



GUAM ENERGY OFFICE

Ufisinan Alentos Guahan

Governor Eddie Baza Calvo
Lt. Governor Raymond S. Tenorio
Director Lorilee T. Crisostomo



SUBJECT: STANDARD OPERATING PROCEDURE (SOP) DEVELOPMENT

SOP NO: 100 – 001

DATE: December 20, 2018

POLICIES AND PROCEDURES:

The purpose of SOP is for the following:

- To improve efficiency and effectiveness;
- To provide clear guidance and requirements for implementing procedures;
- To aid in training all persons working for or assigned to Guam Energy Office (GEO); and
- To provide GEO management with the tools necessary to ensure that GEO tasks and responsibilities are being uniformly and consistently performed.

In general, each SOP should document all operating procedures and work expectations for the particular tasks enumerated in the SOP as follows:

100 – 199 Administrative and Finance

- Personnel
- Finance
- Property Maintenance & Security

200 – 299 Programs (Federally funded)

- Energy grants
 - State Energy Program (SEP)
 - SEP Competitive Program
 - Weatherization Assistance Program (WAP)
- Other

300 – 399 Programs (Locally mandated)

- Plug-in Electrical Vehicles Rebate Program
- GovGuam Meters Posting
- Energy Efficiency Environmental Compliance on new/major renovated schools


Lorilee T. Crisostomo, Director



GUAM ENERGY OFFICE

Ufisinan Alentos Guåhan

Governor Eddie Baza Calvo
Lt. Governor Raymond S. Tenorio
Director Peter S. Calvo



Standard Operating Procedures for Passport to Career Participants:

The Guam Energy Office Standard Operating Procedures is effective immediately.

The Director will be responsible for the management and administration of the Guam Energy Office. The Administrative Officer will assist the Director. In the absence of the Director, on "Leave" or "Off-island," the Administrative Officer will become the Acting Director, subject to the approval of the Governor. Other appointees may be made.

The Administrative Officer is responsible for all administrative and financial operations under the direction of the Director and as stipulated and guided by public law, the Civil Service Commission, the Department of Administration's Rules, Regulations and Memorandums; existing U.S.D.O.E. Grant and Federal Register, and other official documents.

The Programs Section of the Guam Energy Office is responsible for the succession of all programs under the direction of the Director and as stipulated and guided by existing U.S.D.O.E. Grant and Federal Register and other official documents which direct and authorize the Guam Energy Office to fulfill its mandate.

Every employee assigned to the Guam Energy Office will adhere to these Standard Operating Procedures. The Director will approve any deviation from these established procedures. Unless otherwise noted, all memorandums issued prior to the effective date of these procedures are hereby rescinded or cancelled.

Working Hours. Regular working hours are from 8:00 a.m. to 5:00 p.m. Overtime is not authorized. No one is permitted to be in the PERC Building on the weekends or during non-working hours without prior approval from the Director.

Health and Safety: Required to be alert at all times of your surroundings, do not place yourself in jeopardy or others. *Respect all Guam Energy Staff, Senior Citizen Working Staff and fellow participant of program from AHRD.*



GUAM ENERGY OFFICE

Ufisinan Alentos Guåhan

Governor Eddie Baza Calvo
Lt. Governor Raymond S. Tenorio
Director Lorilee T. Crisostomo



GUAM ENERGY OFFICE

Updated: November 2017

Operational Plan Reflecting Federal Receipts Reduction

P.L. 33-86

- 1) Evaluate and Prioritize Line Items of Federally Funded Program(s)
 - a. Identify budgeted line items necessary for program implementation
 - i. Personnel is needed to carry out grant tasks/activities.
 - ii. Look for cost-cutting measures, such as:
 - o Venue for training/workshops be at GovGuam conference room vs renting training rooms.
 - o Print brochures in-house vs procure services of printing company.
 - o Utilize Public Broadcast Announcements vs paid advertisements.
- 2) Prioritize Federally Funded Positions
 - a. Identify current personnel to continue program implementation within job duties.
 - b. Suspend new recruitment.
 - c. Notify unclassified or temporary personnel of expected last date of employment.
 - d. Work with Dept of Administration to properly layoff classified personnel and/or assist with transferring to another agency.
- 3) Extreme Measures if All Federal Receipts Ceased
 - a. Work with Dept of Administration to properly layoff classified personnel and/or transfer to another agency.
 - b. No longer employ unclassified or temporary personnel.
 - c. Request Governor to issue Executive Order merging Guam Energy Office into a General Funded Agency or Autonomous Agency that can continue implementing certain tasks/activities by critical personnel necessary for economics, such tasks like tracking of sales of petroleum products and other unfunded local mandates still needed to be carried out.

