The Building Manager Program is a network of campus partnerships dedicated to the proper care of Oregon State University buildings.

Building Manager Program
Vital Campus Partners

Campus Operations - 2013
Contents
Overview ........................................................................................................................................2
Establishing a Building Manager..................................................................................................3
Building Manager Roles/Responsibilities ..................................................................................3
Emergencies ..................................................................................................................................4
Building Evacuation Committee...................................................................................................4
Notice of Unsafe Condition ..........................................................................................................4
Safety Information ......................................................................................................................5
Hazard Awareness Signs .............................................................................................................5
About Campus Operations...........................................................................................................6
Custodial Services Overview........................................................................................................7
Resources......................................................................................................................................8
Overview
The Building Manager Program is a network of strong, collaborative partnerships among Campus Operations staff and representatives from of all OSU buildings. Through the Building Manager Program, Campus Operations staff is better able to provide essential building and grounds maintenance and operations services for the approximately 400 buildings and 500 acres on campus. The Building Manager Program also provides Campus Operations staff with an effective means for communicating with the campus community and disseminating information and education.

Each building on campus has a designated building manager who provides critical insight, feedback and support for the efficient stewardship of OSU buildings (additional departmental contacts may also be designated in buildings with multiple departments). Building Managers serve as an extra set of eyes and ears for Campus Operations; an additional voice to share critical information and education; a liaison between Campus Operations staff and the faculty, students and staff within a building; and as a valued partner in identifying opportunities, challenges, resources, and strategies to assist Campus Operations in serving as effective stewards of OSU buildings. In this program, Building Managers support an open forum for discussion of ideas, resolution of problems, and efforts to educate building users about building systems and operations.

Building Managers are integral and vital partners with Campus Operations in the ongoing effort to meet critical goals and to add lasting value the OSU campus. But as a result of participation in this program, Building Managers, their department and ultimately their programs often experience increased satisfaction with the services they receive through engagement, coordination, discussions, increased communications and cooperation with Campus Operations.
Establishing a Building Manager

- The department head who occupies the largest square footage of space within a building appoints a Building Manager. When a building is represented equally by more than one department, then more than one Building Manager may be appointed.
- The name of the new Building Manager must be reported to Department of Public Safety, Randi Dodge at randi.dodge@oregonstate.edu.
- The Building Manager attends a Building Manager “Training Session” (currently under development).
- The Building Manager notifies all the designated contacts for the department of their appointment.
- The Building Manager notifies the Work Coordination Center of their appointment, so that they can be added to the email distribution list to receive campus wide announcements. Contact workcoordinationcenter@oregonstate.edu to be added or deleted.

Building Manager Roles/Responsibilities

- Building Managers will attend regular Building Manager meetings, which are scheduled by Campus Operations staff. The intent of these meetings is to share vital information to Building Managers, so that those managers can share that information with their building occupants as appropriate. Building Manager meetings also provide an means for Building Managers to share their thoughts and ideas for improving Campus Operations services or for addressing an existing or potential challenge or opportunity.
- Each Building Manager will be furnished with a set of floor plans for their building(s) to aid them in their duties, and Building Managers should notify Campus Operations Real Estate and Space Management staff if discrepancies are found.
- Building Managers should become and remain informed on standard campus services (such as custodial, etc.) that affect the operations of the building occupants.
- Building Managers work with building occupants and Campus Operations staff to ensure that janitorial services are properly provided.
- Building Managers coordinate with building occupants for reporting of necessary building repairs such as broken windows, roof leaks, broken locks, etc. Send requests to the Work Coordination Center.
- Building Managers present concerns or suggestions on behalf of the occupants of their building(s) to the appropriate Campus Operations staff.
- Building Managers work with Real Estate and Space Management staff for gathering space inventory information.
- Building Manager’s should know their area of responsibility for issuance and management of building master keys, as indicated under Key Policy in the OSU Administrative Policies and Procedures Manual.
• Building Managers review the information notifications from Campus Operations regarding utility shutdowns, alerts, and parking and/or construction information and communicates that information to building occupants as appropriate.
• Building Managers reports unsafe building conditions to appropriate people and coordinate with Public Safety, the Fire Marshall and Environmental Health and Safety to reduce hazards and threats to personal safety.
• Building Managers are responsible for the after-hours occupancy of the building in accordance with approved policies. After Hours cards, if you choose to use them, are issued by Public Safety - contact them at 737-3010 for information on the program.

Emergencies

During an emergency such as a fire, chemical spill, bomb threat, or power outage, the building manager should make themselves known to the emergency response personnel. The building manager is a valuable source of information about who occupies the various rooms and, in general, what operations are carried out in the building. Building managers should also be familiar with the other emergency procedures described in the OSU Policy and Procedure “Emergency Response”, at http://emergency.oregonstate.edu/

Building Evacuation Committee

It is the responsibility of the building manager to establish and chair a standing committee responsible for building evacuation. This building evacuation committee should be made up of at least one evacuation monitor for each floor of the building. The committee should meet at least once each year to review evacuation plans and responsibilities. The primary function of evacuation monitors is to assist people in finding the exits and see that all occupants evacuate the building. Building managers will also be notified about the annual building evacuation alarm test. They must convey this information to the building occupants. The OSU Policy and Procedure “Building Evacuation Planning”, http://emergency.oregonstate.edu/evacuation

Notice of Unsafe Condition

Most of the buildings on campus are inspected by the fire Marshall and EH&S. The remaining low hazard buildings are inspected every three years. Building managers will be notified about these inspections and are encouraged to accompany the inspection team. The results of these fire and life safety inspections are sent from the fire Marshall to the building manager indicating the items that is the responsibility of the occupying department to correct. A follow-up inspection is usually made within one month to check correction status of the unsafe conditions. In addition to the annual inspection, EH&S may inspect work areas in buildings. These inspections are usually the result of a request for assistance from a supervisor or a report of unsafe conditions. EH&S reports the findings of these inspections on a “Notice of Unsafe
Condition” form. The instruction related to this form is on http://oregonstate.edu/ehs/forms. The purpose of the Notice of Unsafe Condition is to inform, not penalize. Cooperation is the key to the success of this inspection program.

