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Performance Standards & Best Practices

Subject: Chain of Command

Number: 002

Facilities Services supports open lines of communication, especially regarding employee concerns. All Facilities Services employees are encouraged to go through their supervisor when voicing any issues, whether they are kudos, complaints, concerns, or safety matters. Please immediately notify your supervisor if you feel you are being harassed, intimidated, confronted by another employee, or experiencing an unsafe working environment.

Any issues, specifically questions regarding the performance or non-performance of a co-worker, should be addressed to your direct supervisor, not to a coworker. Going through the proper chain of command allows issues that arise to be resolved more quickly and efficiently.

In the event that your supervisor is unavailable or involved in the issue you wish to discuss, do not hesitate to approach your supervisor's supervisor or go to Human Resources directly. As the Associate Vice Chancellor, I also recognize the importance of being available to you and will strive to hold regular open sessions as announced.

Our progress and growth are the results of each person taking responsibility for their own actions and doing their share of the work that needs to be done. We should be able to take pride in the accomplishments of our team at Facilities Services, and with good communication, we can reach our goals. By supporting this directive, we will all benefit from a positive work environment.