



Department of  
Building Services

Orientation Manual



## IMPORTANT PHONE NUMBERS

Building Services Office ..... 389-6804  
V/TTY (hearing impaired) ..... 389-6550  
University Security .....389-2111  
Human Resources ..... 389-2015  
Weather/snow info ..... 389-2463

### Department Website:

[www.mnsu.edu/bldgserv](http://www.mnsu.edu/bldgserv)

This orientation manual is intended to provide a general source of helpful information pertaining to employment in the Department of Building Services at Minnesota State University, Mankato. The information in this manual is subject to change at any time.

This revision supersedes all prior orientation manuals produced by the Department of Building Services.

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A member of the Minnesota State Colleges and Universities System.

Minnesota State University, Mankato is an Affirmative Action/Equal Opportunity University.

This document is available in alternative format to individuals with disabilities by calling the Department of Building Services at 507-389-6804 (V), 800-627-3529 or 711 (MRS/TTY).

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## **WELCOME** to the Department of Building Services!

As with any new job, you may feel a bit confused or overwhelmed for the first few days. We've prepared this orientation manual with the hope that some of the questions you may have will be addressed. Your foreman and coworkers will be happy to assist you in any way they can while you become familiar with the campus and your duties.

## **AFSCME UNION**

General Maintenance Workers are members of the American Federation of State, County and Municipal Employees (AFSCME, Council 5, AFL-CIO). Your coworkers will let you know who union officials are, and should be able to assist you with any questions you may have regarding the union.

This manual contains what we consider to be work rules for which employees will be held accountable in accordance with the AFSCME Council 5 contract.

## **AREA DESCRIPTIONS**

Area descriptions for academic and administrative buildings are available on the Department of Building Services web site ([www.mnsu.edu/bldgserv](http://www.mnsu.edu/bldgserv)). Should you have any questions regarding your work area, either access the web site or contact your foreman, who will provide you with a current copy of your area description.

## **ASSIGNED SPACE**

Building Services employees may only enter private offices (i.e. faculty or staff) or other locked areas to perform duties of their job. Entering a private office for any other reason is prohibited. Under no circumstances are Building Services employees allowed to take breaks, use computers or make phone calls — personal or work-related — in private offices. Should there be a need for you to place a work-related phone call, you may do so on campus phones located in hallways throughout the campus, or in main office complexes (i.e. College of Education main office, Athletics main office). See the section on personal phone calls, pages 7-8, for more information.

Remember, enter private offices and other locked areas **ONLY** to clean.

## ATTENDANCE

We cannot stress enough the importance of good attendance. Unscheduled absences from work result in your coworkers being given heavy work loads. When buildings don't look their best, it reflects poorly on the University as a whole. Providing our students, staff and guests with a sanitary, pleasing environment is our main goal. Your unscheduled absence from work has a direct, negative impact on this goal.

We need you!

## BULB RECYCLING STORAGE LOCATIONS

We are required to recycle used fluorescent bulbs as well as any bulbs that are not considered incandescent. Bulbs must be repackaged in original shipping boxes and taken to the designated storage location in your building.

Used bulb storage locations:

AF 107	ML 0079	TR C312
AH 340	NH 10	WA 107
HC 1032	PA 107	WC 304A
MF 114A	TC 180	WH 260
MH 224D	TE 0006	

## BULLETIN BOARD

It's a good idea to review materials posted on the bulletin board on a daily basis. Overtime announcements, parking information and other items of interest are posted there.

## CALL OFF PROCEDURES

Employees must report absences due to illness or tardiness at their earliest possible opportunity. To do so, call Building Services at 389-6804 (V/TTY 389-6550). Employees working the early day shift are requested to report absences before 5:00 A.M. The Building Services office is open between 7:30 A.M. and 4:00 P.M., and messages can be relayed to your foreman for you. When the office is closed, you should leave a message on voice mail containing the following information: your name, whether you're ill and won't be in for your entire shift, or whether you're tardy; and, if so, why you're tardy and when you will be in. Simply calling and stating, "I won't be in," is not acceptable.

Any unscheduled absence from work for any reason other than illness must be pre-approved by your foreman. Leaving a message on the office voice mail is not acceptable and will result in disciplinary action. A card containing phone numbers of supervisory personnel is included in your orientation packet.

