

**\*\*CONGRATULATIONS!\*\***

**You are now a UO Zero Waste Program Employee!**

**University of Oregon  
UO Zero Waste Program**

**Employee Manual**

**Revision Date: 1/2/18**

## **WELCOME**

As an employee with the UO Zero Waste Program, you are part of a commitment to social change and resource conservation that has an impact from a local to a global level. Working for us means hard work, but you can know that the work makes a difference. We appreciate your commitment to the program and its principles, and we hope that you'll gain useful skills and ideas from your employment.

## **ORGANIZATION AND MISSION**

The UO Zero Waste Program is a component of the Campus Planning and Facilities Management Department. We are responsible for providing recycling and composting services to the campus community, Housing, campus auxiliaries, and events participants. Our major recycling efforts are directed at paper products; office waste; corrugated cardboard; glass, plastic and metal food and beverage containers; and compostables. We also facilitate the recycling or reuse of numerous other products and materials, such as transparencies, CD's, computer floppy discs, magnetic cassette tapes, office supplies, and food waste (compost). In addition to these primary responsibilities, we are also actively involved in education and efforts to foster environmentally sound consumer buying and consumption choices, waste reduction, increased recycling awareness, and sustainable practices throughout the university and community.

Our full-time staff consists of the Program Manager, an Operations Manager, an Administrative Services Manager, (2) Zero Waste Coordinators, an Events/Compost Coordinator and a Marketing/Outreach Coordinator.

Our operations are split between two primary locations: the "Quonset" and the "Trailer." The Quonset, located in the Campus Planning and Facilities Management compound at 1295 Franklin Blvd., is our operational center. The Trailer (actually, a manufactured housing unit) is located at 1460 Villard Street and is the central office for our campus/public recycling service crews and our housing crews.

Zero Waste Operations Assistants are scheduled to work for any/all of the fulltime staff and out of both primary locations. With some exceptions, the Program operates from 7:30 a.m. to 5:30 p.m., Monday through Friday. During the Fall, Winter and Spring terms the program runs a weekend route focused on compost and GMP collection.

## **PAY POLICY**

The following applies to students hired as UO Zero Waste Program employees:

- Student employees are hired at the Program base wage, which is reviewed each fiscal year.
- All new student employees are subject to a 30-day trial service period.
- Employees are *eligible* for merit increases on an annual basis from the hire date.
- Merit increases are subject to the Program Manager's discretion and may be withheld, reduced, postponed, or increased based upon performance.
- The Program Manager, Recycling Operations Manager and Administrative Services Manager also retain the authority to grant additional special merit increases for exemplary employment service and/or a change in duties.
- Cumulative service time is not reduced for summers not worked. However, employees not working any Fall, Winter, or Spring term will have their cumulative service time reduced by 3 months.

The UO Zero Waste Program employs students in various positions and wages for these positions are set by the Campus Planning and Facilities Management Human Resources Office in conjunction with guidelines set by the University of Oregon Human Resources Department. These wages vary based upon the specific position held by student employees and are available upon request.

The most common student employment positions with the Program are:

- Zero Waste Operations Assistant
- Program Administrative Assistant

## **EXPECTATIONS**

As the provider of a basic service to the campus community, professionalism and reliability are of paramount importance. And since the Program's primary funding sources are the U of O student body and Oregon taxpayers, we are doubly bound to a high standard of excellence in the provision of this service. In such an environment of public employment and accountability, work rules and high standards of performance are necessities. The following are expectations of you as a Zero Waste Operations Assistant, followed by some specific policies and rules. Read all of this carefully, know it, and follow it.

## **DEPENDABILITY, ATTITUDE, RESPECT, AND WORK ETHIC**

Recycling is a labor-intensive operation that requires hard work, commitment, consistency, maturity, and responsibility. Dependability is essential to operation. Absenteeism, tardiness, uncooperative attitudes or a poor work ethic are not acceptable. Barring emergencies or illnesses, you're expected to be at work, on time, and productive. Although school is your reason for being at the University, you've made a commitment to this job, and it's your responsibility to accommodate the pressures of both school and work.

Zero Waste Operations Assistants are out in the public, and they represent not only the UO Zero Waste Program, but the very *idea* of zero waste. The success of the Program is primarily due to individual participation generated by the opportunity we provide for recycling and excellent public relations and educational reputations.

Rarely will you work in the direct presence of a supervisor. This job requires independent thinking, an excellent work ethic, and the ability to solve problems and communicate. Assist customers and be helpful while on route. Get the names and phone numbers of those whose concerns you can't address. And follow program policies and rules at all times.

Since Zero Waste Operations Assistants often work away from set work locations (the Quonset or the Trailer) and in unsupervised settings, the temptation to deviate from prescribed duties exists – at least for some. This can include conducting personal business while on work time and/or while on route; abusing the cell phone policy while at work; taking extended breaks to fill up work time; leaving routes for breaks; and/or purposely working slowly to extend routes until the end of scheduled shifts. All of these behaviors constitute time theft and are grounds for dismissal. Please, do not engage in these kinds of behaviors.

Zero Waste Operations Assistants also work closely with and for the Program staff, including the Program Manager, the Operations and Administrative Services Managers, and the four Coordinators. Zero Waste Operations Assistants are expected to interact with these people respectfully and professionally; and to receive employment feedback, task input, constructive criticism, and even disciplinary measures in a respectful manner. Failure to do so is grounds for termination.

## **ATTENDANCE POLICY**

You are all an integral part of a team that is on the forefront of zero waste campuses. Student employees are the foundation and the legacy of the UO Zero Waste Program.

When you are hired to work here, you become part of a team that strives for maximum integrity and inspiration. With that, it is important for you to do your part, the first thing being showing up to work and supporting the rest of the team and the bigger picture of making a difference in the world.

Here is the attendance policy for student employees to ensure your success in your position with the UO Zero Waste Program. Please read this thoroughly as you are responsible for these items as part of your employment with the Program.

### **OVERVIEW**

Punctual and regular attendance is an essential responsibility of each employee. Any tardiness or absence causes problems for fellow employees and supervisors. When an employee is absent, others must perform the work, which diminishes the smooth functioning of the operation.

