



SCE Employee Guide

This guide gives an overview of the policies applicable and services available to employees of the Finance and Administration Division’s Service Center of Excellence (SCE). These policies reflect the University’s role as a Federal contractor, as a State institution and as one of the premier institutions of higher education in the country.

SCE policies and procedures are meant to supplement the University’s policies for situations that are particular to the SCE. The primary guide for all SCE policies and procedures are the University’s policies. For an in-depth review of the policies pertaining to your employment at the University or any other HR-related policy, benefit or service, please refer to the [OHR website](#).

The information contained in this guide is intended for informational purposes only and is provided as a summary of policies and procedures. The guide is not to be considered a contract of employment, either express or implied. The material covered in each section cannot alter, modify or otherwise change the controlling N.C. General Statutes or University policies in any way, nor can any right accrue by reason of inclusion or omission of any statement in this document. All information contained in this guide is maintained as current as possible, however, policies and procedures are always subject to change. Although SCE management is not required to give advance notice of such changes, it is the policy of the SCE to give notice whenever possible.

Contents

Policy Statements.....	2
Work Arrangements and Scheduling	2
Workplace Standards.....	5
Service Award Guidelines	6
Training and Professional Development.....	7
SCE Emergency Procedures	9
Workers’ Compensation Reporting and Filing Procedures.....	13

Policy Statements

Non-Discrimination

The University is committed to providing an inclusive and welcoming environment and to ensuring that educational and employment decisions are based on individuals' abilities and qualifications. Read more about the [University's non-discrimination policy](#).

Harassment and Discrimination

The University recognizes the rights of all members of the University community to learn and work in an environment that is free from acts of harassment, discrimination, sexual assault or violence, interpersonal relationship violence, sexual exploitation, stalking and retaliation based on his/her protected status as described above. Read more about the University's Policy on [Prohibited Discrimination, Harassment and Related Misconduct](#).

Work Arrangements and Scheduling

Work Schedule Arrangements

SCE managers have the ability to provide flexible work hours, flexible work schedules and flexible work locations to meet operating needs while simultaneously providing enhanced flexibility to employees. These arrangements allow for an employee's schedule and even place of work to change to accommodate the needs of the employee or department. These changes are subject to business need, and are made at the discretion of the employee's manager or supervisor, as appropriate.

For more information visit hr.unc.edu. Keyword: [Flexible Work](#)

SCE Hours

The SCE operational hours are 8 a.m. to 5 p.m. Monday-Friday. It is expected that work hours and breaks are coordinated so that there is employee coverage during the scheduled office hours.

Employees may request and managers may grant a change in an employee's regular work schedule that is not permanent or ongoing in order to adjust for an unplanned short-notice or sporadic event. This change may include modifying normal work start and end times or allowing work missed on one day to be made up on another within the same work week. This flexibility helps the employee to avoid taking leave or other paid time off that would otherwise have to be accounted for in a given week. Managers have the discretion to grant temporary changes in work hours as long as the operational needs of the department are satisfied and to discontinue such arrangements when deemed necessary.

For more information visit hr.unc.edu. Keyword: [Work Hours](#), [Wage-Hour](#)

Overtime/Comp Time

Wage-hour status is based upon the Fair Labor Standards Act (FLSA) exemption status of the employee's position as determined by OHR. University policy does not allow overtime pay or compensatory time off for wage-hour exempt employees.

Wage-hour non-exempt employees who work more than 40 hours in a workweek may be compensated in one of two ways: overtime pay or compensatory time off. It is management's decision whether to provide overtime pay or compensatory time off based upon fiscal availability and operational needs of the work unit.

Managers of SHRA non-exempt employees should give as much advance notice as possible of the need to work overtime so that employees can make any arrangements necessary to enable them to perform the overtime work. Managers must ensure that funds are available before authorizing overtime work. If an employee works more than his/her regular schedule on one day in a work week, management may allow or direct the employee to take off an equal amount of time during the same work week (without charge to leave) so that the total work time does not exceed 40 hours for the work week. The University does not have a policy that allows equal time off (hour for hour) in another week. SHRA non-exempt employees are not authorized to work more than 40 hours in a work week without the advance approval of his/her manager.

SHRA employees who are exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) are not eligible to receive time-and-one-half compensation or compensatory time for overtime hours, as explained in the University's [wage-hour policies](#). Unlike non-exempt employees, FLSA exempt employees are accountable and compensated for their performance outcomes, rather than for time worked on an hour-for-hour basis, as explained in the University's [overtime and compensatory time policies](#).

