

FM Procedures

- [Duty Program](#)
- [Key Procedure](#)
- [Procedure for Checking Out & Funding Motor Pool Van Use](#)
- [P-Card Procedure](#)
- [Procurement of Materials](#)
- [Uniform Program Procedure](#)
- [Work Order Center JOC Processing Procedure](#)

Duty Program

Effective Date: 7/01/13

Section: Duty Program

Purpose:

Define the expectations of the FM Duty Program

The FM Duty Program was developed to accommodate off-hour emergency service needs by providing the university with afterhours response to stabilize emergency maintenance issues and monitor safety and other systems requiring attention outside the normal work shift. The program also serves to satisfy Arkansas Boiler Board boiler monitoring requirements.

Emergency Repair Services:

Emergency maintenance are defined as those problems requiring immediate action to restore or avoid interruption of essential services such as electricity, water, gas, and heat. These requests are also for correcting conditions that are considered hazardous to personnel, students, equipment, and/or facilities. These requests should consist of work that cannot wait until normal work hours to complete or rectify. Examples are leaks and flooding that will result in loss claims if not addressed quickly.

Reporting After-Hours Emergencies:

Anyone requesting service after 5:00pm should call the Arkansas State University Police Department at 870-972-2093. The ASUPD will then contact the appropriate FM duty personnel. The ASUPD will also contact the appropriate Student Life personnel for dormitories, student housing, and apartments.

When requesting emergency services on weekdays between 7:00am - 5:00pm please call the Work Order Center at 870-972-2067.

Duty Staff Responsibility:

All duty staff will carry an operating cell phone while on call and remain close enough to campus to respond within 20 minutes.

- Duty personnel must respond to all fire alarms.
- In response to emergency elevator calls, duty personnel will call the elevator contractor if reset procedure does not. Duty personnel will assist in extraction if elevator is within 12 inches of floor level either way.
- Elevator contractors or Jonesboro Fire Department will be called if extraction is more than 12 inches and in extreme emergency cases.

- Respond to emergency lock repairs by making simple repairs and/or attempting to secure door.
- Inspect and record boiler and pressure vessel readings on weekends and evenings during the week.
- If emergency duty repairs cannot be completed or stabilized, request other duty personnel to assist if If problem is still not resolved, request assistance of applicable service providers.
- Notify the ASUPD that emergency maintenance is complete/stabilized.
- Process appropriate work order paper work the day following the call out.
- Utilize a duty truck equipped with emergency truck

Entry into warehouse and/or tool room requires notification of an ASUPD officer. All parts withdrawn will be listed and recorded on accompanying work order. A copy of material used will be given to the Director of Business Services/Work Order Center the following day.

The following chart provides a definition of what constitutes after-hours:

Weekdays	Weekends	Holidays that university is closed
4 p.m. – 7 a.m.	4 p.m. Friday- 7 a.m. Monday	24 hours

Duty Scheduling:

A scheduling calendar is created in January and distributed to Public Safety and the Work Order Center. This calendar is updated as changes arise.

Duty assignment rotates weekly. Assignments are from Monday to the following Monday, ending at 7am. Duty assignments run concurrently, including holidays. One duty rotation is skipped in the schedule each January to ensure that one person will not work on all holidays. Duty staff can make arrangements for another duty person to substitute or fill in for them in cases of personal conflicts, but it is the sole responsibility of the person on duty to make arrangements with other duty personnel.

The approval of the AVC for Facilities Management is required to supplement any additional labor for duty program, which may be needed in the case of extended leave by one or more duty personnel.

Duty Compensation:

Duty personnel are furnished a house by ASU in exchange for duty on-call and service. Natural gas, internet service, water, electricity and trash disposal are furnished by ASU. The University reserves the right to use University internet services/Network. The duty employee will be responsible for adding any additional connectivity to their duty house. Any request for maintenance or enhancements of duty personnel houses must comply with University standards and applicable codes.

All maintenance of the duty personnel houses, grounds, fixtures, kitchen appliances (i.e. range, dishwasher, microwave, and refrigerator), wall hangings, and other items requiring wall, ceiling, or floor penetrations, including pest control, will be performed and/or provided by ASU FM staff.

Furniture, washer/dryer appliances, and personal items will be provided and maintained by the duty personnel. All property enhancements require AVC approval.

Mowing/trimming of the actual yard of the duty house will be the responsibility of the occupant.

Selection of Duty Staff:

The director of building maintenance services will solicit new technicians when there is an opening in the program. When a vacancy exists, selections will be made based on the experience of volunteers. The selection criterion includes:

1. Ability to retain an Arkansas Boiler Operator license or have the ability and experience to obtain one,
2. Possess experience and/or ability in carpentry, HVAC, plumbing, electrical and HVAC
3. Possess working knowledge of fire alarm systems.
4. Exhibit good decision-making ability, and must be dependable.