Employees are expected to report to work as scheduled, on time and prepared to start work. Employees also are expected to remain at work for their entire work schedule unless otherwise instructed by a Coordinator or Manager. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided. You are encouraged to communicate with the Coordinators on these unusual issues and we will do the best we can to accommodate you. Additionally, if you need to eat or do any non-work communication, this must take place prior to your shift starting or on a scheduled break. Showing up when your shift begins and doing personal things like eating and texting either while you are stretching or in lieu of stretching, is not acceptable. This will be treated as being late and will be recorded as such, thus impacting your employment with the Program.

The purpose of this policy is to promote the efficient operation of the program and minimize unscheduled absences.

### **TARDINESS POLICY**

As a condition of your employment with the UO Zero Waste Program, you are expected to arrive to work on time and ready to stretch when your shift schedule begins. This applies to everyone regardless of shift type and whether you stretched prior to work is not relevant. Being late for work causes a hardship on the Program and can lead to bad work habits. Being one minute late counts as a tardy. The following steps will be taken if you are late to work:

***If you are late to work 2 times in an academic term, you will receive the following disciplinary action:***

***\*Schedule change to a time that you can assuredly be at work***

***\* Given a written clarification of expectations on your employment with the UO Zero Waste Program***

***If you are late to work 3 times in an academic term, you will be terminated from your position with the Zero Waste Program.***

The Zero Waste Tardiness Policy is viewed separately than the Absentee Policy, but will be factored into your overall performance.

### **ABSENTEE POLICY**

As you have come to us for employment with the UO Zero Waste Program, you communicate your availability and what you would like for a shift schedule. With that, it is your responsibility to manage your academic and personal life outside of work such that you are able to meet your employment commitment. You can avoid issues if you choose your schedule based on a realistic view of your other commitments. Overscheduling your life can negatively impact your attendance and thus your ability to maintain a job, which can result in termination if you are unable to show up to work regularly.

## **UNPLANNED ABSENCES**

The following instances are considered unplanned/unexcused absences:

- Missing shifts to manage school work
- Missing shifts due to unexpected class requirement
- Calling in sick
- Off-the-job injuries
- Personal emergencies

*Calling in for unplanned absences 2 times in a term will result in the following disciplinary actions:*

*\*Meet with a Coordinator or Manager to discuss your situation*

*\*Schedule change or weekly hours reduced to one that you can fulfill \*Given and asked to sign a clarification of expectations*

*If you call in for unplanned absences 3 times in a term you will be terminated from the Zero Waste Program.*

*In the unlikely event of extended absences due to a health issue, we will work with you to best accommodate your continued employment.*

## **MISSING SHIFTS TO MANAGE SCHOOL WORK**

Though school is the most important priority, it is your responsibility to plan your schedule such that you are able to manage your school demands while ensuring that you maintain the work schedule you have given us as your availability.

Poor planning in managing your personal and academic demands, can cause you to “call in” absent for a shift which will be treated as an unexcused absence. If you are unable to meet the academic demands of your schedule, your employment can be negatively impacted. If you “call in” due to poor planning in managing your academic affairs, you will be asked to adjust your schedule such that you can meet your academic demands while maintaining your work attendance. If you continue to call in because of poor planning on your part, a lack of making a voluntary schedule change such that you will show up to work regularly, you risk termination of your job with the UO Zero Waste Program.

If you do this once, be on alert that if you continue to miss shifts due to poor planning and need to do school work, you risk termination. You can avoid that by looking ahead and planning your academic workload and desire to work at the UO Zero Waste Program, accordingly.

## **MISSING SHIFTS DUE TO UNEXPECTED CLASS REQUIREMENT**

Your academic schedule should be known to you by the beginning of the term. It is important that you make note of any unusual field trips or academic events that might be scheduled outside of the typical in-class hours. If this will be affecting work on a one-time basis, you need to request that time off at least 2 weeks in advance and not wait until the last minute. If you request this less than 2 weeks in advance, you will be asked to provide documentation from a Professor, stating when you were notified of this requirement and what the requirement of you is for this unusual circumstance.

If you need to schedule time to meet with a Professor on office hours thus causing you to miss a shift it will be counted as an unexcused absence. You will be asked to change your schedule such that you can have the time needed to accomplish your academic needs. The key here is PLAN AHEAD. Poor planning on your part will be considered an unexcused/unplanned absence and be treated as such.

## **CALLING IN SICK**

Colds and flus show up regularly on college campuses, schoolwork piles up, friends and families go into crisis, and sometimes fatigue and exhaustion take their toll. These things can happen and create a need for you to miss a work shift.

Like with managing your school work, it is important to take care of yourself in such a manner that you can meet the demands of your college career including your commitment to employment with the UO Zero Waste Program.

Calling in to miss a shift is a hardship on everyone in the Program. You are hired to work here because we need you to be present and we are counting on you to fulfill your employment commitment which includes showing up to work.

If you are truly sick, we want you to stay home and get better. Calling in sick is something that is reserved for an emergency situation where you are truly sick and cannot and should not work. Since this is based on trust, there is an opportunity for abuse of this and thus calling in to miss a shift is something that **ONLY** should be utilized in an emergency or unforeseeable situation involving illness.

Calling in sick is an unplanned absence. Additionally, calling in sick due to poor planning on your part and not truly being too sick to work (sore muscles from playing sports, not feeling like coming to work, not feeling like doing the particular route you are assigned etc....) is unacceptable.

Calling in to miss a shift is a hardship on the Program and also puts an additional burden on the entire staff. This is strictly to be utilized for emergencies and for illness. Though there is some leeway, you are expected to be at work and any absences will be noted and scrutinized. Abuse of this policy will result in immediate termination.

If you have to call in sick:

\*call as soon as possible. Waiting to call in after your shift starts makes it very difficult to try and manage your planned work load. This burdens us to get the work covered and to find a substitute on a minute's notice.

\*you need to make an effort to make-up sick hours or fill in for other shifts as your schedule allows. Losing hours is an imposition on the program and taking the initiative to make-up hours helps reduce the stress of the staff and crew. This action also demonstrates work ethic and commitment to the position.

\*if you have to call in sick but still have to go to class, please inform the Coordinator of that when you call in. Having you call in sick and then seeing you on campus can be questionable. If you tell us ahead of time, we are trusting that you are indeed sick and had to go in for a class instead of calling in because of non-essential reasons such as not feeling like working that day.