Location (Telecommuting/Teleworking)

Teleworking represents an adjustment to the employee's customary worksite, either on a short-term or an ongoing or recurring basis, to respond to the work/life needs of an employee and/or the operational needs of the department. Each request will be evaluated on a case-by-case basis. It is at the discretion of the employee's supervisor and SCE Leadership to determine the best arrangement for meeting the business needs of the unit.

For more information visit hr.unc.edu. Keyword: [Flexible Work Locations](#)

Time Information Management System (TIM)

TIM is the University's official system for tracking non-exempt permanent and temporary employee work hours. It is designed to ensure accurate calculation of payment for hours worked for non-exempt employees, and provide leave tracking for both non-exempt and exempt employees. Permanent SHRA non-exempt employees in the SCE will use Manual Time Entry to record their work and coded leave hours. Manual Time Entry requires permanent SHRA non-exempt employees to access an Online Timesheet and enter his/her Start and End Times, and meal break for each workday, as well as any accumulated leave taken.

Because University policy does not permit temporary and student employees to use Manual Time entry, these SCE employees will use Time Stamp from their desktop to record hours worked. Under the Time

Stamp method, an employee is not allowed to edit the employee's own timecard. Corrections must be processed by the employee's supervisor or SCE TIM Administrator.

For more information visit hr.unc.edu. Keyword: [TIM](#)

Leave Reporting for EHRA and SHRA Exempt Employees

Each exempt employee is encouraged to enter any leave taken during a pay period (biweekly for SHRA; monthly for EHRA) into the employee's own timecard. If a SCE TIM Administrator (TA) enters leave for an exempt employee, the TA must print a Time Detail Report for the pay period, get the employee's signature on the report, and give it to the employee's supervisor for maintaining in the supervisor's employee file. This report is required by the auditors as supporting documentation to ensure each SHRA Exempt employee is aware of edits made to their timecards.

Bi-weekly Timecard Approval

Exempt and non-exempt employee timecards must be approved each bi-weekly pay period, as follows:

- **Employee** – Approves his/her timecard before the supervisor approves it.
- **Supervisor** – Approves employees' timecards after the employee has approved. If the supervisor approves prior to the employee, out of necessity, the supervisor or SCE TIM Administrator (TA) must print a Time Detail Report for the pay period not approved, get the employee's signature on the report, and maintain the signed report in the supervisor's employee file. A Time Detail Report must also be printed in instances where a SCE TA signs off on an employee's timecard before the supervisor has approved the timecard. For supervisors of exempt employees, this process of printing and signing a Time Detail Report must also be followed each pay period.

Requesting Time Off

Employees are expected to give as much advance notice as possible to their supervisor when requesting time off, in order to minimize disruptions to SCE operations. Ideally, a minimum notice of three calendar days in advance is requested.

Exempt and non-exempt employees will make requests to take time off according to the procedure approved by the employee's supervisor, either via Outlook calendar or Email request. Once time off is approved, employees are expected to indicate their time off on the Team Outlook Calendar, in addition to setting an out of office message on their voice and email. Out of office messages should include the dates of absence and identification of a back-up person for customers to contact.

Meal Periods

Neither Federal law nor University policy requires a meal period for each employee. However, a typical employee work schedule provides for a meal period as determined by SCE Leadership and based on operational needs. Management may set defined meal periods for all employees as operational needs may warrant. A "meal period" is defined as at least 30 consecutive, uninterrupted minutes free from work-related duties. (SCE Leadership may approve meal periods of greater length; the standard University meal period is one hour.)

If an employee is required (or is permitted) to perform work during his/her meal period, and if that work does not allow for 30 consecutive, uninterrupted minutes for the meal period, then all of the time that

had been considered the meal period must be considered work time. Leadership may approve adjustments in the length of an employee's meal period to accommodate the employee's work/life events, so long as operational needs continue to be met.

In the SCE, it is expected that employees will observe at least 30 consecutive minutes for a meal period. The employee's work schedule should be arranged in such a way that allows for the requisite 30-minute meal period in addition to regular hours, unless other arrangements have been approved in advance by the employee's supervisor.

For more information visit hr.unc.edu. Keyword: [Wage Hour Definitions](#)

Reporting Unplanned Absences (Sick, Emergency, etc.)