Candidates will work one duty week prior to selection to ensure the employee understands the duties. The director of building services will schedule the trial week to coincide with appropriate shadowing of existing duty personnel.

Exiting the program:

Duty personnel are expected to vacate the duty house within one week of the last day of their last duty week. If the duty technician is terminated they will be expected to vacate the house within 72 hours.

If you have any questions, please contact Facilities Management at 870-972-2066.

Key Procedure

Effective Date: 08/21/25

Section: Facilities and Services

Purpose:

Facilities Management Department at Arkansas State University provides Key control for university faculty, staff and students.

Types of Keys:

1. **Controlled Keys** are keys which open buildings, offices and controlled security areas to include parking lot gates..
2. **Operating Keys** operate one door (office, lab or other work space).
3. **Departmental Keys** are key cards issued for a Building to a contractor or vendor for short term use.
4. **Non-Controlled Keys** are keys to file cabinets, desks, display cabinets, etc.*(Lock Shop will make or duplicate these keys but will not track key assignment)
5. **Equipment Service Keys are keys which operate specific equipment located in specified departments. These keys will be issued to a department so that the equipment may be operated by a designated individual in that department and not made available to the public.**

General Provisions:

All keys are issued by the Arkansas State University Facilities Management Lock Shop and shall remain the property of Arkansas State University.

Any exemptions, changes, or special provisions to this policy will be made only with the approval of the Assistant Vice Chancellor of Facilities or his designee.

Each building will have a separate building master key system with as many sub- masters as necessary to accommodate the different departments within.

All mechanical/equipment and custodial rooms will be keyed separately from the building master

It is a violation of this policy to attempt or to have any university keys duplicated by anyone other than the Facilities Lock Shop. University Police have the authority to confiscate any duplicated key(s). Any person in violation of this policy may have their key issuance privileges revoked.

It is a violation of this policy to change, add to, or alter any university installed locking system by anyone other than the Facilities Lock Shop. This includes the installation of any locking devices or hardware. Unauthorized devices and hardware will be removed by Facilities Management and the department or individual responsible for the room will be charged for all costs incurred.

The Facility Management Lock Shop does not issue Key Cards.

High Security Keys

Under special circumstances individual rooms may be keyed separate from a building master key system when requested by the dean and approved by the Assistant Vice Chancellor of Facilities. No services will be provided to the room or areas. This will include maintenance, custodial, and other such services. In the event that emergency personnel need to enter the room, the department responsible for said room will be charged for any and all damage that may occur when entry is made.

Under special circumstances individual rooms may be keyed off the university grand master when approved by Assistant Vice Chancellor of Facilities Management.

Key Requests and Issuance:

Faculty, staff, graduate assistants and students Contractors/Vendors may be issued keys to a university building upon the recommendation of a dean, department director, the university's Project Manager Vice Chancellor or the Chancellor via a [Key Request Form](#) submitted to Facilities Management Key Control office.

The form must be filled out in its entirety and then signed by the department chair/ supervisor and the dean/ director contractor/vendor.

Departments can request key for only rooms buildings and areas they are assigned.

All incomplete, illegible, incorrect, or unsigned forms will be returned to the Key Requestor until the completed form is legibly completed by the requesting department. Departments are encouraged to type all key requests for legibility.

A work order is created and key(s) are produced. When the key(s) is (are) ready, the requesting contact person listed on the key request form will be notified that their key(s) is (are) ready for pick up.

A picture ID is required when the key holder picks up the key(s) from the Facilities Management Lock Shop at 2713 Pawnee street. Hours for the Lock Shop are 7 am – 4 pm.

Records of all keys issued will be kept on a computerized key inventory system and will be maintained by the Facilities Management Lock Shop * except Residents Life who maintain their own tracking system.

Building Key Coordinators and Temporary Key Issuance

Deans or directors may designate a building key coordinator and/or department key coordinator to be responsible for department key for short term issue to graduate students and faculty. Key Coordinators will maintain complete records of all temporary key issues and will be responsible for key returns.

Keys issuance for key coordinators requires a key request form to be filled out in its entirety and then signed by the department chair/ supervisor and the dean/ director.

The department will incur all costs associated with lost Building Coordinator keys and any required re-keying.

Lost Keys:

The loss or theft of any key(s) should be reported immediately to the key holder's supervisor and Facilities Management. Replacement of lost, misplaced or stolen key(s) will be made in accordance with procedures for original issue. Individuals or their departments will be assessed replacement charges for lost controlled keys at the discretion of the dean/director and/or facility management. The dean or director will determine re-keying of locks or space at the individual's or departments expense.

