

# Policy & Procedure

A guide to general staff conduct & procedures.

# Content

- ▶ General Conduct
- ▶ Dress Code
- ▶ Cell phone & Laptop Policy
- ▶ Crüe Room & Breaks
- ▶ Scheduling & Punctuality
- ▶ Punch Clock Platform
- ▶ Payroll
- ▶ Radios & Shift Instructions
- ▶ Injury Reporting
- ▶ Damage Reporting
- ▶ Employee Confidentiality
- ▶ Disciplinary Protocol

# Conduct

- ▶ Staff are expected to act in a professional and courteous manner towards anyone you may encounter
  - ▶ As a visible presence in the UCC any poor behavior reflects directly on the University Students' Council as a whole
- ▶ We're all on the same team here, treat other employees of the USC as you would wish to be treated
  - ▶ Should interpersonal issues arise please feel free to bring these up with Management or Human Resources

# Goals & Expectations

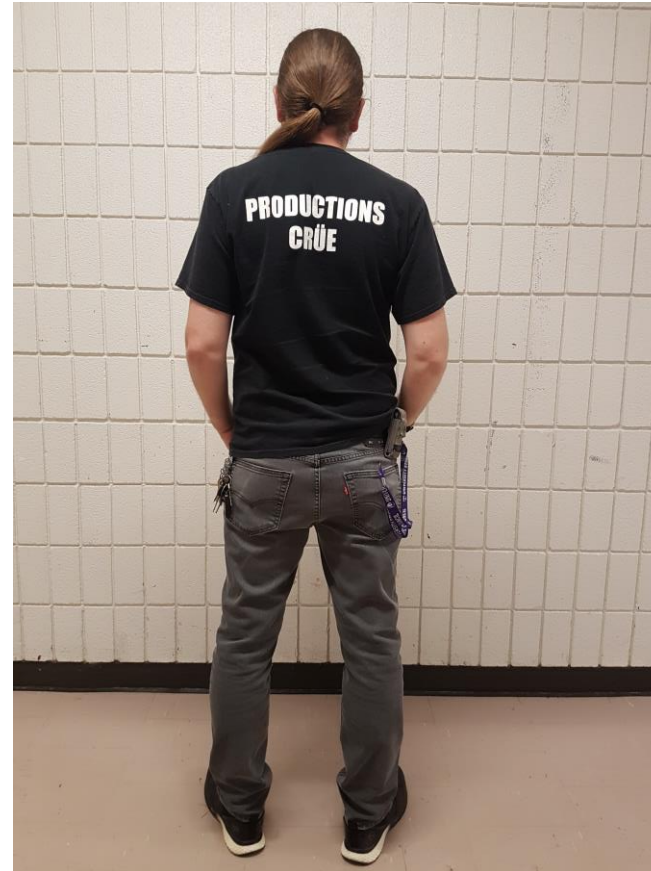
- ▶ To enhance the educational experience and quality of life for all undergraduates at Western University
- ▶ Create a friendly and fun environment for students in the UCC and campus at large
- ▶ Maintain a safe and tidy space for all activities in the UCC
- ▶ Facilitate the operation of student events and socials in an efficient manner
- ▶ Resolve and/or report issues students might have with the facilities or services
- ▶ Be excellent to each other

# Dress Code

- ▶ Staff are expected to wear an Productions Crüe shirt whenever on shift
- ▶ Sturdy pants which are dark in colour must be worn for all shifts (jeans/khakis/work pants etc.)
  - ▶ Sweat or Yoga pants are not acceptable
- ▶ Black or dark steel toe shoes or boots must be worn at all times
  - ▶ Failure to wear proper footwear will result in being sent home along with filing a corrective action notice
  - ▶ The USC will reimburse 50% of the cost, to a limit of \$50, for a pair of steel toe safety shoes/boots.
    - ▶ IE: An \$80 pair would be reimbursed \$40, a \$120 pair would be reimbursed \$50
- ▶ An accurate timepiece - Watch or Cellphone
- ▶ Exceptions to this dress code may be made depending on the nature of a shift and will be communicated ahead of time
  - ▶ Formal events requiring “all blacks” and a dress or golf shirt
  - ▶ Knee length shorts for outdoor work occurring in hot weather

# Staff Uniform

Example



# Cell phone & Laptop Policy

- ▶ Cell phones must be set to silent or vibrate when on shift
- ▶ You are permitted to carry them on shift as a time piece
- ▶ Use while on shift should be limited to work related communication
  - ▶ Personal communication is to be done while on break
- ▶ Laptops are permitted to be used while on an approved break in the Crüe room
- ▶ Headphones/earbuds are not permitted during a shift as they interfere with your ability to hear radio calls or instructions