\*If you are sick regularly, please evaluate your ability to meet your schedule with your job. If you are working 2 jobs, going to school full-time and find that you are calling in sick regularly, it's time for you to evaluate your commitments and stress level. We can suggest several resources to assist you in doing what you need to in order to be healthy and come to work.

\*We can employ you up to 25 hours/week when you are enrolled in classes. If you need these hours, we will work to accommodate you. Working 2 jobs can negatively impact everything. If you choose to work 2 jobs, please note that excessive absences from the UO Zero Waste Program will result in termination.

## **OFF-THE-JOB INJURIES**

Off-the-job injuries can impact your school, personal and work responsibilities. If you are injured off-the-job, you may not be able to complete your work schedule. Communicate with a supervisor about your need for time-off following an injury. Be aware that absences from off-the-job injuries count toward your overall attendance. It is good practice to offer to make-up missed hours for unexpected absences whenever possible.

## **PERSONAL EMERGENCIES**

Supervisors will work with you on the occasion when you have a personal or family emergency that requires you to be absent from work unexpectedly. Communicate with a supervisor as soon as possible regarding your need to be absent. These absences also count toward your overall attendance, but if you have good general attendance habits, these infrequent circumstances can be accommodated.

## **STUDENT EMPLOYEE SICK LEAVE**

As of January 1, 2016, Oregon law requires certain employers, including the University of Oregon, to provide paid sick leave to employees including student employees.

According to the law, sick leave begins accruing on the 91<sup>st</sup> day of employment and the rate of accrual is affected by a student's work-study status. Sick leave time is tracked by the University payroll system and employees may check their accrued time by logging onto their DuckWeb account. An employee should notify a Supervisor or Coordinator when they wish to use accrued sick leave time following an eligible absence and prior to signing a monthly timesheet.

Sick leave can be used in hourly increments when an employee or their family member:

- experiences a mental or physical illness, injury, or health condition,
- needs medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition
- needs preventive medical care
- takes Oregon Family Leave Act-covered leave
- takes time to address domestic violence, harassment, sexual assault, or stalking issues.

Contact a Supervisor or Coordinator with questions about sick leave time.

## **PLANNED/EXCUSED ABSENCES**

If you have a need for time off, this needs to be presented in writing 2 weeks prior to the required date needing off. You will be required to try and find a sub and also you are required to consider trying to make up hours missed if possible.

In the unusual situation where you didn't know of the time off need until closer to your schedule, we will work with you to the best of our ability to give you the time off you need.

Likewise, if these requests and exceptions to your schedule are needed on a regular basis, you will be asked to change your schedule to accommodate your anticipated time off needs and if needed, your hours would be reduced such to ensure success for you to show up to work.

## **STUDENT EMPLOYMENT MATTERS**

University student employees must be enrolled for a minimum of 10 credits hours to be eligible to work as student employees and are limited to working no more than 25 hours per week while enrolled as fulltime students. This weekly total includes all hours worked on all campus jobs combined (please communicate with the Operations Supervisor if you have more than one campus job, as this can pose problems with any work-study funding you might have).

Student employees are also allowed to work fulltime for one term per year while not enrolled in school. For most student employees, this occurs during summer term and/or the term following graduation. Fulltime work during intersessions is also available.

## **SCHEDULING**

At the beginning of each term, you will be scheduled for the entire term based upon the Schedule of Availability you provide us. Once finalized, this term work schedule does not change during the term. Please keep the Operations Manager informed of all changes in your availability/schedule. Read the printed work schedule carefully and show up for work at the right time and place.

### **Schedule of Availability Policy**

Each term, students are required to submit to the Operations Supervisor their schedules of availability detailing the hours they are available to work *and* the total number of work hours per week they can work. The submission of this information by deadlines is absolutely essential to our operation and is required.

Two deadlines will be communicated to student workers each term for the submission of availability forms: 1.) the full term availability deadline (a couple of weeks before the end of the preceding term); and 2.) the Finals Week deadline (a couple of weeks before Finals Week). Failure to respond to these requests for information by deadlines can jeopardize a student's continued employment with the Program.

Course schedule changes (adds/drops) made after the term starts must be communicated immediately to the Operations Coordinator. During the first week only, you'll be excused from any scheduled shift which conflicts with a recently added course (we won't ask you to miss a class). Absences will not be allowed, however, to allow you to hunt for open courses, purchase course books, etc.

Don't schedule yourself for work 10 minutes after the end of a class, as this won't allow you to arrive to work on time. For example, if your class ends at 2:50, don't indicate that you're available for work beginning at 3:00. Rather, put 3:30 as the available start time. And don't have your availability end when a class starts (you can't be leaving work and at class at the exact same time). Leave a half-hour "buffer."

Finally - *Everyone must work Finals Week*. Schedules will be adjusted to accommodate finals' schedules, but everyone must work during this time. Do not arrange your flights or travel without working during finals week. Work during school breaks and the summer is also available.

## **TIME-OFF AND SCHEDULE CHANGES**

Sickness and emergencies necessarily require employees to take time off without much advance notice -- this is the very nature of physical illness and emergencies. The Program views all other instances when an employee requires time off as "foreseeable," and employees are required to make their own arrangements to ensure that Program operations are not adversely affected by their absence.



**Requesting Time Off:**

Request all personal and academic time off in writing at least two weeks before you are off. This includes any class field trips, volunteering opportunities outside the Zero Waste Program, club sports travel and doctor's appointments (unless emergency). Please schedule doctor's appointments so they do not interfere with days you work. Requesting time off from work within this two-week window counts as an unexcused absence.

**Schedule Changes:**

Once your availability is set for the term, the program expects you to fulfill your scheduled shifts. The program anticipates some schedule changes early in the term due to classes being added or dropped. It is very important to inform the program of any schedule changes that will affect your availability. Please limit your schedule changes during the term. Schedule changes are reviewed on a case-by-case basis.

**COMMUNICATION**

Communication is key to the success of the Program. Ask questions if you don't understand something, and let us know if you have ideas for improvements. Procedural and policy changes are a frequent occurrence, and communicating these matters is difficult. To overcome this, we rely upon crew meetings, bulletin board announcements, and e-mail to communicate. It's essential that you: attend all crew meetings; check the bulletin boards each time you work; and read and respond to your e-mail regularly.

Just as the Program may need to communicate matters to you, we rely upon you to communicate matters to us. You are eyes and ears for the UO Zero Waste Program on campus. Communicate any matters you encounter which require our attention, and alert your supervisors to ideas you may have to improve service or solve a problem. And *always* get the names and phone numbers of customers who have questions or concerns about service.