Transfer of Keys:

The transfer of keys between employees or between departments is not permitted. Key(s) must be returned to Facilities Management Lock Shop for re-issue. (See temporary key issuance above)

Loaning of Keys:

Key(s) are for the purpose of conducting university business and should not be loaned to others at any time.

Worn Key(s):

Individuals holding properly authorized key(s) may exchange damaged or worn key(s) at the Facilities Management Lock Shop, Room 135 during normal working hours M-F 7am-4pm for free replacement at any time.

Return of Keys:

It is the responsibility of the key holder and the administrator who authorized issuance of the key(s) to see that all controlled keys are returned to the Facilities Management Administrative Office, Work Order Center, or Lock Shop once the key holder:

1. Transfer(s) to another department
2. Termination of employment
3. Change of assignment that makes it unnecessary for the key holder to have certain additional keys.

In addition, a Facility Management Lock Shop Key Return Form must be legibly completed and turned in with key(s). [*** PLEASE SEE ATTACHED FORM**](#)

All keys must be accounted for and returned. Deans or directors will be notified of key(s) shortages upon return of keys to the Facilities Management Lock Shop. The dean or director will determine re-keying of applicable locks or space.

Contractor Access:

All Key(s) that are needed by contractors or other non-university users must be authorized by the assigned Facilities Management Project Manager. A Facilities Management Key Request Authorization form must be filled out by the project manager and signed by key recipient for issuance. The project manager will be responsible for making sure that all key(s) are returned at the end of the project.

Key Inventory:

A key inventory will be maintained by the Facilities Management Lock Shop. If a department requires information on what keys they have been assigned, they may contact the Facility Management Lock Shop.

Lock Out Procedure:

Public Safety will provide after-hour emergency access for faculty and staff members who need immediate entry to their assigned workspaces. This space is limited to university assigned offices and scheduled classrooms and shall not include communal areas, laboratories, athletic areas, libraries or other areas owned and controlled by Arkansas State University. Faculty and staff should first contact their building/department key coordinator, department chair or dean during normal work hours.

After hours calls should be directed to the university's Project Manager or the University Department of Public Safety at (870) 972-2093. The Project Manager and/or University of Public Safety will respond appropriately to the type of emergency. At no time should any unauthorized individuals allow access to the areas listed above without Project Manager and/or University Public Safety Officer present.

If you have any questions, please contact Facilities Management at 870-972-2066.

Procedure for Checking Out & Funding Motor Pool Van Use

Effective Date: 12-01-25

Section: Motor Pool

Purpose:

To illustrate the procedure to request using the motor pool van and to fund said request.

Procedure:

1. Call or email motor pool with a request for a quote for the number of days and to see if related dates are open. The requester sends an e-mail with the requested dates to motorpool@astate.edu.

2. Motor pool will produce a quote for the vehicle use and send the Van Use Quote Sheet and return it to the requestor.

a. The quote will list the number of days @ the \$100 per day rate. * A day starts at 12:00 am and goes until 11:59 pm. For five days the quote will say 5 days @\$100 per day = \$500. ***A Late Return Charge** of \$50.00 per hour may be assessed if vehicle is returned after the last day of rental.

b. The motor pool will tell the requestor they must receive the PO and completed van usage agreement 48 hours before the van can be picked up.

c. The motor pool may need to provide the following information to first time requestors for their requisition/PO:

i. Facilities ID number is 50545085

ii. Commodity Code is 96217

ii. PO Sequence is 11

3. The requestor will complete the requisition for the van use.

4. Once the completed documents, including PO are received motor pool will verify in Banner that the listed drivers are approved to use university vehicles. Motor pool will notify the requestor when all approvals and documents are received.

5. Once the completed documents, including PO are received motor pool will verify in Banner that the listed drivers are approved to use university vehicles. Motor pool will notify the requestor when all approvals and documents are received.

Work Order

WO Number

2503463889

P0304605 NAME TAGS FOR CHILDHOOD SERVICES



Parent WO



Main

Attributes

Tasks

Crews

Parts

Tools

PO's

Routing

Readings

Closing

Asset

Asset Class





Equipment





General Information

Type

CRS



Priority

3



Method

PO



Assigned To



Outage Class



Current Status / Dates

Status

OPEN



Material Status



Start Date

THU NOV 7, 2024



Due Date

WED NOV 27, 2024



Completed



Tracking 1



Tracking 2



Non-Available



Travel Time



Library

Request

Related WO

Create WO

Billing

Estimates

Dates

Conv to Proj...

