during the summer months: Lock, Sign, Carpentry, Appliance, Grounds, Moving Services, and GW Safe Ride.
- The following units are not permitted to wear shorts in the summer months: Electrical & Life Safety, Paint, Plumbing, HVAC, Pest Control, and Housekeeping.

### **Non- Uniformed Employees**

The work attire expectation for non-uniformed employees in DivOps is “Business casual”. Employees are expected to use good judgment in matters of dress, not just in terms of clothing items, but also in consideration of the day’s events (e.g. scheduled meetings that dictate traditional business dress). Employees who prefer to dress more formally should feel free to do so.

### **Business Casual Defined for Non-Uniformed Employees**

Listed below is a general overview of acceptable business casual attire, as well as a listing of some of the more common items that are not appropriate for the office. Neither list is intended to be all inclusive. Rather, these items should help set the general parameters for proper casual business wear and allow employees to make best judgments about items that are not specifically addressed. If you have questions or need clarification, please notify your manager or supervisor.

**Slacks** – Cotton, wool and khaki slacks are acceptable provided they are clean and wrinkle-free. Inappropriate items include jeans of any color, sweatpants, athletic suits, short shorts, bib overalls, leggings, spandex or leather pants.

**Shirts** – Casual shirts, golf shirts, sweaters and turtlenecks are acceptable. Inappropriate items include tank tops, sweatshirts, shirts with large lettering, logos or slogans, halter-tops, tops with bare shoulders, and t-shirts unless worn under another blouse, shirt or jacket.

**Dresses and Skirts** – Casual dresses and skirts, and split skirts at or below the knee are acceptable. Inappropriate items include mini-skirts, denim skirts, and spaghetti-strap dresses.

**Footwear** – Loafers, boots, flats, dress sandals, open-toed shoes, clogs and leather deck shoes are acceptable. Inappropriate items include athletic shoes, sneakers, flip-flops and slippers.

## Important Information for Uniformed and Non-Uniformed Employees

**Hats** – Staff may wear individually purchased GW baseball hats or GW winter hats according to the season. They must be clean and professional.

**Headphones** – Use of headphones is not permitted in circumstances where use may compromise an individual's own safety or the safety of the GW community and/or limit the ability to deliver excellent customer service. Headphones can include, but are not limited to: airpods (one or both), any brand or configuration of noise canceling headphones, or standard headphones.

- Employees may not wear headphones when in a customer-facing environment, including when conducting work in an academic, administrative or residential space; or when conducting work on campus.
- Employees working in customer-facing environments and/or roles requiring you to move about campus may use headphones to conduct university business (the wearing of headphones should be limited to those times only).
- Use of headphones is permitted in back-of-house areas, so long as the use of the headphones does not compromise safety.
- Individuals in open office work environments may utilize headphones at their desks for noise-management only if it does not compromise safety or the customer service experience.
- Standard radios may be used with common sense in shop/office areas as long as they are not distracting or offensive to others.
- Supervisory permission/judgment will govern the interpretation of whether headphone use in a particular circumstance may create a safety or customer service issue.

**Buff and Blue Friday** - On Friday's, DivOps Team Members are invited to show GW spirit, by wearing a combination of buff and blue.

[Managers can use their discretion in making exceptions to allow more casual attire for special circumstances such as moving offices as assignments and duties that may require attire other than the set business.]

## **Employee Resources**

### **Training and Professional Development**

The university encourages employees to participate in professional developmental activities that will advance skills, increase knowledge, and ultimately further professional growth. This includes participation in professional development classes, workshops, conferences, and seminars. The Workplace Learning and Development department through Human Resources offers many on-demand learning resources, including over 1,000 online classes through Talent@GW.

The Division of Operation's Staff Development Program encourages employees and their managers to use the performance review as the foundation for professional development. Employees and managers are encouraged to work together to create a professional development plan that will help employees meet their goals, improve skills and competencies, and advance their careers. The staff development team is available to provide coaching and guidance to employees and their managers in the preparation of professional development plans.

For more information regarding professional development opportunities, please email [opstraining@gwu.edu](mailto:opstraining@gwu.edu).

### **Time and Leave Management**

To access GW's [Holiday](#) and [Payroll](#) Schedule, please visit [www.hr.gwu.edu](http://www.hr.gwu.edu).

Employees are expected to utilize [Kronos](#) to manage all available leave. Employees are responsible for submitting their own leave requests to obtain the necessary approval for leave use. If you need assistance or have any questions, please email [opspay@gwu.edu](mailto:opspay@gwu.edu).

