

**NORTH EAST INDEPENDENT SCHOOL DISTRICT  
GENERAL AND OPERATIONS WAREHOUSE  
DEPARTMENTS  
EMPLOYEE PROCEDURES HANDBOOK**

**August 2008**

**ALL EMPLOYEES**

**DUTY HOURS:**

**THE REGULAR WORK SCHEDULE IS FROM 7:00 A.M. TO 4:00 P.M.** for General Warehouse (GWS) and 6:00 a. m. to 10:30pm for the Operations Warehouse (OWS).

- a. Employees are expected to clock in at their scheduled work time however, you can punch early, but not more than ten minutes at the start of the workday and five minutes late on your scheduled end time. This grace period will round your time to your start or end time. You will not be paid if you punch within or out these grace periods, you should not be working during the grace period, unless authorized by your supervisor which will require an adjustment to your timecard. You should be present at your work station during your scheduled time at the beginning and end of the day. You cannot punch out five minutes earlier and leave. The reason for is because the system is going to clock you out your schedule end time.. Overtime must be pre-approved by the Department Manager.

**BREAKS:**

- a. All breaks will be taken in the break room NE.I.S.D. is a non-smoking environment. Therefore, if you smoke it must be off N.E.I.S.D. premises.
- b. Morning Break will be taken starting at 9:00a.m. and conclude no later than 9:15 a.m. Only 15 minutes is allocated for breaks. Each Supervisor will stagger the break schedule so that work areas are covered at all times.
- c. Afternoon Break will be taken within the time frame of 2:00 p.m. – 2:15 p.m. This is a flexible time frame given the work schedule. Only 15 minutes is allocated for breaks during the 1:15 p.m. – 1:45 p.m. time frame. The Supervisor will stagger the break schedules so that work areas are covered at all times.

***Note: Breaks are a privilege. All customer requests come first. Emergency work requests will always be completed before breaks are taken.***

**LUNCH PERIOD:**

- a. Lunch breaks will be taken **between 11:00 a.m. and 1:00p.m.** This is a flexible time frame given the work schedule. Only 1 hour is allocated for lunch, except for summer hours, lunch break will be reduced accordingly. Lunch breaks must be taken unless an optional request has been pre-authorized by the Supervisor, this will be the exception and not the rule, and everyone is expected to take lunch.

Phones and work areas must be covered during the lunch period. Therefore, each Supervisor will provide employees with a schedule to insure that all phones and work areas are covered during lunch.

**ABSENCE FROM DUTY:**

- a. Personal illness must be reported to the Supervisor, before you are scheduled to report for duty, preferably the day before you will be out. On the first day absent, if an employee is aware that a subsequent day will be missed, the absence must be reported before the end of the day of the first absence, and any following days. The Supervisor's telephone number will be provided for reporting absences. It will *only* be acceptable to leave a message, if the Supervisor cannot be reached. An "Absence Report" form will be completed and given to the Supervisor for approval on the first day the employee returns to work. An employee absent more than five consecutive workdays because of personal illness shall be required to submit, upon return to work, a medical certification of illness and of his or her fitness to return to work. (All forms will be kept in the department files.)
- b. Scheduling of non-emergency Doctor/Dentist Appointments must be made with sufficient notification, but no less than 24 hours. Absence for an appointment will be cleared through the Supervisor. The Supervisor will arrange for any required backup support. A "Request for Absence" form will be completed and given to the Supervisor for approval prior to the requested absence. (All forms will be kept in the department file.)
- c. Absence for Personal Business must be cleared through the Supervisor, with sufficient notification, but no less than 48 hours (an emergency is the exception). A "Request for Personal Business" form will be completed and given to the Supervisor for approval prior to the requested absence.

**VACATION DAYS:**

- a. Vacations will be scheduled during *low work* periods, on a first come, first serve basis and if coverage is available will be approved at the discretion of the Supervisor or the Department Manager.
- b. The Supervisor will begin scheduling summer vacations during the month of March. Winter vacations will be scheduled during the month of October. Each employee will receive a "Vacation Request Form" for completion and approval. Employees who are able to plan ahead will be given first consideration of their request. Vacation time will be scheduled by seniority should the time requested coincide with that of another employee (in the same department). However, An Employee who takes the same time every year will be granted vacation if there is no other request from another team member. Should several vacation requests be received the Supervisor, the Supervisor shall rotated the vacation on a yearly basis, on a first come first basis. All vacation forms will be kept from department files.

- c. All areas must be covered during vacation periods (unless the entire building is closed). If there are only two (2) employees that can handle service, then only one can be out at a given time.

**PHONE CALLS:**

- a. Employees are not to be making excessive personal phone calls that keep them from job responsibilities. Two to three calls a day shall be considered excessive, except for emergency situations. You shall notify your Supervisor immediately of such emergencies so they can ensure you are notified of any calls. **Personal cellular telephones are not to be used in the office and shop areas during working hours.**

**ATTENDING TRAINING SESSIONS OR SEMINARS:**

- a. All areas must be covered during working hours. If there are only two (2) employees that can handle service, then only one may be out to attend a training sessions.

**SAFE AND PRESENTABLE WORK ENVIRONMENT**

**GENERAL AREAS:**

- a. As members of the Procurement and eCommerce staff we should take pride in our shops and office areas. The way we maintain our work environment reflects who we are. We should provide visitors with a friendly and pleasant atmosphere, demonstrate pride in our surroundings, and work in a professional and cohesive manner. Office and warehouse areas must be kept clean and orderly. There should never be trash on the floors or on the grounds. If you see paper or trash on the floor (**anywhere in the building**) please pick it up and throw it in the trash receptacle. Warehouse areas are to be swept and restrooms cleaned daily and mopped at least weekly or as needed. It doesn't hurt any of us to set a good example.