# Crüe Room & Breaks

UCC 286

- ▶ All shifts unless communicated in advance, begin and end in the Crüe room
  - ▶ There is a laptop in this location for signing in & out
- ▶ You can store bags or other personal items in here while on shift
  - ▶ Steel toe shoes or boots can be left in here when not on shift
- ▶ Short breaks are permitted while on shift providing that all immediate work has been completed
  - ▶ Check in with the Assistant Productions Manager or Productions Coordinator before taking a break
- ▶ You are expected to clean up any mess you make in the Crüe room and dispose of garbage at the end of your shift

# Scheduling & Punctuality

- ▶ Shifts are assigned in Hotschedules according to posted availability
  - ▶ It is your responsibility to keep availability updated
  - ▶ In the event that you cannot work an assigned shift it is the employees responsibility to post that shift and to try and find a replacement
  - ▶ Posting a shift does not absolve you of your responsibility for that shift
- ▶ It is essential to show up on time and be ready to work at the beginning of your shift time in uniform and wearing the proper PPE
- ▶ Exceptions to these rules will only be made in emergency situations
  - ▶ In the event of an emergency or illness you must inform the Assistant Productions Manager prior to the beginning of the shift
- ▶ Repeated missed shifts or lateness will be considered grounds for disciplinary action or dismissal

# Punch Clock

- ▶ Sign IN/OUT is completed on the laptop in the Crüe room
- ▶ It uses the same login information as your Hotschedules account
- ▶ If an event is happening elsewhere on campus or off campus the Sign IN/OUT process will happen at that location unless otherwise communicated in advance
- ▶ If there is an issue with signing in or out please email the Assistant Productions Manager with your shift times so they can be entered manually
  - ▶ It is important to do this promptly to avoid hours being missed on payroll
  - ▶ Falsely reporting hours will be considered theft and employment will be terminated

# Payroll

- ▶ Payroll is processed twice a month
- ▶ Pay dates are the 10<sup>th</sup> and 25<sup>th</sup> of each month
  - ▶ Shifts worked from the 1<sup>st</sup> to the 15<sup>th</sup> are paid out on the 25<sup>th</sup>
  - ▶ Shifts worked from the 16<sup>th</sup> to end of month are paid out on the 10<sup>th</sup> of the following month
  - ▶ If the 10<sup>th</sup> or 25<sup>th</sup> occurs on a weekend or holiday, pay will be deposited on the nearest preceding work day.
    - ▶ IE: If April 10<sup>th</sup> fell on the Good Friday holiday, pay would be processed on the 9<sup>th</sup>
- ▶ Vacation pay of 4% is added to each deposit

# Radios & Shift Instructions

- ▶ Radios are to be worn whenever working on-call shifts
- ▶ Radios are found in Rm. 271 on a shelf at the back
- ▶ Radios are to be placed back on the charger at the end of every day
- ▶ Conduct yourself in a professional manner when communicating over radios
  - ▶ There are radios in several locations throughout the building and you never know who may be standing next to one
- ▶ If a radio goes missing or stops working it is expected you will inform a supervisor
- ▶ Shift instructions are found in the Crüe room and will outline the setup and equipment required for any given shift

# Injury Reporting

- ▶ An employee who sustains an injury or becomes ill as a result of a workplace condition or work activities must verbally report the injury or illness to any manager or supervisor immediately.
- ▶ An injury report must be completed by the employee or someone who witnessed the incident if the employee is unable to do so
- ▶ In the event of critical injuries a report will be filed with the MOL & JHSC
- ▶ In the event of lost time injuries or injuries requiring medical attention a report will be filed with the JHSC
- ▶ You will be sent a copy of the report to review
  - ▶ It is important you do so and inform us in a timely manner if there is anything relating to the incident that should be clarified or corrected

# Damaged & Missing Equipment

## Reporting

- ▶ Any damaged or missing USC equipment is to be reported to Andy Rensen
  - ▶ [andy.rensen@westernusc.ca](mailto:andy.rensen@westernusc.ca)
- ▶ Damaged equipment should be removed from service when possible and tagged as such
  - ▶ It is important to report any damage immediately, regardless of how it happened so that steps can be taken to repair it
- ▶ This can include:
  - ▶ Damaged tables - bent legs/surface separating from frame etc.
  - ▶ Cables pulled from installed equipment
  - ▶ Damaged wheels on road cases or table carts
  - ▶ AV equipment that is malfunctioning or that has been dropped