Primary Labor

Crew

SIGN



Craft

SIGNS



Crew Size



Est Hrs/



Current Est Hrs



Location

Site

ASUJ



Building

055



Floor



Room



☐ Print Ticket On Next Batch Run

6. Adjust the billing in the work order to no charge, and add the account that is listed on the purchase order.

The screenshot shows the 'Billing-3' application window. At the top is a menu bar with 'File', 'Edit', 'Query', 'Record', 'Attachments', and 'Help'. Below the menu is a toolbar with various icons. The main area has a 'Billing Type' dropdown menu set to 'NO CHARGE'. Below this are checkboxes for 'Bill by Fund' and 'Accounting Hold', followed by a 'Reason' text field. A section titled 'Account Details' contains a table with the following columns: 'Account', '%', 'Order', 'Last', 'Fund Limit', 'Amount Billed', and 'OLD FRS ACCOUNT (ORG)'. The first row of the table contains the account number '221469^254751^711311^1310' and a percentage of '100.00'. Below the table are several buttons: 'OK', 'Clear Account', 'Cancel', 'Tenants...', 'Dates...', and 'Audit...'. At the bottom left, a status bar indicates 'Record: 1/1'.

Account	%	Order	Last	Fund Limit	Amount Billed	OLD FRS ACCOUNT (ORG)
221469^254751^711311^1310	100.00					

7. When the van is returned the motor pool will add the charges to the work order, close the work order and notify the Work Order Center who will send the appropriate reporting to Accounts Payable.

8. Accounts Payable will produce a check and send it to the cashier's window for deposit. Deposits should be made to the Motor Pool's recovery account: 110000-314018-711702-1720

Related Forms:

[Van Use Quote Sheet](#)

Excel spreadsheet that generates the quote document upon entering relevant variables.

[Van Usage Agreement](#)

If you have any questions, please contact Facilities Management at 870-972-2066.

P-Card Procedure

Effective Date: 01-13-26

Section: Facilities Management

Policy:

The University P-Card program, administered by the ASU Procurement Services Department, is available to individuals who are authorized to make small dollar purchases (\$500.00 dollars or less), after completing the required application and training program. Each cardholder is responsible for compliance with all policies and procedures of the P-Card program as stated in the

[Procurement Card Manual](#).

- The FM department managers determine the number of cards, the line of credit for each card and the employees to receive the P-Cards for their department.
- The employee(s) selected will be subject to a credit check once approved employee will be issued a P-Card and trained by ASU Procurement Services on proper P-Card usage.
- The employee should understand that they are responsible for charges on the P-Card and that they should keep track of the card at all times.
- All employees will see the appropriate supervisor in their department with P-Cards for emergency purchases. If their supervisor is unavailable, the employee will go to FM Finance Manager, Director of Business Fiscal Support, or the Vice Chancellor of Facility Management to procure needed parts.
- The parts will be delivered by a vendor or picked up by a designated runner, buyer or management personnel except in extraordinary situations. (see FMOP Central Stores Shop Stock)
- FM's goal is to minimize "tool carrying staff" travel time to pickup or deliver material from a vendor.
- The itemized receipt for the P-card purchase will be returned on the same day as purchase to the P Card holder so the part can be charged against the appropriate work order **The P-card holder is responsible for vouchering each transaction to the P-Card Concur System, the FAMIS/MC Software and maintaining the documentation for each transaction until the end of billing cycle.**

• Authorized Users:

Every effort should be made to procure items through the approved requisition/purchase order process when at all possible. However, in certain circumstances purchases may need to be made using departmental P-cards. The information below is an attempt to address when and how P-cards should be used. **By using the P-card you are responsible for making sure you are following all procurement procedures that pertain to P-card use.** Please refer to the procurement website for a

complete list of P-card/ Procurement regulations.

- **P-cards are available for the following types of purchase:**

- Small dollar purchases. Typically, \$400 or less. Purchases that exceed \$400 require prior authorization before the purchase is made.
- Purchases from vendors that are not already authorized vendors of the university. (In the event purchases from these vendors will be recurring steps should be taken to bring on the vendor as an authorized university vendor.)
- Emergency Purchases – defined as a purchase required to protect life and property, or to prevent economic loss or interruption of necessary service.

- **P-cards are **NOT** available for the following types of purchase:**

- Purchases that exceed \$2500 per transaction. (Transactions may not be split to circumvent the \$2500 transaction limit.)
- Purchases of food or drinks.
- Purchases for named individuals without proper preauthorization. Class fees, individual memberships, etc. may require additional paperwork before the purchase is approved.
- Non-Emergency purchases from established university vendors.

Employees who need to use a P-card should first check with their departmental supervisor to see if they have a departmental P-card available for use. If the departmental P-card is not available, individuals may check with the designated P-card holder in the Business Office for use of their P-card.

Employees should not store P-card information via websites or in any other way that allows the individual to make purchases without the pre-authorization of the P-card holder.

Employees using the P-card are responsible for making sure that all receipts and necessary paperwork are returned to the P-card holder immediately for appropriate processing.

