



Facilities Management Division (FMD)

Work Rules

DRAFT

Revised January 7, 2026

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Introduction

The work rules and policies referenced herein have been developed to clearly communicate what constitutes professional conduct of all team members within the Facilities Management Division. Any deviation from them may cause a team member to be subject to discipline, up to and including discharge. All work rules and policies will be applied and enforced in an impartial manner.

Team member Integrity

Team members are expected to always act with honesty and integrity. They must comply with all state laws, as well as department and division policies, including HR/LR Policy #1445 Code of Ethical Conduct.

Any violation may result in disciplinary action up to and including discharge.

A complete and detailed copy of all policies is available for review from the supervisor or the Department of Administration, Human Resources Division.

Communication

Open communication is essential to the success of Facilities Management. All team members are expected to communicate effectively within their own sections, across sections, and up and down the chain of command to ensure smooth and productive operations throughout the Division. Team members must communicate in a professional, respectful manner always and contribute to a culture of mutual respect, cooperation, and support. Facilities Management is committed to maintaining a work environment that is harmonious, inclusive, and free from harassment, discrimination, and violence. All team members must be familiar with and comply with the Department of Administration's related policies, including but not limited to the Harassment and Discrimination Prohibited Policy, Workplace Violence Prohibited Policy, Respectful Workplace Policy, all Leave Policies and the above cited Code of Ethical Conduct.

It is the responsibility of all team members to support and contribute to open communication. Styles between individuals will differ but the common goal of honest, effective communication should not. Team members shall keep the following objectives in mind as they interact with others including co-workers, supervisors, subordinates, vendors, customers, and the public.

- Be respectful of others by accepting differences in personalities and styles and not allowing these differences to interfere with the objectives.
- Communicate honestly and assume positive intent.
- Follow-up on work assignments by informing others of the degree of completion and achievements.
- Assist the development of co-workers by sharing experiences and knowledge.
- If job assignments are not clear, ask for clarification from the appropriate source.

- If differences of opinion occur, these differences are to be resolved at the lowest possible level, whenever possible. If resolution cannot be accomplished at this level, these differences are to be brought to the supervisor (if the difference of opinion does not involve the supervisor) or to the next level of supervision following the chain of command. Resolution sought at other levels should be done with the full knowledge of the immediate supervisor whenever practical.

Communication can take on many different forms. Outlined below are a few examples where communication is vital.

Reporting safety hazards

Every team member is responsible for fixing and/or reporting safety hazards depending on the nature. The specific hazard dictates the urgency and method of reporting. All hazards must be reported to the supervisor when practical. Those of a more serious nature must be reported immediately.

Reporting “abnormal” conditions

“Abnormal” conditions are defined as anything that has the potential to become a safety hazard, has the potential to disrupt normal work schedules, cause facility damage, compromise security or other conditions that should be investigated by a representative of Facilities Management or Capitol Security.

Team members are to report abnormal conditions as soon as possible. Team members should use their best judgment in selecting the most appropriate of the following means to report an abnormal condition:

1. Notify a Supervisor/Lead
2. Call the Facilities Management Service Line
3. Call Capitol Security
4. Notify the Department of Administration (Admin) Safety Administrator

Vehicle Licensure

Facilities Management team members in a designated driving position must know and follow HR/LR Policy #1419 - Driver’s License and Record Checks. Team members who fail to do so may be subject to disciplinary action, up to and including discharge.

Professional Licensure/Certifications

Licensed and certified staff shall maintain all necessary licensure and certifications as required by their position description. Team members shall immediately report any loss of licensure and certifications to their supervisor.

Communication with customers/public

Team members who are asked for information are to respond in a courteous and professional manner by communicating the requested information or relaying the

request for information to the Facilities Management Service Line.

Requests/Inquires from News Media

Requests from the news media should be directed to Admin's communications team. If the request has been received in email, the FMD Division Director and the Assistant Commissioner overseeing facilities should be copied on the email.

Legislative Requests/Inquiries

Requests from the legislature should be directed to Admin's Legislative Director and Assistant Commissioner overseeing legislative activities. If the request has been received in email, the FMD Division Director and the Assistant Commissioner overseeing facilities should be copied on the email.