# Damaged & Missing Equipment

## Examples



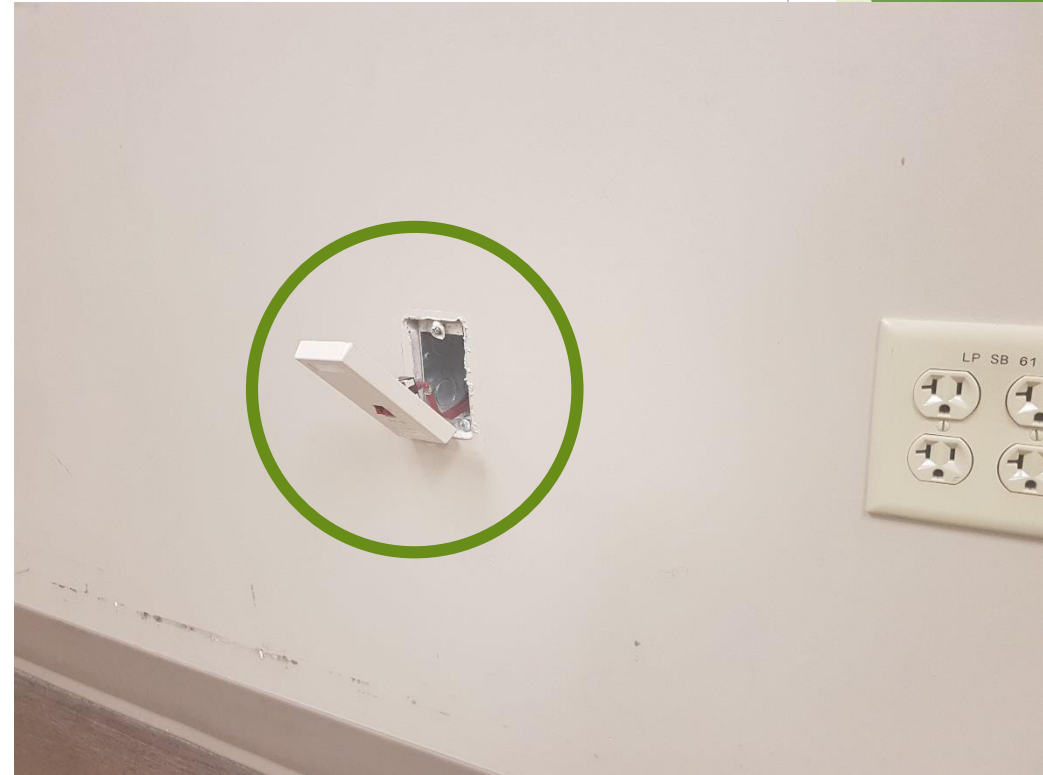
# Damage to the UCC or Facilities

## Reporting

- ▶ If damage or issues with the building are noticed they should be reported to the Assistant Manager, Productions or, if unavailable, another full-time Productions staff member.
  - ▶ We do not repair this issues ourselves but they need to be passed on to facilities to correct
- ▶ This can include
  - ▶ Burnt out lights
  - ▶ Flooding or water damage
  - ▶ Damaged electrical or IT outlets
  - ▶ Doors not closing completely

# Damage to the UCC or Facilities

## Examples



# Confidentiality

- ▶ Our department is often privy to information that should not be released to the public outside of approved channels, such as:
  - ▶ Upcoming shows and artist information
  - ▶ Clients information
  - ▶ Internal documents & reports
- ▶ It is expected that employees will not distribute information they are not authorized to release
- ▶ All requests for information which may be confidential should be passed on to department managers
  - ▶ Any requests for information or comment (confidential or otherwise) from a media or press agency must be authorized by the Communications department.

# Disciplinary Action

- ▶ In the event of any violations of staff conduct or policy a corrective action notice may be filed with an employee
- ▶ These may be issued for a variety of reasons such as
  - ▶ Tardiness or missed shifts
  - ▶ Failure to adhere to dress code or PPE requirements (IE: steel toes not worn)
  - ▶ Inappropriate or unsafe behavior
  - ▶ Release of confidential information
- ▶ This can range from documenting a verbal warning, a written warning and any required corrective and/or disciplinary actions
- ▶ Repeated or severe violations may be grounds for suspension or dismissal