1. **GENERAL** – These protocols were developed to expand upon the guidance and requirements as outlined in the *GGU Employee Handbook* and other documents. BSF is a multi-faceted operations support department for the university. Given the institutional goals, and the far-reaching impact of the department's operations, it is critical for all members of the BSF Team to follow these protocols, and to offer suggestions on improvements and efficiencies.

2. **DEPARTMENT RESPONSIBILITIES** - The department's scope of responsibility includes, but is not limited to, the following:

   A. Auxiliary Services (ATM, Bookstore & Vending Services)
   B. Campus ID Card Program
   C. Construction
   D. Copy Services
   E. Document Destruction Service
   F. Facility Maintenance & Repair
   G. Facility Scheduling
   H. Furniture & Equipment Repair
   I. Housekeeping
   J. Mail Services
   K. Property Management
   L. Purchasing & Contracting
   M. Recycling
   N. Risk Management
   O. Safety & Security Services
   P. Shipping, Receiving & Warehousing
   Q. Switchboard Operations
   R. Vehicle Operations

3. **WORKPLACE SAFETY AND SECURITY** – Workplace safety is the responsibility of each employee. All members of the BSF Department are expected to conduct all of their activities in a safe and secure manner. Employees must not use any equipment for which they have not been trained in the proper and safe operation.

   A. Proper safeguards must be taken when operating equipment, and when working in-and-around production areas. The use of safety equipment (vision, hearing, and other protective devices and clothing) is mandatory as required by the operation in progress.

   B. The appropriate protective clothing and devices (hearing protection, goggles, gloves, etc.) must be worn when performing tasks that may result in injury, or when prescribed by specific operating procedures, custom, or the applicable equipment operating instructions. Open-toed shoes, shorts, and tank-tops/sleeveless t-shirts are normally not permitted.

   C. Members of the department are expected to monitor the overall safety-and-security conditions of the campus, and to immediately fix, or report, any unsafe condition or security anomaly.
4. CUSTOMER SERVICE – Providing prompt, attentive and professional customer service is one of the primary department goals. And managing expectations allows us to satisfy the customers needs, and is helps us to better manage our staff and physical resources. Every member of the Team is asked to abide by the following guidelines:

A. Solve problems at the initial point of contact with the customer. Don’t bounce people around.

B. Use common sense, and when possible respond in the affirmative and comply with the customer’s request. Each member of the department is empowered to respond appropriately based on skill sets and the procedural knowledge.

C. Be sensitive to the needs of others, and try to be understanding of their position.

D. Plan and be prepared for the unexpected. But, do not be afraid to make a decision.

E. Be timely in responding to requests. These are the basic service-expectations:
   - Telephone calls - answered within three rings.
   - Email messages - answered within one business day.
   - Facility Work Orders - completed within three business days (unless waiting for parts or contractor assistance). But keep the requestor apprised of the situation and the estimated time for completion (ETIC).
   - Purchase Requests - processed (purchase order generated) within three business days.
   - Incoming Mail - delivered once daily at the designated time.
   - Outbound Mail - processed and sent out daily at the designated time.
   - Priority Mail - delivered within three hours of arrival on campus.
   - All other business requests - completed within three business days.

F. Communicate with all members of the department and keep our customers in the loop regarding the status of their requests.

G. Use voicemail sparingly. Be sure to set an “away” voicemail and email auto response when you are out of the office for more than one day.

H. When identifying problems, offer solutions as well.

I. Stay on top of new technologies and ideas.

J. Be professional in actions and appearance. Set the standards for others to follow.

K. Smoking, eating and drinking must not be done in front of our customers. For example, you can drink or eat at your assigned workstation if these activities are done out-of-sight of the customers. Smoking is only permitted on campus when allowed by GGU policies and when on a break period. For example, you cannot be smoking and walking down the street delivering mail. Reading or doing work other than official business can only be done during break periods and when not in customer’s view.

