Issue 01





University Facilities Procedure For Purchases Between \$2,500 and \$10,000

Purchasing Policy Reminders:

In order to ensure adequate financial control and separation of duties, purchases exceeding \$2,500 require 3 written quotes unless the materials and/ or services are on contract.

Supervisors, planners/schedulers and project managers may get their own quotes but it's their responsibility to provide the documentation to the buyers. In situations where there are less than 3 quotes, the buyers will acquire the additional quotes needed.

Receiving goods and services without an approved purchase order is prohibited. University procurement policy states that purchase orders aren't official until they are delivered through the Buyways system.

It is possible not to award the purchase order to the lowest bidder, providing they can't meet important specifications such as delivery/ completion dates. However, their quote must be provided along with an explanation to why they weren't awarded the purchase order.

To obtain a purchase order to address an emergency (without getting 3 quotes) a letter of justification will be required from the Department Director. It is important that "**Emergency**" be written in the description field of the requisition to eliminate any unnecessary delays.

Keith Martin

Custodial and Recycling had a record breaking 2017, and are being recognized for it!

By Brittany Morra, Recycling Coordinator

Clemson won the Game Day Recycling Challenge for Most Recycling, and has been recognized by the EPA as the 2017 Food Recovery Challenge Regional Award Winner.

We entered the Game Day Challenge for the Clemson vs. FSU game, and blew away the competition. We recycled 98,521 pounds of material while the second-place school (University of Ar-kansas – Fayetteville) recycled 56,540 pounds. Our overall game day recycling numbers for this season beat last year's numbers by 16% (a 32,790-pound difference.) Way to go Tigers!!

The second award received was the EPA 2017 Food Recovery Challenge Regional Award. This award addresses preventing and diverting wasted food, which we primarily accomplish with our composting efforts on campus. We composted 441.94 tons in the 2016-2017 fiscal year! Clemson is the forefront of university recycling and composting in the southeast and we plan to keep growing and improving in 2018.

Receiving the EPA Award

Dave Vandeventer, Will Caswell, Delores Rodgers -Smith (EPA), Buddy Haines, and Brittany Morra



To read more about either award visit:

http://gamedaychallenge.org

https://www.epa.gov/sustainable-managementfood/food-recovery-challenge-results-andaward-winners#2017regional





Dec. 2017/Jan. 2018

Subject: Welders Work



i ne

We had the welders fabricate new access gates to our cooling towers at the East Plant. They fabricated these gates in house. The craftsmanship on these gates far exceeded any expectations! The quality of work demonstrated is just phenomenal. I wanted to send a thank you and let you know just how talented of a crew you have there! Many thanks to Rusty and those guys!

Thanks, Matthew Holbrooks Utility Energy Management Systems & Controls Shop Manager

Subject: Edna Sims and Karen Westmoreland

Dear Mr. Jones,

I am writing to compliment two staff members in your department, Ms. Edna Sims and Ms. Karen Westmoreland. I have had the opportunity to see these employees in action as I have been working some in Sikes Hall. I cannot say enough about how well they perform their job duties. The building is maintained beautifully. These employees are always on the go. They are so pleasant and welcoming when you see them any time during their day, even though they have been hard at work by the time the workday begins for many others.

These employees are highly competent, productive and dedicated. They are great representatives for University Facilities and Clemson University.

Sincerely, Kay Shaw



Subject: Martin Inn Hot Water Heaters

Hi Todd. I invite you to visit the south mechanical room of the James F. Martin Inn. Allan and Sharon have coordinated the replacement of our hot water system in the hotel. We replaced two 200 gal PVI gas fired heaters with two 250 gal PVI heaters. When you see it, I suspect you will say what I said how in the world are you going to replace these huge tanks in this room while maintaining hot water for a working hotel. Simply, it has been one of the smoothest, most professional system overhauls I have experienced since we opened the hotel almost twenty years ago. The room was left in excellent shape. Your team deserves tremendous credit for this work!

Thanks!

