

THE UNIVERSITY OF HAWAII BOOKSTORES

Employee Manual

For the University of Hawai'i Bookstores

Revised April 2014



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WELCOME

The management and staff of the University of Hawai'i Bookstores extend a warm aloha and welcome you to the Bookstore "'ohana". You are now a part of an independent, institutionally owned Bookstore system with locations on each of the campuses in the University of Hawai'i system. We want you to be proud that you are a part of this organization and take pride in your role in the Bookstore.

The information in this manual is intended to help you learn more about the Bookstores and become familiar with the operations and procedures of the Bookstores. Most of the information takes a "common sense" approach to situations that arise, and tries to cover those special situations that might come up. Please refer to this manual for information, and, in the event that the information in the manual does not cover your particular situation, we encourage you to ask questions. We want to ensure that our staff are properly trained and informed to help them be proud of their work and carry a positive attitude.

We are always seeking to better our operations for our customers and our employees. If you have questions or find that something is not clear, please let us know and we can make improvements. We want to hear from you.

The University of Hawai'i is an Equal Opportunity/Affirmative Action institution. This employee manual does not supersede any University of Hawai'i policies, procedures, or collective bargaining agreements. All employees are expected to adhere to all University of Hawai'i policies and procedures, State and Federal laws. Please refer to the University of Hawai'i Administrative Procedures Manual (<http://www.hawaii.edu/svpa/apm>) for detailed information.

A BRIEF HISTORY OF THE UNIVERSITY OF HAWAI'I

Founded in 1907 as a land grant college of agriculture and mechanic arts called the College of Hawai'i, the University of Hawai'i has grown from a student body of five regular students and a faculty of 12 to a statewide system of three four-year institutions and several community colleges.

The University of Hawai'i is a post-secondary education system comprised of 11 campuses throughout the state.

- University of Hawai'i at Mānoa
- University of Hawai'i John A. Burns School of Medicine
- University of Hawai'i at Hilo
- University of Hawai'i West O'ahu
- University of Hawai'i Maui College
- Leeward Community College
- Kapi'olani Community College
- Honolulu Community College
- Windward Community College
- Kaua'i Community College
- Hawai'i Community College

The mission statement for the University of Hawai'i:

The common purpose of the University of Hawai'i system of institutions is to serve the public by creating, preserving, and transmitting knowledge in a multi-cultural environment. The University is positioned to take advantage of Hawai'i's unique location, physical and biological environment, and rich cultural setting. At all levels in the academy, students and teachers engage in the mastery and discovery of knowledge to advance the values and goals of a democratic society and ensure the survival of present and future generations with improvement in the quality of life.

Functioning as a system, the purposes of the University of Hawai'i are to:

- Provide all qualified people in Hawai'i with equal opportunity for high quality college and university education and training.
- Provide a variety of entry points into a comprehensive set of postsecondary educational offerings, allowing flexibility for students to move within the system to meet individual educational and professional goals.
- Advance missions that promote distinctive pathways to excellence, differentially emphasizing instruction, research, and service while fostering a cohesive response to state needs and participation in the global community.

As the only higher public education institution in Hawai'i, the UH system bears a special responsibility to prepare a highly educated citizenry. In addition, the system supports the creation of quality jobs and the preparation of an educated workforce to fill them. Building on a strong liberal arts foundation, the UH system prepares the full array of workers from technicians, physicians, and scientists to artists, teachers, and marketing specialists—who are needed in a technologically advanced and culturally diverse island state.

INTRODUCTION TO THE BOOKSTORE

MISSION STATEMENT FOR THE BOOKSTORES

To be self-supporting while providing a productive learning environment for the University of Hawai'i community by offering a diverse array of quality products and services at competitive prices.

VISION STATEMENT FOR THE BOOKSTORES

The University of Hawai'i Bookstore System strives to be recognized as providing a superior customer experience by being a one-stop resource center with reasonable prices for our students and community of faculty, staff, and visitors. We will uphold the highest service standards with the intention of satisfying our stakeholders.

KINA'OLE

All employees of the University of Hawai'i Bookstores are expected to practice Kina'ole. Kina'ole means doing the right thing, in the right way, at the right time, in the right place, to the right person, for the right reason, with the right feeling the first time.