In inclement weather, local radio stations announce closure of the University. Residence Halls GMWs and supervisory personnel are deemed weather essential. The University seldom closes during inclement weather, however, if you feel weather conditions are such that you're unable to come to work, be sure to call to report your absence.

If for some reason the department's voice mail is not working, call University Security (389-2111) and leave a message regarding your absence with the dispatcher.

## CAMPUS MAIL

Each Building Services employee is assigned a mail slot in the office mail center. It is your responsibility to check your mail slot for messages, campus mail and other correspondence. We ask that you keep your mail box clean. It's difficult to try to cram mail into full mail boxes.

## CONFIDENTIALITY, DATA PRIVACY

The Building Services office maintains a telephone/address directory for its employees. It is your responsibility to provide us with your current phone number even if it is unlisted. Phone numbers are for office use only and will not be released to anyone except department management personnel.

Under no circumstances do we release personal information about employees. Any inquiries for verification of employment are referred to Human Resources.

Just as information regarding you is considered private, so is information regarding your coworkers, students, staff and faculty of Minnesota State Mankato. For this reason, you are expected to maintain confidentiality at all times. For instance, if you see a person being treated for a medical problem, you are expected to keep details of the incident confidential. Failure to do so could result in disciplinary action.

We realize the office is crowded, but ask that you respect the foremen's privacy as well. Please refrain from using their desks or reading what is on their computer monitors.

## **DEPARTMENT WEB SITE**

Building Services has a web site ([www.mnsu.edu/bldgserv](http://www.mnsu.edu/bldgserv)) that contains links to department MSDS, area descriptions, HR forms, supply requisitions, this manual, the work order web site, and pay stubs.

## **E-MAIL**

All employees of Minnesota State Mankato have an e-mail account. Information and Technology Services offers training sessions throughout the year on how to access and use e-mail. Flyers are sent out each semester. See your foreman for more details.

## **EMERGENCIES AND INJURIES**

All emergencies and/or injuries should be reported immediately to University Security (2111) and your foreman or GMW lead. Give the security dispatcher any requested information and have him/her radio your supervisor. Security makes every effort to staff emergency medical technicians 24 hours a day. However, this is not always possible.

It is imperative that you notify your foreman of any and all work related injuries you incur. What may seem like a minor scrape or strain could quickly become a troublesome injury without proper medical attention. The timely reporting of work-related injuries is extremely important. Failure to report an injury in a timely manner may result in disciplinary action. The University is fined by OSHA when injuries are not reported in a timely manner.

## **EQUIPMENT REPAIRS AND WORK ORDERS**

If you're comfortable using computers and the Internet, submit work orders via the iService Desk. A link can be found on the department web site.

When reporting departmental equipment in need of repair, list equipment malfunctions, location, and the three-digit equipment number.

Employees are expected to assist the department in maintaining OSHA compliance. By this we mean that if you notice, for example, a broken ground plug or exposed wire, or other potentially hazardous problems with equipment you are using, you must notify your foreman immediately.

## EQUIPMENT USAGE AND SUPPLIES

Request equipment through your foreman, who will schedule the day and time for delivery of the equipment. Your foreman will also pick up the equipment when your project is completed.

Supplies are ordered on a monthly basis. Most academic buildings have one GMW assigned to order supplies. An order form is available on the department web site or from your foreman. Supply orders need to be turned in to your foreman the last week of each month.

## JOB POSTINGS AND BIDS

Current job postings are posted on union bulletin boards located throughout the campus. To view Minnesota State Mankato job postings online, go to [www.mnsu.edu/dept/humanres/seekingemployment.html](http://www.mnsu.edu/dept/humanres/seekingemployment.html) and follow the appropriate link.

To view current statewide job postings, visit the DOER web site at [www.doer.state.mn.us](http://www.doer.state.mn.us) and click on *Employment Information*.

## KEYS AND CARD ACCESS

Each employee is issued an exterior door key to Wiecking Center. This key is to be carried on a personal key ring. You will be issued a set of keys for your work area. This set of keys must be safely attached to your clothing with a length of chain and must be turned in to the Building Services office whenever you are off duty. The key ring for your work area may not be taken off campus. It is important to keep University keys in a safe place. Never remove a key from your work key ring or loan your key ring to anyone else. Lost keys or key rings may result in disciplinary action.