Jeff Martin, PhD Conference Center and Inn

udos

Subject: Strom Thurmond Building

Hello and good morning.

I just wanted to take a moment this morning to commend Dale Herron. I am aware that he is an intern but I must say that he is very thorough in his position at Clemson. As you are aware, the heating and cooling system at Strom Thurmond Building is quite cantankerous and inconsistent.

Dale is very determined in getting the problem solved and making sure that we are comfortable. When an issue is reported, he checks in on several of us to determine each of our office temperatures and make us aware that they (hvac) are working on resolving the problem. His work ethic, customer service and personality is outstanding. My many years at the university, I have seen several that are here just for a paycheck but Dale is not one of those people. Clemson is blessed to have him aboard.

Many thanks, **Cindy Seaborn** Subaward Manager GRANTS AND CONTRACTS ADMINISTRATION Clemson University, Division of Research



The Office of Advocacy and Success sent a note of Gratitude to Facilities

Recause of you	Thank you for exponenting you do. Tome the the
walks misson in the right	you do. town theatlest
We're moving in the right	thank youll through
Thank's so much oil	Roenel Jones
1 1 1	
tor upor mana areatly	Typice MANNED
dedication; it's greatly appreciated Europeristed	Want Budge men of
Fill Sculation 20	N Vienne Durton noting
Sincarest Come thank a C Thanks Hall the wa	Willow Yes affiliate Takin Gat
i i i i i i i i i i i i i i i i i i i	252 grander yeld
WELL Christe The admin R	Kendre Steast Tilles within the
	Mar Van
Care of	C. Martin
A Note of G	atitude
1 Sta	
	A CAL
The state of the second s	Sector Sector
STONE AND	
CERES CAR	C C S S



Subject: Appreciation

Todd,

On behalf of Clemson Online, I would like to express our sincere appreciation to you, and many other members of the University Facilities staff, for significantly improving the working conditions at our facility on Lebanon Road in Pendleton. We would also like to recognize the contributions of

Maintenance Services - Michael Smith Rusty McDonald

the following members of the Facilities staff:

Andy Riggins Mack Whitmire Joey Dickard Dennis Nash Wesley Smith Mike Gilstrap Van Hawkins Russ Coker

Construction & Renovation – Steve Stovall Rick Owens Greg Gibbs Rob Seel Allan Lohmann Phillip Addington Allan Garrett

Planning & Design – Gerald Vander Mey Barry Anderson

Landscape Design - Tommy Fallaw Emily Preston

Since last summer, your team has been working very closely with ours to enhance the functionality and appearance of our off-campus facility. The improvements in the workplace have made positive impacts on the morale of our staff as well.

Please pass a special thanks to your staff for their untiring support. We look forward to working with them in the future.

R, Denny

DENNIS LESTER, PhD CLEMSON UNI-VERSITY

Interim Director, Clemson Online Research Professor, Watt Family Innovation Center

If you have information, an article, upcoming event or compliment you would like included in future Facilitator issues, please send the information to: Colleen Caracciolo colleec@clemson.edu 656-4604



Subject: HVAC Technician

Good Morning Todd,

I just wanted to let you know that we have had great customer service from the HVAC technician, Dale, that was assigned to help with our building. Dale was quick to respond, he had great customer service and resolved the problem quickly. He even came back to check on our staff after the problem was resolved to ensure we were all comfortable in our offices.

Thank you for hiring great technicians like Dale to serve our building. I greatly appreciate his help.

Thank you and have a great day!

Penny Reid

Executive Assistant to the Vice President for Research

From Todd:

So, we've probably all heard the old carpentry saying, "measure twice, cut once." It's good advice, not only to carpenters, but in many situations where good preparation prevents mistakes. As we continue our efforts to define University Facilities as a service organization that provides an exceptional experience for our campus, I'd like to introduce an additional saying: "Communicate twice, act once." OK, it isn't Shakespeare and I doubt it will catch on as a saying, but it simply points to the importance of communicating effectively, and repeatedly, in all we do.

