

## City of Topeka Policy

Cyrus K. Holliday Tenant

### CYRUS K. HOLLIDAY TENANT POLICY

**Purpose:** To maintain a professional working environment for city employees; protect the building infrastructure and appearance; and provide an exceptional environment for customers to conduct business with the City.

**Applicability:** 620 SE Madison is designated as a customer service center. Therefore these policies apply to all tenants of the Cyrus K. Holliday Building.

**Effective Date:** November 8, 2005

#### Smoking Areas

**Objective:** To ensure that a smoke free environment is sustained for customers and employees working in the building.

**Background:** Smoking in city facilities is prohibited in accordance with City Code Section 78-229.

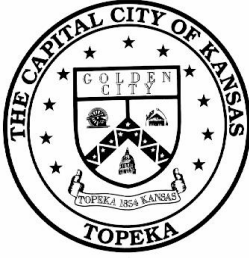
**Policy:** Smoking is prohibited in or around the building except in the designated smoking area on the north side of the building. Employees must remain within this area when smoking. No smoking is permitted near the main entrance or south entrance (customer parking lot) at any time.

#### Work Attire

**Objective:** To ensure that city employees project a neat and professional image at all times.

**Background:** First impressions are extremely important in the customer service world. Before we speak a customer has already observed our appearance and created an image of us as an individual and organization. As city employees we are constantly working in the public view. It is imperative that we consistently present the best possible appearance to promote a professional organization.

**Policy:** 620 SE Madison is designated as a customer service center. Accordingly, business/business casual is the required dress Monday –Thursday or as outlined below. Union contracts also identify specific uniform requirements for many of our employees given the work environment. The guidelines for appropriate work attire follow:



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## 1. WORK ATTIRE

### A. Management/Administrative/Office Personnel (Union/Non-Union)

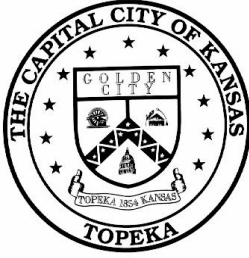
Employees are expected to wear business casual/business attire **Monday through Thursday**. Prohibited items include but are not limited to T-shirts, sweat suits, jogging suits (nylon, silk, or fleece), shorts and tennis shoes. City logo'd shirts/blouses are the preferred wear if issued. If shirts/blouses are worn that have a non-city logo, the logo should be no more than 2 inches high and may not include advertising/logo's for tobacco products, alcohol or anything offensive in nature. Plain shirts/blouses (non-city issue) may also be worn. Hats/caps, if worn, must be City/Dept./Div. logo'd or they may be worn plain with no advertising. Hats/caps designed for special city events may also be worn with permission. All work attire including hats/caps worn must be clean and in good repair.

**Friday attire** allows the wearing of jeans (**Jeans Friday**) but they are not mandatory. Prohibited items include but are not limited to sweat suits, jogging suits (nylon, silk, or fleece), and shorts. City logo'd shirts/blouses are the preferred wear if issued. If shirts/blouses are worn that have a non-city logo, the logo should be no more than 2 inches high and may not include advertising for tobacco products, alcohol or anything offensive in nature. Plain shirts/blouses (non-city issue) may also be worn. Banded Tee shirts (plain/no silk screening) and tennis shoes may be worn on Jeans Friday. Hats/caps, if worn, must be City/Dept./Div. logo'd or they may be worn plain with no advertising. Hats/caps designed for special city events may also be worn with permission. All work attire including hats/caps worn must be clean and in good repair.

Personnel with field duties may wear appropriate clothing to include jeans as their duties dictate day to day. Clothing should be worn that is appropriate for the occasion such as business meetings that merit business dress even if they fall on a Friday.

### B. Field Personnel (Union)

Employees are required to wear the clothing provided by the City and/or in compliance with applicable union contracts, with no alteration by the employees. (For example, the employee may not cut the sleeves off of a shirt or cut off pants to make shorts, etc.) Shorts are permissible for approved positions given the summer heat experienced in Kansas but must be hemmed.



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All employees are also expected to wear safety equipment and/or attire that are appropriate for the tasks they are performing. For example, if an employee is working in the street, he or she is expected to wear a safety color shirt or a safety vest, etc. Safety shoes, hardhat, and safety glasses must also be worn if required by the work environment.

## 2. WEAR OF JEWELRY

Jewelry, if worn, must be worn professionally and in the interest of safety depending on the work environment. Loose necklaces, chains, and rings should be carefully considered if the potential for entanglement or snagging exists, i.e. working around machinery, etc. Any jewelry worn via body piercing or that simulates body piercing (excluding the ears) must be removed while on duty.

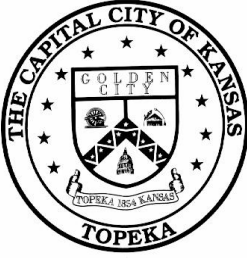
## 3. SPECIAL CASES FOR ALL PERSONNEL

Exceptions may be authorized for compelling reasons (i.e. medical/injury requirements – cast, sling - or religious preference/clothing wear, etc.) on a case-by-case basis. Unique exceptions should be submitted in writing and may be granted by the respective department head. As always, the expectation is that all articles of clothing will be clean, neat, and in good repair.

