

Lights, Camera, Action!

Transformation Action Teams are off and running

Facilities Management continues to identify ways to become a more customer-focused organization. To that end, the Steering Committee has reviewed the Focus Group Report and has presented initiatives to each of the four Action Teams. The initiatives for each team are as follows:

Big Box

The Big Box team is working on:

1. Establishing FM core competencies to serve the needs of the University both now and in the future.
2. Creating a service delivery model that supports the core competencies, defines functional roles and responsibilities, optimizes the new budget model and meets the needs of our customers.
3. Creating an organization structure that fosters an environment for teamwork, customer interaction, empowerment, and accountability for actions.
4. Developing a plan to create a closer relationship between FM leadership and staff.

Metrics and Methods

The Metrics and Methods team is working on:

1. Defining what data is essential for FM to manage/support our strategic course and tactical operations and creating a plan to consistently enter, access, and review the data.
2. Creating financial and activity based reports that will allow us to measure our performance against ourselves and others.
3. Creating reports the organization and our customers can easily use and identifying a

plan for using the information.

4. Creating clear performance parameters that reflect our baseline service and can be scaled in response to customer requests.

Three P's

The Three P's team is working on:

1. Creating a plan to harness technology that will provide consistent, accessible, and accurate data. The plan should address both people to people and people to database communication.
2. Developing outcome-driven procedures that reflect FM's goals, creating a plan for how they will be consistently followed throughout the organization, and can be updated to reflect customer needs.
3. Creating a user friendly work process documentation program which captures essential functions and contains a training component where necessary.

Moving Forward

The Moving Forward team is working on:

1. Creating a plan to establish a workforce planning model that encompasses recruitment, career path development and succession planning that fits into the service delivery model for the future.
2. Creating a plan to develop a performance based evaluation system.
3. Creating a plan to develop a training program that ties into the workforce planning model and the performance based evaluation system.
4. Creating a Facilities Management

communications plan that addresses both internal and external communication.

5. Creating a Facilities Management marketing plan to promote Facilities Management and educate our customers.

The teams will be working with Brad Hoff, Transformation Project Manager and The Friday Group to generate and present recommendations on these initiatives to the Steering Committee in mid-May. The Steering Committee will select and prioritize the initiatives, present them to Vice President O'Brien and create an implementation plan.

Please visit the Transformation Web page at (www.facm.umn.edu/Transformation) often for project updates. You can also share your thoughts on the project and offer suggestions for each of the initiatives. If you have any questions about the project, contact Brad Hoff at 624-2420 or (hoffb@facm.umn.edu).

IN THIS ISSUE...

New USIT Project Underway

Years of Service Recognition

Facilities Management Launches

Energy Conservation Campaign

Your Energy Can Win You \$\$\$!

Important message about U Plan

Medical Program

University News

Password policy changes coming for

COMPASS users

December and January New Employees

Creative Custodians!

The Back Page

What's Going on in FM...

Steve Spehn, Associate Vice President

January was a very busy month in FM. The Transformation Action Teams are meeting weekly and working on the initiatives the Steering Committee has prepared in response to the Focus Group Report. You can read more about the work of the Action Teams on the front page.

Thank you to everyone who took the time to stop by the Transformation Project Open Houses. The Steering Committee continues to receive valuable input for the project. You can continue to share you comments by visiting the Transformation Project Web site at (www.facm.umn.edu/Transformation).

The rising cost of energy continues to be a hot topic at home and here at the U. In

an effort to help conserve energy on campus, we are launching an energy conservation campaign. You can read all about the campaign and an exciting contest that is helping to launch the campaign on page 3.

As we continue our important work toward becoming a more customer-focused organization, I want to thank each of you for your hard work and flexibility. I know that change is not always easy, but, if we can all focus our energies on meeting our goals, we will be successful.

Thank you for the excellent work you do each and every day to keep the campus clean, safe, comfortable and beautiful.



Years of Service Recognition

FM and CPPM employees

December 2005 & January 2006

Editors Note: We try our best to print accurate lists of anniversary milestones. Please let us know if we have missed your special day!

5 Years

- Richard Anderson
- Jennifer Berg
- Mark Belting
- Teresa Cochran
- Anatoliy Katane
- Steve Kimmel
- Russell Pert
- Michael Riley
- Alonzo Thompson
- Tadele Tilahun

10 Years

- Richard Payne
- Bruce Segerstrom

15 Years

- Janet Heller

20 Years

- Dana Donatucci
- Larry Leiningner
- Gerald Peterson
- Lureine Standfield

25 Years*

Luann Runck – celebrated 25 years of service to the University on Sept. 2, 2005

*Editors Note:

Apologies to Luann Runck for omitting her name from the September anniversaries.