SCE employees are expected to notify their supervisor by phone call or email prior to the beginning of their shift if they experience an unplanned absence (sick, emergency, etc.). In the event that they are unable to give notice prior to the beginning of the work shift, employees must notify their supervisor as soon as possible to report their absence.

For more information visit hr.unc.edu. Keyword: [Leave and Holidays](#)

Calendar

All SCE employees will use Microsoft Outlook as their designated email client. It is encouraged that employees will use their own Outlook calendar to manage appointments and scheduling so that it accurately reflects scheduled appointments, as well as any planned absence from the office.

Planned absences must have prior approval from the employee's supervisor before they are reflected on the calendar. As noted in the "Requesting Time Off" section, approved time off should also be reflected on the Team Outlook Calendar.

All employees in the SCE are encouraged to share limited details in their Outlook calendar with team members to facilitate scheduling. Supervisors may request to be granted the "Full details" level of access to the calendars of their direct reports. Questions about with whom to share access to the employee's Outlook calendar should be directed to the employee's supervisor.

Workplace Standards

Teamwork and Professionalism

Employees in the SCE are expected to uphold a high standard of teamwork and professionalism, in an effort to promote the Guiding Principles of the SCE. We will strive each and every day to provide the best service possible to help those who rely on us to be as successful as they can be by focusing on our five guiding principles:

- Service Excellence
- Innovation and Continuous Improvement
- Teamwork
- Healthy, High-Performance Culture
- Prudent Management and Leadership

Attire

In general, employees are expected to wear business attire appropriate to their role in the SCE. Any concerns about the appropriateness of the workplace attire worn by an employee will be addressed on an as-needed basis by the employee's manager or supervisor.

Office Etiquette

To ensure a happy and productive work environment, every employee should act as a role model by maintaining a professional, courteous demeanor at all times. Working in a close, open environment fosters collaboration, but also means that staff should be mindful of their teammates and respectful of their need for a quiet and non-distracting environment. Phone rooms and small conference rooms are scattered throughout the building for "heads down" work time, lengthy or private phone conversations, or impromptu chats or meetings with colleagues.

Smoking

The University is dedicated to maintaining a healthy work and learning environment. While the University has prohibited smoking inside its buildings and facilities since January 1, 2008, the policy has since been expanded to prohibit smoking in ALL State-owned vehicles, and also in outdoor areas that are within 100 feet of University-owned property.

To comply with Orange Co., N.C., smoke-free ordinances, the SCE does have a designated smoking area in the lower level parking lot, located in the back left corner of the lot (coming from the lot entrance). Employees who smoke are asked to smoke only in this designated area, and to always ensure that cigarettes are extinguished and disposed of in the provided receptacle in this area that is designated for building occupants who wish to smoke.

The University supports employees' efforts to quit smoking and offers resources for smoking cessation. For more information about these resources, please visit [UNC Environment, Health and Safety](#).

Service Award Guidelines

The Service Center of Excellence (SCE)-Human Resources (HR) service delivery team administers the Service Appreciation Awards Program for SCE employees. Based on eligibility information received from the Office of Human Resources (OHR), SCE-HR distributes to each team the appropriate (5, 10 or 15-year) service awards during the fiscal year in which the employee's anniversary date occurs. OHR makes arrangements for and invites eligible employees to the 20-year Banquet and annual reception (for employees with 25 or more years of service). SCE guidelines for presenting service awards to employees are as follows:

5-Year – A letter signed by the employee's Executive Director and certificate is presented by the employee's immediate supervisor during a regular staff meeting or an appropriate awards ceremony on or near the employee's anniversary date. (Note: The minimum expectation is for the immediate supervisor to present this award, however, some service delivery areas may require the participation of next level supervisors/managers.)

10-Year – A letter signed by the employee’s Executive Director, certificate, and blanket are presented by the Executive Director during a regular staff meeting or an appropriate awards ceremony on or near the employee’s anniversary date.

15-Year – A letter signed by the appropriate Associate Vice Chancellor, certificate, and paperweight are presented by the Associate Vice Chancellor or delegate during a regular staff meeting or an appropriate awards ceremony on or near the employee’s anniversary date.

20-Year – A letter signed by the appropriate Associate Vice Chancellor is presented by the Associate Vice Chancellor or delegate during a regular staff meeting or an appropriate awards ceremony on or near the employee’s anniversary date. The employee is inducted into the Carolina 20-Year Society at the annual Service Appreciation Banquet, held in the spring in the fiscal year in which the employee’s anniversary occurs.