S.H.A.R.E. VALUES

SERVICE **H**ONESTY **A**LOHA SPIRIT **R**ESPONSIBILITY **E**DUcate

We believe in the needs of Our People. **We believe** that by taking care of Our People, that the success and sustainability of our Bookstores will prosper. **We believe** in treating Our People with the “aloha spirit.” We value diversity and believe in treating people with kindness, fairness, and respect. **We believe** in creating ownership: that people are accountable and responsible for one’s actions; that members treat the Bookstores as their own. We are responsible for each other and value the importance of teamwork: having a common goal and purpose; encouraging one another; and supporting the success of the team. **We believe** it is our duty to educate others and provide Our People with the best resources and support on their educational journey. **We believe** in empowering our managers to effectively lead and run our Bookstores and to support their respective staff. **We believe** in training and preparing our employees to exercise good judgment and to live our *Shared Values* every day. This preparation will result in the Bookstore’s ability to endure and prosper. These *Shared Values* support our *Mission* and *Vision* that guide our success in reaching our goals.

- **Service** is being positive at work. It is exceeding customer’s expectations. It is living the concept to go “above and beyond” for the sake of the success of the company and to ensure that every customer feels appreciated and treasured. It is being an active and supportive participant to the University.
- **Honesty** is working with integrity. It is how we vow to conduct business for our customers. It is upholding ourselves to the highest standards of truthfulness and fairness. It is not only *knowing*, but also *doing* the right thing.

- **Aloha Spirit** is helping customers and co-workers. It is being a team player. It is taking pride in something bigger than ourselves individually, and doing good for the success of the whole organization. It is working toward a common goal through shared eyes. It is treating others how you want to be treated.
- **Responsibility** is not blaming others. It is showing up for work and knowing your job. It is to follow through. It is bouncing back when something doesn't go our way, and maintain a professional and positive attitude.
- **Educate** is our duty. It is supporting the needs and wants of Our People. It is our commitment to our employees and co-workers to share knowledge and resources to better the organization. It is providing the best resources and tools to our students and customers to help them succeed.

Our values and beliefs are critical to our success. They apply to all aspects of our business and determine how we do our jobs and conduct ourselves.

GETTING STARTED

PROBATION

Your probationary period is a time for us to provide training and for you to become familiar with your tasks and duties, as well as your workplace. The length of your probationary period varies by position and/or category. (For more information, refer to the University of Hawai'i Administrative Procedures Manual or your Collective Bargaining Agreement.) During this time, you will be carefully observed to see if you are developing the skills and attitudes necessary to do an efficient and thorough job. While on probation, you will have the opportunity to see if working in the University system is right for you. You will be evaluated on your progress toward overall job fulfillment. Never be afraid to ask questions.

DRESS CODE

The dress code applies to all UH Bookstore system employees. We expect all of our employees to project a professional image and represent the Bookstore well by being appropriately dressed and well groomed. Excesses in dress should be avoided.

ACCEPTABLE DRESS

The following items are deemed acceptable dress for the Bookstores:

Jeans*	Logo tops sold at our stores
Long pants*	Long or short sleeved button-down shirts
Cargo pants*	Polo shirts (plain or with brand logo)
Covered shoes*	Long or short sleeved blouses
T-shirts with UH or H logo sold in our stores	Plain (with no logo) t-shirts
Knee-length or longer skirts	Knee-length or longer dresses

*For safety reasons, some department staff must wear jeans, long pants, or cargo pants and covered shoes as a part of their uniform. Please check with your supervisor.

UNIFORMS

If you were issued a uniform shirt, you are required to wear the shirt each time you are working at the Bookstore, or representing the Bookstore, unless otherwise instructed. You are also required to wear your nametag when on the sales floor and at Bookstore-related events.

- The complete Bookstore System uniform includes a store-logoed shirt (polo shirt for full-time employees, t-shirt for students) and a store-logoed nametag with your first name. Temporary employees will be issued a store-logoed apron and store-logoed nametag with "Staff" to wear during the workday. The complete uniform must be worn throughout the workday, while on duty.
- All Bookstore System employees must adhere to the dress code as outlined in the University of Hawai'i Bookstore System Employee Manual.
- The shirts, nametags, and aprons are to be worn in the manner intended and cannot be altered in any way.