L. Keep everything in perspective, and maintain a sense of humor.
5. **HOURS OF OPERATION** – The department must support the operating needs of the university. As a result BSF will accommodate all reasonable requests to have the facilities open for business, and fully operational, as required to support the academic mission. The routine hours of operation are listed below; these change periodically throughout the year as needed in support of the academic and operational programs.

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Academic Building (536 Mission)</strong></td>
<td>Sunday – Friday 0730-2300</td>
</tr>
<tr>
<td></td>
<td>Saturday 0730-2030</td>
</tr>
<tr>
<td><strong>Admin Building (62 First)</strong></td>
<td>Monday – Friday 0730-1900</td>
</tr>
<tr>
<td></td>
<td>Saturday &amp; Sunday Closed</td>
</tr>
<tr>
<td><strong>Student Services Center (40 Jessie)</strong></td>
<td>Monday – Friday 0730-1900</td>
</tr>
<tr>
<td></td>
<td>Saturday &amp; Sunday Closed</td>
</tr>
<tr>
<td><strong>GGU Bookstore</strong></td>
<td>Monday</td>
</tr>
<tr>
<td></td>
<td>Tuesday – Friday</td>
</tr>
<tr>
<td></td>
<td>Saturday &amp; Sunday</td>
</tr>
<tr>
<td><strong>Computer Labs</strong></td>
<td>Monday – Friday 0800-2200</td>
</tr>
<tr>
<td></td>
<td>Saturday &amp; Sunday 1000-2000</td>
</tr>
<tr>
<td><strong>Law Library</strong></td>
<td>Monday – Thursday 0730-2230</td>
</tr>
<tr>
<td></td>
<td>Friday 0730-2000</td>
</tr>
<tr>
<td></td>
<td>Saturday 1000-1800</td>
</tr>
<tr>
<td></td>
<td>Sunday 1200-2230</td>
</tr>
<tr>
<td><strong>University Library</strong></td>
<td>Monday – Thursday 1000-2200</td>
</tr>
<tr>
<td></td>
<td>Friday 1000-1700</td>
</tr>
<tr>
<td></td>
<td>Saturday 1030-1700</td>
</tr>
<tr>
<td></td>
<td>Sunday 1200-1700</td>
</tr>
</tbody>
</table>

* The Bookstore is open on select Saturdays throughout the year. Typically this occurs on the first 3 Saturdays of each semester. Notice is posted in advance when they are open on those days.

+ The Law Library adjusts their hours periodically throughout the year to accommodate exam prep periods and other activities.
6. DEPARTMENT SCHEDULING AND WORK SHIFTS - The staff level for each shift must be sufficient to handle the workload while at the same time taking into consideration the needs of the staff. Given the department’s extensive hours of operation, and scope of responsibility, it is critical that all employees fulfill their assigned work shift(s) as published.

A. The department weekday and weekend shifts are typically as follows:

<table>
<thead>
<tr>
<th>Shift</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day Shift</td>
<td>0700 until 1530</td>
</tr>
<tr>
<td>Swing Shift</td>
<td>1500 until 2330</td>
</tr>
<tr>
<td>Graveyard Shift</td>
<td>2300 until 0730</td>
</tr>
</tbody>
</table>

B. A minimum staffing of four BSF employees is required to “open the doors for business” (for the Day and Swing shifts). This includes the following positions: a manager and/or Operations Coordinator; one Facility Technician, one Security Assistant (employee or contract) and a Switchboard Operator.

C. The required staffing can include both full and part time employee positions. However, at least one full-time employee must be assigned to each shift.

D. The Operations Manager and/or Operations Coordinator will publish a weekly BSF Staff Schedule and calendar of events that details the staffing and significant activities for each day. Copies are distributed throughout the department. This schedule is used to determine who is present for duty and who is off. So please be sure that the Operations Manager/Operations Coordinator responsible for publishing the schedule knows your planned vacation dates, doctor appointments, floating holidays, jury duty, etc.), so that an accurate document can be published.

