These administrative operating procedures provide guidelines that supplement existing University policies and contracts and facilitate consistency and excellent customer service.

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Behavior in the Workplace

ERSO is committed to establishing a working environment which fosters respect and civility for all employees. Employees are expected to treat one another with courtesy and respect at all times regardless of sex, ethnic or religious background, sexual orientation, or disability. Employees are expected to refrain from any conduct that may be disrespectful, offensive, or inappropriate to others.

Calling in Sick

Any absence due to illness must be phoned into the supervisor or supervisor’s back-up preferably no later than ½ hour in advance but no later than the start of schedule on the same day. If the employee is unable to speak to the supervisor, leaving a voicemail or email message is acceptable. The employee should provide information to the supervisor about any meetings or assignments due, the status of any pending projects, etc. so coverage can be provided. Employees must call in each day that they are out unless on approved medical leave.

Email Usage

ERSO recognizes that use of Email has many benefits and the University encourages the use of electronic communications to share information and knowledge in support of the University's mission of education, research and public service and to conduct the University’s business; therefore, employees are required to use Email appropriately.

University Email may not be used for:
- unlawful activities;
- commercial purposes not under the auspices of the University;
- personal financial gain (except as permitted under applicable academic personnel policies);
- personal use that burdens the University with noticeable incremental costs; or
- uses that violate other University or campus policies or guidelines. The latter include, but are not limited to, policies and guidelines regarding intellectual property and sexual or other forms of harassment.

Revised: 01/2016
**Overtime Request**

Overtime must be approved in advance of time worked. Employees should submit an email to their supervisor or back-up if supervisor is unavailable, with a minimum of one day advance notice (if feasible), stating reasons for overtime and estimated number of hours required. Supervisor must get final approval from ERSO management before overtime hours are worked. Supervisor will notify employee of approval or denial of request via email.

*ERSO Practice:*
Any comp time earned shall be used within the same month that it was earned unless the comp time earned was in the last week of the month; in which the comp time will roll over to the following month and will need to be used within that month. Exceptions to this practice will be reviewed on a case by case basis and will require Executive Director authorization.

**Personal Websites on UC Servers**

The University supports the concept of faculty, staff, and students creating personal websites that provide information relevant to the individual’s role at the campus. Any uses of the University name or marks are subject to restriction on use of the University name and seal. Sites on University servers may not be used to promote personal business or to provide personal financial gain. Personal sites shall not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of the University or any unit of the University unless appropriately authorized to do so.

**Planned Absence Request**

Vacation requests should be made to the supervisor at least one week in advance via email. Supervisors will respond via email to requests within three days of receipt of request.

1. Once vacation is approved, the employee creates a “Daily note” in supervisor’s cal agenda.
   (For instructions see “Computing How-To” on the ERSO website.)
2. Once the request is approved, the employee coordinates with the supervisor to determine who will serve as the” back-up”.
3. The employee organizes and documents all outstanding issues and provides details to the ” back-up” and to the supervisor two days prior to vacation leave.
4. The day prior to vacation, the employee updates voicemail and email indicating the absence dates and the “back-up” contact information.
**Standard Work Hours**
ERSO’s core business hours are 7:00 a.m. to 6:00 p.m. Standard hours of work are 8:00 a.m. to 5:00 p.m. with a one hour for lunch. Employees may request an alternate work schedule for supervisor’s approval. Employees are expected to be at work on time every day.

**Work Locations**
ERSO staff is located in various campus buildings and at the 4th Street office in Berkeley. The 4th Street location has two hoteling spaces that ERSO staff may use at any time. Use the 4th Street bCal to reserve one of the hoteling spaces located on the 2nd floor at 4th Street. The image below is an example of how to reserve a space.

![Reservation Image 1](Image1.png)
![Reservation Image 2](Image2.png)