**BREAK ROOM:**

- a. Please be sure to clean up after eating in the break room/area. Dishes will be washed and put away, and all trash must be placed in the trash receptacle.

**OFFICE ETIQUETTE:**

- a. Employees who are working at their work sites **are not to be interrupted with lengthy personal conversation.** Excessive visiting cuts down on productivity.
- b. The work area is a very open environment where conversations are easily over heard. Please be courteous and not join in conversations unless you have been included in the discussion or are asked in specific question. Loud talking and laughing will not be tolerated. This type of behavior is disruptive to individuals that are trying to concentrate on their job assignments.

**HANDLING OF VEHICLES:**

- a. It is the responsibility of the Individual driver to keep their vehicle keys with them at all times. Drivers are responsible for all parts, tools, mail and supplies in their respective vehicles.
- b. Vehicle doors must be locked at all times when the driver is not in the vehicle.
- c. Gas and insurance cards will remain in the vehicle, and are to be used only for that particular vehicle.
- d. Vehicle is to be kept clean.
- e. Vehicle must be parked in appropriate areas when working at a District office or campus location. Do not park in employee assigned slots (even if slot is empty), next to red curb, handicap, etc.
- f. Vehicle is only to be used for District business. At no time will it be acceptable to take a District vehicle to an employee's residence, or use for personal business.
- g. Vehicle is to be driven according to District safety guidelines.
- h. Smoking is not permitted in District vehicles.
- i. Report any damage or accidents to your Superior immediately. A district employee involved in an accident should notify NEISD Police and Risk Management at the time of the accident.
- j. Employees are not to stop in District Vehicles for personal use: i.e. Restaurants or convenience stores.

**TOOL:**

ALL TOOLS ARE THE PROPERTY OF NORTH EAST INDEPENDENT SCHOOL DISTRICT AND MUST REMAIN IN THE DISTRICT VEHICLE OR BUILDING WHEN NOT IN USE.

- a. Tools must be kept in the best possible working condition.
- b. Tools are not to be used for personal repairs.
- c. Tools, equipment, or vehicles are not to be loaned to other District departments unless authorized by the Procurement and eCommerce Director or designee.
- d. Any loss or theft of tools must be reported immediately to the Department Manager. It will be the responsibility of the Department Manager to notify the Risk Management Department of the loss or theft.

**NORTH EAST INDEPENDENT SCHOOL DISTRICT  
POLICIES AND PROCEDURES  
(Obtained from Human Resources)**

In order to establish, monitor, and maintain a sound workable agreement between the employee, supervisor and the commitment to the tasks to be performed, the following procedures shall be the basis for a fair and productive work climate.

1. Employees are to report to work on time.
2. Employee must contact/notify immediate supervisor prior to any absence.
3. Excessive unauthorized absences could result in employee termination.
4. Three (3) consecutive unauthorized absences could result in employee termination.
5. Employees will function within the work area assigned until released or excused.
6. District health and safety rules will be followed and enforced.
7. Employees will notify the immediate supervisor if injured on the job.
8. Respect the property of both employer and fellow employee. Willful destruction will not be tolerated.
9. Unauthorized removal of property belonging to the employer, other employees, or students is not permitted. All items found should be turned in to the supervisor in charge.
10. Appropriate expression will be used at all times. Refrain from using profane, vulgar or slanderous language.
11. Respect the rights of others. Threatening or attempting to injure another person will not be condoned.
12. Address concerns to the immediate supervisor.
13. Limit all personal phone calls.
14. Acts of insubordination cannot be tolerated.
15. Perform each work assignment to the best of your ability.
16. Employees must not become involved with students. If student problems arise, contact your immediate supervisor.

17. The District prohibits the possession, use sale or handling of any weapons or devices while at work, on any District properties or attending any District activities.
18. The use of tobacco products is prohibited in District buildings and premises.
19. The possession, use, sale, or handling of illegal drugs while at work is not permitted.
20. The use, possession, and consumption of alcoholic beverages at the workplace, or coming to work under the influence of alcoholic beverages will not be condoned.
21. All employees are subject to assignment and/reassignment to any District location.
22. Quality work is expected by all NEISD employees.

**Note: Disregard of any of the above procedures may subject you to disciplinary action and/or termination.**

**UNIFORM ATTIRE  
AND  
EMPLOYEE BADGES**

**October 2006**

**UNIFORM ATTIRE**

Uniform shirts make employees recognizable at all District campuses and facilities. Five (5) uniform shirts will be provided to each employee in the Operations and General Warehouses. Shirts are to be neat and clean, and worn tucked in at all times. Jeans are not to be worn by office personnel unless authorized by the Director. It is important that we project a professional image, since we meet with District Board members, staff, vendors, students and parents.

**EMPLOYEE BADGES**

All employees are required to wear picture identification badges when they are out of the warehouse area. There are to be no exceptions to this requirement. The District has taken this position in an attempt to provide a safe and secure work environment.

There will be constant enforcement of this requirement. An employee who forgets his/her badge the first time will be given a verbal warning. A written warning will be given if the employee forgets the ID badge a second time. The employee will receive a written reprimand, and could possibly be made to return home, without pay, to get the ID badge, if it is forgotten a third time. If an employee continues to disregard the directive, further disciplinary action will be taken.