E. Everyone must physically check-in when arriving for their work shift. This can be done by making contact with the applicable manager. If s/he is not available, then check in with one of the other managers on duty, or one of the Operations Coordinators. If none of these people are available, then check in with the Security Assistant/Guard on duty.

F. And prior to departing for the day or evening, you need to physically check-out with your manager or Operations Coordinator or Security Assistant/Guard (following the same process as detailed above). Hopefully this will enhance our ability to know who is on duty at any given time.

G. When calling-out sick for the day, employees must contact, prior to their shift start time, one of the department managers and/or Operations Coordinators, and inform them of the illness and status. If you cannot reach a “live” person, a voicemail and/or email message satisfies this requirement. However, as soon as possible during the missed shift, the employee must speak to a department manager and provide a status update. This is especially extremely important for those assigned facility opening duties on the Day Shift.

H. Your assigned work schedule must be fulfilled as published. Do not change hours, or swap shifts. If you need to deviate from the published schedule (leave early or arrive late), then you must get the prior approval of your manager. And your time sheet(s) must be annotated to reflect the hours worked (your actual starting and ending times).

I. Normally, not more than one person from each functional area will be allowed to be on vacation at the same time. Emergencies, and other such situations, may necessitate that more than one person in each area be away at the same time.

J. Finally, we need to know about your time-off needs as far in advance as possible. Given the need to insure proper coverage, time-off requests will not normally be approved without less than 2-weeks advance notice. We try to be understanding, and know that there can be mitigating circumstances which may preclude advance notice; but please tell us as soon as you can. Also, everyone must plan ahead for the university holidays, and other popular time-off periods, as many people request vacation time around these days. We typically approve these requests on a first-come, first serve basis.
7. **ON-CALL REQUIREMENTS** – The department managers (the Director, Operations Manager, Materials Manager, and Facility Engineer) along with the Operations Coordinators may be required, from time-to-time, to respond to a facility emergency or other such event (either at the San Francisco Campus or any of the regional teaching sites). Therefore the after-hours contact information for these staff members will be published in the *Emergency Recall Roster*. A university provided cell-phone, pager, or similar type device will be provided as needed for such communications capability.

8. **CHAIN-OF-COMMAND** – A manager and/or Operations Coordinator must be assigned to each Day and Swing shift. Typically the senior manager and/or Operations Coordinator on duty is “in charge” of the department during his/her shift and will make decisions regarding safety, security, emergencies and other such activities. He/she will also coordinate with the university senior administration as needed regarding the above. And he/she can also approve time away requests for that shift and will insure that all assigned tasks are accomplished.

9. **TIMESHEETS, PAYCHECKS AND PAY STATEMENTS** –
   
   A. Timesheets must be submitted on the due date (these dates are published by Human Resources). If you are off on the day timesheets are due, then it is your responsibility to insure that it is submitted to your supervisor on your behalf.
   
   B. Please insure your timesheet is completely filled out and is accurate. This includes your name, and department account code. The timesheet must be signed before submission to your supervisor as well. Incomplete timesheets will be returned for correction.
   
   C. You must accurately record the time worked (actual start and end times), rest periods and lunch breaks, overtime, time-off, etc. Please check your math.
   
   D. All overtime must be approved in advance by your supervisor.
   
   E. Paychecks/pay statements will be picked-up by a department manager from the Payroll Office at approximately 9:00 am each payday. Each member of the department is responsible for obtaining their paychecks/pay statement form their manager. Checks/statements that are not claimed by 4:00 pm on payday will be given to the Mailroom for mailing. Paychecks/statements must not be placed in internal mailboxes, inboxes, or left out for pick-up at a later time.
   