The campus is gradually converting to card access. As of October, 2005, the residence halls and ITS require card access. We will keep you informed as the changes occur.

## LEAVE USAGE

Temporary employees do not accrue sick leave or annual (vacation) leave. Any time missed during work hours is considered dock time with the exception of paid holidays.

Holiday Leave: Employees receive holiday pay for the following holidays provided you are in pay status the work day before and the work day after the holiday. The hours of pay you receive are prorated according to the number of hours in your work shift.

- ◆ New Year's
- ◆ Dr. Martin Luther King Day
- ◆ Memorial Day
- ◆ Independence Day
- ◆ Labor Day
- ◆ Thanksgiving
- ◆ Day after Thanksgiving
- ◆ December 24
- ◆ Christmas Day

*Sick Leave:* Permanent, full time employees accrue sick leave at the rate of four hours per pay period. Please refer to the AFSCME contract for regulations regarding sick leave usage.

*Annual Leave:* Permanent employees should submit a written request for annual leave pursuant to the AFSCME master agreement at least four weeks prior to the date of the leave request whenever possible. When advance written requests are not practical, you must contact your foreman as soon as possible.

To obtain permission for annual leave on short notice, contact your foreman. If this is not possible, you must obtain permission from any foreman on duty, or the director.

Granting of annual leave may be severely restricted at the start of the academic school year, at the end of spring semester, and when mandatory meetings or training sessions are scheduled.

Request for Leave forms are available in the mail center in the Building Services office and online from the *Forms* link off of the department web site.

## **LOCKED AND ALARMED AREAS**

All buildings have secured areas. Notify Security (2111) before entering an alarmed area (i.e. academic computer center in Wissink Hall). Be sure you are familiar with alarmed rooms in your work area. All offices, labs, etc., must be locked. Classrooms remain *unlocked* unless a white, laminated sign is posted which reads, "This room is to remain locked at all times when not in use."

Lock styles vary on campus. Some are automatic; some are not. As with entering, when leaving a locked area always check doors that should be

locked and turn the doorknob to ensure the door is locked. When leaving an alarmed area, security must be notified.

Occasionally building occupants request us to unlock doors for them. These people **MUST BE** referred to University Security. Under no circumstances are we to unlock doors for people unless requested to do so by University Security.

### **LOST AND FOUND/STATE PROPERTY**

All articles found (i.e. wallets, keys, clothing, glasses, jewelry) must be turned in to your foreman or Security (2111).

Rummaging through trash is not allowed. State employees are not allowed to take any University or state-owned property off campus for personal use. Theft of state property is a criminal offense that could result in the loss of your job.

### **PERSONAL HYGIENE**

As a state employee and a representative of Minnesota State, Mankato, we ask that you keep your hair neat and clean and that appropriate measures are taken regarding personal hygiene (i.e. use an antiperspirant or deodorant, and shower or bathe as necessary). Occasionally, complaints are received regarding an employee's personal hygiene. When this occurs, the employee will be notified in writing. If the problem is not resolved, disciplinary action may be taken.

### **PERSONAL PHONE CALLS**

Should the need arise for you to make a personal off-campus phone call, contact your foreman or GMW lead so that appropriate phones can be used. The state of Minnesota does not pay for personal long distance phone calls (including emergency phone calls).

Every effort must be made to keep personal phone calls to a minimum. Should a member of your family wish to contact you, calls can be made to the Building Services office during the day. The secretary will either forward your message to you or place it in your mail slot. Emergency messages will be forwarded immediately.

University Security will relay messages for night shift employees. However, it must be stressed that the security department is not heavily staffed. Messages can be relayed only at their convenience.

Building Services employees may only enter private offices (i.e. faculty or staff) or other locked areas to perform duties of their job. Entering a private office for any other reason is prohibited. Under no circumstances are Building Services employees allowed to take breaks, use computers or make phone calls — personal or work-related — in private offices. Should there be a need for you to place a work-related phone call, you may do so on campus phones located in hallways throughout the campus or in main office complexes (i.e. College of Education main office, Athletics main office).