P-card holders will expeditiously process P-card receipts on the same day of purchase to assure charges to work orders prior to work order closure and to simplify completeness of daily transactions

- The P Card holder will enter all transactions into the Concur System after retrieving their bank statement and submit the report for approval three business days after the end of the cycle.
- When P-Card logs are not turned in properly for timely payment, the P-Card will be deactivated.

Miscellaneous Cash Purchases

In isolated situations where an employee needs to make a small cash purchase, the employee should check with the FM Finance Manager or Warehouse Manager in advance. In some situations, the Warehouse Manager may authorize an employee to do an out of pocket purchase and receive reimbursement through a requisition in Banner.

If you have any questions, please contact Facilities Management at 870-972-2066.

Procurement of Materials

Effective Date: 01/13/26

Section: Facilities and Services

Purpose:

This policy will establish the procedures for the procurement of materials, supplies and services required in the daily operation of departments within Facilities Management.

Background:

Centralized purchasing of materials and services is intended to provide the efficient purchase of materials and equipment and to avoid the many pitfalls that may occur when mandatory state regulations are not observed, either intentionally or unintentionally. **Proper planning by all concerned should allow all purchases, except emergency and high priority requirements, to be processed expeditiously in a routine fashion.** Facilities Management Business Office's role is to ensure efficient and effective purchasing processes within the constraints of university, state and other regulatory authorities. This document was written to assist staff in understanding the procurement process, acceptable methods for attaining materials and supplies, and realistic expectations and limitations of the process.

Procedures:

The role of the FM Business Office is not to approve purchases, but to process information and documents. The primary accountability for conformance to state purchasing laws, ASU regulations, and FM policy is with the operating department's management who initiates the purchase.

Each staff member is expected to act as a member within Facilities Management's "Team Culture." Every individual, regardless of title or department, should adopt and display a set of cooperative beliefs and values as established by F&A Organizational Operating Strategy. We are not individuals working independently but a group working cooperatively together as a collaborating problem solving team.

All procurement of goods and services is to be administered in accordance with the Arkansas Department of Finance and Administration, ASU procurement procedures, and as required by the procedures established by this policy. **No individual or staff member of Facilities Management shall commit for or procure supplies, materials, equipment, or contractual services by other than established procedures.** Facilities Management will not assume responsibility for purchases made in violation of the established procedures without prior approval from an FM Business Office authorized buyer. An individual may be

held personally liable for such transactions. All employees are required to abide by the [Procurement Rules and Procedures](#).

All requests for materials and services should be submitted through the online FAMIS system. Entry procedures for FAMIS requests can be found in the **FAMIS 8i Purchase Requisitions Training Manual**. If the employee does not have access to FAMIS, they should request that their Team Leader, Buyer or someone else in the department enter the request on their behalf. Once the request is entered, it is routed to the department director or supervisor for the authorization of the use of funds. After approved at the department level the requisition will show up on the FM Buyer's workbench and they will then review all requests and any quote documents to verify information. **A request shall never be entered into the University Accounting System in advance of the necessary supporting documents.** After documentation is verified, the Facilities Management Business Office Buyer enters information into a Banner requisition with the Facilities Management request number. The requisition in the University Account System is then approved by the Director of Business operations or designee, after verifying the accounting string, and then routed to the ASU Procurement Office.

Purchase Request Prior to any Commitment:

Documentation must be approved by the ASU Procurement Department and Facilities Management Business Office prior to any commitment that could result in the expenditure of Facilities Management funds. *PLEASE NOTE: ASU Procurement will only inform purchase requestor if the purchase is permissible per state regulations. FM Supervisor or FM Business Office will determine if purchase is permissible per the FM Budget.

Any individual making a purchase without proper authorization is assuming a personal obligation to the vendor for whom he/she may be held personally liable.

See [Procurement Rules and Procedures](#).

1. **All requests should be submitted and approved before materials or services are ordered or delivered. The request shall be based on the following:**
 - a. Purchase Orders \$0-\$20,000-Bids are not required for procurement. The requestor should take advantage of competition for purchases in this range when appropriate.
 - b. Purchase Orders over \$20,000-\$75,000-This purchase requires an informal bid process in which 3 quotes from vendors shall be attained by the requestor.
 - c. Purchase Orders over \$75,000-This purchase requires a formal sealed bid procurement process conducted by the ASU Procurement Office.**Payment POs, which are defined as a payment request after the work is performed, are prohibited and will only be administered in extreme emergencies and will never be used to circumvent the requisition and purchase order process. In the event of an emergency situation, the Facilities Management Business Office should be notified immediately after the situation is handled to ensure proper payment for the work performed.**

