PHYSICAL PLANT
OPERATING POLICY AND PROCEDURE

PP/OP 03.01: Compensation for Call Back After Normal Working Hours

DATE: November 29, 2010

PURPOSE

The purpose of this Physical Plant operating policy/procedure (PP/OP) is to define the policy
and procedures to be followed to compensate designated Physical Plant personnel who are
called back to duty after normal working hours or on weekends/holidays.

APPLICABILITY

Procedures in this PP/OP are applicable to all employees of Physical Plant. This policy is
written in conjunction with TTU OP 70.06, paragraph 3c (4), and must be read and used
together with that document.

REVIEW

This PP/OP will be reviewed in November of each even numbered year (ENY) by the manager
– physical plant resources with recommendations for revisions forwarded to the managing
director – physical plant.

POLICY/PROCEDURE

1. Texas Tech University has determined that employees called back to work outside of their
    normal work hours due to an emergency will receive a minimum of two hours regular pay
    for the first call requiring the employee to report to a work facility. Three hours minimum
    will be paid if called back on a University holiday and will include Saturday and Sunday if
    designated under University holiday. The stated minimums will be applied if the employee
    actually works less than 2 hours regular or 3 hours on University holidays outside of
    normal working hours. If the callback task or tasks require more than the minimum times
    specified, the individual will be compensated for the entire time worked. If the callback
    puts the employee in an overtime situation, payment will be made at the overtime rate. For
    example: The employee on callback receives a regular call. arrives on campus to assess the
    problem and make necessary repairs and then receives another call prior to leaving campus
    with a total elapsed time of 2.50 hours, then the employee would receive 2.50 hours. If the
    above scenario takes only 1 hour, then the employee would receive 2 hours for the time
    worked. If the callback was on a holiday, then the time would be changed to reflect the 3-
    hour minimum for the holidays.

The above minimums will be paid only in the event the employee has left work for the day and is called to return. If the employee is working on a job that must be finished prior to leaving campus or receives a call prior to leaving campus, the two-hour minimum will not apply.

2. Only those employees in positions specifically designated (see Attachment A) as eligible for callback minimums will be compensated as outlined above. The Managing Director for Physical Plant may authorize additions or deletions to the Eligible Positions list upon written request from each physical plant director. Each director will review the list of positions assigned to his/her department at least once annually and submit any recommendations for changes to the Managing Director for Physical Plant. The Unit Manager for physical plant resources will provide the initial list of positions and any approved updates to the university's managing director for personnel.

3. The following procedures will be used to identify callbacks, confirm their validity, and approve compensation:

    (a) Time for compensation calculation begins when the employee is contacted, NOT when they actually reach campus. Accrued time ends when the employee departs the campus upon completion of the work. "Contacted" is defined as when the person on call actually contacts the Emergency Maintenance staff person; not when a message is left for the employee or the pager is signaled.

    (b) Callbacks will be initiated through Emergency Maintenance after receiving authorization from the respective superintendent on call. In an obvious emergency, the Emergency Maintenance operator may expedite calls to trades/craftspersons. In all such cases the superintendent shall be notified as soon as possible. In the event s/he cannot be reached, the Emergency Maintenance operator shall proceed up the chain of command until someone in authority is apprised of the situation. The Specialist IV (formerly Data Acquisition Controller) on duty will notify personnel on the standing emergency callback rosters as required by identified skill requirements. Other personnel will be called back in response to electronic communication devices (i.e. telephone, radio pager, etc) requests from supervisors at the superintendent level and above. The Specialist IV on duty will record in the activity log the name(s) of the person (people) called back, the reason for the callback, and the time of contact.

    (c) The employee responding to the call back will notify the Specialist IV in Emergency Maintenance by radio or telephone when he or she arrives on campus and again when the callback work is completed and the worker is departing campus. The time of each notification will be entered in the Emergency Maintenance Activity Log.

    (d) The Specialist IV will complete a work order with all pertinent information from the activity logs. Once the work order is completed, a callback notification will be sent to the appropriate superintendent or their representative using the 4Site program.

(e)   In the event of a major failure or problem that requires callback of many people for one problem there may not be time for the individual on the scene to notify Emergency Maintenance to initiate the callback.

Caution: Additionally, Emergency Maintenance normally has only one person on call. This fact and other duties (i.e., responding to rest of problem) may interfere with prompt notification of all required personnel and aggravate the original problem. Under these circumstances the following procedures will apply:

(1)   The individual on the scene or who is aware of the emergency will contact his/her supervisor. Based on the nature and scope of the emergency the supervisor will approve mass callbacks as necessary.

(2)   If the supervisor approves the mass callback, s/he or the individual on the scene, or both, may initiate callbacks.

(3)   When this situation occurs, each individual must record who was called and the approximate time. A formal log is not required, but some record must be made. Following resolution of the emergency a supervisor at the grade of superintendent or equivalent will:

(a)   collect the recall data,

(b)   construct a log showing the date, who was doing the calling, who was called in, what time they were called in, and what time they finished the duties relating to the emergency,

(c)   enter a general description of the emergency requiring the mass callback on the sheet as well as a statement indicating the log was prepared after the fact from source data provided by the name of the individual(s),

(d)   verify that the emergency event was recorded in the Emergency Maintenance event log to validate the emergency, and

(e)   obtain approval and signature of department director/associate director conducting the callback.

(f)   The log must be maintained in department files for a minimum of 3 years after the incident for audit and follow-up purposes. This log will supplant the 4Site callback notification sent by Emergency Maintenance.

RESPONSIBILITIES

POSITION	SECTION	MONTH
Manager —Physical Plant Resources	Review	November (ENY)

Approved: **_____**
                          Reviewer

Approved: **_____**
                     Managing Director for Physical Plant

ATTACHMENT A