## **SAFETY GLASSES/PERSONAL PROTECTION EQUIPMENT**

Safety goggles, shoes and protective gloves are provided by the Facilities division, and all employees are encouraged to use this protection (i.e. restroom cleaning, shower room cleaning and dusting). Use of protective gloves is mandatory when cleaning restrooms and shower rooms. Annual Right-to-Know training is provided that covers these topics.

## **SUMMER CLEANING**

During summer interim, all space is thoroughly cleaned – walls are washed, floors are finished, windows are cleaned inside and out. Employees who work in the same building team clean to complete this work in the time allotted.

## **TIME SHEETS**

Time sheets are placed in your mail slot every other week. Your foreman will assist you in filling out your first time sheet and answer any questions you may have. It is your responsibility to see that it is filled out properly and not misplaced. Time sheets must be turned in to your foreman the Friday prior to the end of the pay period.

## **UNIFORMS AND WORK ATTIRE**

Use common sense with regard to work attire. Sandals and open-toed shoes are not permitted. Shorts and skirts are permitted provided they are within three inches of the knee. Examples of improper attire include, but are not limited to, halter tops, tank tops, muscle shirts, and miniskirts. We also ask that your clothing be clean and neat in appearance. The wearing of ripped, torn, or extremely stained clothing is strongly discouraged.

Uniforms are provided for employees interested in wearing them. A wide variety of trousers and shirts are available, and employees have the option of renting or leasing uniforms. If rented, our vendor launders and repairs the uniforms on a weekly basis. If leased, the employee is responsible for laundering them.

## WORK SHIFTS

Nearly every Building Services employee begins his/her career with Minnesota State Mankato on the night shift. Our department has four work shifts:

Night shift*	10:30 P.M. - 7:00 A.M.
Early day shift	6:00 A.M. - 2:30 P.M.
Day shift	7:30 A.M. - 4:00 P.M.
Afternoon shift	3:00 P.M. - 11:30 P.M.

It is important to start and end your work shift at the scheduled time. Starting work early and leaving work late is prohibited and in violation of state labor laws unless you have been scheduled to work overtime.

Leaving work before the end of your shift is discouraged, as is reporting to the office more than ten minutes before the end of your shift.

*\*Note: Night shift hours change to early day shift hours during interim and break periods. You will be notified in writing at least 14 days prior to a planned shift change.*



# Acceptable Building Cleanliness Standards

If not listed here, cleaning frequencies are noted on area descriptions. Frequencies noted on area descriptions supersede those listed here.

## GENERAL CLEANING

Even though an area is cleaned according to established cleaning frequencies, litter will inevitably accumulate over the course of the day. During inspections we will be able to determine whether an area is being neglected. However, if you find an area you feel is unsightly or unsafe, please notify your foreman. During the day, efforts will be made to pick up paper and trash from floors, tables, and ledges in high-traffic area.

- a. *Pick up trash.* Place trash bags in dumpsters, leaving areas neat and free of trash. Do not remove items that do not appear to be trash; leave items that appear to be placed purposefully, and leave or turn in items that appear to be lost (such as coats, books, notebooks, etc.). Items placed near trash receptacles must not be removed unless they are clearly labeled as “trash.”
- b. *Arrange classroom furniture.* Desks and chairs must be arranged in neat rows. Desk tops must be free of graffiti\*. Gum and other residue must be removed from all furniture surfaces.
- c. *Report needed repairs (see page 4).*

*\*City ordinance requires graffiti viewed as derogatory, sexually explicit, discriminatory, or otherwise offensive must be reported to University Security*

## HARD SURFACE FLOORS

- a. *Sweep.* Sweeping must leave surfaces uniformly clean of dust and surface dirt including corners and places inaccessible to the broom.
- b. *Dust mop.* Dust mopping must leave floor surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the mop. Surface accumulation of hardened dirt that cannot be loosened with a dust mop must be loosened sufficiently by some other means to permit removal by dust mopping.
- c. *Damp mop.* Damp mopping must leave floor clean and free of streaks, stains, and film. Scrub heavily soiled areas as needed with

a mop or other scrubbing equipment and a strong cleaning solution to remove all heavy soil, stains, and traffic marks. There should be no splashes left on walls, baseboards, furniture, and other adjacent surfaces. Floor should be damp, not wet. When a strong cleaning solution is used, floor must be rinsed with clean water.