   F. Employees cannot pick-up or claim paychecks/statements for other people.

10. **DRESS AND APPEARANCE** – All BSF staff members must be properly groomed and attired. Aside from following, at a minimum, basic hygiene standards, this also means that clothing is clean, tatter-free and appropriate for the job. And clothing cannot contain/display obscene or objectionable language and/or pictures, nor can members wear shorts, “skimpy” clothing, or sleeveless t-shirts/tank-tops. Hats, caps and headbands are typically not allowed except when worn for safety considerations.
11. UNIFORMS AND LOCKER ROOM -

A. Members of the housekeeping and facility maintenance team (along with other department staff as applicable) are issued work uniforms to wear while performing their duties. A wardrobe of uniforms (approximately 12 sets) will be ordered and issued at the time of employment. These uniforms, and the related accouterments, are the property of the university and/or the uniform service provider, and they must be returned when leaving the employ of the university. Cleaning and serving will be provided at no charge to the employee. Replacements will be ordered/issued at no cost as long as the damage and/or wear is the result of work-related activities. The employee is responsible for the reimbursement costs for uniform items that are lost, damaged or go missing.

B. There is a small department locker-changing room that BSF employees can use when changing clothes. Since the room is used by both female and male employees, please knock and announce your entry into the room before opening the door. Lockers are provided and assigned by the applicable manager. Those who are assigned a locker are responsible for providing their own lock to the locker door. Do not use a locker that has not been assigned to you. And be sure to keep your locker clean and sanitary. Please do not leave perishable food items or soiled-odorous clothes in your locker.

12. WORK AREAS, STORAGE ROOMS, SUPPLIES AND MATERIALS - The department maintains numerous work areas and storage rooms. The Facility Engineer and Materials Manager are responsible for insuring that these areas are kept clean and orderly. And everyone is responsible for returning all tools and equipment to the proper storage location. A sufficient quantity of supplies, tools, and related items must be on-hand to meet operational needs. The electrical-mechanical rooms cannot be used for storage. Access to all of these locations is restricted to BSF staff members only.

13. EQUIPMENT AND TOOLS – If you are assigned equipment and/or tools, you must insure that those items are properly secured, or under your direct control at all times. These items are the property of the university, and they must be returned when leaving the employ of GGU. Servicing and/or replacement issue will be provided at no charge to the employee as long as the damage and/or wear is the result of work-related activities. The employee is responsible for reimbursement costs for any tool or piece of equipment that is lost, damaged or goes missing.

14. PURCHASING CARDS (P-Card) – If you are issued a university P-Card you are responsible for complying with the University Purchasing Card (P-Card) Program manual. Failure to follow the requirement set forth in that document can result in disciplinary action up to and including termination.

15. BREAKS AND LUNCH PERIODS -

A. Please do not eat, sit, relax, sleep, or otherwise “hangout” in the lobbies, student lounges, libraries, or at the public computer workstations. These areas are for our students. If you use these areas, especially during busy hours, it gives a wrong impression about you and everyone else in our department. REMEMBER, the students are our customers - they pay our paychecks. If you need to use a computer, we have 3 computer workstations in the mailroom.

B. Also, please do not eat, relax, sleep, hangout, take your lunch breaks or regular breaks, or do any non work-related activity in the Silo or any mechanical-storage-housekeeping rooms.

C. BSF and ETS share an employee lounge (536M, Room P-31). This room is equipped with a sink, refrigerator, microwave, storage cabinets as well as a small table and chairs. It's for your enjoyment and use when taking a break or lunch period. And we jointly share in the room’s upkeep. Since most of our activities are accomplished in the “public eye” if you don't have an office or workstation to sit at when on a break, or eating your lunch, you can use this lounge.
16. USE OF CELL PHONES, RADIOS, OTHER ENTAINMENT DEVICES AND HEADPHONES – While on duty, members of the BSF Team cannot use their cell phone for personal calls (this includes texting), or any entertainment device such as portable radios, audio players or other similar devices as well as wearing headphones/ear buds. Radios and other types of entertainment devices are permitted at the workstation/office. However the volume must be kept low enough so as to not be disruptive to normal business activities.