2. The university P-Card Program, administered by the ASU Procurement Department is available to individuals who are authorized to make small dollar purchases, after completing the required application and training program. Each cardholder is responsible for compliance with all policies and procedures of the Purchasing Card Program, which can be found online at: [Procurement Card Program Manual](#) See also [FMOP P-Card Policy](#).
3. Emergency, Unique, or Sole Source orders shall be submitted as previously described and accompanied by a memorandum, with a full explanation and justification approved by the FM Director of Business Office or the FM Finance Manager prior to submission to the Assistant Vice Chancellor of Facilities Management or his/her designee for final approval.
 - a. An emergency purchase is defined as a purchase required to protect life and property, or to prevent economic loss or interruption of necessary service. However, whenever possible, competition will be secured and the award made to the lowest responsible/responsive bidder.
 - b. A unique purchase is defined as a purchase containing specifications that restrict the acceptable products or services to that of one manufacturer or vendor. A common example would be a specification by brand name, which excludes consideration of proposed equals. Unique items are available from several distributors through competitive bidding.
 - c. A sole source purchase is defined as a purchase of products or services that are essentially available only from one source. Unique or sole source purchases require that a sole source justification form be completed by the requestor. The sole source form can be found online at: [Sole Source Justification Form](#).
4. Incoming shipments are normally signed for by Central Receiving personnel and received in the warehouse. In accordance with this policy, no one else is authorized to sign a receipt for any items being delivered except in specifically designated cases. All receipts must be checked item by item and signed for by the receiving clerk before payment is authorized. For service procurement an appropriate supervisor or team leader shall verify the completeness of work performed and bring all receipts to the Facilities Management Business Office. When orders are delivered, the requesting department will be notified to pick up the supplies in Central Receiving.
5. All official follow-up regarding invoices, payments or purchase order status with any vendor will be handled by the Facilities Management Business Office. This does not rule out routine communications and coordination with vendors by the requestor and thus being forwarded to the ASU Procurement Office in written form (email or memo) for appropriate action.
6. It is essential that all employees of Facilities Management become familiar with and scrupulously avoid Conflicts of Interest. This is especially important for those who are involved in procurement activities. For purposes of this policy, involvement in procurement is considered to include any meaningful part in the process of

specifying, ordering, contracting, inspecting, or accepting of goods, services, or construction by outside consultants, vendors, or contractors. In addition, it is also important that all employees carefully avoid any actions that could give the appearance of a conflict of interest. Any questions about Code of Ethics should be directed to ASU Procurement Services.

7. On rare occasions when items are procured for use on work orders and it is later determined that the item is not needed, the item shall be negotiated by the Assistant Director or appropriate supervisor to return the item to a vendor for a credit or for a minimal restocking fee. The work order shall be credited and a returned to vendor done in FAMIS to correct the billing. This action needs to occur prior to closing the work order.

Responsibilities:

Each Director, in each functional, area will ensure that any and all persons who may be involved with the initiation of purchase requests are aware of this policy and the centralized purchasing procedures.

The Facilities Management Business Office will be the primary contact point for implementation of this policy, including dealing with the ASU Procurement Department concerning processing requisitions, authorizing award of purchase orders and following upon deliveries. The Facilities Management Business Office will be open from 7 a.m. until 5 p.m. each normal workday to answer questions about orders, deliveries, and/or payments to receive requests for procurement.

If you have any questions, please contact Facilities Management at 870-972-2066.

Uniform Program Procedure

Effective Date: 09/05/25

Section: Facilities and Services

Purpose:

This procedure will provide employees with a clear understanding of the uniform expectations and outline guidelines for Facilities Management employees.

Eligible Employees:

All employees are required to comply with the uniform expectations of Facilities Management. This includes all temps, student workers, and part-time employees. All employees will choose between **four (4) options** in order to be in compliance with the uniform expectations. Employees are eligible for uniforms immediately upon hire some departments may require employees to work a certain number of months before being eligible to participate in the uniform program. Please check with your immediate supervisor for details. Employees must return uniforms immediately upon departure. *Please note: Some employees may be in a position that requires them to wear uniforms that comply with National Fire Protection Association (NFPA) or Occupational Safety and Health Administration (OSHA) guidelines.

Options:

One of four (4) uniform programs may be selected by the employee:

1. Rental of tops and/or bottoms **with** laundry service included
2. Rental of tops and/or bottoms **without** laundry service included
3. Employee purchase of an ASU shirt with licensed, official logo; shirt can be worn with bottoms of your choice; as long as the bottoms meet other specified criteria within the uniform FMOP
4. Business Attire (as defined in the uniform FMOP)

When opting for the first or second program, the employee must enroll through the Business Support Office. Employees will adhere to specific guidelines as outlined by the uniform vendor contract, as well as, follow the rules set forth in the uniform FMOP.

