Many Facilities Services teams routinely go beyond the call of duty in performing their jobs. To honor these employees, the department recently instituted its Exceptional Team Award.

Each month a Facilities Services team is recognized for going beyond expectations and demonstrating an exceptional commitment to the university’s mission.

The first recipients of the award program are the members of the Steam Plant team. The employees are recognized for their continued dedication to the ongoing steam plant conversion project, their diligent work during a recent cold snap, and their exemplary commitment to the day-to-day operations of the plant.

“I don’t think people realize how much work we have to do,” said Darryl Ford, general superintendent of the steam plant. “Not all of our work comes in the wintertime. There is a lot of cleaning and maintenance work that is done during the summer so operations run smoothly during the colder months.”

The steam plant runs twenty-four hours a day to ensure an adequate supply of steam heat and hot water to buildings on the Knoxville campus and at the Institute for Agriculture.

Ford said this kind of responsibility comes with a certain level of commitment from the crews at the plant.

“There are some sacrifices involved when running this kind of operation,” Ford said, “but we are proud to do what it takes to keep campus warm.”

The responsibility of keeping steam running throughout campus presents some challenges. One such instance came on January 8, when pressure dropped significantly in a natural gas line that runs to the plant.

To counteract the drop in pressure, workers acted rapidly to bring boilers back online. Their quick actions ensured that steam continued to be delivered properly throughout campus.

STEAM PLANT continued on Page 6
“Setting up each employee to succeed” - that is the mission of the Facilities Services University, a comprehensive training program designed to give employees the training they need to get the job done right, improve what they already know, and teach new skills where necessary.

Enrollment in Facilities Services University starts on the first day of employment and continues throughout the employee’s tenure with the department.

Landscape Academy is the first branch to be created and taught under the Facilities Services University umbrella and Facilities Services Employee Training & Development have worked closely with the Landscape Services team to create a program suitable for their unit.

The Training team has also partnered with the Facilities Services Communications & Public Relations office and UT Creative Communications to design graphic identities for the program.

This newly designed and incorporated training program will ultimately be introduced in every unit with a program that is custom-made to support their work.

“It is an exciting process because this gives us the opportunity to create a more uniformed training program in each area, which will promote consistency in information and training passed on to each employee,” said Training Coordinator Keisha Gracius.

The University program includes six levels of classes, 100-600. The first three levels will be provided for all employees, while the final three will be optional for those interested in further education. Level 100 will be identical for every unit and will include orientation information regarding UT policies.

Beginning with level 200, the courses will differ and cater to the individual units. 200 level courses will contain basic information new employees should know within the first month of employment, specific to their branch of Facilities Services.

For example, Landscape level 200 contains courses such as Shop Vision and Goals, Safety (Personal and Public), Special Events, and Recycling. Beginning with level 300, courses will become slightly more in depth and contain more details. Landscape Academy level 300 courses include Tree, Shrub, Groundcover, and Weed Identification, Tree Pruning, and Landscape Bed Maintenance.

While the content for levels 400-600 has not been completed yet, it will continue to increase in density and will encourage employees to push themselves a bit as they work to gain state certifications and attend hands-on training sessions, both on and off campus.

“We are excited about the potential benefits of this program,” Keisha said. “Employees will consistently get the tools needed to be successful, productivity will rise, new employees will be mentored and trained by experts in their field, there will be increased customer service and customer satisfaction, and the program will be linked to career ladders so there will be clearly defined paths that employees can follow to achieve their goals.

“With the help and dedication of leaders in each area this program will flourish and become something great!”

Check out comments from Landscape Instructors & Mentors on Page 3!
The Facilitator Page 3

LANDSCAPE ACADEMY INSTRUCTORS

We asked the Landscape Academy Instructors to give us some of their thoughts about the newly launched program...

Joel Rummage, Landscape Foreman:
“I am really looking forward to it. I like training and being able to take an active role in it. It’s great to challenge yourself and try something new.

“This academy will be beneficial because everyone will have the same base of skill and information. It’s like a start to the beginning.”

Dennis McGhee, Supervisor I:
“I volunteered so I can help give accurate information to the new hires.