- The magnetic nametag must be worn on the upper left chest. If the employee is wearing a jacket, sweatshirt, or other acceptable outerwear over their uniform, the nametag must be worn on the outerwear so that it is visible to the customer.
- Shirts or nametags lost or damaged due to negligence or any other causes other than normal wear and tear are the responsibility of the employee to replace. Replacement costs are as follows:
 - Polo shirts: \$30.00
 - T-shirts: \$9.00
 - Nametags: \$5.00
- Employees may purchase additional shirts and nametags at the replacement costs listed above.
- Employee uniforms that become worn out during the course of normal wear and tear should be brought to the attention of the supervisor to determine if a replacement can be given at no charge.
- The Bookstore System uniforms are to be used solely for the purpose of working in the store or at Bookstore-related events, and not for personal use. Therefore, the uniforms must not be worn outside of the workplace. Employees must change to their personal clothing if going elsewhere.

For full-time employees:

- Full-time employees are issued (5) polo shirts with the Bookstore name and logo, and 1 nametag.
- Uniform polo shirts can be replaced due to normal wear and tear.

For student employees:

- Student employees are issued (5) shirts with the Bookstore name and logo, and 1 nametag.
- Uniform t-shirts can be replaced due to normal wear and tear. Please see your supervisor for a replacement shirt.

WORK SCHEDULE

Upon being hired for employment, you will be given a work schedule. You are expected to be able to work your scheduled shift. You are also expected to be on time and ready for work at the start of your shift. If you have any questions or need to make any changes to your schedule, please see your supervisor.

FULL-TIME EMPLOYEE SCHEDULES

You will be given a schedule based on coverage needs for your department or store. Most times, your schedule will be pretty consistent, but there may be times when your supervisor will need to change your schedule. Please consult with your supervisor if you have any questions.

STUDENT EMPLOYEE SCHEDULES

Your supervisor will give you a schedule based on the coverage needs for the department or store and your class schedule. Also, student employees can work a maximum of 20 hours/week during the semester and 40 hours/week outside of the semester. This does not guarantee the maximum number of hours as your schedule is based on coverage needs. If you need to make any changes to your work schedule, see your supervisor.

You will need to record your time on a time card or time sheet and online at www.hawaii.edu/sece.

TARDINESS

If you are unable to come to work that day, you must contact your supervisor as soon as possible. You need to let your supervisor know so that he or she can find a replacement for coverage.

BREAK TIME

LUNCH BREAKS

For full-time employees:

- Please refer to the Collective Bargaining Agreement or the Hawai'i Revised Statutes.
- The lunch break should be taken so that it does not disrupt coverage for the department or store. Please check with your supervisor for the lunch break scheduling.
- Employees should leave the work area when taking their lunch break.

For student employees:

- Please refer to Student Employment and Cooperative Education (SECE) or the University of Hawai'i Administrative Procedures (APM A9.880).
- You must check with your supervisor before taking your break to ensure the department or store has coverage.
- When leaving for your break, be sure to sign out or punch out (as applicable). When returning from your break, be sure to sign in or punch in.
- Student employees must leave the work area for their lunch break.

10-MINUTE BREAKS

For full-time employees:

- Please refer to the Collective Bargaining Agreement or the Hawai'i Revised Statutes.
- Employees should take their breaks so that the coverage for the department or store is not disrupted.
- Breaks should be taken away from the work area so there is no disruption to other employees.

For student employees:

- Please refer to Student Employment and Cooperative Education (SECE) or the University of Hawai'i Administrative Procedures (APM A9.880).
- You must check with your supervisor before going on break.
- Breaks should be taken away from the work area so you do not disrupt others.

LEAVE OF ABSENCE

VACATION/TIME-OFF

For full-time staff:

- As a courtesy to your supervisor, please submit your vacation/leave request online as soon as you realize you need to take time off. The website is: www.hawaii.edu/ohr/leave.
- Be sure you get the approval before making plans that cannot be cancelled and/or refunded.
- Set your vacation message on your email and your voicemail to let people know that you will be out of the office, the dates you will be out, and who they can contact in your absence.

For student employees:

- In the event you need time off from work, please request the time off from your supervisor as soon as possible.
- Be sure you get approval from your supervisor before making plans that cannot be cancelled and/or refunded.
- Students will not be required to work when scheduled for classes or examinations. Reasonable efforts will be made to accommodate study periods one week prior to, and during the week of final examinations. Be sure to provide your current class and examination schedules to your supervisor.