### **Faculty Staff Service Center (FSSC)**

The Faculty and Staff Service Center (FSSC) is a one-stop resource for GW employees desiring support with Human Resources, Parking & Transportation, Tax, Payroll, and Benefits transactions. FSSC is located on the 2<sup>nd</sup> floor of the Marvin Center at 800 21<sup>st</sup> Street NW and can be contacted at (202) 994-8500.

### **Division of Information Technology (DIT) Support Center**

Contact DIT for GWID Pin Reset, Create a NetID, Net ID / Email Password Reset, Specialized NetID accounts. To report a technical issue, please contact the DIT Support Center at 202-994-GWIT (4948) or email [ithelp@gwu.edu](mailto:ithelp@gwu.edu). The Support Center is open 24 hours a day, 7 days a week.



## **DivOps Policies and Guidelines**

All policies and guidelines for the Division of Operations can be found on the division-wide shared drive in the Operations folder. Please notify your manager if you are unable to access the policy folder.

### **Cell Phones**

Cell phones are issued to DivOps staff who through the nature of their work, are required to work remotely and/or be accessible by telephone regardless of the time of day, day of the week, or geographical location. To request a university issued cell phone, or report an issue with your existing phone please contact Operations Business Services at 202-994-5340. While on duty, cell phones may only be used to conduct work related business or to address family emergencies.

### **Office Supplies**

Office Supply ordering for the division is handled by Operations Business Services. To order supplies please complete the Supply Order Form – found on the Operations Shared Drive/Policies, Procedures and Forms.

### **Telecommuting**

Telecommuting allows eligible employees to work from an alternative work location, such as their home, for all or part of his/her regular workweek. It is an arrangement that may be appropriate in some positions when job, employee, and supervisor characteristics are best suited to such an arrangement. Please talk with your manager about possible telecommuting options.

### **Open Workspace**

DivOps has an open work environment with expectations for conduct as follows:

- Cleanliness & Order - Operations team members are expected to be self-sufficient and accountable for the overall cleanliness of the Support Building.
- Confidentiality & Sensitive Information – Please be mindful to step away from open workspace into a nearby team room to have confidential or sensitive conversations. Please be generally aware of other conversations that may be considered offensive by others. Be sure to put confidential or sensitive documentation away and lock you computer, when walking away you're your workstation.
- Excessive Noise in open work space is inevitable, and all members of the Operations team are expected to be flexible and tolerant of their neighbors. The use of headphones or earbuds is encouraged when staff are participating in conference calls or online training. Use of speaker phone is not permitted in common areas.
- Quality of Air - Please be cognizant of your surroundings when making choices about aerosol sprays, air fresheners, perfumes, lotions, poor personal hygiene, or eating aromatic foods in areas with limited ventilation.

- Safety and Security – Access to areas containing open workspaces will be locked outside of standard business hours of 7am to 5pm, Monday – Friday.
- Solicitation and Postering – Vendors who visit the Support Building to solicit GW business will not be permitted into the space without an appointment.
- Conference Spaces – Scheduling conference rooms within the Support Building is on a first-come, first-served basis through Google Calendar.
- Flexible Seating/Hoteling Spaces – Areas that are designated for flexible seating/hoteling spaces within the Support Building are available on a first-come, first-served basis.

### Visible Identification Policy

Members of our Division regularly engage with the university community in academic buildings, administrative buildings, and residence halls. In an effort to maintain an appropriate level of visibility, all members of the Division of Operations are required to safely display their university issued GWorld card on their person at all times while working on campus. Displaying your ID allows member of the GW community to easily identify you as a member of the GW community and the Division of Operations. Employees working in tight or difficult to navigate spaces can opt for an ID arm band instead of using the traditional lanyard.

### Communications Protocol

Members of the Division of Operations are required to work with the Division's Communications & Outreach department when preparing any of the following types of communications:

- GW mass email (InfoMail)
- Email distributed to significant number of stakeholders and/or customers (e.g. full building, etc.)
- Response to media/non-media inquiries
- GW website content
- Social media content
- Work notices
- Any communication with potential for media and/or political impact

### Important Communication Resources/guidelines:

- **Newsletter:** Staff are expected to review the Division newsletter which is generally published on a weekly basis via email and posted on bulletin boards in multiple break rooms and ask supervisors/managers at staff meetings as to any questions/comments or to contact the C&O team.
- **@gwu.edu email addresses** are provided to all permanent staff and since communications are sent on a regular basis to these email address staff are expected to review on these email accounts on a regular basis (preferably daily or more) to ensure they are aware of information in a timely manner.