17. RADIO COMMUNICATIONS – The department uses mobile communications systems (radios and cellular telephones) in the course of conducting business.

   A. Only members of BSF are authorized to use (transmit on) the department’s mobile radio system.

   B. All radio communications must adhere to the requirements outlined in the applicable Federal Communications Code (FCC). Among these requirements, the use of profanity, vulgarity, and horseplay is not acceptable.

   C. So that all members of the department can understand, and respond as necessary, all transmissions will be made in English.

   D. The department employs the basic transmission code abbreviations. Some of the most common used codes are:

   - Code 10-1 Receiving poorly
   - Code 10-4 Okay … message received
   - Code 10-6 Busy … stand by
   - Code 10-7 Out-of-Service … leaving air
   - Code 10-8 In-service
   - Code 10-9 Repeat message
   - Code 10-11 Talking too rapidly … not clear
   - Code 10-17 Urgent
   - Code 10-20 Location
   - Code 10-50 Break … everyone clear the channel … stop transmitting
   - Code 101 Restroom Break Required

   E. In the event of an emergency and immediate assistance is needed, using the radio, or telephone, state your name, location and use the current emergency code word-phrase. Upon hearing this, all available members of the department will respond to the location stated in the transmission.

18. PERSONAL TELEPHONE CALLS, EMAIL, AND BUSINESS MAIL – Using university resources (telephones, email accounts, Internet service, mail service) for nonofficial business activities is not permitted. Obviously exceptions can be made for emergencies and urgent requirements.

19. EMERGENCY COMMUNICATIONS – The Vice President of Business Affairs (VPBA) and the university President must be notified of any emergency or other serious situation-incident. Typically the Director of BSF, or the Operations Manager, Materials Manager or Facility Engineer will make this notification.

20. REQUESTS FOR INFORMATION FROM THE MEDIA – All questions from the media (newspapers, radio, and television) must be routed directly to the Director of Marketing and Communications. Do not make any statements “for the record” or “off the record”.

21. CONFIDENTIAL AND SENSITIVE INFORMATION – Some members of the BSF Department handle confidential and/or sensitive information as a routine part of their job. This information must be properly safeguarded at all times, and must not be discussed with others (inside of, or outside of the department) unless required.
22. PROTECTING UNIVERSITY MAIL – Mail Services is a controlled area and entry is restricted to BSF employees.

A. All university mail and commercial shipments (inbound and outbound) must be kept secured at all times.

B. Mail cannot be delivered, or given to, anyone other than the addressee. Non-accountable mail can be delivered to designated mail-drop boxes within each organization for further sorting and delivery to the addressee.

C. Only the addressee may claim his/her mail from the Customer Service Counter. Positive proof of identity is required. This is typically done via a GGU Employee ID Card. Students are not allowed to pick-up any faculty mail.

D. Mail addressed to the university, not identifying a specific addressee, will be opened by a BSF manager. S/he will make the determination for proper disposition.

E. Suspicious mail and shipments must be reported to a department manager immediately.

23. FACILITY ACCESS AND RESTRICTED AREAS – The proper control of university facilities is paramount in helping to maintain a secure environment.

A. After-hours unescorted access into any university facility is restricted to the following: the university President, Vice President of Academic Affairs, Vice President of Business Affairs, as well as the BSF managers, Operations Coordinators and Facility Technicians. These individuals will be issued the master key for all exterior and interior doors.

B. Access to any suite, office and/or work area is typically granted to any employee who works in that area as well as students, vendors/contractors and visitors. When the university facilities are open for business, access into these areas is typically unencumbered. If an employee forgets their key, they may be granted access if their identity has been verified (typically by using their GGU Employee ID Card).

C. The following are Restricted Areas, and the authorization to enter these locations is under the direct control of the applicable organization. Under no circumstance will individuals not assigned to the unit be given unescorted access to without prior authorization.