“It will help greatly to give information to new hires before they get started. We do so much, it can be easy for someone to get lost and rushed. It will help them see the job differently and not just be thrown in.”

Kim Gregg, Landscape Supervisor I:
“I think the program will be great to help teach the ones who don’t know stuff, so they get proper training and everyone is on the same page.”

Keith Scott, Landscape Foreman:
“It will be beneficial because foremen won’t have to take the time out of their day to train people on the job. A new trained employee will be on the same page as everyone else once they do go out on the job. Foremen and other employees will be on the same page, the program will put us in the right direction.”

Scott McCormick, Landscape Supervisor I:
“I volunteered because I love to teach!

“It will definitely help because it’ll get a uniform standard for landscape, and will help make campus look beautiful.”

Jacob Capp, Landscape Supervisor I:
“The landscape academy will help show people who don’t understand, help improve skills, ultimately making better employees.”

LANDSCAPE SERVICES MENTORS:

We asked the new Landscape Services Mentors to give us some of their thoughts about the new Landscape Services Mentor Program...

Forrest Easterly, Landscape Aide I:
“It will be beneficial because the program will help employees become familiar with campus because it’s so big, and all of the routes of who to see when you have questions or help.”

Steve Kerley, Landscape Aide II:
“I volunteered to help the new guys. They need to know the real thing, what to expect and help get them prepared.”

Mark Mercier, Landscape Aide I:
“As I’ve worked here, out on the field and in the office, one thing I’ve noticed is that the guys aren’t vocally appreciated a lot. I saw the program as a cool way to get one on one time and take time to invest in them and be able to first hand tell them that they are and their work is appreciated.

“The personal touch and interaction especially for labor-intense jobs helps make things more comfortable, helps encourage guys and shows that they are really appreciated.”

Robert Bryant, Landscape Aide II:
“I volunteered so I can help the new guys feel welcome.”

Evan Atchley, Landscape Aide I:
“With my background teaching martial arts, I’ve been in a leadership position before.

“I find it fun to help teach others and be a positive role model that someone could look up to when they need help or guidance, that’s why I volunteered.”
Update on New Facilities Services Building

Construction continues on all sections of the new Facilities Services Building at 2000 Sutherland Avenue.

Sections 1 & 2 (see Figure 2) have received new concrete foundations throughout, as well as grafted steel base plates at their high-bay columns. Segments of concrete perimeter walls have been replaced, additional steel members are being welded on, and metal decking is being installed on the roof. Sections 3 and 5 are awaiting paint repair and new additional steel. Section 5’s concrete slab will soon be broken up to make way for a new concrete slab.

In Sections 1-3 & 5, the structural steel’s primer coat (in white) was applied improperly; widespread corrective action is required. Depending upon the extent of what is required (which is still being determined), this will delay the completion of the building to at least Spring 2016. We will keep you updated on the new estimated completion date.

Figure 1. Looking south within the high-bay space at sections 1-3, circa June 2014.

Figure 2. View identical to Figure 1, circa January 2015.

Figure 5. The silo to the right will be demolished. The silo to the left will remain after being decommissioned and recoated.

NEW BUILDING continued on Page 5
New Building Continued

Section 4’s structural steel priming (in white in Figure 4) is nearly complete. Unlike the other sections, Section 4’s structural steel was prepared and primed correctly the first time. The old exterior cladding of this section has been removed, and the entire building is now completely skinless. Portions of the old wood roof decking have been salvaged and -- after reconditioning -- will be decoratively reused in limited locations within the renovated building.

Along the east side of the building sits a pair of tall silos (see Figure 5) which contained aggregates and cement when the premises hosted precast concrete fabrication. One of these silos (the stockier one) will be demolished; the other will be decommissioned and recoated to match the new building’s exterior color scheme.

The employee parking situation is still evolving, as are the interior open office areas. We will keep you posted on any developments.
EMPLOYEE OF THE MONTH
DECEMBER 2014

Congratulations to Hazel Norris, the December 2014 recipient of the Facilities Services Employee of the Month Award!

Hazel is recognized for being very helpful when anyone needs her, no matter what she might be doing. She is a team player and always seems to be excited to be at work. Hazel is also recognized for going above and beyond in her dealings with customers and co-workers alike - always knowing how to direct questions and help in any way she can.