GUAM ENERGY OFFICE

Ufisinan Alentos Guahan



Felix P. Camacho • Governor
Kaleo S. Moylan • Lt. Governor
Lorilee T. Crisostomo • Director

March 20, 2006

MEMORANDUM

GEO-06-008


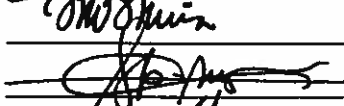
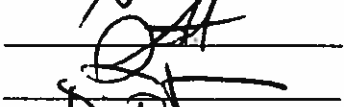
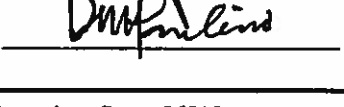
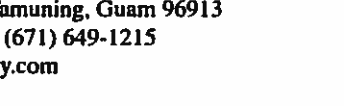

To: All GEO Employees
From: Director
Subject: WORKPLACE VIOLENCE

Hafa Adai! As you are aware, our office is in receipt of the attached memorandum dated February 24, 2006, from the Department of Administration regarding WORKPLACE VIOLENCE. Because I strongly agree in promoting a safe working environment, the Guam Energy Office has adopted the attached policy. I ask that every employee take the time to review and abide by the "Prevention of Violence in the Workplace" Policy. Si Yu'os Ma'ase for your cooperation.


Lorilee T. Crisostomo

Attachments

By signing below, I acknowledge that I have read and received a copy of the Guam Energy Office Prevention of Violence in the Workplace Policy and Procedures.

<u>EMPLOYEE NAME & TITLE</u>	<u>SIGNATURE</u>	<u>DATE</u>
Lucy Kono, Administrative Officer		3/21/06
Mercy Villena Muña, WPS II		03.21.06
Noel Cruz, Engineer II		3/21/06
Ann Senato, Program Coordinator II		3/21/06
Romy Junio, Special Projects Coordinator		3.21.06
Debbie Paulino, Private Secretary		3.21.06



GUAM ENERGY OFFICE

Ufisinan Alentos Guåhan



Felix P. Camacho • Governor
Kaleo S. Moylan • Lt. Governor
Lorilee T. Crisostomo • Director

PREVENTION OF VIOLENCE IN THE WORKPLACE POLICY AND PROCEDURES

I. **POLICY.** The Director strives to provide employees a safe and secure environment in which to work; therefore, violence or threats of violence in the workplace will not be tolerated. All weapons, including handguns, are banned from work premises unless the Guam Police Department and other law enforcement personnel are responding to an emergency call. Every effort will be taken to enforce the restriction of weapons in government facilities. Employees who violate this policy will be subject to disciplinary action up to, and including removal. Employees who intentionally bring false charges will also be subject to disciplinary action up to, and including removal. Non-employee (public) violations of this policy will be handled in accordance with applicable laws. Employees who need to have dependents, spouses, or others visit them at their workplaces for unofficial business, must notify and get approval from their supervisors before these persons are allowed in the workplace.

II. **DEFINITIONS.**

- A. **Acts of Violence** include any physical action, whether intentional or reckless, that harms or threatens the safety of another individual in the workplace.
- B. **A Threat of Violence** includes any behavior that by its very nature could be interpreted by a reasonable person as an intent to cause physical harm to another individual.
- C. **Workplace** includes all government of Guam facilities under the jurisdiction of Department of Administration where employees are engaged in government business.



D. **Physical Harm** is experienced when an individual is slapped, punched, hit, pushed, choked or shoved, held hostage or controlled by another person.

E. **Psychological Abuse** means attacking an employee's self-esteem and creating a threatening work environment; spied on, stalked or harassed at work by other individuals.

III. **DOMESTIC VIOLENCE HAS AN IMPACT ON THE WORKPLACE.**

Problems of domestic violence do not stay in the home. Domestic violence impacts on the employee's ability to perform in the workplace. Employees who experience some form of domestic violence reveal that this abuse has caused them to arrive late to work and caused them to miss days of work. Abused employees have reported that domestic violence had affected their ability to advance in their career or to keep a job. Employees who fear that their domestic partners may cause them physical or psychological harm, at home or in the workplace, may report this potential harm to their supervisor or the Guam Police Department, at their discretion. Management should only be concerned for the employee's safety and welfare and those of other employees in the workplace. It will be the employee's responsibility to report and seek assistance for any potential danger to self during non-working hours to the Police Department or seek other professional assistance and support. Employees in this situation must develop "survivability" skills to protect themselves from serious incidents of violence.