<table>
<thead>
<tr>
<th>Room/Area</th>
<th>Controlled By</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSF Suite</td>
<td>BSF</td>
</tr>
<tr>
<td>Cashiers Cage</td>
<td>SAS</td>
</tr>
<tr>
<td>Custodial Closets</td>
<td>BSF</td>
</tr>
<tr>
<td>Enterprise Technology Services Suite</td>
<td>ETS</td>
</tr>
<tr>
<td>Equipment Storage Rooms</td>
<td>BSF-ETS as applicable</td>
</tr>
<tr>
<td>Finance Department Suite</td>
<td>Controller</td>
</tr>
<tr>
<td>Human Resources Suite</td>
<td>HR</td>
</tr>
<tr>
<td>Mechanical-Electrical Rooms-Vaults</td>
<td>BSF</td>
</tr>
<tr>
<td>Penthouse &amp; Roof Tops</td>
<td>BSF</td>
</tr>
<tr>
<td>President’s Suite</td>
<td>President’s Office</td>
</tr>
<tr>
<td>Records &amp; Registration</td>
<td>Registrar</td>
</tr>
<tr>
<td>Server Rooms</td>
<td>ETS</td>
</tr>
<tr>
<td>Silo</td>
<td>BSF</td>
</tr>
<tr>
<td>Telephone-Data Rooms</td>
<td>ETS</td>
</tr>
<tr>
<td>VPBA/CFO Office</td>
<td>VPBA/CFO</td>
</tr>
</tbody>
</table>
24. BASIC SECURITY PROTOCOLS – All members of the department are tasked with assisting with campus safety and security. Being professional and maintaining calm-and-control during emergencies is critical when responding to calls for assistance. In addition to the specific protocols listed in the Emergency Response and Evacuation Plan (EREP) for the situation at-hand, the following must guide our actions:

A. Your safety is paramount at all times. If you feel that you are in an unsafe situation, or you feel threatened, or you are unsure of what to do, back away and call for assistance and wait for help to arrive.

B. We are not a police force, and do not have arrest authority. Therefore do not try to apprehend (this means even touching) or otherwise detain any person. Do not use force or violence. If the situation is escalating, defuse it by backing away and calling for help.

C. If a suspect is involved, keep the person under observation if possible without escalating the situation, or creating an unsafe condition for yourself or others.

D. If a victim is involved, be sensitive to the concerns and needs of that person.

E. Do not allow crowds to gather, especially around a victim or crime scene. Cordon off the area and keeping people moving and away from the area as best as you can.

F. Do not discuss any security events or incidents with anyone outside of the BSF Team unless authorized by a BAF manager to do so.

G. A Security-Incident-Medical-Emergency (SIME) Report must be completed for all security, medical and emergency situations. A SIME should also be completed for any incident that you feel is unusual or merits discussion or further investigation. And a SIME report must always be completed any time “911” is called.

H. The Director of BSF, Operations Manager, Materials Manager and/or Facility Engineer must be called as soon as possible for any SIME event.

I. In summary, our basic general-purpose emergency response guidelines are:

- Respond promptly to the call for assistance.
- Remain calm.
- Take charge and maintain control of the situation.
- Call “911” as required by the situation.
- Call for BSF backup as required.
- If the situation exceeds your ability to effectively respond, wait for the responding unit to respond.
- Maintain radio communications and provide status updates as required.
- Be safe. Do not place yourself in jeopardy.
- Wear protective clothing-gloves as required by the situation.
- If waiting for police, fire or medical assistance, make sure that someone is positioned at the exterior of the facility (by the entryway) to direct them to your location. Make sure the elevator is “held” for their use.
- Get the facts: names of victims and witnesses, organization of assignment, times, description of what occurred and the people involved.
• Be sensitive to the confidentiality of the event and the people involved.
• Notify BSF senior managers of the event as soon as possible.
• Prepare and submit a SIME.