EMPLOYEE OF THE MONTH
JANUARY 2015

Congratulations to Willie Battle, the January 2015 recipient of the Facilities Services Employee of the Month Award!

Willie is recognized for being an excellent employee who can be relied on to show up ready to work whenever called, regardless of time or weather. Willie is one of those extremely valuable people who very quietly day in and day out performs in a manner UT can always be proud of an rely on. Willie is also recognized for successfully taking on more intricate landscape maintenance needs as growth and master plans have been implemented in his work zone.

Congratulations to Construction’s George McGhee who retired from UT in December after 13 years of service. Thank you for your dedicated service to Facilities Services and best wishes in your retirement!

Steam Plant Continued

“With a less experienced crew we would have lost power and services to the campus, causing closures and a major disruption,” said Dave Irvin, associate vice chancellor of Facilities Services. Instead, the steam plant team leapt into action, making on-the-fly adjustments to keep everything running smoothly.

“It is because of the skill of the steam plant team that the campus was unaware of the crisis—something that is par for the course for this team,” Irvin said.

In addition to their regular responsibilities, the team also has played an active part in the ongoing steam plant conversion project.

“Many on campus may assume that the production of steam and its related services is generally an automatic operation,” said utilities director Roy Warwick. “However, it takes a great devotion to duty, technical expertise, hard work, and long hours to provide the level of service we all receive.

“The only thing automatic at the steam plant is the team’s commitment to excellence.”
In addition to a bowl-game win, UT finished the season ranked second nationally in the “Total Recycling” category of the 2014 national GameDay Recycling Challenge.

The GameDay Recycling Challenge is a competition that invites universities nationwide to see which can produce the least amount of waste on campus during football games.

During the 2014 season, participating schools tracked and reported waste reduction and disposal data from home games. Winners from fifteen athletic conferences were recognized in five different categories per conference. National winners were recognized in two categories: the total amount recycled, composed and donated; and the diversion rate—the percentage of waste diverted from landfills.

UT Recycling, Facilities Services, and campus volunteers teamed up to direct the Zero Waste campaign in Neyland Stadium and tailgating areas. Altogether, UT recycled 47,560 pounds during the last home game of this season, placing the Volunteers in second place out of 90 participating schools for the national Total Recycling category.

In the SEC, UT also placed second in Organics Reduction, and third in both Waste Minimization and the Conference Diversion Rate.

“It is awesome we did so well in these categories,” said UT Recycling Manager Jay Price. “Normally with a large stadium it is extremely difficult to be successful with your diversion rate.”

Whether it is packaging from ponchos and new UT gear, or containers from concessions, game days in Neyland generate an enormous amount of potential landfill waste, and the necessity of creating a sustainable game day environment isn’t easy.

Recycling efforts saw big changes during the 2014 season, starting with sorting inside the stadium.

“We added an additional step this year—separating food,” Price said. “Food is getting composted and basically everything that is left is recyclable.”

Increased campus wide promotions and participation in recycling efforts also helped the success of the Zero Waste campaign, with volunteers staffing recycling stations in the stadium and across campus for tailgaters and fans.

**Pounds Diverted by School - Season Totals**

<table>
<thead>
<tr>
<th>School</th>
<th>Pounds Diverted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clemson</td>
<td>217,079 lbs</td>
</tr>
<tr>
<td>Tennessee</td>
<td>270,420 lbs</td>
</tr>
<tr>
<td>Notre Dame</td>
<td>203,580 lbs</td>
</tr>
</tbody>
</table>

*Pounds diverted include materials recycled, composted and/or donated.*
We are now “LIVE” with the first phase of our new computer software, Archibus. Archibus is Web based, so for access to the system you will need to open a browser on your computer (preferably Chrome) and navigate to http://archibus.tennessee.edu. To login, use your regular NetID and password.