Communication can also involve the conveyance of both positive and corrective feedback from a Program staff member, and the receipt of that feedback from employees. In such cases, respect for the Program and the staff are expected. This is particularly true when corrective feedback, instructions, and/or disciplinary feedback is being conveyed. Employees are expected to be professional, respectful, and cooperative when such communications are imparted. When expectations for improvement in performance or any other employment area are communicated, employees are expected to show adherence to the expectations communicated and/or improvement in those areas requiring improvement.

**REPRESENTING THE PROGRAM**

Student employees are not authorized to speak on behalf of the UO Zero Waste Program, or to give the impression they are doing so. If assigned to a role which engages with the public, there will be specific training for that role. If someone asks questions about the UO Zero Waste Program or personal opinions, as an employee the official response is to politely direct them to a Program Coordinator. This applies to any reporters, university personnel, community members, and anybody else. This policy has two goals, first to relieve any pressure from students to come up with responses which may not be a full answer; second this gives the Coordinators a chance to check with each other, understand the situation, and direction of the issue, and to ensure an articulate complete and accurate responses.

If someone asks for any UO Zero Waste Program policies or a personal opinion – direct them to a Coordinator so that the Coordinator can speak for the program. Student employees are not authorized to speak on behalf of the program.

Sample questions to direct to a Coordinator-

- "What is your policy on...?"

- "How many students work here/how many vehicles do you possess/ what are your contaminants/what are you doing about... etc.?"

- “Where are you sending this material?”
- “How do you feel about... ”

Student workers are encouraged to help with the education process of peers, specifically guiding other on how to use to use sites, and correct sorting. Sample questions which students are empowered to answer as a part of the program:

- Where can I recycle this/where is the nearest zero waste station?
- Is this item compostable or GMP?
- Is this paper or cardboard?
- Is this type of container recyclable?

By directing questions about the program to Coordinators, the program maintains clear and consistent messaging with the most up to date information. This policy helps the program provide the most clarity between the UO Zero Waste Program and members of the public. While we encourage all employees to try to help us reach zero waste and have discussions about ways to reduce, reuse, recycle **and** compost in personal lives – Program Coordinators need to be the point of contact for all outside communication about the program both. Failure to comply with this policy may result in a variety of disciplinary action ranging from a clarification of expectations up to termination depending on the severity of the situation.

### **PROPERTY USE POLICY**

Theft or misappropriation of University property or the personal property of others is prohibited. This includes taking surplus or scrap materials from any area University area, and taking food from a University dining area or office. Also, never take food set out by office staff for the holidays or a party without an invitation to do so. Theft of any kind is considered a serious matter that *will* result in termination of employment. Activities of this kind not only put you at risk; they jeopardize the entire Recycling Program.

### **PAYROLL AND TIME TRACKING**

University employees are paid once per month on the last day of the month. Student employee pay periods run from mid-month to mid-month, with the exact cut-off dates varying slightly from month to month. Hours worked are initially recorded on daily time cards. A separate timecard must be filled out for each day worked, and all shifts from the same day must go on the same timecard. Ensure that each timecard is legible, accurate, complete, and signed. Timecards which are deficient in any of these areas may result in a delay of payment for hours worked.

Hours worked which are recorded on timecards are then transferred to monthly timesheets by the Program staff. At the end of each pay period, employees will be presented with their monthly timesheets for their verification and signature. Employees are encouraged to keep track of their monthly hours on their own to assist with the monthly timesheet verification.

The overall accuracy of timecards is the responsibility of the employee and is of paramount importance. The submission of timecards with inaccuracies – particularly those involving the number of hours worked for payroll purposes – is grounds for dismissal.

Timecards are an attestation of having actually worked a specific shift or number of hours, AND having performed the duties required of that employee for that shift. Consider situations in which an employee engages in time theft or abuse (as detailed above). In the event an employee commits time theft or abuse and then submits a timecard for the full shift scheduled, that employee has committed two employment infractions: they have committed time theft by doing something other than their assigned duties during that

shift; and they have submitted a false timecard, since they did not actually perform assigned work during all of that shift. Both of these actions are grounds for dismissal.

### **ACCESS TO FACILITIES**

All employees are granted access to the Trailer via a numerical access code. This is to allow access to the work site if and when staff members are away from the Trailer. Employees are expected to have or know their access codes for use in accessing the work sites. Failure to work a shift due to a lost or forgotten access code is considered an unexcused absence. Employees must notify a manager or coordinator if they need to access any program facilities outside normal operating hours.

Employees are not to access any work site (Trailer and Quonset) outside of normal operating or event hours. In the event an employee leaves important personal property at the work site and needs to retrieve these items outside of normal operating hours, the employee should notify a Manager or Coordinator.

Employees are never to give their access codes to another employee or a non-employee. Doing so is grounds for immediate dismissal.

### **BACKPACKS AND PERSONAL ITEMS**

Student employees are prohibited from taking personal backpacks, book bags, laptop computers, laptop bags, or other personal packs on route. Small personal items taken on routes should be limited to those kept on the person. Water bottles, beverage containers, food, and other personal items not kept on the person should be kept in the vans while on route. The Program can provide Program-approved packs for occasional, at-work use by those employees requesting them.

Exceptions to this policy require advance approval from a supervisor and will only be allowed in the interest of operational logistics. Employees requiring a secure place to store packs or other valuables while on route will have their needs accommodated by supervisors who will store the items in locked offices or cabinets.

### **CONFIDENTIAL AND SENSITIVE MATERIALS**

During the course of work, Zero Waste Operations Assistants often encounter confidential and sensitive materials, as follows:

*Confidential Materials* - Confidential materials are those documents designated by Oregon Administrative Regulations as being of a confidential nature. Disposition of this material is administered by University Archives, and UO Zero Waste Program is prohibited by law from collecting it. Although it rarely occurs, Zero Waste Operations Assistants encountering paper recycling which is marked or appears to be "Confidential" should leave the material on-site and alert a supervisor as to its presence and location upon return from the route.