Filling out required forms

Team members are required to complete certain forms during their workday. It is the team member's responsibility to complete the forms in a timely and accurate manner. Currently Facilities Management is using the following:

Archibus Work Order Update.....	Completed daily
Commercial Vehicle Inspections	Completed daily
Confined Space Permit.....	Completed prior to commencing work
Energized Electrical Work Permit.....	Completed prior to commencing work
Fertilizer/Pesticide Form	Completed the same day product is used
FMLA Forms	Completed in accordance with Department policy
Hot Works Permit.....	Completed daily and prior to commencing work
Incident Reports	Completed promptly when an incident occurs
Leave Slips	Completed as time off or overtime/comp time is requested
Packing Slips	Completed same day goods are received
Time Sheets/Self Service Time Entry*	Completed daily and submitted every other week
Trash Removed.....	Completed daily

*Labor distribution cost coding done on the time sheets should accurately reflect the work that was completed by the team member during the pay period.

It is the supervisor's responsibility to oversee the completion of the following forms in cooperation with the team member:

First Report of Injury Forms	Completed as soon as possible, but no more than 24 hours after the injury
Minnesota motor vehicle accident report	Completed the same day of the incident

Job assignments

Job assignments can be received at any time throughout the shift. Depending upon your position these assignments may come from a supervisor, a lead worker, the FMD Service Line, or from other FMD staff. If at any time an assignment is unclear, it is the team members' responsibility to request clarification. Assignments can be modified or changed throughout the shift.

Reporting job status

It is the responsibility of all team members to report the status of their job assignment. Status of work that continues beyond the day it is assigned, or it's scheduled due date, shall be conveyed to the supervisor. If problems are encountered that prevent a team member from completing a task on schedule, the team member is responsible to inform the Supervisor of the issue(s) and the impact it will have on the assignment.

Hours of Work

Hours of work shall be defined for each team member to meet the operational needs of Facilities Management. Team members must not deviate from their set schedule without prior approval from their supervisor.

If team members are unable to report to work by their assigned starting time, they are to contact their supervisor prior to scheduled shift. At no time may authorization for leave be given or assumed by any non-supervisory/managerial team member.

Start and End of Work Shift

The above notification procedures apply to all shifts including normal work shifts, overtime, emergency callbacks, or other adjustments from the usual shift.

Start and end times for each team member will be established through their supervisor in accordance with appropriate bargaining unit agreements. Team members are expected to be on site, at their designated starting location, and ready to work at their starting time. Team members are to be at their designated ending location at the end of the workday.

A scheduled training/seminar is considered a work assignment and should be attended as scheduled. If for any reason the team member is unable to attend a scheduled training/seminar the team member is required to notify their supervisor and report for their assigned shift.

Failure to make proper notification of an absence will be considered an unexcused

absence and may be cause for disciplinary action and/or leave without pay. Team members are responsible for making the notification themselves unless an emergency prevents them from doing so.

Shift Time/Tardiness

All team members are expected to begin work at the start of the scheduled shift. They are expected to work until the end of the shift, allowing only time that is necessary to properly secure equipment and complete their assigned closing duties.

Punctuality is as important as a good attendance record. Being late may impact co-worker workloads, affect team member morale, and cause an adverse effect on team member and work unit performance. Tardiness shall be defined as “not being prepared to begin work at the scheduled starting time.” This policy is also in effect when returning to work from all scheduled breaks.

Leaving the Job Site

Team members must not leave their job site unless it is required to perform their assigned tasks.

If a team member emergency makes it necessary for a team member to leave, they must notify their immediate supervisor/lead. If the immediate supervisor is not available, the team member must either notify another team member, or call the Facilities Management Service Line at 651-201-2300, and explain that they are leaving and their anticipated return time. However, as soon as practical, the team member should contact the supervisor directly to explain the situation. Team members who wish to leave their job site during unpaid breaks should read and understand the *Lunch/Break Periods* section of this document prior to leaving.

Lunch/Break Periods

Team members working an 8-hour day will be given a fifteen-minute mid-morning and a fifteen-minute mid-afternoon paid breaks. Team members working less than the regular eight-hour shift shall not be granted two break periods. Except night janitorial teams, team members will also be allowed one half hour unpaid lunch. Travel time for the purpose of taking a break/lunch is included in the time allotted for the break/lunch.