CALLING IN SICK

For full-time staff:

- Please refer to the Collective Bargaining Agreement or the Hawai'i Revised Statutes.
- Complete the leave request for your sick leave at www.hawaii.edu/ohr/leave.

For student employees:

- Please refer to Student Employment and Cooperative Education (SECE) or the University of Hawai'i Administrative Procedures (APM A9.880)

OVERTIME WORK

For all employees, overtime work must be pre-approved by your supervisor. Please ask your supervisor if you have any questions.

PAY PERIODS

For all state employees, paydays are on the 5th and 20th of each month, except if those dates fall on a holiday or weekend. Also, there is a one-month lag in pay dates.

For student employees: Be sure to submit your timesheet by the due date in order to receive your paycheck on the expected date.

PERSONNEL RECORDS

The Campus Services Human Resources Office maintains your personnel records. It is important that your records be kept up-to-date and as correct as possible. Should you have any changes such as name, emergency contact information, mailing address, contact information, marital status, or any other change in status, let your supervisor know and contact the Campus Services Human Resources Office at 956-7455.

TERMINATION

Should you choose to terminate your employment with us, we request you submit a letter of resignation at least two weeks prior to your last day. The letter should be addressed and submitted to your direct supervisor. You will also need to complete forms to ensure that your final paycheck, W2 tax forms, etc. are sent to you.

EMPLOYEE CONDUCT

All UH Bookstore employees are expected to conduct themselves in a professional manner at all times. We want our employees to be proud and to take care of our customers, work together, and have fun. Our Bookstore employees should know that they are valued and that situations special to them will be handled with respect and concern.

THE “MODEL” BOOKSTORE EMPLOYEE

- Takes pride in his or her personal appearance making sure to look presentable and well groomed,
- Is courteous and cheerful at all times to our valued customers and his or her fellow employees; treating them the way they would want to be treated (The Platinum Rule),
- Conducts himself or herself in a favorable way and businesslike manner so he or she reflects credit on themselves, their fellow workers, and the University.
- Does his or her job efficiently and with a sincere effort knowing that time is valuable to everyone,
- Has a cooperative attitude toward his or her fellow workers, supervisors, and management, knowing that “teamwork” is the key to accomplishment and success; everyone has an important part in the organization and it takes everyone’s cooperation and effort to make “our team” run smoothly and efficiently,
- Is prompt in reporting to work for his or her scheduled shift,
- Abides by all store rules and policies knowing that they are essential and made for the benefit of all,
- Strives to constantly improve himself or herself in whatever task he or she may be doing, knowing that to learn a better way of doing things is an asset to himself or herself,
- Is cost conscious, knowing that any savings will benefit all of us, and waste does no one any good,
- Performs his or her job to the best of his or her ability and looks for ways in which we can improve efficiency,
- Practices good “housekeeping”, knowing that it is not only good practice but makes the workplace safer and more efficient.

EMPLOYEE DEVELOPMENT

The management of Campus Services and the management of the Bookstore System require your supervisor to conduct periodic evaluations of your performance as an employee. These evaluations help your supervisor give you feedback so that you know how you are performing. The evaluations help to identify areas that need to be worked on and areas of potential. Your evaluation also serves as a source in recommending promotional opportunities and future growth areas.

EMPLOYEE COMPLAINTS

Complaints and suggestions should be presented directly to your supervisor. Problems cannot be solved unless everyone concerned is aware of them. Letting problems build up unexpressed is not fair to you and will produce no solutions. Griping with other employees or customers may produce bad feelings and probably not much more. If the answer or solution cannot be found at this level, your supervisor will take it to the Director of Campus Services for action. Staying with this “line of authority” will greatly aid harmonious working relationships.

PROHIBITED ACTIVITIES

In order to maintain a safe and professional workplace, certain activities are prohibited. Some of the prohibited activities include, but are not limited to the ones listed below. The prohibition of these activities is meant to make the Bookstore an enjoyable workplace for everyone.

BREACH OF CONFIDENTIALITY

At times, your duties at the Bookstore may involve working with personal, secure, and/or sensitive information. In accordance with the University’s Executive Policies E2.210 and E2.214, employees of the University are prohibited from divulging sensitive information and must exercise caution by protecting and securing such information. These policies can be found at www.hawaii.edu/apis.