Uniform Programs:

1. Rental of tops and/or bottoms **with laundry service included:**

Employees will be allowed to choose from specific colors and styles that are consistent with the guidelines set forth in the uniform FMOP and contingent upon the garment options that are offered from the uniform vendor. Employees will be provided eleven (11) tops and/or bottoms, along with two (2) jackets (when requested). If only bottoms are rented, the employee must wear an ASU shirt purchased on their own, or business attire. Color options for the rental program include black or grey. *Please note: some departments may have reduced number of uniforms for their employees. Please check with your supervisor on the number of uniforms allowed.

2. Rental of tops and/or bottoms **without laundry service included:**

Employees will be allowed to choose from specific colors and styles that

are consistent with the guidelines set forth in the uniform FMOP and contingent upon the garment options that are offered from the uniform vendor. Employees will be provided seven (7) tops and/or bottoms, along with two (2) jackets (when requested). If only bottoms are rented, the employee must wear an ASU shirt purchased on their own, or business attire. Color options for the rental program include black or grey.

3. Employee purchase of ASU shirt with a licensed, official logo:

Employees may opt to wear an ASU shirt with a licensed, official logo. Name tags printed with the official logo will be provided for those who do not want to have their shirts embroidered or screen printed with the logo. T-shirts will NOT be allowed. The ASU shirt may be paired with bottoms of your choice; however, bottoms must meet acceptable guidelines as outlined in the uniform FMOP (meaning they must be free of holes, etc.). The ASU shirt may be purchased (via payroll deduction) from the uniform vendor at the employee's expense. Color options for the employee purchase program include black, red, or white.

4. Business Attire:

Employees may opt to wear business attire, as their position allows. Business attire is further defined in the section of the uniform FMOP labeled "Business Attire."

Business Attire:

Employees that opt to wear business attire are expected to wear business attire that reflects a professional image. Acceptable business attire includes the following:

- **Slacks, Pants, and Suit Pants:** Pant styles must be appropriate style for office wear. Inappropriate pant styles include non-traditional blue jeans (jeans with holes, rips, tears, or messages on them), sweatpants, exercise pants, and shorts. Pants should also fit appropriately.
- **Skirts, Dresses, and Skirted Suits:** Dresses and skirts that are knee length are acceptable. Inappropriate dresses and skirts include things such as spaghetti-strap and styles that do not fit appropriately (either too short or too tight).
- **Shirts, Blouses, and Jackets:** Casual shirts, dress shirts, sweaters and polo type shirts are among those styles that are acceptable for work.

Inappropriate styles include t-shirts, midriff tops, etc. T-shirts may be worn as an undergarment only.

- **Shoes and Footwear:** Shoes must appropriately match the selected outfit.
- **Hats and Head Coverings -** Employees may wear hats and/or head coverings if not in a professional business office position. Any logo or branding on the hat or head covering must be appropriate for a professional business setting. Any other advertising images or insignia that construe negative images (such as alcohol, tobacco, etc.) will also be prohibited. Political images or messages, vulgar language or logos are prohibited.

FM Uniform Image and Compliance:

All employees must be in compliance with the uniform standards. Disciplinary actions may result for employees not showing up to work in uniform compliance. The employee may be sent home to put on uniform-appropriate attire and assessed annual leave for any lost time. Supervisors will be held accountable for employee non-compliance. Political images or messages are prohibited.

- **Pants** are to be neat, clean, with few wrinkles or stains, free of holes or tears. Female employees may wear Capri or $\frac{3}{4}$ length pants during the appropriate, designated seasons.
- **Shirts** should be neat, clean, with few wrinkles, free of holes or tears, and with buttons attached. Male employees are required to tuck in their shirts. Color selections authorized include: ASU school colors (red, black, and white) or grey (rental program only).
- **Jackets** are to be neat, clean, with few wrinkles or stains, free of holes or tears.
- **Shoes** are to be appropriate for work task safety as designated by supervisor.

During cold and inclement weather, employees may elect to wear a heavy jacket while working in the elements. During extreme conditions, employees should provide supplemental clothing for their own personal safety. Jackets shall have no lettering or logo that is distracting or objectionable to others in the workplace. No garments, including caps, shall be worn which display a logo or name of a university other than ASU. Any other advertising images or insignia that construe negative images (such as alcohol, tobacco, etc.) will also be prohibited.

Seasonal Shorts Program:

Employees participating in the uniform program may also participate in the seasonal shorts program, provided there are no limiting safety issues for the type of work in which the employee is engaged. Shorts may be purchased by the employee at the employee's expense through the FM Warehouse, via payroll deduction from the uniform vendor. Only designated, FM styles will be acceptable. Female employees may opt to wear "Capri or $\frac{3}{4}$ length" pants. These pants must be in compliance with uniform standards.