Since Archibus is a Web based program, you will need to “Clear Cache” from your computer. To do this, you will need to install the “Clear Cache” application onto your computer. Once you have this application, you will need to use the “Clear Cache” icon every morning and throughout the day. Our consultants are uploading the resolutions to various issues multiple times a day, and when you use the “Clear Cache” icon, it updates Archibus with the most recent updates. If you do not have a “Clear Cache” icon, please contact Brock Ellis @ bellis6@utk.edu or Jim McCarter @ jvm@utk.edu.

Like all new software programs, we are experiencing some growing pains. Issues we are experiencing are reported to our consultants and together we are working daily to find resolutions and have made progress with a lot of the problems we have encountered. If you are experiencing any problems or issues with Archibus, please let us know. Bear in mind, we cannot address issues you are having if we are not notified about them. If you encounter an issue, please notify the Archibus Team as soon as possible.

We do have some reminders for you when working in Archibus:

• Click the SAVE button frequently to save your work and sign out of the system when you are no longer using Archibus to free up licenses. Archibus will automatically log you out after 30 minutes of no activity.

• Since you login to Archibus using your Net ID and password, please remember to keep your password up-to-date. If you do not have your Net ID and password or just need to reset your password, you will need to go to Hodges Library.

• Please check your email on a regular basis for any notifications from Archibus (leave request approvals/rejections, work requests issued, etc.)

We are no longer using the paper leave slips. All leave requests need to be entered into Archibus. If you need assistance, please contact your supervisor.

Finally, THANK YOU for your patience as we continue to find resolutions to issues we may be experiencing with Archibus. With your patience and support, we know Archibus will be a success for our department as well as the campus community.

The Archibus Team – Kevin Garland, Leo Pedigo, Veronica Huff

Upcoming Holiday & Admin. Closing Schedules

April:
Friday, April 3 - Spring Holiday

May:
Monday, May 25 - Memorial Day
Thanks to the Building Finishes team for repairing the sidewalk between Hodges Library and Tyson House!
The portion of sidewalk was broken due to settlement. The repair eliminated a possible trip hazard to pedestrians.

**Customer Survey Comments:**

**ELECTRICAL SERVICES:**
Great job as always!!!

**LOCK & KEY SERVICES:**
Thanks!

**LOCK & KEY SERVICES:**
We really appreciated the assistance. The staff member that came by to unlock the cabinet was very friendly and went above and beyond to complete the task.

**STEAM PLANT:**
Wonderful job!

**PAINTING & SIGN SERVICES:**
Great job! Thank you so much!

**LOCK & KEY SERVICES:**
Thanks!

**STEAM PLANT:**
Great work!

**PAINTING & SIGN SERVICES:**
Thanks to Steve and Mike in the Sign Shop.

**LANDSCAPE SERVICES:**
The guys were great, thank you!!

**LOCK & KEY SERVICES:**
They did a great job!

**PLUMBING & HEATING SERVICES:**
Thank you for your quick response and for fixing the broken drop ceiling.

**PAINTING & SIGN SERVICES:**
Job well done, as always.

**LOCK & KEY SERVICES:**
This was a rush job and Facilities Services showed up in a timely manner and did a great job. Thanks!

**LETTER OF APPRECIATION:**

Special thanks to steam plant employees who keep the plant running yesterday during difficult times.
We set a record the morning of January 7 by producing 239,000 pounds of steam a hour at one point. We had to over come some major problems caused when the main gas line from KUB pressure dropped from 40 pounds to less than 20 pounds due to system wide problems.

The drop in pressure caused us to lose the turbine and the waste heat recovery boiler and the 29,000 pounds per hour steam it produced and then we lost boiler 5 and the 80,000 pounds of steam it produced. The loss of these two things caused us to lose pressure for campus from our normal 125 pounds down to 38 pounds and presented us with many more problems.

The skill and hard work of steam plant employees was able to keep the plant running and to get boiler 4 started back and we also were able to put boiler 1 on line on coal and we recovered and were able to get the pressure back to the normal 125 pounds. None of the problems we had that day were caused by us but were a result of the pressure drop from the main gas line from KUB but it was the skill and hard work of steam plant employees that keep the plant running and the steam for the campus and I am extremely proud of them.

Most people just take for granted that the steam they need for heat and other uses will be there and I guess that is just because of the great job that steam plant employees do in providing it but it takes a lot of hard work and skill.