## 4. PARKING FOR EMPLOYEES AND CUSTOMERS.

**Objective:** Provide adequate/convenient parking for customers, secure parking for city vehicles and convenient parking for employees.

**Background:** The building has limited parking in the immediate vicinity of the structure. Additionally, insufficient secure covered parking is available for all city vehicles necessitating that most of those vehicles remain in their current parking locations overnight and on weekends. On-street parking (2-hr timed) is available on the east side



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of the building for field crews/staff vehicles requiring daytime access to the building. Parking is provided in the lower level (garage) of the building for assigned city vehicles and staff. Customer parking (only) is provided on the 1<sup>st</sup> level parking area on the south side of the building. Employee parking is provided only in the lot across Jefferson Street just southeast of the building.

**Policy:** Customer parking is reserved for the 1<sup>st</sup> level parking area (atop the garage). Employee parking is strictly prohibited in this area. Violators will be ticketed. Select city vehicles and staff members including handicapped employees with placards will be provided parking access to the garage (lower level). They will be issued a garage pass card for the lower level garage. All other employees will be issued parking hang tags for the southeast parking lot. Field crews may park in the designated city vehicle parking areas or in the southeast lot only.

Employees will be required to complete a parking registration form for issuance of a hang tag allowing use of the garage/lot. The Parking Section of the Public Works Department will manage the assignment of parking tags. Failure to display a parking tag may result in a ticket. See attachment #1 for locations of parking.

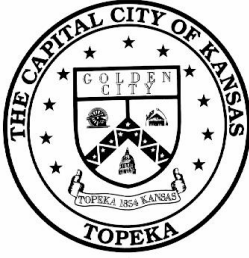
#### 5. COOKING/FOOD OR BEVERAGE PREPARATION.

**Objective:** Provide a customer friendly environment free of cooking odors and reduce spillage/staining of the carpet or other furniture.

**Background:** Maintaining a clean, aesthetically pleasing work environment for customers and employees is essential to being recognized as a professional organization. Food smells/odors in customer reception and employee work areas are often unwanted and are not indicative of the image we strive to present. City employees who drink coffee are required to purchase that coffee for their consumption. Accordingly many employees have created coffee funds or brought their own coffee makers to work.

**Policy:** The preparation of food to include warming or cooking is restricted to the break room located in the lower level/basement. All appliances associated with food preparation such as microwave ovens, toasters, popcorn poppers, etc. must be located the break room. Employees are encouraged to eat their lunch/snacks in the break room.

Small kitchenettes/coffee stations are provided on each floor for employee use. Coffee pots should be located at these stations whenever possible. If an employee desires to have a coffee pot in an area other than the designated stations they must obtain permission from Facility Operations.



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Employees are asked to “clean as you go” when preparing or consuming food/beverages in the building. If a spill occurs that is beyond your capability to clean please advise the Facility staff so that it can be cleaned before a stain sets. Employees are asked to treat this building like they would their homes.

#### 6. PRESERVATION OF WALLS AND CARPETING.

**Objective:** To minimize the damage to walls during the installation of hanging items and maximize the life of the carpeting.

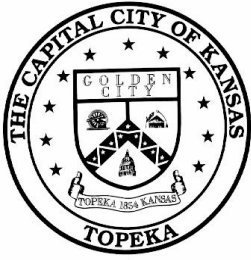
**Background:** During the renovation/reconstruction of the building four (4) inch wide metal strips were incorporated into the walls to provide a solid location for hanging equipment, pictures, etc. These strips will minimize damage to the sheetrock by eliminating the need for moly’s/expansive fastners that require the drilling of an enlarge hole. New carpeting was installed during the reconstruction using carpet squares. Chair mats will reduce/eliminate the wear to carpets caused by desk chairs, particularly those on rollers.

**Policy:** The Facilities Maintenance staff must hang all equipment such as white boards, chalk boards, heavy items, etc. Personal photos, posters, etc. requiring only small picture hangars may be hung by individual employees or the respective department staff. Hanging supplies are available through Facilities Operations. Work Orders requesting the installation/hanging of any items may be requested by using the city intranet magic service desk request system.

All employee work stations or desks are required to use chair mats to reduce carpet wear/damage from chair movements. The respective departments are responsible for purchasing the mats. For questions/assistance about the Holliday Facility please call 368-3959, Facility Operations Section.

#### 7. ENFORCEMENT.

All Managers/Supervisors are required to enforce the policies outlined above. It is recommended that the respective chains of command be used to facilitate timely and professionally handled resolutions should the need occur.



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### Supplemental Guidelines:

Departments may not supplement these policies without the approval of the City Manager.

THIS POLICY SPECIFICALLY REPEALS AND REPLACES PRIOR CITY POLICIES AND ADMINISTRATIVE MEMORANDA RELATIVE TO THE CYRUS K. HOLLIDAY BUILDING.

Approved:

Neil Dobler, Acting City Manager  
October 31, 2005