*Sensitive Materials* - Much of the recycling collected by the UO Zero Waste Program is of a *sensitive*, although not legally defined *confidential*, nature. Examples include graded exams and papers with student names, research data, meeting minutes, dissertation proposals, etc. service involves collecting this material while respecting its sensitive nature. Customers expect this level of professionalism and discretion from us, and we strive to live up to that expectation. While collecting and processing this material, therefore, please respect this bond of trust. Do not stand around visibly "reading" recycling materials while collecting them on campus; do not pass information found in the recycling along to others; and do not take anything out of the recycling to be used for personal or financial gain, exploitation or other use.

## **DISCIPLINARY PROCEDURES**

Student employees found to be deficient in work performance or in violation of Program policies will be informed of such through verbal and written warnings, including expectations for improvement. The Program reserves the right to terminate employees who exhibit willful or serious disregard for laws, University conduct guidelines and/or Program policies without opportunities for improvement.

## **LAYOFF AND TERMINATION**

The Program abides by the *STUDENT EMPLOYMENT POLICIES AND PROCEDURES* distributed by the University of Oregon Office Human Resources, which states:

"If layoff is necessary due to lack of work, lack of funds, reorganization or other reasons not reflecting discredit on the student employee, reasonable notice in writing shall be given. Students may be terminated if their performance is deficient or if their behavior does not merit continued employment. Coordinators are encouraged to give the student the opportunity to correct his or her deficiencies prior to termination. No written notification is required, but it is strongly recommended."

## **PERSONNEL POLICIES AND WORK RULES**

\*NOTE: Read the following carefully. Your signature at the end of this manual constitutes verification of your knowledge of and agreement to abide by the following rules at all times. Failure to follow program policies and rules is grounds for disciplinary action and/or termination.

### **General Work Rules**

- 1.) Attendance - Work all scheduled shifts.
- 2.) Punctuality - Be to work on time. If you are running late (even a few minutes), call your supervisor to alert them that you will be late for your shift.
- 3.) Preparedness - Be ready to begin work on time. All work shifts begin with a 10-minute stretching routine. Begin your stretching promptly at the start of your scheduled work shift.
- 4.) Shift Duration - Stay at work until the end of your scheduled shift. Do not "slip out early."
- 5.) Checking In and Out - Check in with a Coordinator or the Program Manager upon your arrival at work and before leaving at the end of your shift. Don't leave work without "debriefing" with a staff member.
- 6.) Breaks and Lunches - Paid breaks are provided at the rate of one fifteen-minute break for each shift worked which is from 2.25 hours to 4 hours in length. Second breaks in the same day are based upon the working of a second shift meeting the shift criteria as described above. Breaks are intended as a means to allow you to rest and re-charge your body from and during work, and should be taken at the approximate mid-point of the work shift. Taking breaks at the beginning of a work shift (coming in late or starting work with a break) or at the end of a work shift (leaving early) are not allowed.

Breaks begin when employees terminate work and begin the break period. Time spent walking to and from a chosen break location is considered part of the break time. Vans are not to be taken off-route for the sole purpose of driving to a desirable break area -- including on-campus areas such as the EMU. When break times occur after the work on a route has been completed, the break should be taken back at the work site -- not on route. Do not remain out on route for the sole purpose of taking a break.

Unpaid 30-minute lunches are provided for each shift worked which is at least 6 hours in length.

Violations of the break and/or lunch policies can be cause for disciplinary action, including termination of employment. Break policy violations may include (but are not limited to): taking extended or multiple breaks; and leaving routes or the workplace to attend to personal business other than on a break or during lunch

- 7.) Crew Meetings - Attend scheduled meetings. Missing a meeting is the same as missing a work shift.
- 8.) Respect – The University considers the reception or perception of employee behaviors by others as the determining factor in assessing whether or not that behavior is unacceptable – not the intention of the person engaged in the behavior. (it isn't enough if you meant something as a joke or in a benign way if it is, in fact, received/perceived as offensive). Respect your co-workers. Keep jokes and interpersonal interactions respectful, professional, and attuned to the feelings of others. Respect all points of view and don't force your perspective on others. Be sensitive to and respectful of the values of your co-workers, even as you value your own. Above all, refrain from behaviors or communication which could be deemed intolerant to the race, gender, ethnicity, sexual preferences, or other special characteristics of another. If in doubt about something you're about to say, don't say it.
- 9.) Customer Service - Be courteous, professional and discrete when working on campus. Keep conversations at a reasonable volume level and within the bounds of topical and vernacular appropriateness. Keep work and equipment noise to an absolute minimum. Get contact names and phone numbers from members of the campus community expressing concerns or asking questions about the program or its services. Forward this information to your supervisor.
- 10.) I.D. Tags - Wear your University I.D. tag at all times when working on campus.
- 11.) Parking – Parking while working for the UO Zero Waste Program is the sole responsibility of the employee. University parking permits are required for parking at Facilities Services, and spaces for vehicles with Student Parking permits are very limited. Parking at the Trailer is on-street parking administered by the City of Eugene and subject to time limitations. If you drive to work, plan ahead. Don't show up for work at the last minute (or late) and then ask for time to find a place to park. **Zero Waste Operations Assistants are never to park in front of the F.S. Main Office during work.**
- 12.) Smoking – As of September 1, 2012, the University of Oregon is smoke and tobacco free. This means that the use of all tobacco products, including cigarettes, cigars, pipes, all forms of smokeless tobacco, and electronic cigarettes is prohibited in all property owned or controlled by the institution. This includes grounds and buildings, athletic venues, on- and off-campus Housing areas, University vehicles, and parking lots.
- 13.) Cell Phones - Cell phones and texting devices must not be used for personal communications during work, but rather only during breaks and lunch periods or in cases of emergency. Use of a cell phone while driving a Program van is not allowed and is grounds for immediate termination. Cell phones can only be employed during work time for responding to work related calls from staff members or team members for work-related matters. If and when a call from a Program staff member is received while driving, the call should be allowed to go to a message, and the message should be accessed only when driving has been completed.
- 14.) Head-set Policy - Personal music players – Head-sets create hazards in the workplace. Personal music players, head-sets, and/or the music or video options on cell phones are never to be used while on route or working at the Trailer, Quonset & Compost site. Head-sets are allowed while on break or at lunch.

Workplace Audio Use – Stereos with radio, CD and auxiliary inputs are available to use at the Trailer, Quonset and Compost site in lieu of the use of personal head-sets. Keep the volume set to a level where you're able to communicate with the crew members you're working with and hear fork-lifts, trucks and people moving around the work space. To maintain a respectful workplace for all workers and members of the University community, do not play music with profanity or vulgarity.