25 to 50-Year – A letter signed by the appropriate Associate Vice Chancellor is presented by the Associate Vice Chancellor or delegate during a regular staff meeting or an appropriate awards ceremony on or near the employee’s anniversary date. The employee attends an annual Service Appreciation Reception in the fiscal year in which the employee’s anniversary occurs.

The service award letters to be used by each SCE team and presented to employees in recognition of service milestones can be obtained from SCE-HR.

Any questions about the University Service Appreciation Awards Program, SCE procedures for presenting awards or an employee’s total state service, may be addressed to the employee’s supervisor and/or to SCE-HR.

For more information visit hr.unc.edu. Keyword: [Service Awards](#)

Training and Professional Development

Policy Statement

SCE Leadership is supportive of employees’ efforts to pursue training opportunities that will allow them to achieve their personal and professional goals, and expects supervisors to support and encourage their employees to take advantage of available training opportunities to the extent possible without interfering with the operational needs of the SCE. Supervisors will support flexible work schedules for employees whenever possible to allow employees to pursue training and development opportunities.

Management supports job-specific training that equips employees to be more productive on the job, and will provide paid time during regularly scheduled work hours for employees to take these classes with advance approval of the employee’s supervisor.

SCE Leadership also supports training/education for career growth and expects supervisors to support these opportunities to the extent possible, even if the opportunity is not directly related to the employee’s current job but is part of the employee’s career growth or personal development plan.

Training Request Approval Criteria

Budget Considerations

When the funding available for training is limited, priority will be given to requests for job-specific training over training for personal development and career growth.

Workload

To the extent possible without adversely affecting the operational needs of the SCE, every effort will be made to approve an employee's training request, including approving a flexible work schedule operations permitting, to allow the employee to pursue development opportunities.

If multiple requests are received from employees in the same service delivery area for training that is scheduled during the same time period, job-specific training requests will receive first priority. If the supervisor is unable to approve every employee's job-specific training request due to operational constraints, requests will be prioritized according to each employee's need for skill development as determined by the supervisor.

Requests for career growth and personal development training will be considered in accordance with the following priority order: the employee who has the highest overall rating on his/her most recent annual performance appraisal, the employee who has the highest rating on his/her most recent Employee Competency Assessment, and the employee who has the most Total State Service.

Training during Non-Work Hours

Non-exempt employees required by their supervisors to participate in job-specific classes or conferences occurring outside of the employee's regular work schedule (i.e. weekends) will receive paid time for their attendance, or the supervisor may modify the employee's work schedule to avoid overtime liability. Employees who participate voluntarily will not receive paid time, but with prior supervisory approval the cost of the program and registration will be covered.

When an employee's job requires travel including at least one overnight stay from home, the travel is considered work time when it occurs during the employee's regular work schedule. The travel is also considered work time when it occurs during the same "hours" as the employee's regular work schedule on a day that falls outside the employee's regular schedule. (Example: M-F 8:00 a.m. to 5:00 p.m. schedule, travel time on Sunday between 8:00 a.m. and 5:00 p.m. would be work time.)

When travel occurs outside the hours of the employee's regular work schedule, travel time is not considered work time but SPA non-exempt, permanent employees will receive Travel Time Equal Time Off (ETO) for the hours.

For more information visit hr.unc.edu. Keyword: [Travel](#)

Travel/Training Procedures

For more information visit financepolicy.unc.edu. Keyword: [Travel](#)

SCE Emergency Procedures

These procedures set forth the steps to be followed in the event of an emergency. It is important that all employees thoroughly familiarize themselves with this information. In any emergency situation remain calm and dial 911.

Mary Marzbanian and Collette Brown are our designated emergency personnel contacts. They will meet Emergency Personnel outside the building and provide information about the nature of the emergency and other pertinent matters.

Accident/Medical Emergency

Staff personnel should always be courteous and helpful. Legally, a victim must give consent to an offer to help before a person trained in first aid begins to help the victim. If a victim is conscious, ask permission before helping. Consent is assumed for a person who is unconscious, badly injured, or so ill that he or she cannot respond. While an individual is protected under the "Good Samaritan Act," the facility is not protected.