30 Years

- Dennis Borman
- Curtis Stone

MARK YOUR CALENDARS:

APRIL 20, 2006

VOLUNTEER AND WATCH FOR BEAUTIFUL U DAY

UPDATES AT

www.buday.umn.edu



Beautiful U Day
UNIVERSITY OF MINNESOTA

Facilities Management Launches Energy Conservation Campaign

Facilities Management is launching an educational campaign designed to raise awareness of energy use and to promote energy conservation campus wide.

The goal of the campaign is to reduce energy costs by reducing demand without compromising energy resources needed for research and teaching. The campaign is designed to encourage faculty, staff and students to make small behavior changes that collectively will make a big difference. According to Mary Santori, assistant director of Energy Management, "Something as simple as turning lights off when they are not needed could have a significant impact. If every light on the Twin Cities campus was shut off one additional hour a day it could save over \$500,000 a year."

In an effort to engage the campus community, an energy-awareness logo and slogan contest will kick-off the

campaign. The contest asks University faculty, students and staff to submit their ideas for a logo and slogan that will be used on posters, stickers and brochures encouraging the campus community to participate in energy saving activities. The contest runs from February 1 to March 8, 2006. Contest information can be found at (www.facm.umn.edu/energyconservation.html).

The campaign also includes initiatives that will address energy use in residence halls, classrooms and other university facilities.

Campaign messages include: turn off lights, computers, and other equipment when they are not needed; wear comfortable clothing with layers to be comfortable at various temperatures and to avoid resetting thermostats; change incandescent light bulbs to compact fluorescent lights where possible; and use energy-saving options on equipment.

"The efforts of the University community, combined with the projects Energy Management is implementing in many of the buildings will have a significant impact on reducing the energy usage," says Santori.

The campaign is interactive, relying heavily on continuing input from students, faculty and staff. FM is working with the Minnesota Public Interest and Research Group (MPIRG) and other student groups on campaign initiatives. Members of the university community are asked to submit additional energy-saving ideas by email to (info@facm.umn.edu). Progress reports on the campaign also will be available on the Facilities Management Web site at (www.facm.umn.edu/energyconservation.html).

Individuals interested in learning more about the campaign can contact Jenn Rowe at 612-625-3466 or (rowej@facm.umn.edu).

your energy can win you \$\$\$\$\$\$!

ENERGY

Use your creative energy to win a fabulous prize! Facilities Management is hosting an Energy Logo Design and Campaign Slogan Contest. The logo and slogan will be used to promote energy savings through a "Turn it Off" (lights, computers, and other electrical equipment) campaign. The logo and slogan will be used on the Energy Conservation Web site and in promotional material (stickers, posters, brochures, etc.) to be used in Facilities Management's energy awareness and conservation campaigns.

One of the primary goals of this campaign is to encourage students, staff and faculty members to make small behavioral changes that collectively will make a big difference.

HOW TO PARTICIPATE

- Contest Opening Date: February 1, 2006
- Contest Closing Date: March 8, 2006
- Winner will be announced in the U

Services BULLETIN, Minnesota Daily, Brief and UMNnews on March 8, 2006

- Contest is open to U of M students, faculty and staff
- Maximum of three designs and slogans permitted per participant
- Designs and slogans should be submitted to Jenn Rowe, Facilities Management communications specialist, 300 Donhowe Building (campus mail) or e-mail at (rowej@facm.umn.edu)
- Submissions must be accompanied by the full name, e-mail address and telephone number of the participant, as well as a brief concept description
- All entries will be reviewed and judged by a selection committee - To Be Determined and announced in the Daily, BULLETIN, Brief and Pipeline.

GUIDELINES

- The logo and/or slogan must be original work of the participant.
- The logo should be submitted in high-resolution jpeg or tiff format.

- The logo should be usable in monochrome media.
- The logo should be simple enough to be clear and recognizable at a size of 2.5cm by 2.5cm, as well as appropriate for larger sizes.

COPYRIGHT ASSIGNMENT

- Facilities Management will acquire ownership of the winning logo by assignment of copyright, and the winning designer will disclaim any trademarks and without limitation all other rights related to the design.
- By submitting a logo for entry in the competition, the designer acknowledges that he/she is the person that made the logo and is its rightful owner.
- Designs will not be returned to the designers.