- 15.) Clothing Policy – All employees are expected to maintain good hygiene and to dress in a manner appropriate for the physical and industrial nature of the job. Clothing that has holes, tears or has been defaced in any other fashion, including cut-offs should not be worn on the job. Clothing with obscene, derogatory, or otherwise inappropriate material displayed cannot be worn at any time on the job.
- 16.) Reusables - Employees are prohibited from "collecting" or otherwise retrieving reusable items found while on route -- especially over-sized items such as furniture -- for either crew or employee use. Such activity is both hazardous and detrimental to operational efficiency.

### **GENERAL SAFETY RULES**

- 1.) **Footwear** - Appropriate footwear must be worn while working (shoes with complete uppers, closed toes and secured heels). Employees should wear footwear which has good traction, is supportive and in good condition as the job requires much walking and standing. Employees reporting to work without proper footwear will not be allowed to work.
- 2.) **Personal Protective Equipment (PPE)** - Please wear the PPE *provided by the program* for your use at work. This includes: 1.) Gloves; 2.) Safety glasses and goggles; and 3.) Ear plugs. Specialized PPE may also be issued you and its use required when performing other tasks on a case-by-case basis.
- 3.) **Injuries** - Injuries of any nature or severity must be reported to a Coordinator immediately for compliance with required safety documentation procedures -- and for your own protection. Don't make a determination yourself that an incident or injury is "no big deal" and doesn't warrant notification. Instead, notify a Coordinator so that s/he can render a judgment about the severity of the injury – and possibly begin the process of filling out an injury report and a Worker's Compensation claim.
- 4.) **Bicycle Safety** - Bike helmets must be worn when riding a bicycle during work hours – whether a Program bike or your own. When using a bicycle for Program business, observe all rules of the road and bicycle safety (just as you would while operating a state motor vehicle).
- 5.) **Dumpster Diving** - Employees are discouraged from reaching into garbage cans and dumpsters to retrieve recyclables; and they are prohibited from physically entering these containers for similar purposes. Entering dumpsters is extremely hazardous from both an injury and a health standpoint.
- 6.) **Safety Communication** - Communicate all safety concerns you encounter to a Coordinator immediately and before performing any task which might be rendered unsafe by that concern (such as faulty equipment or a vehicle problem). This includes any unsafe conditions you encounter on campus.

## VEHICLE OPERATIONAL AND SAFETY RULES

\*Note: The UO Zero Waste Program will not tolerate reckless driving in any UO vehicle and will result in immediate termination. Vehicle and driving safety rules are fully covered in the Van Training segment of the new-employee training and orientation program. They will be discussed when you receive that training. The following items, however, are significant and basic enough to warrant their inclusion here.

1. **Driver Training and Certification** - UO Zero Waste Program employees are deemed authorized to drive program vehicles only after the completion of Program driver training, and the issuance of a U of O Driver Certification card. Any operation of a vehicle prior to training is prohibited.
2. **Driver's License Status Change** - Drivers are required to report any change in their driving status, driver's licenses, or driving records – including moving violations – immediately. Keep track of the expiration date of your driver's license and do not wait until the license is nearly expired to renew it.
3. **Van Use Policy** - UO Zero Waste Program vehicles are State of Oregon vehicles for official use only. With the exceptions of official business, mechanical failure, or serious emergencies, they are to be parked/stopped in University areas only. Vehicles are never to be taken to or parked at non-University locations for breaks or lunches, nor is it permissible to stop at an employee's residence or to use the vehicles for any personal use or errand. Lastly, vans are not to be taken off-route for the sole purpose of driving to a desirable break area -- including on-campus areas such as the EMU.
4. **Vehicle Accidents and Emergency Response** – Students are responsible for reporting all vehicular accidents, incidents and damage to a Coordinator immediately and before leaving the scene of an incident/accident, regardless of the extent of damage or the perceived insignificance of the incident/accident. More stringent accident reporting procedures are detailed in the Van Training segment of the new-employee training and orientation, including the use of accident report forms, witness cards, and DMV report forms. Procedures to be followed in the event of an injury will also be given in that training.
5. **Vehicle Operational Responsibilities** - All operators are responsible for ensuring the mechanical and operational preparedness of the vans. Check the pre-operation checklist prior to driving. If it has not been completed for that day, perform and record it. Report any problems to a Coordinator before driving the vehicle. Report any problems discovered while on route before driving the vehicle further.
6. **Cleanliness and Safety** - Cluttered van cabs, unswept cargo areas, and dirty windows present not only a housekeeping problem: they compromise safety. Remove all garbage, collectibles and personal belongings from the van cabs after every route, and sweep out the cargo areas during the unloading/reloading process. Clean the windshield and windows, if necessary, prior to heading out on route.
7. **Cell Phone Use** – Cell phone use, for drivers and spotters, is prohibited while driving state vehicles. Disciplinary action will be taken if any Zero Waste employee is using their cell phones while the state vehicle is in motion.
8. **Backing/Spotting Policy** - Spotting by another person is required any time a program or University vehicle is backed up for any distance, regardless of how short the distance is. Since recycling vehicular crews are sent out in pairs, drivers are provided with spotters in the form of their passengers or work partners. The Program has adopted a "zero-tolerance" approach to violations of this policy -- no exceptions are considered justified. In the rare event a work partner is not available to spot, drivers must refrain from backing up unless and until one is available.