25. COMPLIANCE WITH GOVERNING LAWS AND DIRECTIVES – When conducting purchasing and contracting activities, BSF makes every reasonable attempt to comply with the provisions of the Uniform Commercial Code (UCC), the Federal Acquisition Regulation (FAR) and other applicable directives. Prior to executing a purchase order (PO), or entering into any agreement or contract, BSF will attempt to ascertain that the vendor also complies with the above guidelines. And BSF will attempt to monitor the vendor’s performance, as it relates to these governing directives, for the duration of the relationship.

26. AGENTS-AND-REPRESENTATIVES – The BSF staff who handle purchasing activities, by the very nature of their position, are purchasing representatives (agents) of the university. The university president, or designated representative, will authorize in writing those members of the BSF department, and/or other university employees, who are authorized to execute a purchase transaction, or who may enter into an agreement or contract.

27. CODE OF ETHICS & PROFESSIONALISM - BSF is entrusted with a special responsibility to exercise sound fiscal control over the proper expenditure of university funds and other resources. High exemplary standards must be maintained when conducting all business transactions. Any employee involved, either directly or indirectly, in purchasing and contracting activities must:

A. Take into consideration the best interest of the university as well as following established policies, procedures and related protocols.
B. Strive for the highest degree of honesty, integrity and professionalism when conducting any business transaction.
C. Avoid participating in any procurement business decision when a conflict-of-interest, or the appearance of such, exist or may exist. All procurement activities must be conducted at “arms-length” between the department’s employees and its’ vendors.
D. Reject any and all gifts, gratuities, commissions, or other monetary or non-monetary rewards that may be offered by any vendor, or agent thereof, except as specifically authorized.
E. Be timely and efficient in responding to all requests for assistance, and establish a collaborative relationship with the requestor.
F. Be receptive to advice and suggestions from members of the university community, and render sound professional advice when requested and appropriate.
G. Foster a collegial business relationship with the vendors and other business associates. And accord them professional courtesy and respect, and recognize that their time is valuable. Avoid frivolous or wasteful requests and transactions.
H. Support and participate, to the maximum extent possible, professional development. And, stay abreast of trends and technologies that may impact the business operations of the university.
28. GIFTS, COMMISSIONS, ENTERTAINMENT, AND SERVICES – Gifts, either cash or materials-in-kind, commissions, entertainment and/or services, are typically not accepted from, or offered to, individuals doing business, or seeking to do business, with the university. It is understood that the giving or receiving of gifts, meals, entertainment and other services can be respectable ways of building and maintaining legitimate business relationships. However, before accepting or giving a gift, the transaction must meet the following guidelines.

A. The giving of a gift is based upon a customary occasion (i.e. get-well, birthday, Christmas, promotion, etc.) and the gift is of a nominal value (typically $100 or less). The test is whether the giving of a gift, and the gift itself, gives the appearance of impropriety.

B. The giving of the gift does not imply, or impose, any sense of obligation on the part of the university or the vendor.

C. The giving of a gift does not result in any special favor or preferential treatment.

D. Major gifts made on behalf of a vendor to the university may be accepted provided such gifts are for unrestricted use; and that no commitment, agreement, or promise is made to obligate the university to perform in a specified manner. All such major gifts must be properly recorded with the university Advancement Office, and must comply with their governing policies.

29. NON-DISCRIMINATION – The university does not discriminate on the basis of race, religion, color, sex, age, sexual orientation, national origin, marital status, or disability. Also, the university encourages small, disadvantaged, woman owned, and minority firms to apply. BSF will not knowingly engage in a business relationship with any vendor or contractor who violates these provisions.

30. SWEATSHOP LABOR – BSF strongly encourages business to pay their employees decent and honest wages, and to maintain healthy and humane working conditions (within and outside of the United States). When possible, the university will not purchase products that are manufactured under sweat-shop conditions, and will not knowingly do business with vendors who support or condone these practices.

31. BUY AMERICAN - The BSF Purchasing Office strives to provide the very best products and services based upon pricing and other factors that can affect the transaction. When possible, American-made products will be specified above all others.

