



## SPARK Example Scenarios

SPARK awards should be given to Facilities Management employees who clearly demonstrate any of the department's six core values (Safety, Integrity, Courage, People-Centered Service, Innovation, Accountability) in their actions with internal and external customers. The examples below are meant to illustrate scenarios in which an employee could earn a SPARK award, but this list of examples is by no means inclusive of all SPARK award possibilities.

### **SAFETY**

An FM electrical shop employee was assigned to perform preventative maintenance on a switching station. Before beginning any work, the employee made sure to check the arc flash label information on the equipment to ensure he was wearing the proper PPE. By following protocols and ensuring that proper protective equipment was in use, this employee demonstrated FM's core value of safety.

An FM employee is described by peers as having an attention to safety details on job sites. This employee consistently sets a great example for safety protocols, applies proper and safe operation of tools and equipment, and notices and actively addresses safety hazards. This employee is an expert in their field as well as an expert in safety.

### **INTEGRITY**

An FM grounds crew employee was working on pruning a tree outside of a university building and accidentally hit a window with a tree branch, resulting in the window cracking. Instead of leaving it and hoping no one notices, the employee reported the damage and submitted a work order to have it fixed. This employee demonstrated the core value of integrity by being honest and ethical in his decisions.

During her shift, a custodial employee notices that a bathroom in the Chemistry building is running low on toilet paper, and she does not have enough with her to restock the entire bathroom. She tells the building proctor that she will be back later that day with enough toilet paper to restock the bathroom. Even though her day gets busy, she follows through with what she said and returns to the Chemistry building to restock the bathroom. This employee demonstrated the core value of integrity by following through on her word.



## **PEOPLE-CENTERED SERVICE**

While fixing a leaky pipe in a research lab on campus, an FM trades employee makes sure to inform the researchers of updates on the repair and an estimated completion time. This shows the researchers that the employee is responsive to the issue and also respects the time of the people who work in this space, demonstrating FM's core value of people-centered service.

During a busy afternoon, a custodial employee notices that one of their new co-workers is struggling to use the floor buffing machine. Despite having a lot on her own plate, she takes the time to show her new co-worker how to properly operate the machine and ensures they feel confident before returning to her own duties. This was a thoughtful, solution-oriented action that demonstrated people-centered service within one's own team.

## **COURAGE**

At the end of his night shift, a custodial employee notices smoke coming from an electric panel in the university building he has been cleaning. He immediately alerts CSUPD and the fire department, evacuates the area to wait for them to arrive, and then calmly guides them to the area of the electric panel. FM's core value of courage was shown in this situation because the employee remained calm and made a decisive decision in the face of a stressful, potentially dangerous situation.

During a remodel project, an RCS employee notices that the outside contractor they have hired to help them with the job is not using proper protective gear. Despite the fact that he is uncomfortable with confrontation, the RCS employee confronts the contractor and asks him to please wear the proper gear to adhere to university policies. This employee showed courage by overcoming his fear of confrontation and prioritizing the safety of those on the job site over his own comfort.

## **INNOVATION**

An FM space manager noticed that several classroom and lab spaces were being underutilized on campus. He developed a data-driven system to improve use of spaces around campus, resulting in increased space efficiency. This employee demonstrated FM's core value of innovation by coming up with a new, creative solution to an existing issue.



An FM electrician noticed recurring failures in the campus's aging electrical equipment, resulting in power outages throughout university buildings, which were disrupting classes and research. He worked with his team to create a preventative maintenance routine, allowing them to catch issues before they caused failures. This PM routine significantly reduced classroom and research disruptions and also saved the university significant money in repair costs. This employee was innovative in his approach to solve a large, recurring issue.

## **ACCOUNTABILITY**

An FM trades employee accidentally damages a piece of lab equipment while performing a preventative maintenance task. He immediately takes ownership for the mistake, notifying both the lab manager and his trades supervisor. He also ensures that plans are in place to repair the damaged lab equipment. This employee took accountability for his actions and ensured that his error would be fixed.

After completing her cleaning duties in the Biology building, a custodial employee receives a complaint from a professor stating that the floor outside of their classroom is dirty. The employee apologized for her oversight and immediately returned to clean up the mess. She demonstrated accountability by owning up to her mistake and quickly correcting it.