PRIZES

- Will be awarded to the top 3 entries. A cash* prize will be awarded to the winner!
- *Cash prize from U of M Foundation

Important message about UPlan Medical Program

As you already know from open enrollment communications, prescription drug benefits for all UPlan Medical Program members are now handled through RxAmerica, the new pharmacy benefit program for the UPlan prescription drug program. Since it is a separate administrator, RxAmerica sent new pharmacy member identification cards to your home address. Please check to make sure you retained your RxAmerica identification card. If you did not, you should request a new card by calling RxAmerica at 1-866-918-7526.

You should show your new RxAmerica ID card when obtaining prescriptions. If, for example, your new medical plan is U Classic Plus by HealthPartners, you may continue to use a HealthPartners pharmacy, but you will need to present your RxAmerica ID card to receive the UPlan prescription drug benefit. Likewise, if you are a member of any of the Medica plans, you will need to use your RxAmerica prescription drug card.

Coinciding with the UPlan change on January 1, 2006 was the start of the Medicare Part D benefit for all retirees in our country who are over age 65. You may have heard that the Medicare D implementation caused busy phone lines, overloaded Web servers, and unfortunate delays at pharmacies. You may have experienced that when trying to obtain your prescriptions.

We regret any difficulties you may have had obtaining your prescriptions or contacting RxAmerica, and we wish to assure you that Employee Benefits and RxAmerica are working closely together to resolve the issues triggered by the overload on the phones and the pharmacies.

RxAmerica's Member Services Customer Support is available 24 hours a day, seven days per week, at 1-866-918-7526 to answer your questions about the UPlan prescription drug program. Another option is to access the Member Center link at (www.rxamerica.com/

[umn/welcome](http://www.rxamerica.com/umn/welcome)) for more information, such as the drug formulary and a pharmacy locator.

Home Delivery:

For those members who are interested in obtaining ongoing medications through Mail Order, you can reduce your prescription costs by paying two copays for a three-month supply of your medication. RxAmerica's mail order program is called RxAmerica Home Delivery. If you are interested, you may contact RxAmerica Home Delivery by accessing their Web site at (www.rxamerica.com/umn/welcome) or by calling 1-877-889-3402.

Step Therapy or Prior Authorization:

If you use a drug that requires step therapy or prior authorization, there are a few things you should know about the program. Step therapy encourages the use of the most cost-effective medication that is clinically appropriate for a majority of patients. Prior authorization is used to ensure the appropriate use of certain drugs to be sure that the medications are safely used and cost effective. Both step therapy and prior authorization have been used in our previous UPlan pharmacy benefits and are common practice with all pharmacy benefit programs.

To assure that members have sufficient time to resolve issues concerning these medications, we are implementing a transition period that runs from January 1 through February 28, 2006 for drugs requiring a prior authorization and from January 1 through April 16, 2006 for drugs requiring step therapy. During this time, copays for all of the step therapy and prior authorization medications that are on the RxAmerica formulary and are not specialty drugs will be \$10. After the transition time, the copay will return to normal levels under the plan.

If you paid more than the \$10 copay for your step therapy or prior authorization

medication, RxAmerica will issue a reimbursement check to you by February 20, 2006.

Please note that RxAmerica will contact you individually during this transition time if you are using a prescription drug that requires either step therapy or prior authorization to advise you of the options that are available to you.

Once again, if you have questions, please contact RxAmerica's Member Services Customer Support at 1-866-918-7526 or access the Member Center link at (www.rxamerica.com/umn/welcome).

New University Services IT Project Underway

A new University Services Information Technology project is underway! This project will implement the best of the standard University of Minnesota e-mail clients for Facilities Management, Capital Planning and Project Management and University Services Administration, and will retire the existing GroupWise e-mail system. It is anticipated that this project will run through Fiscal Year 2006. The project team is currently gathering e-mail technical and business requirements so the best standard e-mail client choice can be made.

This project contributes to the University Services goal of using Enterprise solutions where appropriate, which ultimately saves University of Minnesota resources and allows University Services departments to focus on core competencies.

Feel free to contact project manager Peggy Talbot at 625-3996 or via e-mail at (talbotp@facm.umn.edu) with comments or questions.

University News

Editor's Note: University News is reprinted from Brief, the official University of Minnesota staff and faculty weekly news digest. Brief is available on the Web at (www.umn.edu/urelate/brief).