32. RECYCLED MATERIALS – The department is aware of the environmental concerns in purchasing and disposing of materials. Therefore we strive to:

A. Whenever possible, from an operational and economical standpoint, recycled materials will be specified when placing an order.

B. And materials destined for disposition will be recycled by the university IAW city and state governing directives. Every member of the department is encouraged to properly dispose of all materials in keeping with our goal of recycling as much material as possible. That can affect the transaction. When possible, American-made products will be specified above all others.

33. FACILITY OPERATIONS – The specific operating protocols for facility related activities are detailed in the Facility Operations manual. This document should be referenced, as needed, when addressing those items throughout the work day.
34. FACILITY WORK ORDERS – It is not unusual for malfunction reports, or requests for assistance, to be made to members of the department as they are moving throughout the campus. These reports and requests must be routed to the applicable BSF manager for action, documentation and tracking. If you are not able to complete an assigned work order, or if you need help or have any questions, please see contact one of the Operations Coordinators. They can coordinate as needed, or reassign it to someone else.

35. FACILITY IMPACT – Any work that may affect classes or routine business activities must be coordinated with the applicable organization prior to the work commencing. For example, loud-noisy work is normally not performed during those times when classes are in session or business offices are open.

36. ELEVATOR USE – Given the elevator resources that are available, and the needs of the students, employees and visitors to move freely between floors, BSF (and our contractors) must not use the elevators in a way that would restrict the movement of others. Typically this means that:

A. The Main Elevators (Elevators #1 and #2) will not be used for shipping-and-receiving and/or moving-construction activities between the hours of 8:00 am and 11:00 pm. Elevator #3, in the East Wing, will be used for these purposes as much as possible. When it is necessary to travel to the 6th Floor for any of the above reasons, travel should be limited to non-peak periods (for example when classes are already in session), and all other elevators must be in service.

B. Elevators will only be taken out-of-service for preventative maintenance during the hours when the facilities are closed for the day.

C. Only authorized and trained members of BSF will be issued elevator keys. Manual control of an elevator may be performed with prior coordination of a BSF manager.

37. CONTRACTOR ACCESS – The proper control of the contractor activities on campus is very important from a safety and security standpoint. All contractors must be made aware of the university Work Rules for Contractors and Vendors when performing work on campus. This document details all of the specific requirements.

A. All contractors must be instructed to check-in with the BSF Office prior to beginning any work, and they must also notify the Facilities Office when their actions are complete and they are departing the worksite.

B. Contractors must not be allowed unescorted access to any university facility without prior coordination. When contractors are working in an occupied office, suite or work area, they must be introduced to the employees in that area.

C. Contractors are not normally issued building keys. When this is required, they will only be issued the key for the specific area in which they are working. Under no circumstance will contractors be issued keys to the main doors, or other exterior entryways.

38. MOVEMENTS AROUND CAMPUS – Because of the nature of the job, most members of BSF are traveling around the campus facility on a fairly regular basis. Therefore, it’s incumbent upon each person to be professional at all times, and to be safe and focus on the job at-hand. This includes not smoking when working, not engaging in loud, boisterous horseplay-type activities, and not loitering in the hallways, offices or suites.
39. FLAG PROTOCOLS – Proper respect for, and the procedures pertaining to, displaying the United States Flag are detailed in the US Code, Title 36, Chapter 10. BSF makes every effort to comply with these requirements. The following protocols will be followed:

A. The flag will be flown from sunrise to sunset. The flag may be displayed 24-hours per day if properly illuminated.

B. The flag will not be flown during inclement weather (rain, severe winds, etc.)

C. When raising the flag, it will be raised briskly in one continuous motion. When lowering the flag, it will be lowered slowly. And the United States flag must be raised first and lowered last when hoisting/lowering multiple flags. The flag must never touch the ground at any time while it is being raised or lowered. And it must be folded in accordance with the guidelines detailed in the code.

D. The BSF Security Assistants are responsible for raising and lowering the flag.