PURPOSE
This policy provides guidance for how Facility Services provides building maintenance services to facilities defined as E&G, or Educational and General and maintains facility space that supports the academic mission, including administrative support space.

DEFINITIONS AND ACRONYMS
E&G facilities refers to those facilities on the USC Upstate campus that are maintained with appropriated dollars. E&G also refers to those facilities that are generally academic, academic general instructional laboratory, or administrative functions.

POLICY STATEMENT
Facility Services is responsible for maintaining all education and general (E&G) facilities through an ongoing corrective and preventive maintenance services. In addition, Facilities Services provides support services, that are beyond building maintenance, for all University departments via charge backs to the requesting departments. This policy acts as a guide that enables facilities to better manage the volume incoming service requests received from the campus. In addition, procedures outline the scope of unit responsibilities and steps customers are to take to acquire service.

PROCEDURES
A. Liaison
   a. In order to establish effective communications, all departments in each building will be notified electronically when events happen in the building that may affect their working environment. We have established a notification database that allows the Facilities Customer Call Center to send notices to the dean or vice president, department head and a selected liaison/facilities contacts, for each department. Liaisons are responsible for notifying their departmental employees with information Facilities provides to them. Department liaisons relay requests for any emergency assistance or other work required in assigned building(s).
B. Routine Maintenance
   a. The routine maintenance and preventive maintenance of E&G facilities is
      performed by Facilities Maintenance personnel assigned to a particular building
      or buildings and the use of centralized shops personnel. This work is scheduled
      and programmed on an incoming basis.

C. Corrective Maintenance
   a. Corrective maintenance of E&G facilities and equipment is performed by
      Facilities Services personnel assigned to buildings and the use of centralized
      shops personnel. This work is scheduled repair work. To report a corrective
      maintenance need, your department liaison shall submit a work request.

D. Emergency Maintenance
   a. Emergency Maintenance of E&G facilities and equipment is performed by
      Facility Services personnel assigned to a particular building or buildings and the
      use of centralized shops personnel. This work is non-scheduled and poses an
      eminent threat to occupants or the facility. To report an emergency maintenance
      event, calls should be directed to the Facilities Customer Service Center at 864-
      503-5500. Personnel are on hand to respond to emergencies at night and on
      weekends. The Center is staffed from 8:00 a.m. to 5:00 p.m. Monday through
      Friday. Assistance can be obtained after 5:00 p.m. and on weekends and holidays
      by calling University Public Safety 864-503-7777.

E. Special Services Department
   a. Requests for special services such as furniture repair, construction of shelving,
      electrical outlet installations, relocation of bulletin boards, or for any service not
      considered routine or corrective maintenance, must be submitted on a Facilities
      Work Request and approved by the requesting department.

F. Services
   a. Carpentry
      i. Ceiling, wall, and floor repairs
      ii. Door and window repairs
      iii. Cabinets
      iv. Furniture
   b. Roofing and windows
      i. Repair water intrusion leaks
      ii. Waterproofing
   c. Masonry and Sidewalks
      i. Repair cracked or damaged areas
   d. Plumbing
      i. Plumbing leaks
      ii. Restroom fixtures
iii. Domestic water
iv. Sanitary sewer
v. Gas lines
vi. Compressed air
e. Electrical
   i. Lighting
   ii. Breakers, wiring, receptacles
   iii. Generators
f. Heating, venting and air-conditioning
   i. Hot and cold temperature
   ii. Too humid
   iii. Indoor air quality
   iv. Energy conservation
g. Key and lock changes
   i. Submit a key request for key or lock changes
h. Elevators
   i. Repairs
   ii. Emergency calls After 5:00 PM or weekends:
      1. Use the emergency call box inside of the cab
      2. Call University Public Safety at 864-503-7777
   i. Fence Repairs

G. Roads and Parking Lots

H. Facilities Modifications:
   a. Submit a Capital Request for all space modification requests.

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<th>DATE OF REVISION</th>
<th>REASON FOR REVISION</th>
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<tbody>
<tr>
<td>April 22, 2024</td>
<td>Approved by B. Harris</td>
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<tr>
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<td>New USC Upstate policy</td>
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