Governor Pawlenty Proposed \$171.5 million for the University (\$127.6 million the state's share and \$43.9 million the University's share) in capital bonding January 17 as part of his budget recommendations to the legislature. The proposed budget includes full funding for Carlson School of Management expansion, a science teaching and student services center at UMTC, and the UMD Labovitz School of Business and Economics building. It also includes planning funds for a medical biosciences building and half the University's request for Higher Education Asset Preservation and Replacement (HEAPR). President Bruininks said, "His bonding bill is a good start, and we look forward to working with the legislature to build on it." For more information, see (www.ur.umn.edu/unsreleases/find.php?ID=2686&from=umnnews).

U Plan Wellness Launches Health Connections. University employees can get paid to take a 20-minute confidential, online health assessment that generates a personal picture of their health. You'll also get connections to resources to help you make changes that give the best chance of reducing any identified health risks. You have until April 30 to qualify for the \$65 reward, and you can ear another \$65 if you complete a follow-u health improvement program. Dependents can take the assessment, too, but aren't eligible for the reward. For more information, see (www.umn.edu/umnnews/Faculty_Staff_Comm/Office_of_Human_Resources/Introducing_Health_Connections.html).

U Cards Cannot Be Used As Collateral. Because of the financial value and services associated with U Cards, departments should not retain U Cards as collateral for services. Also, since U Cards never expire, departments should not collect them upon an employee's termination nor should departing employees turn them in. Students, staff, and faculty members are reminded not to lend or give a U Card to anyone. For more information, see (www.umn.edu/ucard).

Zipcar and Van-Go! are two new programs launched by Parking and Transportation Services. Zipcar provides easy car access to faculty, staff, and students 21 or over. Van-Go! is a van pool program offered with the Metropolitan Council that matches University members who live in the same geographic area and commute along a similar path. The program helps to create groups of five passengers who can ride together at least three days a week. For more information, see (www.umn.edu/pts/hottopics.htm).

Health Connections: The Health Connections administrator, Harris Health Trends (HHT) has now dedicated a telephone line exclusively for inquiries from UPlan medical program members. The Health Resource Center number is 1-877-247-9204. For more information about Health Connections, (www.umn.edu/ohr/wellness/healthconnections).

Start the New Year by Assessing Your Career. The Employee Career Enrichment Program can help. Spring workshops are posted at (www.umn.edu/ohr/careerdev/workshops). One-to-one career consulting is available. To make an appointment, call 612-626-1004.

Help Wanted:

The Transformation Project Steering Committee is seeking volunteers to serve as Project Ambassadors. Project Ambassadors will meet monthly with members of the Transformation Project Steering Committee and will:

1. Discuss the status of the Transformation Project and work of the Action Teams
2. Bring comments and concerns from their work areas back to the team for discussion, review and action
3. Identify "road blocks" or challenges to successful organizational communication
4. Assist in the identification of newsworthy stories from their areas
 - a. To be used in Pipeline, Facilities E-News, UMNnews, Annual Report, Brief and other University publications

The Project Ambassadors will meet at times that will accommodate employees on all three shifts. Each meeting will be one hour in length. Times and dates will be determined after the first meeting.

If you are interested in becoming a Project Ambassador, please contact Jenn Rowe, FM Communications and member of the Transformation Project Steering Committee by Wednesday, March 1. You can reach her by phone at 625-3466 or e-mail at (rowej@facm.umn.edu).


Password policy changes coming for COMPASS users

Over the next couple months, University Services Information Technology (USIT) will be implementing a new password policy for all COMPASS users. All COMPASS users will be asked to change their passwords on a regular basis to adhere to more stringent security practices. This change is to make sure that University data is protected as much as possible. The details of this change will be communicated via e-mail so everyone is aware of the frequency and requirements around the new password policy.

Although this will be a change for all COMPASS users, USIT is trying to make it as painless as possible while putting tighter controls on security. If you have any questions about this please contact Wayne Bowker, director of USIT, by e-mail at (bowkerw@facm.umn.edu) or by phone at 626-4755.

COMPASS Tips & Tricks

Q: Have you ever wanted to edit the tasks on a work order only to have the whole task list get erased?

A: If this occurs, you can hit the Enter Query [F7] or  button and a pop-up will appear that asks if you want to save the changes you've made. If you say "no", you can re-query your work order and the tasks will be back.