- **Official emails:** Updates are sent on an as-needed basis from senior staff (including Senior Associate Vice President Alicia Knight) with header text including “From the desk of” and typically sent via the [savpops@gwu.edu](mailto:savpops@gwu.edu) account (or possibly on limited occasions from [talktogw@gwu.edu](mailto:talktogw@gwu.edu)). University updates may also be sent “From the desk of” or via GW’s infomail platform.
  - If a staff member is not receiving the newsletter/”From the desk of” emails, they should go to [operations.gwu.edu](http://operations.gwu.edu) and use the noted link to sign up for the newsletter (or use below info to contact a member of the C&O team). Related, all staff are encouraged to provide information which they feel would be valuable for other Division staff to be of/published in the newsletter.
- **Bulletin Boards** – To reinforce the messaging of its weekly email newsletter, the Division has installed bulletin boards at more than 15 locations around campus including break-rooms for particular shops/units within the Division. These bulletin boards are for official Division publications only and are maintained by the C&O team. Any items not posted by the C&O team will be removed and staff wishing additional information to be posted on these bulletin boards should contact this team. Below are locations of current bulletin board locations.
- **Computer work stations** – the Division knows not all staff have access to a work-provided mobile phone and/or computer and provides computers at the following locations available at all times for staff to use as needed to check their official @gwu.edu email account.
- **Comment boxes** – the Division knows staff members may want to share information either in “real-time” or confidentially. Given this, all staff may use the “digital comment box” accessible at [operations.gwu.edu](http://operations.gwu.edu) or to insert a hand-written note at these location. These boxes are also the location to deposit Service In Action tickets.

### Recycling, Compost, Reuse, and Paper Use

Division of Operations staff are expected to lead by example and recycle correctly. We are a single stream campus which means all clean plastic, glass, and aluminum beverage containers and all clean fiber (cardboard, mixed paper, and newspapers) can be placed together inside any of our blue recycling bins. Staff can also place their food scraps in the compost bin in the refrigerator in the 2nd floor kitchen. The Division provides reusable mugs and glasses as an alternative to disposable ones, and employees can place them in the dishwasher after use. Please think before printing, and set your default settings to double-sided. If you have an idea to improve the sustainability of the Support Building or other aspects of campus, please share with your supervisor.

## **Event & Meeting Space Guidelines**

To request catering, event space coordination, or event support, please complete the [Ops Event Request form](#). Upon receipt of your request, a member of the Operations Business Services will contact you to review your event needs. Please note that catering is not permitted for meetings that involve only GW staff unless tied to special event or recognition program which must be approved in advance. If your meeting involves a vendor or 3<sup>rd</sup> party participation, simple catering is appropriate.

## **Signature Authority**

Signature authority is specific to each department. Unless expressly authorized, employees are not permitted to sign documents that bind or commit GW in any way. Please ask your supervisor for the details of signature authority for your unit.

## **Flowers/Fruit Baskets/Gifts**

In accordance with the university [p-card policy](#), the purchase of flowers, fruit baskets, or gifts in general is strictly prohibited. Operations teams are welcome to take up a collection or send a card upon occasions as appropriate.

## **Interview Panels**

A structured interview process is normally required for Division of Operations hires to provide a diverse interview and selection committee. A member of the Human Resources department must be present for all interviews. For Management and Supervisory positions, the panel must include the hiring manager, an HR representative, a departmental peer, a customer/stakeholder representative and a member of the Business Integration Group. Exceptions must be approved by HR and the Senior Associate Vice President for Operations. Managers looking to enhance the interview process by incorporating additional requirements for interviewees must consult with HR prior to beginning the interviewing process.

## **Access/Security/Discretion at Work**

Due to the nature of the work completed in the Division of Operations, our employees will have access to the personal information and personal space of the members of the GW community that we serve. Use of this access for purposes other than authorized work purposes is expressly prohibited and is grounds for immediate termination.

## **Fleet Management and Use of GW Vehicles**

GW is an open, walkable campus. Our pool of electric and gas powered vehicles are made available to certain staff to conduct work across campus. Given the university's focus on sustainability and a healthy campus, the expectation is that work requiring the transport of large and/or heavy materials is accomplished by utilizing the electric or fleet vehicle pool. Employees with work assignments that do not require transporting large and/or heavy materials will traverse the campus by foot to the designated work site.