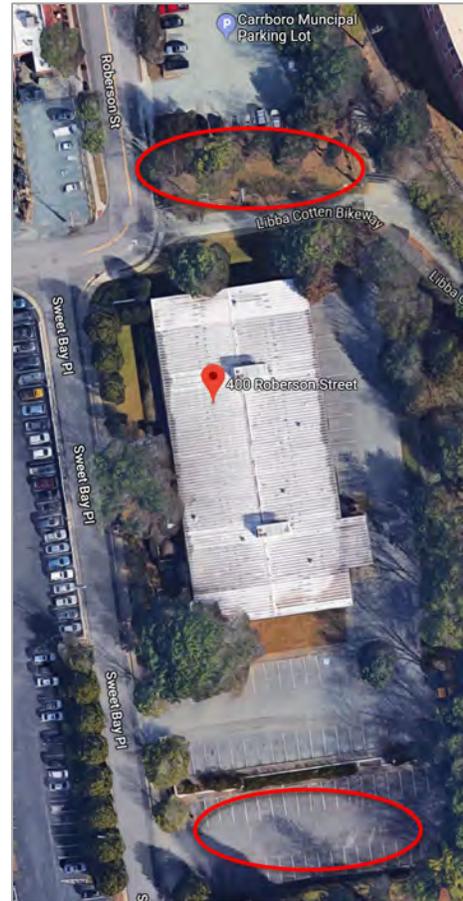
Steps to follow for medical emergencies are:

- Do not move the victim unless the immediate surroundings pose a threat, such as if the building is on fire.
- Check the victim for any bracelets with information regarding medications and/or medical conditions.
- Offer assistance to the individual. Do not administer medication unless directed to do so by the victim.
- Call emergency personnel (dial 911).
- Document any assistance given and that which is refused.
- Do not transport the individual to a treatment center; offer instead to call a relative or other designated representative.
- The employee and supervisor need to fill out the necessary incident forms (regardless of how minor the incident).
 - [EHS Accident and Injuries workers' compensation guidelines](#).
 - EHS Worker's Compensation Forms (include Employee Incident Report Form and the Supervisor's Incident Investigation Form).
 - See Workers' Compensation section on page 13 for additional details.

Emergency Evacuation (Fire or Smoke Alarm)

Steps to follow for evacuation are:

- All exits are identified on the Service Center of Excellence floor plan. (See plan(s) posted near exit doors.)
- Upon notification of an emergency condition, assume that the emergency is real until you learn otherwise.
- Warn others in the area and direct them to the closest exit.
- If time allows, turn off potential electrical hazards in your area (i.e., radios, computers, fans, and printers) and close the doors.
- Use caution when approaching doors. If the door is hot, chances are a fire is on the other side. In this case do not open the door.
- Leave the building using the nearest exit.
- Once outside the building, stay clear of the building. Stay out of roadways to avoid emergency vehicles.
- If you encounter smoke, stay close to the floor. Crawl if necessary. Know alternate pathways of escape.
- Once outside, if you can get there safely move to your designated gathering point and wait for instructions.
Gathering points are:
 - HR, IT and CISDE: The grassy area on the north end of the building between the Libba Cotton Bikeway and the Town of Carrboro gravel parking lot.
 - Finance and Communications: The SCE Lower Parking area.
- Do not reenter the building until you are given permission to do so.



If you are physically disabled or unable to move to safety, dial 911 to report your location and receive instructions from the Emergency Operator. If there is an immediate threat to life, ask others near you for assistance. If help is not available, seek refuge in a room with a window.

Tornadoes

Steps to follow for tornadoes are:

- Do not go outside.
- Do not stand/sit near any windows or glass.
- Move into the most interior part of the building. The following have been deemed the best locations for shelter in the event of a tornado warning:

Best

- If time allows, neighboring multi-story brick building away from windows

Best at the SCE: Small interior room, solid or well-surrounded walls, has a door

- 24 – IT storage
- 67 – Oscar and Brigitte
- 68 – Turquoise conference room
- 80A, 80B – Small restrooms by Lean Corner

Good: Small interior room with a door

- 19 – Small office inside IT office
- 20 – IT surplus storage
- 21 – Men's room
- 25B – Marcus Wooton
- 59 – Finance storage
- 84A – Small room inside ED office

Fair: Any interior room, preferably with a door

Bomb Threat

The Chancellor has delegated the responsibility of determining whether to evacuate any buildings in the event of a bomb threat to the Chief of Police. Each threat will be evaluated independently. The decision to evacuate will take into account the nature and circumstance of the threat. The safety of persons will receive the highest priority.