The supervisor manages the break times and break areas in each work site to fulfill its operational needs. Prior approval is needed from the immediate supervisor if a team member wishes to deviate from the set lunch or break schedule. Supervisors will explain the policy for each work location.

Team members will not take a break, eat, or drink in any tenant areas.

Vacation

Annual leave will be granted based upon the ability of the work unit to meet minimum staffing levels. Every reasonable effort will be made by the supervisor to schedule team member vacations at a time agreeable to the team member. If the team member desires to take vacation leave after the start of their normal shift, they are required to contact the supervisor for approval. If the supervisor is not available at the office, they are to locate and contact the next responsible supervisor or manager. Each Collective Bargaining Agreement (CBA) has specific rules for length of notice requirements and rules for approval or denial. Please review your CBA for Vacation Policies.

Sick Leave

Every team member is expected to conform to the Statewide Policy on Sick Leave and will be held accountable for following it.

Each bargaining unit makes provisions for most sick leave situations. Team members should follow the procedures outlined under Start and End of Work Shift if they are unable to report for work at the start of the shift. As part of the notification, team members who have intermittent FMLA qualifying leave must identify leave as FMLA. The same is true for Minnesota Paid Leave (MPL). The team member must also state who the sick leave usage is on behalf of (self, dependent, other). If the team member needs to take sick leave after the start of their normal shift, they are required to contact the supervisor for approval. If the supervisor is not available at the office, they are to locate and contact the next responsible supervisor or manager.

Overtime

All overtime will be allocated in accordance with current bargaining unit agreements. When team members accept or are assigned scheduled overtime, it is the team members' responsibility to be at the assigned work site on time and ready for work. Team members should follow the procedures outlined under Start and End of Work Shift if they are unable to report for work at the start of the shift.

Change of Work Hours

Requests for a change of work hours will be submitted in writing to the immediate supervisor for approval in accordance with the applicable bargaining agreements. Consideration will be given to business need, workload, position responsibilities, and needs of the customer. Productivity, coverage, and minimum staffing levels will be considered for flextime scheduling. Reasons for denial of any flextime-scheduling request will be provided in writing to the team member.

Safety

Within the work unit, the division, and the department, there are several safety policies and procedures. It is the team member's responsibility to follow these policies and procedures. All team members must always follow safe working practices.

Unless assigned to individuals, safety equipment is to be shared among all team members in the work unit. It is the responsibility of the user of the equipment to return it to the proper location in clean condition. Should the equipment become damaged or worn out, the team member should inform the supervisor before discarding or returning the equipment.

Appropriate personal protection equipment must be used as required. All department and division policies concerning the use of personal protection equipment must be followed. Safety equipment that may be issued to individuals includes safety glasses, hard hats, goggles, safety vests, and gloves. These items are the responsibility of everyone to maintain and will be replaced when necessary.

Team members must be aware of the proper use of equipment, tools, supplies, and vehicles. They should be familiar with any Safety Data Sheets (SDS) that apply to any products they may use. If unsure about the proper use of any product or piece of equipment it is the team member's responsibility to review and understand that information before proceeding.

It is the team member's responsibility to immediately report any injuries incurred on the job to the supervisor. At that time the supervisor and the team member will fill out all required First Report of Injury forms. First Reports of Injury forms must be filled out as soon as possible after the incident to ensure timely processing and to comply with applicable laws. If the injury is life threatening, call 911 with an immediate follow-up call to Capitol Security. If the injury is not life threatening, but requires medical attention, the supervisor, or designee, should contact the state's designated medical provider.

Alcohol/Drugs

All Facilities Management team members shall follow HR/LR Policy #1418 – Prohibition of Drug and Alcohol Use by State Employees as well as all applicable State laws. In addition, during working hours staff required to operate equipment shall not consume alcohol and/or drugs (as defined by HR/LR Policy #1418) during their lunch period.

Staff Meetings

Work units will have staff meetings as scheduled. Attendance at regular and ad hoc staff meetings is mandatory unless other arrangements have been made with the supervisor (e.g., the team member is not at work due to vacation or illness). Team members will be held accountable for the information disseminated. For those that were not able to attend the meeting, it is the team member's responsibility to contact the supervisor as soon as possible for

an update on important issues and policy changes that were discussed at the meeting. Team members are encouraged to participate in these meetings by offering honest feedback, making suggestions for improving the work unit and asking questions. It is through team member participation and their sharing of their ideas that the work unit and division will be improved.