IV. **PROCEDURES**

A. **General Roles and Responsibilities:** In general:

1. Any person experiencing or observing imminent violence should call emergency services at 911.
2. Any employee who believes a crime has been committed against him or her on the work site has the right and responsibility to report that to the Guam Police Department and to notify his/her supervisor or department head.
3. If one of the parties is a non-employee, notify the Guam Police Department immediately.

B. **Employee:** Each employee:



1. Should report any acts or threats of violence to the immediate supervisor or any management official up to the department head. The Employee-Management Relations Branch should also be informed to promptly and thoroughly investigate any report of threats of violence.

C. **Supervisor:** The immediate supervisor should:

1. Respond to issues related to workplace safety.
2. Contact the appropriate management officials, including the Employee-Management Relations Office of Department of Administration, Guam Police Department or 911, as appropriate, in the event of an actual or potential incident.
3. Promptly inform his/her supervisor, a management official and the Employee-Management Relations Office about any acts or threats of violence, even if the situation has been addressed.
4. In the event he/she is advised of a restraining order, contact the Employee-Management Relations Office.

D. **Employee-Management Relations Office of Department of Administration:**

The Employee-Management Relations staff in the Human Resources Division is designated as management's representative to take workplace violence complaints and encourage employees to report all threats or incidents of workplace violence.

The Employee-Management Relations Officer will:

1. Consult and advise management officials regarding concerns about violent and potentially violent employees or others.
2. In the event of an act or threat of violence, investigate the incident and work with management, legal counsel, and police department to determine the appropriate action to be taken.
3. Gather and maintain department-wide information on workplace acts or threats of violence.
4. Educate employees on workplace violence, awareness, early warning signs, emergency procedures, survivability skills and prevention.



5. Train supervisors and managers in proper hiring, training, supervision, discipline and retention of employees with an emphasis on workplace violence prevention.

E. **The Department of Mental Health and Substance Abuse** is considered the Help Center for purposes of workplace violence. The counselors from this agency will:

1. Provide confidential counseling services to any employee desiring assistance with situations relating to anger or threats or violence in the workplace.
2. Provide educational, emotional support and consultation to groups and individuals who are victims, observers, or otherwise adversely affected by a violent incident or threat.
3. Provide consultation to management on the evaluation and the potential violence by employees.
4. Provide initial assessment of violent or threatening employees and make an appropriate referral for clinical evaluation or treatment, as needed.

F. **The Guam Police Department and 911** will take appropriate law enforcement actions and medical attention, as appropriate.

V. **INDIVIDUAL RESPONSIBILITIES FOR THREATS OF VIOLENCE**

- A. The employee should immediately report the incident to his/her immediate supervisor.
- B. The supervisor should call the appropriate Employee-Management Relations Office as soon as possible.
- C. Employee-Management Relations Officer, along with the supervisor, shall conduct an investigation of the alleged threat, including interviewing any witnesses.
- D. Based on the finding of the investigation, appropriate action, disciplinary or otherwise, is taken.



VI. INDIVIDUAL RESPONSIBILITIES FOR ACTS OF VIOLENCE INVOLVING INJURIES OR WEAPONS

- A. Any person observing an incident should call 911 first, and then notify supervisor or any management official.
- B. Any management official should attempt to ensure the safety of other employees.
- C. Management or employees should not intervene unless, in their best judgment,
 - 1. The situation is too critical to wait for law enforcement officials and,
 - 2. They believe intervention would be successful.
- D. Once 911 and the management official are notified, the management official shall coordinate with the appropriate law enforcement department and assist in controlling the situation.
- E. After the incident, the Employee-Management Relations Officer will take the lead for the department in conducting an independent investigation into the incident and, in conjunction with management, takes appropriate action, disciplinary or otherwise.
- F. If necessary, the Department of Mental Health and Substance Abuse counselors will arrange to work with victims and observers of the incident.

VII. REPORTS OF VIOLENT ACTS OR THREATS OF VIOLENCE IN THE WORKPLACE

All reports prepared by the police, Mental Health counselors, management officials and the Employee-Management Relations Officer, as a result of violent acts or threats of violence in the workplace will be submitted to the Employee-Management Relations Officer in the Human Resources Division for filing and accumulation of forms of violent acts and threats to employees in the workplace.