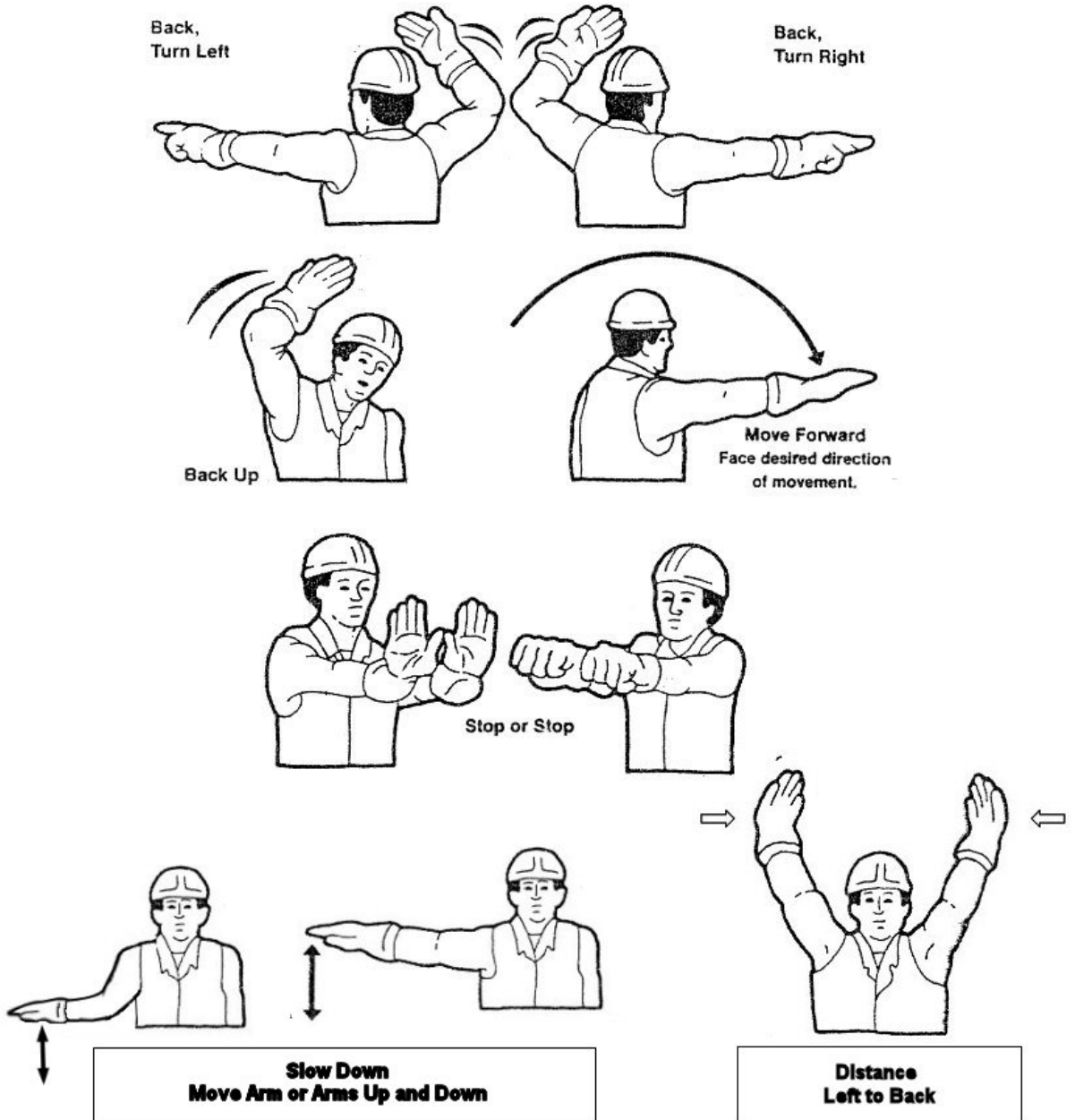
Spotters should also be used any time driving forward involves movement in the vicinity of lateral, overhead, or other obstructions or fixed objects. Lastly, these passengers/spotters should provide visual assistance to their drivers during all driving situations, including those involving lane changes, poor visibility, and the close proximity of pedestrians and bicyclists.

Spotters are reminded to take their spotting responsibilities seriously. Resist the temptation to be passive, to issue signals only when stopping is required, or to use vocal signals. Highly visible, vigorous, and constant hand signals are required while a vehicle is moving – especially during backing. Maintain constant eye contact with the driver via the side mirror while a vehicle is backing.

The following represent the preferred Program spotting/backing signals. Spotters should endeavor to use these signals, and drivers should require these signals from their spotters.



University of Oregon  
Facilities Services  
Vehicle Backing/Spotting Policy



Adapted From:  
Standards for Safe Backing and Hand Signals  
City and County of Honolulu  
Department of Human Resources

## **Drugs, Alcohol, and the University**

### **University of Oregon Policy Statement**

#### **3.00 Personnel Practices**

**TITLE:** University Policy on a Drug-free Workplace

**PURPOSE:** In compliance with the provisions of the Drug-Free Workplace Act of 1988 and the Drug-Free Schools and Communities Act Amendments of 1989, to set forth the University's policies on the illegal use of drugs and alcohol by its employees.

**POLICY:** The illegal use, possession, or distribution of drugs and alcohol on institutionally-owned or controlled property or as part of any University activity is proscribed conduct (See Oregon Administrative Rule (OAR) 580-22-045(8)). The manufacture of illegal drugs on institutionally-owned or controlled property is a malicious misuse or an unauthorized use of institutional property and is also proscribed conduct (See Oregon Administrative Rule (OAR) 580-22-045(5) and (7)).

The University may impose disciplinary sanctions against any student or employee found to have violated this rule, consistent with applicable provisions of state laws and regulations, collective bargaining agreements and University and Oregon State Board of Higher Education administrative rules. The permissible sanctions include, but are not limited to, suspension without pay, and termination of employment. The University also reserves the right to refer employees' and students' actions to appropriate civil authorities for possible prosecution.

All University employees must agree to abide by the University's rules and policies as a condition of their employment. In addition, all University employees shall receive annually a written copy of this policy statement.

Federal law and this policy require all University employees, as a condition of their employment, to notify the University within five days should they be convicted for violating, while at the workplace, any criminal drug statute. Employees shall give such notification in writing to their immediate supervisor with a copy to the Office of Human Resources. The University is then required to notify the applicable Federal agency if the employee is directly or indirectly engaged in the performance of a federal grant or contract. The Office of Human Resources will contact the Office of the Vice President for Research to determine the appropriate notification process.

The University's Vice President for Research shall notify the granting or contracting agency (if required) within ten days of receiving notice that a person employed on any of the University's federal grants and contracts was convicted of violating, while at the workplace, a criminal drug statute.