DRUGS, ALCOHOL AND OTHER ILLICIT SUBSTANCES

In accordance with University of Hawai'i Executive Policy (E11.201 and E11.203), the use of alcohol and illicit drugs and substances is prohibited in the UH Bookstores and will not be tolerated. The full policy is available at www.hawaii.edu/svpa.

SEXUAL HARRASSMENT

In accordance with University of Hawai'i Executive Policy (E1.203 and A9.920) sexual harassment is prohibited in the UH Bookstores. The full policy is available at www.hawaii.edu/svpa.

WORKPLACE VIOLENCE

It is the responsibility of the UH Bookstores to provide our employees with a safe workplace. In order to do so, we expect all of our employees to adhere to the Workplace Non-Violence policy of the University of Hawai'i (E9.210 and A9.730). The full policy is available at www.hawaii.edu/svpa.

LOITERING

Employees who are not on-duty, and are not scheduled to work that day, are not to loiter around the premises. This is to prevent distracting your co-workers and take away any confusion about your work schedule.

SOLICITING

Soliciting on University premises is not allowed, except those activities specifically approved by law (e.g. union activities) or by approval of the store manager.

PERSONAL ACTIVITIES

Personal activities should be carried out on personal time, such as before or after work, or during breaks. Some examples of personal activities are (but not limited to):

- Personal phone calls
- Checking personal email
- Listening to music
- Doing homework or projects
- Reading or studying*
- Surfing on the Internet*
- Being on social media sites*
- Playing games on the computer

*These activities may be allowed if they are for a job-related purpose and have been approved by your supervisor.

CONDUCT ON THE SALES FLOOR AND PUBLIC AREAS

Every UH Bookstore employee is expected to conduct themselves in a professional manner that conveys a positive customer-oriented attitude that represents the store. In these areas, the following are also not permitted, unless authorized by a manager:

- Eating, drinking, gum chewing
- Use of cell phones
- Loitering
- Shopping during scheduled work time

TELEPHONE USAGE

In an office/retail setting, the telephone plays a vital role in the day-to-day business operations. So accustomed are we to the use of the telephone that there are times when we forget the common courtesy and common sense that should be exercised when using the phone. The importance of proper use of the telephone cannot be overemphasized, as your voice alone not only represents you, but also the Bookstore. Each time you answer the phone or call someone, you are, for the moment, the University of Hawai'i. The phone is to be used for business purposes and should not be used for personal reasons.

WORK-ISSUED CELL PHONE

If you are issued a cell phone for work, please refer to the Campus Services Cellular Telephone Policy (Appendix A) regarding issuance and usage of your work cell phone.

Your work cell phone is equipment issued by the Bookstore to be used for business purposes. You are responsible for the proper usage, maintenance, and care of the phone.

E-MAIL USAGE

At times, e-mail will be used for external and internal communications. It is important to remember to keep a professional tone when communicating via e-mail, and to be mindful of how the message is being conveyed to the other person. E-mail should also be used for work-related matters only.

Timeliness is also important so that the sender knows that you have received the e-mail and knows the status of their request. All UH Bookstore employees are expected to respond within 1 business day, even if just to give the sender a status update.

ACKNOWLEDGEMENT

University of Hawai'i Bookstores Employee Manual

Acknowledgement Form

All University of Hawai'i Bookstore employees are required to read and sign the statement below and return tot heir immediate supervisor.

This is to acknowledge that I have been informed of and given a copy of the University of Hawai'i Bookstores Employee Manual and that it is my responsibility to read and understand the contents of the manual. I am aware that it is my responsibility to ask for clarification of the information in the manual. I am also aware that the contents of this employee manual may change without prior notice and that it is my responsibility to seek and obtain current updates and interpretations.

I understand that I am to observe and follow all company rules, policies, and procedures presently existing and as may be amended by the University of Hawai'i Bookstores. I further understand that nothing in the employee manual, or the rules, policies, and procedures, or any changes creates a contract of employment or alters the at-will nature of my employment relationship (recognizing that the at-will nature is subject to the terms of any applicable collective bargaining agreement or written agreement with the company).

Employee Printed Name

Employee Signature

Date