Laundry Service Specifications:

The uniform vendor will provide eleven (11) tops and/or bottoms, along with two (2) jackets, for every employee that elects to participate in the rental program with laundry service. Laundry services of these uniforms will be on a once-per week pickup and delivery schedule. The uniform vendor will provide secured collection bins for soiled uniforms. Soiled uniforms will be picked up by

uniform vendor staff on regularly scheduled days for laundry service and returned to the designated storage lockers on the next scheduled delivery days. All uniforms are to be cleaned, free of stains and odors, and returned with each garment on an individual hanger, with each employee's uniforms tied separately into a single package. Clean uniforms will be stored in individual, secure storage lockers. These storage lockers will be maintained by uniform vendor staff. Employees that are enrolled in the laundry service but do not use it on a consistent basis, will be required to drop the laundry service from their enrollment and turn in any excess uniforms to the FM Warehouse Staff.

Addressing Service Complaints:

The employee is responsible to immediately notify the FM Warehouse Staff of delivery discrepancies upon pick-up of laundered, replaced, or repaired uniforms. If the garment is not satisfactory, employee should also discuss and/or show the FM Warehouse Staff the issue. The FM Warehouse Staff will take a photo of the items and assist in resolving the issues.

Replacement and Condition of Uniforms:

Rental uniforms will remain the property of the uniform vendor. The uniform vendor will be responsible for constant clothing up-grade due to normal wear and tear. The uniform vendor will replace uniforms due to normal wear and tear during the contract period. ASU will be responsible for uniforms that are lost, stolen, destroyed, or damaged due to causes other than normal wear and tear while in ASU possession. Employees should exercise good judgment and proper care of uniforms in their possession. In extreme cases, the employee could be required to compensate ASU FM for costs incurred from gross misuse of uniforms.

Program Exchange:

Employees will be given option to change to "Rental Only" or "Rental w/Laundry" service one (1) time per year (to occur at contract renewal time) or within 90 days of initial enrollment. The limit is a minimum of three (3) garments per style. Sections must be from uniform vendor's current inventory. Replacement garments can be used if they are equal and acceptable in quality.

Uniform Exchange:

Employees will be given option to exchange garment style one (1) time per year (to occur at contract renewal time) or within 90 days of initial enrollment. The limit is a minimum of three (3) garments per style. Selections must be from uniform vendor's current inventory and ASU FM will be responsible for cost of the exchange.

ASU Identification Cards:

All employees are required to wear their ASU Identification Card while performing their day to day responsibilities. The ID card should be worn and visible at the waist or above. The only exceptions are when employees are engaging in manual labor and when they will not be coming into contact with customers or the public.

Office personnel and support staff, who choose to wear business attire, should wear either an ASU Identification Card or a Facilities Management name tag when they are coming in contact with customers or the public.

Termination:

When an employee is terminated, rental charges will be stopped as soon as the uniform vendor is notified and uniforms have been returned to the uniform vendor or purchased by ASU in the event uniforms were not returned by employee. Employees who fail to return uniforms will have the cost deducted from their paycheck.

If you have any questions, please contact Facilities Management at 870-972-2066.

Work Order Center JOC Processing Procedure

Effective Date: 10/01/25

Section: Facilities and Services

Purpose:

Illustrate the procedure Work Order Center & Business Services staff will use when generating and completing work orders using the JOC contracts. This process is only for JOC projects designed for and managed by department heads or other responsible technicians in the Building Maintenance, MEP or PM areas.

Procedure:

1. The department head or responsible technician in Building Maintenance, MEP, or PM departments will seek and receive the JOC estimate paperwork from the approved JOC contractor. The PDC department will maintain the current list of JOC contracts.
2. The department head or responsible technician will print the JOC Process Check Sheet included with this procedure and take it, along with the JOC estimate paperwork, to the designated approver in the PDC department. The current designated approver is Petree Buford.
3. The department head or responsible technician will obtain the signature of the supervisor holding maintenance budget authority. The supervisor holding maintenance budget authority will ensure the cost accounting is correct on the WO and other necessary documents. The supervisor with maintenance budget authority is David Hakenewerth.
4. The department head or responsible technician will bring the approved JOC Process Check Sheet, and the JOC estimate paperwork to the work order center employee tasked with generating the appropriate requisitions and initiating the PO process. The work order center employee will keep the submitted paperwork for pending return to the PDC department for filing.
5. The department head or responsible technician will manage the project and receive invoice(s) and any other necessary close out documents. These documents will be submitted to the WO Center employee initiating the PO upon project completion.
6. The WO Center employee will complete all necessary close outs in the work order and Banner systems to indicate receipt of the project and initiate payment.

7. The WO Center will retain JOC project files for five years. The file will contain the JOC Process Check Sheet, the PO, the JOC quote, and the RS Means cost estimate report.

Related Forms:

[JOC Process Check Sheet](#)

If you have any questions, please contact Facilities Management at 870-972-2066.