Safety Information

Building managers are used by EH&S as a source of campus contacts for the distribution of safety information. Building managers will receive copies of Safety Instructions and Safety Notices. This information should be posted or otherwise shared with the occupants of the building. In addition, most departments have identified an individual who serves as the EH&S liaison. Building managers should know the EH&S liaison for the departments that are in their building and work with these individuals in the sharing and distribution of safety information. EH&S should be contacted to obtain the names of the EH&S liaisons.

Hazard Awareness Signs

A sign system to warn visitors entering laboratories has been established at OSU. A hazard awareness sign has been placed at the main entrance to each laboratory by EH&S. Building managers need to see that the “emergency contact” information on the signs in their building is kept up-to-date. The required hazard stickers are available from EH&S. The Safety Instruction describing the “Hazard Awareness Sign System” is available on the web at http://oregonstate.edu/ehs/SD0028. There may be some laboratories where access must be severely restricted. EH&S has established a “Do Not Enter” sign program. This program is described in the attached Safety Instruction and on the web at http://osu.orst.edu/dept/ehs/bulletin/safbul41.htm.
About Campus Operations

Campus Operations is comprised of seven functional units. Each unit works collaboratively within the department, as well as with other departments, colleges, programs, and groups on campus to provide high-quality, timely, professional and valuable services for the OSU community.

- **Administration**: Financial Services, IT Services, Business Process Services and Administration Support Services.
- **Capital Planning and Development**: Provides infrastructure planning, design and construction management, including capital construction projects, construction contracts oversight, university land use, real estate and space management, geographic information systems (GIS), and infrastructure innovation and efficiency services.
- **Enterprise Risk Services**: Minimizes risk exposure to the campus community, by providing risk consulting and services, emergency management and environmental health and safety services.
- **Facilities and Maintenance Services**: Provides building maintenance and operations services, including work order coordination, electrical (power, lighting, alarms), elevator and conveyance, mechanical (motors and pumps, reverse osmosis systems, pool operation, compressors, heating, ventilation, air conditioning), refrigeration, plumbing, energy and steam, landscaping and grounds maintenance, carpentry, access (lock, key, electronic), building envelop (roofs, windows, exterior), building finishes, minor maintenance and building services (custodial, furniture relocation/installation), and Energy Center management services.
- **Printing and Mailing**: Provides printing, graphic design, copyright clearance, campus mail, and campus freight services.
- **Procurement, Contracts and Materials Management**: Assists, advises and provides oversight to OSU colleges, departments and business centers to meet their procurement and contracting needs, as well as provide surplus property and campus recycling services.
- **Transportation Solutions**: Oversees the Motor Pool and Transportation and Parking Services (TaPS) units and provides a comprehensive set of transportation services to OSU, including access to a sizable rental fleet of car, truck and vans, to meet the short-term and seasonal vehicle needs of faculty, staff and students, shuttle services, parking permits and lot management, and onsite assistance services (flat tire, dead battery).
Custodial Services Overview

Scope
- Campus Operations has contracted custodial service agreements with 3 providers.
- The majority of the campus is currently cleaned by GCA Inc. who is in the sixth year of a ten year contract.
- Currently cleaning approximately **8 million** square feet per week in ~ **100** buildings

Service Levels
As a cost saving measure full service cleaning has been reduced to a series of skip clean cycles based on building space type. For example: restrooms and general purpose classrooms are cleaned daily (M-F); class labs are cleaned three times per week; and floors are refinished every 2 years.

http://oregonstate.edu/dept/facilities/wcc/sites/default/files/gca/ServiceLevelsandAssociatedCleaningAreas.pdf

Service Level by Room Type
- **Service Level 5**- Service will be provided five days a week:
  - Restrooms, Classrooms, Auditorium, Theater, Locker, Shower and all Ground floor Hallways, Entrances, Vestibules, Stairs and Elevator cars.
- **Service Level 3**- Service will be provided three days a week:
  - Class labs, Computer labs, Seminar, Lounge, Break, Dining, Kitchenette, Recreational
- **Service Level 2**- Service will be provided two days a week:
  - Library study rooms, Weight and Activity
- **Service Level 1**- Service will be provided one day per week:
  - Offices, Copy, File, Mail, Hallways, Vestibules that are not on the ground floor, Research labs, Conference, Study, Tutoring offices, Media production, Open labs, Service, Meeting, and Computing
- **Service Level 0** - No Service will be provided:
  - Hazardous Material, Mechanical, Storage, Issue, Stock, Equipment, Loading docks, Environment control and rooms that the university / building managers / facilities determines are not contractually cleaned.
Resources

Work Coordination Center
541-737-2969
WorkCoordinationCenter@oregonstate.edu
http://oregonstate.edu/facilities/wcc/

Staff Directory:
http://campusops.oregonstate.edu/staff

Janitorial Services:
http://oregonstate.edu/dept/facilities/wcc/janitorial-services

OSU Moving Procedures:
http://oregonstate.edu/dept/facilities/moving

Environmental Health & Safety:
http://oregonstate.edu/ehs/

Key Shop:
http://oregonstate.edu/facilities/key/

TAPS:
http://oregonstate.edu/dept/facilities/taps/

Capital Planning and Development:
http://oregonstate.edu/facilities/cpd/

Real Estate and Space Management:
http://realproperty.oregonstate.edu/