Mandatory Training

As team members of the Department of Administration, everyone must attend required training as determined by management. Various positions have been identified as needing to be certified purchasers. Those positions will need the initial certification and any recertification required by the Department of Administration, Office of State Procurement. Periodically, the division will conduct training on subject matters that are beneficial for all team members and may be mandatory. Team members unsure of scheduled training should consult their supervisor.

Keys, I.D. Cards, and Key Cards

Team members are issued keys, key cards, purchasing cards, badges and/or I.D. cards and are held directly accountable for them. It is the team member's responsibility to safeguard them. Under no circumstances will a team member give keys, key card, purchasing card and/or I.D. card to others. Team member's keys, key cards, purchasing card, and/or I.D. card must only be used by the team member while performing Facilities Management business. If a team member loses or damages the keys, key card, purchasing card and/or I.D. card, the team member shall notify the supervisor immediately. Team members are responsible for returning these items to their supervisor upon the end of their employment with the Division.

Some keys are maintained in some work units in a standard location within the work area for use by all team members. These keys must be returned to their normal location at the end of their shift.

ID badges are to be always worn and visible while in State properties.

State Property

State Property is defined as any new, used or discarded tools, equipment, supplies, vehicles, or property that is purchased by the State of Minnesota. State property must only be used to perform assigned job duties in accordance with the State Code of Ethics. Team members will not use state property for personal use.

Equipment

Team members are expected to follow established procedures for checking assigned equipment prior to its use. Typically, these procedures would include checking fluid levels, being familiar with its operation, safety considerations and any other procedures. Team members are advised not to use any equipment without proper training.

Team members must only use equipment assigned to their work area unless other arrangements have been made. Equipment may only be borrowed from other work areas with the responsible supervisor's approval and should be returned immediately upon completion of work and in the same or better condition as when received. This includes filling of fuel tanks, cleaning off debris, replacement of bits and accessories, and general tidiness.

Team members are responsible for the upkeep and security of assigned tools and equipment such as hand and power tools, telephones, and computer equipment.

State issued property must be returned at end of employment.

It is the responsibility of the individual using the equipment to ensure it remains in good condition and proper working order. Should the equipment become damaged or involved in an accident, it is the responsibility of the individual who is using the equipment at that time to report the problem(s) to the supervisor on the same day that it occurred. Likewise, the same individual should report any required repairs or maintenance on the day the problem is noticed.

Team members must ensure that the integrity of all secured storage areas, including file areas, within FMD are always maintained.

Housekeeping of work areas

Team members are responsible for returning equipment and supplies to their proper storage area. If a piece of equipment needs to be repaired, proper procedures for equipment repair should be followed. Unsafe equipment shall be tagged for non-use and reported to the supervisor. All equipment and work areas must be left in a clean, uncluttered condition during and at the end of each workday.

Use of Vehicles

Team members may be required to use a state vehicle for the performance of their job duties. This vehicle shall only be used for official state business. If the team member plans to take lunch off complex, the team member may not use a state vehicle for transportation, unless they are enroute to or from a job assignment and the lunch location is in route.

It is the team members' responsibility to know and understand the FMD Vehicle Rules located inside each vehicle.

All vehicles assigned to FMD staff must be locked/secured when not in use.

All FMD assigned vehicles must be parked in FMD Assigned parking stalls.

Any moving or parking violations are the responsibility of the vehicle operator.

All shared vehicles are to be fueled upon reaching 25% capacity.

Electronic devices shall never be left unattended in FMD vehicles.

FMD vehicles shall not be parked in drop off areas.

Cell Phones

Team members who are issued a cell phone are held accountable and must safeguard the device. Provided devices must be always worn and operational during the work shift. If a cell phone becomes lost or inoperable, the team member shall inform the supervisor immediately.

Cell phones are state property and as such must be used for official state business in accordance with HR/LR Policy #1438 Mobile Device use Effective July 1, 2024.

Team members are responsible for returning these items upon the end of their employment with the Facilities Management Division.

Internet/Electronic Mail

Team members need to use good judgment with internet access and e-mail use. All team members are expected to:

- Ensure that e-mail messages are appropriate in both the types of e-mail messages created, and the tone and content of those messages
- Adhere to the highest ethical standards when communicating electronically with others
- Check their e-mail as necessary
- Read, understand, and comply with the Statewide Policy: Appropriate Use of Electronic Communication and Information Technology.
- Immediately notify the supervisor of any inappropriate material received via e-mail.