- d. *Strip and refinish.* Remove all old wax and stubborn soils and stains using a rotary machine, automatic scrubber, or other equipment, and liquid stripping solution. Strip areas in corners, at baseboards, and other areas inaccessible to equipment by hand or other methods as necessary. The floor must be left clean, dry, free of stripping solution, and ready for new finish. Apply wax using a clean finish applicator or other equipment according to manufacturer's instructions, applying three coats of finish. Sealer must be applied evenly, and must cover the entire floor surface.

Make sure all stripper is contained to the working area, and make sure any excess stripper is immediately cleaned up.

Most floor finish is also a sealer. Ask your foreman for details. Different types of floors require different finish products. It is critical to use the proper finish for the floor type.

- e. *Seal.* (Cement, terrazzo, ceramic tile, and quarry tile floors) Floors must be totally clean and dry immediately prior to sealing. Using a new mop and concrete floor sealer, apply a minimum of two coats of sealer according to manufacturer's directions.
- f. *Scrub and disinfect.* Sweep or dust mop prior to scrubbing to remove loose dirt and dust. Scrub floor using a clean mop or other cleaning equipment and germicidal cleaner leaving floor completely clean, disinfected, and free of streaks, stains, mildew, odor, and film. Wipe baseboard with a clean cloth or sponge and germicidal cleaner.

## CARPETED FLOORS

- a. *Vacuum.* Carpets must be left clean of all dust and loose and embedded dirt for its full depth. All edges must be vacuumed. Spots and stains must be reported to a foreman. Depending on the work load, you may be asked to take care of carpet stains in your area using a carpet spotter.
- b. *Clean.* Clean carpeted floors using an extraction method that is safe and quick-drying for all carpets. Immediately prior to cleaning,

vacuum, spot clean, and pretreat heavily soiled areas. If necessary, corners and areas not accessible to machines must be cleaned by hand. Moveable furniture (not including desks, large tables, file cabinets, credenzas, and shelving units) must be moved prior to cleaning, and must be moved back into place after the carpet is cleaned. Place all furniture on moisture barriers if carpet is damp. If time does not permit reloading the room, leave instructions with a night foreman.

## WALLS

- a. *Dust.* Dust walls, mouldings, door frames, and tops of doors using a clean cloth and/or dusting wand treated with a non-oily treatment to leave surfaces free of dust, loose dirt, and cobwebs.
- b. *Spot clean.* Spot clean walls using a clean cloth or sponge and neutral detergent solution to leave walls free of marks, stains, and streaks.
- c. *Scrub and disinfect.* Scrub and disinfect walls, including switch plates, incidental hardware, and vertical grills and louvers using a clean cloth or sponge and germicidal cleaner leaving walls and surfaces completely clean, disinfected, and free of streaks, stains, mildew, odor, and film.

## MISCELLANEOUS FIXTURES AND FURNITURE

- a. *Empty trash cans.* Bag trash and place in dumpsters. If you encounter a trash bag too heavy to lift by yourself, ask for help.
- b. *Replace trash can liners.* Use liners compatible with trash can size.
- c. *Wash trash cans.* Use a neutral detergent solution, (germicidal cleaner in restrooms), leaving the trash can clean and odor free.
- d. *Clean and disinfect water fountains.* Clean metal-type fountains using a germicidal cleaner. Polish sides of fountain with a clean cloth, leaving the fountain clean and free of streaks and film. Clean porcelain-type fountains using a germicidal cleaner and dry with clean cloth. If necessary, porcelain type fountains must be scoured with abrasive cleanser to remove mineral deposits.
- e. *Dust and clean light fixtures.* Use a clean dry cloth and water or a neutral detergent, leaving surfaces clean of all dust, insects, and other foreign matter.

