

Contingency Staffing Plan

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1. Overview

Periodically, staffing levels are disrupted. The following guidelines were developed with customer input and are in place to assist the area manager in re-assigning the work in a manner which ensures that priority buildings and priority tasks are maintained to an acceptable standard.

2. Responses to Staffing Disruptions

This Section defines the steps that we will take when a staffing disruption occurs.

- When staff shortages occur, we have a backup list of employees we can call in who are all trained.
- Employees are then given their assignments and they proceed to perform the tasks of the missing employee. In this case there is no need to contact the client.
- In the event we cannot find a replacement all staff members have the authority to work overtime in order to complete the tasks of the missing worker(s).
- In the event we cannot find a replacement and the remaining workers are unable to work overtime in order to complete the tasks of the missing worker(s) the remaining workers in the area will change their priorities per our agreement with our client to ensure the most important tasks are completed.

3. Guidelines for Managers

The following guidelines were developed with customer input and are in place to assist managers in re-assigning work in a manner which ensures that priority buildings and priority tasks are maintained to an acceptable standard.

- **Short Term Absence:** Staff members must phone their supervisor or area manager prior to their shift start time (consistent with policy guidelines). This allows supervisors to reassign their work between remaining staff within an area, or to borrow staff from other areas as needed, or to grant overtime to complete the necessary tasks.
- **Long Term Absence:** Each long term absence is addressed on a case by case basis to identify the need for temporary replacement.
- **Hazardous Weather/Emergency Closure:** Staff members are advised to take necessary steps to ensure their personal safety. Those staff who are safely able to report to work will be assigned priority assignments (health & safety first), based on available staff.
- **Service Interruptions:** Specific procedures are in place to guide supervisors in assigning work during planned interruptions, or emergency interruptions such as floods, tornados, or hurricanes. In all situations worker safety is a guiding principle.



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