Sincerely,
Darryl Ford
It is our Big Orange Family that will have the greatest impact as we continue on our journey to become a Top 25 public research university. The hard work you do every day is what makes that difference and it takes all of us to improve the quality of education on our campus.

Now we have a chance to further support our shared vision through the Big Orange Family Campaign. The Big Orange Family Campaign is a month long initiative to promote philanthropy among staff and faculty. Giving back is an opportunity for us to stay “I Believe” in UT. Participation from our staff demonstrates that UT is one of the best investments for a potential donor’s philanthropic support. When we give, we inspire others to give as well.

The campaign will run February 2 through 27, during which time employees are encouraged to make a personal donation to the university.

Faculty and staff have already established a strong history of giving back in many ways to the university. Last year, faculty and staff exceeded expectations and moved the employee giving percentage from 16 to 47 percent.

Last year more than 30 percent of us in the Facilities Services Department contributed to the campaign. This resulted in increased gift allocations to all three funds which benefit Facilities Services directly - the John C. Parker Scholarship Fund, the Bob Evans Memorial Scholarship Fund, and the Chuck Thompson Outstanding Employee Award Fund.

John C. Parker
John Parker joined the Physical Plant Department in 1962 working as a Purchasing Agent and progressed to the position of Executive Director which he held until his death in 2001. John was extremely dedicated to the University and could usually be found at work early every morning, late every evening, and most weekends. Although John would usually present a tough outward appearance, he could always be counted on for an employee in a pinch. Many can tell stories of how John would help out both financially and as a father figure when needed. Several employees started to work in the Physical Plant after having problems finding their way through High School. John’s message to them was he would allow them to work here as long as they kept their grades up and that they would stay in school until they earned their diploma. This he would verify by making them bring their grade card to him every six weeks.

The John C. Parker Memorial Scholarship Fund was established after John’s death by his family and friends to provide some scholarship funds for Facilities Services employees, and their dependents, enrolled in the university. The quantities and amounts of the scholarships solely depend on the amount of interest earned and donations into the fund each year. The more that is contributed to the fund, the more Facilities Services employees benefit. The decision of who receives these funds is solely at the discretion of the Financial Aid Department. Facilities Services and supervision do not have a say in how these funds are distributed.

Bob Evans
Bob Evans is one of many employees that had two stints with our Department. His last stint was when he rejoined the department in 1987 as a Supervisor in the Engineering Services Division. Bob then went to Building Services where he was working when he
2015 Big Orange Family Campaign Kicks Off

retired in 1994 after contracting cancer. Bob’s best trait was his infectious happy outlook. If you were having one of those days you could go visit Bob and leave with a brighter outlook. An example of this was his take on losing weight. Several of his colleagues and he were competing to lose weight, and some were using Slim Fast shakes to help the process. When someone asked him how the shakes were helping his response was, they are great, they go very well with two Burger King Whoppers.

The Bob Evans Memorial Scholarship Fund was established after Bob's death by his family and friends to provide some scholarship funds for Facilities Services employees, and their dependents, enrolled in the University. The quantities and amounts of the scholarships solely depend on the amount of interest earned and donations into the fund each year. The more that is contributed to the fund, the more Facilities Services employees benefit. The decision of who receives these funds is solely at the discretion of the Financial Aid Department. Facilities Services and supervision do not have a say in how these funds are distributed.

Chuck Thompson Outstanding Employee Award
Chuck Thompson was an Assistant Director in the Physical Plant Department until his retirement in 1976. The Thompson Facilities Services Outstanding Employees Award was created by Susan and Richard Thompson of Dallas, Texas to memorialize his parents and to recognize two employees who have rendered particularly exemplary, meritorious and unselfish service to the university community. The two awards, one from the skilled craft areas and one from the clerical/service areas, are awarded annually to employees with a minimum of ten years’ service who meet these criteria.

The winners are chosen from nominees in the crafts area and the clerical/service areas.

Thanks to generous gift allocations from members in our department there was an increase of more than $600 to the Chuck Thompson Fund, more than a $250 increase to the Bob Evans Scholarship Fund, and an increase of more than $1,100 to the John C. Parker Fund from the previous year.