Steps to follow for bomb threats are:

1. Remain calm and obtain as much information as possible from the caller.
2. Immediately after the caller hangs up, the person receiving the call should contact UNC Police by dialing 911. Officers will be dispatched to the scene to initiate search procedures.
3. The person who received the threat should be prepared to meet with the officers.

Lockdown Procedure in the Event of Threats Outside the Building

If you see any threatening activities dial 911. If the danger is outside the building, the Executive Directors and the SCE Safety and Preparedness Committee will decide whether to lock down the building.

This lockdown procedure is used in an attempt to minimize the risk of injury and increase the safety of students, employees, and guests by restricting access and visibility from a threatening person or event, internal or external to the facility.

The front door of the SCE can be locked manually. All other doors in the building are always locked, but if necessary, the doors operating under a UNC One Card system can be locked remotely by calling 911 and asking for the UNC Police.

Anyone who has reason to believe there is an imminent threat of violence that could result in loss of life or serious injury is encouraged to also take independent protective actions.

Immediate Threats Inside the Building

All employees are encouraged to read Campus Safety's [Emergency Guide: Active Assailant](#).

Remember, once law enforcement arrives, they are in control of the area. They will identify themselves appropriately. Please remain calm and follow their directions.

Safety Issues

During Non-business hours

UNC-Chapel Hill is an open campus. The front door to the SCE is unlocked from 8:00am to 5:00pm. After-hours access is available to those who are pre-authorized by their supervisors using their UNC One Card. Everyone is strongly encouraged to exercise caution when they are on campus after normal business hours. Be aware of your surroundings and be observant of strangers in or near the building. Do not prop doors open for anyone. If you find doors propped open, remove the obstacle and secure the door(s). Do not provide entry to the building to someone you do not know, and if someone is in the building that you do not recognize, ask for verification of their role with the SCE. If you do not feel comfortable approaching the individual or if the response to your request raises concern, leave the building and dial 911.

During Business hours

Everyone is encouraged to secure personal possessions at all times and urged not to leave valuables unattended. During the day we have frequent outside visitors to the building, and a purse or wallet in plain sight can be a temptation.

If you see a person whose presence in the building you question, please ask them if they need help or directions. If you are not comfortable approaching them, please note the person's description and notify an Executive Director or Mary Marzbanian, who will investigate and coordinate efforts with UNC Police.

If the situation requires staff attention, you will be notified via the FA_SCE Users email. Unless there are extenuating circumstances, other individuals are asked to refrain from issuing email notices regarding safety issues.

Theft

In the event of a theft, please dial 911. UNC Police will send an officer immediately to take your statements and begin the search process. You may also notify Collette Brown or Mary Marzbanian if the theft occurs during business hours, and they will contact UNC Police.

Emergency Phone Numbers

Emergency: 911. Note that if you dial 911 from an office phone you will automatically be connected to UNC Campus Police. If you dial 911 from your cell phone you may be connected to Carrboro police.

Carrboro police will respond to emergencies in our building, but if your request is specific to UNC, such as a request to lock the doors remotely, ask to be transferred to the campus police.

- UNC Police / Non-Emergency: (919) 962-8100
- Collette Brown, Building Manager: (919) 962-6218
- Campus Health Services: (919) 966-2281
- UNC Hospitals: (919) 966-4721
- Counseling and Wellness Services: (919) 966-3658
- Orange County Rape Crisis: (919) 967-7273

Recommended Safety App: LiveSafe at Carolina

- The LiveSafe app provides students, faculty and staff with a direct connection to UNC Police so that everyone can easily communicate all their safety needs. Its easy-to-use features help you stay safe every day and enable UNC Police to better protect you.
- The GoSafe feature allows one user to track another to be sure they make it safely to their destination. Your friends and family can download the LiveSafe app so you can help keep each other safe. The tracking feature can be turned off when it is not needed.
- [Learn more about LiveSafe and other CarolinaSafe programs.](#)

Workers' Compensation Reporting and Filing Procedures

The Workers' Compensation program provides benefits to any employee who suffers disability through accident or occupational disease arising out of, and in the course of, his or her employment, according to the provisions of the North Carolina Workers' Compensation Act. This act applies to all University employees, whether full-time, part-time, or temporary.

- If you are an employee and you have been injured, please read Environment Health & Safety's (EHS) [informative brochure](#).
- If you are the supervisor of an injured employee, EHS also has an [informative brochure](#) for you.

For more information visit hr.unc.edu. Keyword: [Workplace Safety](#), [Workers' Compensation](#).