Vehicles may not be assigned to any specific employee. Vehicles within each shop are coordinated in advance to support the daily shop work activities and needs. In the event there are multiple urgent services in a given day, the option to utilize the fleet pool is available (refer to the Fleet Check-Out/-In Protocol) for one-day at a time (i.e. no overnight). Use of vehicles for personal use is expressly prohibited (including but not limited to driving to lunch, metro, or other non-work required activities).

### **Performance and Conduct Standards**

All employees are expected to meet the university's and Division of Operations standards of work performance and conduct themselves appropriately in the workplace. Employees must be respectful and professional toward co-workers, clients, students, vendors, and other third parties at all times. Employees should exhibit the university values at all times. Employees are expected to accept work assignments (and where applicable location and/or crew assigned by his/her supervisor) and take reasonable directions from any individual designated as supervisor.

When an employee's performance does not meet the expectations or requirements of the job, or an employee's conduct interferes with the orderly and efficient operation of the university or otherwise has a negative impact, the university may take corrective (including disciplinary) action. Unlawful or improper conduct, or violation of university policies, while in a GW uniform, whether on campus or off, that adversely affects the university's reputation in the community will not be tolerated.

Performance or conduct concerns can become evident in a variety of ways. Examples of performance or conduct for which corrective action is necessary includes, but is not limited to:

- Failure to maintain the requisite knowledge, skills and demonstrated ability to perform the job;
- Improper attire for uniformed or non-uniformed employees;
- Excessive tardiness or absenteeism;
- Failure to exercise good judgment;
- Failure to abide by or comply with university and departmental policies and procedures;
- Being insubordinate to a manager or supervisor, or threatening, intimidating or assaulting a fellow employee client, vendor or other third party;

- Defacing or destroying any university property;
- Engaging in any act that endangers the lives and safety of other individuals;
- Falsifying any university records such as time sheets, material order forms, employment related forms, invoices, or any other university documentation.
- Gambling of any kind on university premises;
- Violence or threats of violence on university premises whether on or off duty;
- Unauthorized possession or use of alcohol or controlled substances on university premises, or reporting for duty under the influence of alcohol or controlled substances;
- Possession of firearms or other dangerous weapons on university premises, whether on or off duty;
- Theft of university property; Removal of property from residence hall rooms, any university buildings, or premises without written approval from the appropriate management staff.

The forms of performance counseling or corrective action include verbal warning; written warning; performance improvement plan; suspension; and termination. These forms do not need to be applied as progressive or escalating steps. In determining what performance counseling or corrective action is appropriate, the seriousness of the infraction or action, the employee's past record, and the circumstances surrounding the matter will be taken into consideration.

### **Safety**

- If an employee is involved in an accident on the job, regardless of whether injured or not, the incident must be reported to the immediate supervisor as soon as possible. If injured, no matter how slightly, the circumstances will be reported to the supervisor at once, in full detail. Incidents must also be reported to Risk Management.
- Employees have to be familiar with the location of fire alarm boxes, extinguishers and AEDs in the area to which they are assigned. In the event of a fire or emergency in the working area, the following steps will be taken:
  - Turn on the alarm at the nearest building fire alarm box.
  - Call City Fire Department at 911.
  - Shut all doors and windows. Do what is possible to put out the fire

- without personal endangerment.
- Upon arrival of the Fire Department, direct them to the fire and leave the area immediately.
- An employee will at all times follow all safety guidelines, which includes seatbelt usage, when operating GW vehicles and equipment. Additionally, employees are expected to wear all personal protective clothing/equipment (PPE) that is provided by GW when operating equipment or accessing active construction sites. No one is authorized to make any exception to this expectation.
- Uniforms and safety equipment provided by the university will be worn as appropriate and required. Failure to wear safety equipment will lead to disciplinary action up to and including termination.
- Under no circumstances may an employee disclose confidential or proprietary university information to unauthorized individuals. Any request for confidential information must be forwarded to their manager or supervisor. Examples of confidential or proprietary information include, but are not limited to: financial records, vendor information and contracts, marketing plans and strategies.
- Damage to university buildings and equipment that result in unsafe conditions must be reported to the immediate supervisor as soon as it is discovered. No equipment will be used unless all guards and other safety devices are in place and functioning as designed.

### **Participation in GW or Division of Operations Sponsored Events and Meetings**

1. Employees are encouraged to participate in GW and Division of Operations sponsored special events that do not conflict with assigned work duties.
2. Attendance at Division of Operations sponsored All-Hands Meetings and department staff meetings are mandatory (unless the employee is on leave or out for FMLA).