This campaign focuses on our participation, not the dollar amount. Every donation, no matter the size, contributes to this campaign.

Employees have the option to donate by submitting a completed donation card to their unit team leader. Employees can also opt to donate through a one-time payroll deduction. Team leaders will distribute donation cards and submit filled-out donation cards each week to the Annual Giving Office.

To find out more about the Big Orange Family Campaign please contact one of the Facilities Services Team Leaders:

All – Keisha Gracius (Room 134)
All – Brooke Krempa (Room 203)
Air Conditioning Services – Michael Werley
Arena, Building Services Athletics – Ann Free
Building Finishes/Paint & Sign Services – Jimmy Blair
Building Services – Ashley Savage-Gilliam, Brooke Krempa
Clerical Staff – Dean Wessels
Construction – Danny Pritchard
Electrical Services – Haskell Jeter
Exempt Staff – Terry Ledford
Landscape Services, RRT, Sanitation Safety – Mark Mercier
Lock & Key Services – Ed McDaniel
Plumbing Services – Robby Huggins
Steam Plant – Crendel Wees
Zone Maintenance Sector 1, STAR Team, Housing, Athletics – David Wright
Zone Maintenance Sector 2, Dining – Cecil Woody
UT Recycling now has a public dropoff for you to sort your recyclables.

**RECYCLABLE ITEMS INCLUDE**

- **E-WASTE**
  - Including electronics, CDs, & cables
- **Glass & Plastic**
- **Paper**
- **Cardboard**
- **Scrap Metal**
- **Batteries**
  - Alkaline & rechargeable
- **Aluminum Cans**
- **Steel Cans**
- **Toner + Printer Cartridges**

For more information about what’s recyclable, visit recycle.utk.edu. Contact us at recycle@utk.edu or 974-3480.

New Recycling Dropoff on campus

UT Recycling has opened a designated public recycling drop-off site on campus. Staff and the public are invited to drop off their recyclable materials where they will be deposited separately at the site, located at Dock 25 of the Fleming Warehouse, 2121 Stephenson Drive. Items accepted include paper, cardboard, glass, plastic, steel and aluminum cans, electronic waste, printer cartridges, batteries, and scrap metal. UT Recycling’s aim was to be as inclusive as possible, which led to the addition of battery, electronic, scrap metal, and printer cartridge collections.
New Facilities Policies and Awards

This January Facilities Services implemented three new Departmental Policies. The Attendance Policy, Essential Personnel Policy and Theft Policy were all distributed on January 27.

Copies of these and other Facilities policies can be found on the Facilities Services Web site at http://fs.utk.edu/policies/Departmental/deptpolicies.html. Hard copies are available with unit clerks and with Brooke in Room 203.

The following is a brief description of each policy, please see policy documents for full guidelines.

Facilities Services Attendance Policy: This policy establishes the explanation that all Facilities Services staff be available to perform their job commitments to provide quality customer service across campus; to provide a standard process for attendance review, employee support, and if necessary, corrective action that is consistent with applicable state and federal law and university policies.

Facilities Services Theft Policy: This policy sets expectations and requirements for employee behavior regarding theft.

Facilities Services Essential Personnel Policy: This policy sets expectations for all Facilities Services employees during the event of university closure or catastrophic event in which essential personnel must report to work if it is safe for those employees to do so.

In addition to the new policies, Facilities Services also launched two new award programs during the month of January. The new award programs are The Facilities Services Exceptional Team Award and the Facilities Services Employee Perfect Attendance Award.

Exceptional Team Award: The Exceptional Team Award will be presented each month to a Facilities Services team whose performance has extended beyond expectations and has demonstrated an exceptional commitment to help achieve the University’s mission.

Employee Perfect Attendance Award: Any non-exempt Facilities Services employee who is no longer within their 6-month probationary status, who completes the award period with perfect attendance will be eligible for the award. The award will be given quarterly and annually to one employee for every 20 employees eligible. Recipients will be drawn randomly from the pool of eligible employees.

Full guidelines for these awards were distributed January 14th and will soon be made available on our Web site: fs.utk.edu. Copies can also be found with Brooke Krempa in Room 203.