Think about those things that make a great customer experience for you. If you have a favorite restaurant, I suspect it has good food at a fair price. But isn't that what we expect? Can't we get that at home (maybe not if I'm cooking)? What keeps you coming back? I would guess that one thing on the list would be how you are treated and talked to by those that staff the restaurant. All service can be slow sometimes, but if someone lets me know they realize the problem and what they are doing to fix it, ("I'm so sorry, I'm going to go check with the kitchen") I'm much more likely to overlook the wait. It's not knowing what is happening that makes the blood pressure start to go up. It's the same in our world. We can't always meet every expectation, but we can always try to make sure that those we serve know exactly what we are doing, what we can't do, and why. I think this is one of the most important things we can do as we work to continue to be the "go to" service group on campus, growing loyalty and appreciation in the process. In the coming months, we will have a customer experience team in place that will be providing more focus on ways we can improve our communication. Until then, just make sure you provide as much information as possible to those you serve, as many times as you can! Thanks for all you do!

Todd

Issue 01

MM.

Birthdays

Robert Smith Christopher Fleisher Tim Dantz Derek Ham Herb Parham Keith Martin Roger Cobb Odean Bush Dwight Watson Betty Alexander

Ben Bottoms Jarvis Dennis Vicki Durham

Rick Owens

Misty Harrison Joe Hightower Bret McCarley Carl Austin

Charles Poole

Bo Akinkuotu Tim Nix

Edward Poland Jeff Baker Marlin Norris Ronald Poore Brady Massey Judy Austin Mary Whitner Gary Whitner Victoria Bourff Terry Green Edna Sims Ashley Reynolds Melanie Brooks

February		March C	ontinued
2/5	Lisa Ashworth	3/22	Robert S
2/6	Peter Knudsen	3/22	Christop
2/8	Brittany Morra	3/24	Tim Da
2/10	Harry Kirby	3/25	Derek H
2/10	William Caswell	3/27	Herb Pa
2/11	Tim Brown	3/27	Keith M
2/12	Dan Yohey	3/27	Roger C
2/14	Buddy Gillentine	3/28	Odean E
2/15	Andy Riggins	3/31	Dwight
2/15	Robert Moss	3/31	Betty A
2/16	Adam Justice		5
2/18	Stephen Gillam	April	
2/23	Rico Cruz	4/2	Ben Bot
2/24	Robbie Briggs	4/3	Jarvis D
2/25	Steve Black	4/4	Vicki D
2/26	Raymond Rude	4/5	Rick Ov
2/27	Jared Bonnema	4/6	Misty H
2/28	Greg Telley	4/7	Joe Higl
		4/9	Bret Mc
March		4/9	Carl Au
3/1	Brittany Young	4/10	Charles
3/1	John Morgan	4/10	Bo Akir
3/5	Sherry Newton	4/11	Tim Nix
3/5	Gregory Lawrence	4/12	Edward
3/5	Joe DeShon	4/14	Jeff Bak
3/8	Cecelia Jackson	4/17	Marlin 1
3/10	Chris Addis	4/20	Ronald
3/12	Lisa McElveen	4/22	Brady N
3/12	Donald Eubanks	4/22	Judy Au
3/13	Ed Moller	4/23	Mary W
3/14	Lan Chen	4/23	Gary W
3/15	Kenneth Boyter	4/25	Victoria
3/16	Allen McLane	4/28	Terry G
3/16	Daniel McAnulty	4/29	Edna Si
3/18	Cheryl Ruff	4/29	Ashley l
3/20	Phillip Addington	4/29	Melanie



William Caswell Lori Land Joshua Brown Jermaine Smith Michelle Carroll

New Hires

Custodial/Recycling Custodial/Recycling Maintenance Services Custodial/Recycling Custodial/Recycling



2017 Door Decorating Winners



Tammi and Ashley thought it would be fun to decorate office doors for the holiday season, and it was!

















Issue 01