- f. *Empty and clean ash receptacles.* Clean the sand in sand-type urns with a sand screen or sieve to remove all butts, ashes, and other debris. Wipe exterior of urn with a damp cloth to remove all surface soil and stains. Clean ashtrays by removing butts, ashes, and debris, wiping clean with detergent, and polishing with clean dry cloth.
- g. *Dust furniture.* Dust shelves, windowsills, and all other surfaces using a cloth treated with a non-oily dressing to remove all dust, loose dirt, and cobwebs. Dust only those surfaces that are cleared of papers and other possessions belonging to occupants.
- h. *Clean furniture.* Using damp cloth, wipe vinyl, plastic, or leather furniture. Vacuum cloth furniture to remove all loose dirt, lint, and dust.
- i. *Dust blinds.* Using a wet cloth or vacuum with appropriate brush or dusting wand, remove all dust, loose dirt and cobwebs.
- j. *Clean switch plates and hardware.* Use a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.
- k. *Clean vertical grilles and louvers.* Dust using a finger duster, wet cloth, or vacuum to remove all dust, loose dirt, lint and cobwebs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.
- l. *Clean ceiling grilles and louvers.* Using a finger duster, wet cloth, or vacuum, remove all dust, loose dirt, lint and cobwebs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner. Wipe dry, and polish metal surfaces.
- m. *Clean mats.* Vacuum to leave mat clean of all loose dirt and soil. For entrance matting, roll mat, stand upright and bounce on floor to remove excess sand and salt.
- n. *Extract mats.* Using cleaning solution and scrubbing machine to leave mat completely clean of embedded soil.
- o. *Clean handrails and accessories.* Use a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.
- p. *Clean chalkboards.* Use clean water and a strip washer. Follow with a squeegee to dry the surface, leaving chalkboard clean and free of chalk residue. Wipe out chalk trays and clean erasers to remove all chalk residue.

- q. *Clean whiteboards.* Use dry erase board cleaner and a clean rag to clean white boards.
- r. *Empty and clean pencil sharpener* (wall mounted, nonelectric type). Empty all shavings and wipe clean using a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.

## RESTROOM PROCEDURES

- a. *Clean and disinfect restroom fixtures* (includes toilet bowls, urinals, and sinks). Use a johnny mop and germicidal cleaner. Thoroughly scrub all surfaces, including outsides of fixtures, pipes, fittings, walls, and floor in the immediate area of fixture. Wipe dry. Surfaces must be clean, disinfected, and free of streaks, stains, mildew, odor, mineral deposits, and film. Mops used on bowls and urinals may not be used for sinks or other surfaces.
- b. *Clean and disinfect restroom accessories.* This includes dispensers, sanitary product receptacles, shelves, mirrors, sharps containers and partitions. Using a clean cloth or sponge dampened with a germicidal cleaner, scrub accessories, leaving them clean, disinfected, and free of streaks, stains, mildew, odor and film. Empty sanitary napkin waste receptacles and replace liners prior to cleaning. Wipe all surfaces dry with a clean cloth. Polish metal surfaces.
- c. *Replenish restroom supplies.* Every effort must be made to keep supplies well stocked. This includes toilet paper, paper towels, sanitary products, and hand soap.

## GLASS

- a. *Clean entry door and/or hallway door glass.* This includes both sides, and, if a double entry, both sets of doors. Glass must be free of streaks and smudges. All dirt, grease, insects, and foreign material must be cleaned from sashes, sills, jambs and mullions. Strip washers and squeegees can be used.
- b. *Clean interior windows.* Scrub and wipe dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material must be cleaned from sashes, sills, jambs, and mullions.

## BUILDING EXTERIORS

- a. *Remove snow and ice from building entrances.* Use shovels, scrapers, sand, chemical ice removers and snow blowers as needed. More snow removed from building entrances equates to less snow getting tracked indoors. Careful attention must be given to handicap-accessible areas.
- b. *Clean building entrances outside of entrance doors.* Sweep concrete surfaces, remove trash, leaves, grass, and cigarette butts.
- c. *Clean exterior glass near entrance areas.* Scrub and wipe dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material must be cleaned from sashes, sills, jambs, and mullions. This includes all glass adjacent to entrance doors and within ten feet above ground level.

As the business of education continues to grow more high tech, classrooms and labs evolve to meet students' needs. If you are not familiar with equipment requiring special cleaning procedure, such as Smart boards, contact your foreman.

We hope this booklet proves useful. If you have any questions, don't hesitate to ask. If we're unable to help you, we'll find someone who can.