Keeping Our Busiest Campus Corridors Clean

An automatic scrubbing machine allows Building Service’s David Collins to scrub, wash, and pick up the water on the second floor of Hodges Library every day. This area is one of our busiest on campus!

Thanks for your efforts every day David!
EHS 2015 Emphasis Programs: Fall Prevention

Environmental Health and Safety is launching three safety emphasis programs in 2015. The first emphasis program is lockout/tagout safety, the second emphasis program is fall prevention from elevated surfaces, and the third emphasis program is motor vehicle safety. This month, we are introducing fall prevention safety.

Each year in the United States, falls account for more than 200 fatalities and 100,000 injuries. These occur in all areas of employment and almost all occupations. In Tennessee, falls are the leading cause of work-related deaths for the past several years. OSHA requires that workers in general industry must be protected when the fall hazard is greater than four feet, and in construction, the worker must be protected when the fall hazard is greater than six feet.

In a workplace fall hazards can occur from storage areas, use of ladders, above offices on mezzanines, catwalks, floor holes and manholes, scaffolds, elevated work platforms, and even employees climbing onto equipment to perform a repair or make an adjustment. These hazards can be controlled with the use of guard rails, covers, personal fall arrest equipment, and employee training. Make sure that you are using fall arrest equipment or there are guardrails for protection, and pay especially close attention when working near or on skylights on roofs.

Here are some interesting facts from TOSHA (Tennessee Occupational Safety and Health Administration) on falls:

- Most people who fall are between 20 to 39 years of age
- 50 percent of falls occur from ladders and scaffolds
- 53 percent of falls occur from a distance of 10 feet or less
- Most accidents occur on Mondays, and most happen in the morning
- Most fall victims are not wearing fall protection

TOSHA recommends that employers and employees need to do the following to prevent falls in the workplace:

- Where protection is required, select fall protection systems appropriate for given situations.
- Use proper construction and installation of safety systems.
- Supervise employees properly
- Use safe work procedures
- Train workers in the proper selection, use and maintenance of fall protection systems.

Stay tuned throughout 2015 for more information on the EHS 2015 emphasis programs. For any questions, please contact EHS at 974-5084 or safety@utk.edu, and also visit the OSHA Web site at osha.gov for more information.

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Tax Time is Upon Us: 
Beware Fake IRS Phishing Expeditions

Every year, tax time brings a wave of new phishing attacks based around people’s desire to get their IRS refund as quickly as possible.

Don’t fall for these scams. The IRS will not email you to request information to process your refund faster.

In fact, the IRS does not initiate contact with taxpayers by email, text message, or social medial channels to request personal or financial information. This includes request for PIN numbers, password, or similar access information for credit cards, banks, or other financial accounts.

So what do you do if you receive a suspicious IRS-related communication? Follow standard phishing practices. Do not respond to the email, do not click on any included links, and notify the OIT HelpDesk, as well as the IRS to ensure that the scam is properly addressed.

The IRS requests and welcomes that any form of fraudulent communication, whether that be via email, telephone, or paper mail, be reported to them directly.

For more information on how to spot and avoid suspicious IRS-related communications see the official IRS link: http://www.irs.gov/uac/Report-Phishing
UT Policy, IT0123 – Security Awareness, Training, and Education, went into effect in October of 2014. The policy establishes guidelines for maintaining the security skills of the organizational users, IT personnel, and security staff.

OIT will launch the 2015 Security Awareness training on February 1, 2015. Each faculty and staff member at UTK will receive an email from Bob Hillhouse, UTK Chief Information Security Officer, notifying them the training is available. The training is offered online through SANS “Securing the Human” program. The training will be available until December 31, 2015. For more information about Securing the Human, see:

http://www.securingthehuman.org/.

The core training consists of 14 mandatory videos that cover specific security topics. The videos range anywhere from 1 to 5 minutes in length and are intended to raise awareness and influence user behavior that will reduce security risks. The training allows the users to complete the training at their own pace, monitor their progress, and revisit completed training. Upon completion the user will receive a security-training certificate. This year, additional role specific training will be assigned to staff in executive leadership and staff who serve in technology support positions.
UT Ranked “Top 50 Green School”

The University of Tennessee, Knoxville has been recognized once again as a Top 50 Green School.

