

Oklahoma State University  
Facilities Management  
Standby Procedure

**General**

Facilities Management (FM) performs a maintenance service function for Oklahoma State University 24 hours-a-day, seven days-a-week, 365 days a year. To fully meet this requirement, there are times when work must be performed outside of normal working hours. At Oklahoma State University, these after-hour service requirements are handled through an “on-call” maintenance system also known as “Standby.” Personnel with plumbing, electrical, heating/air conditioning, life safety, and locksmith skills are assigned standby duty and therefore must keep themselves available for work during their assigned week. The procedures and responsibilities of the standby operation are defined in the following sections.

- A. The essential maintenance needs of Oklahoma State University pertaining to FM functions must be met 24 hours-per-day, every day of the year.
- B. The after-hour needs of (A) above will be provided through a system of standby duty personnel.
- C. The personnel performing standby duty will receive additional pay for being on standby as well as time and one-half pay for all time worked in excess of 40 hours in a work week.
- D. Each new employee who is expected to become qualified to perform standby duty shall be advised prior to being hired that he/she is subject to being assigned standby duty.
- E. Each new employee who is expected to become qualified to perform standby duty shall be evaluated by their Manager/Supervisor 90 days after hire to determine if the employee is trained and ready for standby duty. The Manager/Supervisor will either certify the employee as ready for standby or extend both the probationary period and standby preparation period by an additional 90 days and then re-evaluate the readiness of the employee.

**Procedures:**

- A. The following procedures shall govern the standby operation:
  - a. Personnel will be advised that they are on standby, and the period of time involved in each assignment.
  - b. Standby beginning and end times verify by FM Department and will be instruct to Standby staff by their Manager/Supervisor.

- c. Each Wednesday the standby list will be published for the following week. The weekly standby roster will be emailed to appropriate Directors, Managers, Supervisors, Work Control and OSU Police Department.
- d. The quarterly list for standby assignments should cover a minimum period of three months. Managers are responsible for ensuring a copy of the quarterly list for standby assignments is posted in the shop for employees to review their upcoming standby shifts.
- e. If an employee needs to change standby workdays, it is the employee's responsibility to find a substitute to trade with and to have the FM standby substitution form fully completed. The appropriate Manager/Supervisor shall approve substitutions. The substitution form must be submitted by end of workday on Tuesday, before assigned standby shift, for publishing on Wednesday.
- f. If a standby person is out on leave/absence etc. on a standby workday their Manager/Supervisor will be required to find a substitute to work standby duty for that time period.
  - a. Manager/Supervisors are responsible to find substitutes for vacated positions that have upcoming standbys
- g. When on standby duty, staff have the option to drive a university vehicle for travel between their workstation and home. University vehicles MAY NOT be used for any personal errands or business. Vehicles must be returned in a clean condition with adequate fuel for next business day.
- h. If staff assigned to standby duty choose to drive their personal vehicle (in lieu of a university vehicle) back and forth to campus while in the "scope of their employment"
  - a. Staff are "on standby duty" during that drive time, they are covered by State liability insurance and Workman's Compensation while in direct route to campus or directly home.
  - b. If during this drive time a vehicular incident occurred, whether a sole vehicle incident or involving another vehicle, and the employee was at fault, then the state insurance would cover only damages to the other vehicle or property and not the employee's vehicle.
  - c. If an incident occurs involving another vehicle and the other driver is found to be at fault, then the other driver's insurance would be responsible for any repairs to the employee's or the university's vehicle, and the employee's medical expenses.
  - d. Staff who chose to drive their personal vehicle many want to find out if their own vehicle insurance policy covers collision damages while driving "for business purposes," and whether their coverage stands even when State

