

**Facilities Management Department
Policy Statement #9**

Performance Dependability

1. Purpose

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

2. Definition

Performance dependability is defined as arriving at work at your scheduled time; carrying out tasks assigned in a consistent and efficient manner throughout the work shift; taking breaks during work shifts as may be approved by supervisors; arriving for scheduled meetings on time; following policies regarding time reporting and leave reporting (sick, vacation, compensatory time, and child involvement/community service.); and adhering to the Mandatory Employees' job requirements as defined below, if applicable.

3. Policy

Employees are expected to meet performance standards, conduct themselves appropriately, and to perform their jobs in a dependable manner. The contributions of each employee are critically important to the accomplishment of the overall mission of the Department. Guidelines in each area are listed below.

A. Tardiness

- i. Employees will begin their work shift at the scheduled time. Repeat offenses of tardiness may result in disciplinary action.

B. Professionalism

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

C. Breaks

- i. Breaks are at the discretion of the supervisor who will designate authorized times for breaks. A total of 30 minutes paid break time may be allotted daily.
- ii. Lunch breaks are unpaid and may be either 30 minutes or one hour at the discretion of the supervisor. SHRA nonexempt employees are required to take a minimum of a 30-minute lunch break when scheduled to work six or more hours.
- iii. Travel away from and back to a work location is included as part of the authorized break and lunch period.

- iv. Employees working outside of air-conditioned or heated spaces may be authorized additional breaks by their supervisor as weather conditions dictate.
- v. Smokers are not authorized additional smoke breaks during the workday.

D. Task Completion

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

E. Time and Leave Reporting

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

F. Sick Leave

- i. According to the [SHRA Employee Handbook](#), sick leave may be used for the following purposes:
 - a. Injury or illness that prevents you from performing your usual duties, including the actual period of temporary disability connected with childbirth and recovery from childbirth;
 - b. Medical appointments;
 - c. The illness or death of a member of your immediate family, defined as your husband or wife, parents, children, brother, sister, grandparents, and grandchildren, and including step, half, and in-law relationships.
 - d. Adoption of a child.

NOTE: Use of sick leave for any other purpose is considered abuse.

- ii. Sick leave guidance
 - a. Should you not be able to report for work for any reason, it is expected you will notify your supervisor (normally by phone but other methods, such as email, may be used if your supervisor approves), prior to the beginning of your work day. If you know in advance that you will be absent and requesting sick leave, you are expected to notify your supervisor as soon as possible (such as absences for medical appointments). Employees are expected to follow their unit's call out procedures.
 - b. Sick leave is also subject to supervisory approval. Your supervisor may ask for documentation relating to sick leave.
 - c. A doctor's statement or verification of illness will be required by the supervisor if an employee is suspected of abusing sick leave or is out for more than three (3) consecutive workdays.
 - d. Where patterns of absenteeism exist (i.e. repeatedly calling in sick on Friday or Monday), supervisors may require the employee to provide a doctor's note to support the action.
 - e. A reasonable time will be allowed for travel to and from medical/dental appointments.

G. Mandatory Employees

- i. Facilities Management is charged with maintaining basic services on the campus as well as reopening the campus after storms, natural disasters, and

- other emergencies. This is a key responsibility of Facilities Management and requires the cooperation and teamwork of all employees.
- ii. Select employees will be designated as “Mandatory Employees” and are considered necessary to staff critical functions during a period of campus closure or evacuation. Mandatory Employees are expected to report to work, unless otherwise contacted by their supervisor or unit director, as expeditiously as possible using normal precautions as dictated by adverse weather or emergency events. This may require overtime work; work on weekends and holidays; early morning travel in marginal weather conditions and long working hours.
 - iii. Other employees of Facilities Management may be called to report to work as the situation dictates. These employees are also expected to reach campus as quickly and safely as possible.
 - iv. Employees designated as “Mandatory Employees” will be informed of their Mandatory Employees employee status by an acknowledgement memorandum at the time of employment. Mandatory Employees should also refer to their position description, employee work plan and the UNC Charlotte Policy #701 (<https://legal.charlotte.edu/policies/up-701>), for further information.

Supporting Policies:

[Disciplinary Action Policy](#)-This policy is intended to provide tools for addressing employee conduct and performance issues in a reasonable, consistent, and effective manner.

Revision History:

Initially approved: February 18, 2003
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