Team member use of e-mail and the Internet must be able to withstand public scrutiny without embarrassment to the agency, or the State of Minnesota. A copy of the Statewide Policy: Appropriate Use of Electronic Communication and Information Technology, is available from the supervisor, or the Department of Administration, Human Resources Division office.

Agency Partner's Property

FMD personnel are not allowed to sit at a customer's workstation or to use customer's telephones, radios, televisions, or personal property.

Any damage to customer's property should be reported immediately to the supervisor.

Personal Property

Personal items such as radios, cell phones, headsets, etc. may be brought to work, but their use must not interfere with an individual's responsibilities or impact co-workers. The state is not liable for loss or theft of any personal property.

Personal audio devices shall be worn in one ear only to maintain awareness of the surrounding environment and ensure effective communication and safety.

Smoking

Smoking is allowed only during designated breaks and is allowed only in designated smoking areas. Compliance with the Minnesota Clean Indoor Air Act, the Department of Administration's no smoking policy, and other building restrictions is mandatory. There is no smoking in any state vehicles or equipment at any time.

Security

Facilities Management team members are the "eyes and ears" of the Capitol Complex. Staff should be aware of their surroundings and report any suspicious activity directly to their supervisor or to Capitol Security as necessary. Secured areas are always to be kept secured. Do not alter levels of security without Capitol Security approval.

When entering or exiting a building after-hours staff will use key card access whenever possible and ensure that doors are properly closed and secured behind them. Any off-normal situations related to the door, door closure, key or locking mechanism should be reported to the supervisor or to Capitol Security.

If a team member sets off an alarm, notify Capitol Security immediately and state name and the area in question. Using alarmed exits for convenience is not allowed.

At all times, team members will follow and support Capitol Security's requirements and procedures. The supervisor will explain all building security procedures.

Uniforms, Dress, and Personal Hygiene

Facilities Management strives to present a professional image to customers and associates and to dress appropriately for the jobs that are being done.

Since the nature of the division's work requires team members to work closely with other people, it is of primary importance that everyone practice a program of good personal hygiene.

Uniforms

Effective with the distribution of the winter coats and vests, the following policy will be enforced. This policy applies to all state issued clothing and is in effect for the entire year.

All garments are to remain the property of the state and must be surrendered when employment the Facilities Management division ends.

Team members are responsible for keeping the garments clean and in good condition. State issued or purchased garments are not to be altered by the team member. If the garment needs to be replaced due to wear and tear, the state, at their discretion, will pay for the replacement or repairs. The team member will be responsible for repairing or replacing any garments whose damage was not caused by normal wear and tear. If replacement is necessary, the state retains ownership of the old garment.

As a condition of employment, many team members must wear a state issued uniform, coat, or vest with the identification patch clearly visible. Should the team member desire to remove an outer garment, they must have another uniform article, complete with the identification patch, immediately available to wear.

Winter Jackets/State Issued Clothing

Effective with the distribution of the winter coats and vests, the following policy will be enforced. This policy applies to all state issued clothing and is in effect for the entire year.

All garments are to remain the property of the state and must be surrendered when employment the Facilities Management division ends.

Team members are responsible for keeping the garments clean and in good condition. State issued or purchased garments are not to be altered by the team member. If the garment needs to be replaced due to wear and tear, the state, at their discretion, will pay for the replacement or repairs. The team member will be responsible for repairing or replacing any garments whose damage was not caused by normal wear and tear. If replacement is necessary, the state retains ownership of the old garment.

As a condition of employment, many team members must wear a state issued uniform, coat, or vest with the identification patch clearly visible. Should the team member desire to remove an outer garment, they must have another uniform article, complete with the identification patch, immediately available to wear.

Parking

Team members will be responsible for any parking violations incurred while operating a state vehicle. Team members must be aware of and comply with parking rules and regulations.

Thank You

Thank you for your public service and we wish you success with your employment with FMD. As a reminder, the State's employee assistance program, LifeMatters, is available to all employees and may be of assistance to you. LifeMatters can be reached at 651-259-3840 or 800-657-3719 password STMN1.