- insurance is involved in settling a claim for damages to the other vehicle or property.
- e. If during drive time an incident occurs and the employee is injured and at fault (whether in a university vehicle or a personal vehicle), then medical coverage falls under Workman's Compensation. If an incident injury occurs that is the fault of the other driver, then medical coverage is covered by the other driver's insurance. (There is no medical coverage on the State vehicle insurance – only liability.)
  - f. Staff who chose to drive their personal vehicle should carry approved accident information form and approved accident card. Up to date copies of these are available from the Director's office.
  - i. Standby personnel will be provided a cell phone (and charger) that must be carried and answered while on standby. It is expected that standby personnel will respond to incoming **calls, texts, and alarms** to the phone.
  - j. When on standby duty, staff are paid one hour each regular workday, 1.5 hours for each Saturday and Sunday, and 4 hours for any University holiday. A University Holiday is any regular workday recognized by OSU as a PAID HOLIDAY and does not include any Saturday or Sunday. (Overtime is paid only for hours worked in addition to 40 hours per week).
    - a. Upon responding to a phone **call, text or alarm** standby staff are "on duty" and paid in increments of 15-minutes (ex: 8-minute call = 15-minutes on duty, 25-minute call = 30-minutes on duty, etc.).
    - b. When response to a **call, text or alarm** requires a trip to campus, the on-duty time begins when the phone **call, text or alarm** is answered and ends when the employee is back home again.
      - i. Drive time between campus and home shall not exceed 30 minutes of compensation.
  - k. Standby personnel will acknowledge **calls, texts and alarms** promptly and will make a concerted effort to arrive on location within 30 minutes of receiving a **call, text or alarm** or as soon as possible. All standby personnel coming in from off-campus will clock in. Standby personnel will clock out and inform Work Control Center when the task is completed.
  - l. There will be times when the standby employee will find that he/she cannot correct the problem. If this happens, the standby person will call the appropriate escalation contact person listed on the FM weekly standby list. The standby person will stay at the site of the problem until help arrives. Upon the arrival of additional help, the standby person will advise the additional technician about the problem and will assist in correcting the problem (if assistance is required).
    - a. When responding to an emergency where suspected hazardous material, i.e., asbestos materials, chemical spills, black water, grey water, etc. is present contact Escalation Staff member.

- b. There are certain campus buildings that require personal protective equipment, i.e., respirators, before maintenance personnel may access. These areas are identified with access signage. If protective equipment is not available, contact Escalation Staff member.
- c. When emergency repairs require shut down of the fire alarm system or sprinkler system, standby shall notify the Life Safety standby personnel.
- d. When emergency repairs require shut down of building air handlers and/or there is a power outage in the building, notify designated HVAC standby personnel.
- e. When an emergency results in a loss of any utility (electrical, water, gas, etc.) which affects MULTIPLE buildings for any length of time, or a catastrophic event occurs, call your Escalation Staff member immediately. Explain what happened and how, when it happened, what buildings are affected, if anyone was injured, and an estimate of the duration of the outage. The Escalation Staff member will call the appropriate Director(s).
- m. Standby work will be limited to the necessary work needed to downgrade the emergency to an urgent priority. The remaining work will be done the following workday(s). If there is a question concerning how much work to do, the appropriate Escalation Staff member should be contacted for guidance.
- n. If staff on standby duty answer a call from a person requiring emergency repairs by another FM shop, take all the necessary information and contact the proper shop's standby personnel to assist. It is never acceptable to ignore problem requests without attempting to coordinate appropriate service.
- o. Keys are issued for the official use of standby staff to deal only with the campus problem area. It is not the responsibility or right of standby staff to unlock doors to secure areas for others. When standby staff encounter people who say they forgot or lost their keys, then they should contact FM Key Shop standby staff to assist.
- p. When material must be obtained from Supply Stores, **during business hours call, Eve Ops, after business hours use key 79-174.** After entering, take a blank Supply Ticket from the supply counter, and write the Work Order number and phase (if there is one assigned at the time of your entry) in the appropriate spaces. When you are gathering the materials you need, write down how many in the "Quantity" column; get the "Stock #" from the box label on the shelf. Then write a brief description of the item under "Warehouse Description." Sign the form and leave the copy on the supply counter.