UT received the ranking from Online Schools Center, an organization that researches higher education institutions and standard ranking systems to provide prospective students, parents, business professionals and other stakeholders comprehensive information regarding colleges and universities across the nation.

The organization’s featured “Top 50 Green Schools” list looks at schools’ participation and rank in other campus sustainability programs such as STARS, the Princeton Review, and other initiatives.

Ranked 33rd on the list, UT is highlighted for a variety of efforts that aim to reduce the university’s environmental impact and enhance sustainability throughout campus.

“To be ranked as a Top 50 Green School is highly encouraging and more so rewarding considering our regional makeup of sustainability focused institutions,” said Preston Jacobsen, manager of UT’s Office of Sustainability. “The foundation laid by sustainable champions across campus over the past 10 years has been substantial and innovative and I believe UT is primed to not stop, but leap into the next level of academic sustainability.”

Operationally, UT was recognized for its Sustainability Building Policy, waste reduction efforts and energy portfolio. The ranking also showcased the variety of UT’s academic disciplines that focus on sustainability, environmental issues and experimental learning opportunities through research and living laboratories.

“We are focused on leading the SEC in many avenues of sustainability, including by not limited to green sport operations via our Zero Waste Game Days and as our network grows, I envision bigger and better things for our campus,” Jacobsen said.
New Zone Maintenance Initiatives Slated

Zone Maintenance will introduce four new initiatives during the upcoming months.

1) One Call Shift
Zone Maintenance is restructuring regular and after hours coverage as the “One Call Shift.” The program will include nine employees (filled from a combination of existing personnel and new hires), with two on-call at any given time during the day, and no more than three during after-hours shifts.

Benefits of the “One Call Shift” program are that it will facilitate two-person repairs and allow Zone Maintenance personnel to be more responsive if they receive more than one maintenance request at a time.

“One Call Shift” personnel will report to Zone 8.

2) Building Inspections
Two inspectors will inspect buildings around campus, identifying areas where improvements can be made to training, materials, tools, deficiencies in materials and/or workmanship and improvements needed in performance.

Building inspectors will present each building with a scorecard, similar to a restaurant’s sanitary inspection grading. The overall score will summarize building conditions, identify priorities, and foster professional competition. The personnel responsible for those buildings that receive excellent scores will be eligible for rewards.

3) Zero Failure
The Zero Failure Initiative within Zone Maintenance is a focus on certain components and/or modes of failure that should not be expected if all was as it should be.

Zero failure inspections will not automatically ascribe blame to the Maintenance Specialist, but will require an evaluation of the failure in each of these categories to determine if failure is a result of a manufacturing or design flaw, misapplication, a need for training or tools, or poor performance.

Neither the inspection nor the zero failure programs are meant to be a means by which employees will be singled out for poor performance. They are meant to help the employees by identifying needs with respect to better materials, needed tools, and training deficiencies.

4) Zone Restructuring
Some zones will also be restructured, as the current ratios of square feet per employee, and employees per supervisor, are somewhat greater than at other similarly sized institutions.

This restructuring should free up two foremen to begin performing inspections, make room for new hires in training, and give Zone Maintenance the ability to respond more efficiently to campus maintenance imperatives.

The overarching goal for all of these initiatives is to provide better service to our customers, and more efficiently.

For more information contact Terry Ledford, Director of Zone Maintenance at 406-1736, or tel@utk.edu.

Art & Architecture Receives Upgrades

Several projects at Art & Architecture were recently completed by a Facilities Services Construction team.

The team upgraded six electrical panels, installed more than 100 power drops and installed power for six instructional monitors.

Thank you for all of your great work on this project!
Check out all of the holiday pictures on our Facilities Services social media pages!
Congratulations to our 2014 Facilities Services Employee of the Month Recipients!

January
Gary Robertson

February
Ron Couch

March
Mike Manley

April
Tim Faulkner

May
Jack Hammock

June
Justin Dothard

July
Marty French

August
Arlene Williams

September
Charles Farley

October
Tommy Oakley

November
Daniel Mace

December
Hazel Norris