## **OPERATIONAL AREAS**

Zero Waste Operations Assistants are scheduled to work in all areas of operations. This allows for maximum flexibility in staffing, provides for variety in the work-life of employees, and ensures a knowledgeable work force. Student employees will quickly become familiar with the following 4 areas of operations:

- Housing Operations (includes Housing walking routes)
- Student Recycling Operations (includes Van Routes)
- Paper Operations (includes Paper Routes and Sorting)
- Maintenance

For new employees, however, the 2 major operational areas will be the primary work areas. Most of the specific training for these work assignments will come on-the-job. The policy of scheduling employees to work in pairs ensures that new employees are always paired with and trained by experience Zero Waste Operations Assistants. Supervisors also engage in further on-the-job training with new-hires beyond the initial Orientation. For these reasons, no attempt will be made here to present a training manual for these specific areas of operation. However, the following will provide you with a brief description of the work tasks associated with each area of operations. And the term schedule will tell you when and where to report for work.

### **I - HOUSING**

Students working Housing routes service the interior recycling sites in campus residence halls and some additional areas on the eastern edge of campus. These routes begin at the Trailer and are done on foot using equipment cached in each hall and residence hall key sets checked out from the Trailer.

Utilizing handtrucks and barrels, Housing crews transport all recyclables (paper, glass, plastic, metals) collected from the residence halls to the building loading docks and staging areas. These recyclables are sorted and stored in barrels at these centralized locations for pick up by the Van Route crews.

### **II - VAN ROUTES**

Students working Van routes pick up the materials staged at the residence hall loading docks by the Housing crews. They also service all off-campus housing sites, several campus buildings, and a few other areas, including the residences of the University President and the Chancellor of the State Board of Higher Education. These routes begin at the Trailer and utilize the step vans and equipment kept there.

Van routes are typically designated either Paper or GMP (Glass, Metal, Plastic) routes. Paper routes collect only the paper at the residence halls and the off-campus sites. GMP routes collect the non-paper items at these locations. *Crews servicing the President's and Chancellor's residences collect ALL materials.*

Paper collected on the Paper Van routes is deposited at the Quonset. Materials collected on the GMP Van routes are deposited as follows: Deposit containers are left at the Quonset; non-deposit cartons/metal/plastic materials are deposited in the Commingle dropbox at Campus Planning and Facilities Management and non-deposit glass is transported to the BRING facility located at the Glenwood Transfer Station (The County "Dump").

### **III - INDOOR ROUTES**

Students working Paper routes collect the paper recycling from University office and academic buildings. They also collect the paper and deposit containers from certain off-campus Auxiliary sites (including the Casanova Center and several leased office buildings). These routes begin at the Quonset and utilize the vans and equipment located there. All material collected on Paper routes is deposited at the Quonset.

#### **IV - SORTING SHIFTS**

Students assigned Sorting shifts report to the Quonset for work sorting paper and beverage containers. New Zero Waste Operations Assistants will receive detailed Paper Sorting training shortly after they begin working. For now, the following will serve as a brief, initial orientation to the Program's Paper Sorting system.

Paper is collected on campus in two main grades, and our recycling stations have containers for each of these grades: White and Mixed Paper. Materials collected on campus are not as well sorted as we'd like, however, and often contain non-paper contaminants. Therefore, further processing of paper is done at the Quonset by Sorting crews and the Paper route crews. Separate containers are also maintained at the Quonset for the segregation of Computer Printout, Book stock/glue bound and the paper collected from the University Print Shop. All materials are sorted into large recycling bins at the Quonset for eventual loading into a 45-foot trailer and shipped to International Paper.

#### **V - COMPOST SHIFTS**

All students may be assigned to assist in collecting compostables from campus. Compost shifts may involve one of three types of duties. Driving compost routes involve collecting roll carts of compostables with a partner in van from residence halls, campus cafeterias, and the EMU. Once all of the compost carts have been collected, the compost carts are taken to the compost sorting site in the Campus Planning and Facilities Management Complex where the compost is sorted to remove contaminants. Compostables include both pre-consumer kitchen prep material, and post-consumer material. Compostables are generally anything which can be composted, including food waste, coffee grounds, paper plates and napkins, and compostable serving ware. Please also note that while we generally refer to this material as "compost," it is, in fact, "compostable" material. The UO Zero Waste Program does not produce finished compost. Rather, compostable materials are collected in a large drop box which is hauled to Rexius, a local forest products company, which turns it the collected materials into compost.

#### **VI - MAINTENANCE SHIFTS**

All students may be scheduled to work Maintenance shifts (new students will work with a more experienced employee). Maintenance shifts involved performing site and equipment clean-up duties, assisting at events, and/or catching up on site services. Report to the work site designated for your Maintenance shift (Trailer or Quonset -- the schedule will indicate which), and you'll be given instructions.

#### **VII – WALKING BC'S, MILES ROUTE & OFFICE COMPOST SHIFTS**

Certain campus areas and/or services require staffing with seasoned, proven, experienced student employees. These include servicing bottle and can bins in high volume areas, public drop-of sites, Lawrence Hall & a select number of buildings that collect compost through the Program's Office Compost Program. Since only a small number of senior employees perform these duties, no further details will be given here.

## **SPECIALIZED DUTIES AND OPPORTUNITIES FOR ADVANCEMENT/PROMOTION**

In addition to Zero Waste Operation Assistants, the UO Zero Waste Program also employs a number of student employees in more specialized positions. These positions involve the performance of various duties related to the Program's administrative, educational, promotional, sustainability, and research efforts. Depending upon the position, the duties may include; performing administrative support; tracking materials diversion; producing and/or distributing educational and promotional materials and presentations; engaging in zero-waste and sustainability research; working on special projects; and creative professional-quality graphics and multi-media materials and presentations.

At any given time, the Program may have a combination of the following specialized positions filled:

- Administrative Assistant
- Special Projects Coordinator
- Graphic Designer/Videographer
- Other positions as needed at the Program Manager's discretion

When specialized positions open up, the Program endeavors to fill them from the pool of currently-employed Zero Waste Operations Assistants. Eligibility for a "promotion" of this type is based upon a number of factors, including: a successful work history with the Program demonstrating reliability, maturity, and productivity; possession of the skillset required for the position; and ability to meet the needs of the Program and the position in terms of hours and scheduling.

If and when such positions open up or are created, the Program will send a general announcement of the opening to the crew and ask for interested employees to respond. Interviews will be scheduled with all of those responding. If the pool of applicants/respondents includes people qualified for the position, the most qualified applicant will be given the opportunity to accept the new position. If no one is identified or qualified for the position within the existing crew, then the Program will do an open recruitment to the general student population. Specialized positions are both established and/or open to change or creation at any time, as new opportunities and needs arise.

# **Welcome to the UO Zero Waste Program!**