Q: Have you tried using the right mouse button in the work order number field in order to access the work order cost summary function (or other right mouse click menu options)? If the field is highlighted, you may occasionally encounter an error message like "invalid work order" after right mouse clicking.

A: If this error occurs; "unhighlight" the field before using your right mouse button and this should eliminate the error. This may occur on other fields like equipment number or service request number where right mouse options are available.

Q: Do you want to delete or change an account on a work order without clearing the other accounts?

A: Use the red "X" the account line that is highlighted and only that one account will be deleted. If you use the "Clear Account" button, this will delete all accounts. If you need to add an account, be sure to go to a blank line before you hit the accounts button and this will let you add another line. The account lines must always add up to 100 percent.

December & January New Hires

Braxton Bardwell	Construction
Richard Bender	Construction
Jeremy Chmielewski	Landcare
Eric Coleman	Construction
Matthew Craig	Area D
Greg Foss	Operations
Thomas Hanlon	Construction
Riley Harsch	Construction
Adam Hawkinson	Administration
Bridget Helwig	Waste Mgmt
Kenneth Holmes	Construction
Michael Holmes	Operations
Todd Kennedy	Construction
Donald Kuplic	Construction
Steven Laska	Construction
Philip Matson	Construction
Steven McCall	Construction
Peter Meyer	Construction
Timothy Olson	Landcare
Aaron Piffer	Construction
Chris Pierson	Energy Mgmt
Robert Renzaglia	Construction
Kelly Richardson	Bldg Services
Sean Schuller	Finance
Alexander Shrifteylik	Finance
Jessica Starnold	Administration
Rahmah Sulaiman	Area D
John Torrance	Construction
Robert Ueek	Construction
Cynthia Weivoda	Construction
Mohd Zaharuddin	Area B

Sightlines benchmarking survey results are in

One hundred and eighty Facilities Management customers participated in the customer satisfaction survey conducted by Sightlines Facilities Asset Advisers in October 2005. The results are in and we are happy to learn that 73 percent of respondents reported that Facilities Management meets or exceeds customer service expectations. Of that 73 percent, 25 percent of respondents indicated that Facilities Management exceeds or far exceeds expectations.

Customers cited competency, timeliness, and professionalism of the staff as main reasons they were pleased with the service provided. Customers who felt Facilities Management failed to meet expectations often based the assessment on the performance of one shop or one isolated incident.

Providing consistent service across shops is something Facilities Management will be addressing as we

work to become the facilities service provider of choice for our customers. It is our goal to better engage and partner with our customers to provide the most efficient and effective facilities services.

Creative Custodians!

HARMONICA HARMONY

Custodian Wayne Durst plays his harmonica in Folwell Hall. Durst, a 27-year University employee, has played the harmonica for three years, and said he plays in buildings because the “acoustics are wonderful.”



POETRY

Michael is a custodian in Area B who shares responsibility for keeping the Humphrey Center clean. His poem was featured in the Humphrey Institute News.

Approach

I am being
Shaped, kneaded, molded,
With each breath
As if two hands
One of great sorry
The other of great joy
Beckon me to
Become and be
Simply, what I am
- Michael G. Kelly

Have something to share?

If you have a hobby, interest or story you would like to share with your fellow FM employees, please submit it to Pipeline by phone at x5-3466, e-mail at (rowej@facm.umn.edu) or campus mail at 300 Donhowe Building.

Mailbag



TO: Karen Lee and Richard Flemmons, Area C
FROM: Susan Goodwin Gerberich, Professor and Director, School of Public Health

I am particularly writing to you about one of your employees, Karen Lee, who recently started working on the 11th floor of Mayo, among others. Since I have an office on this floor and am here not only during daytime hours but, also, during many evening hours, I have had an opportunity to appreciate her enthusiasm and interest in her job which has resulted in a great improvement of the neatness and cleanliness of our environment. She is incredibly conscientious about ensuring trash removal, vacuuming as appropriate, neatness of our conference room, and cleanliness of the hall surfaces and bathrooms – among other tasks. It was a very special surprise to walk into the bathroom recently and realize that she had so thoroughly cleaned the tile floors that all of the dirt between the tiles that had accumulated over the years had been totally removed; as one who fights with this issue in my own home, I was very impressed! Although we have had good employees here previously, she is definitely a star!

Because her performance has been so outstanding, I want to make sure that others recognize how valuable she is to the organization. When I came back from a meeting this evening, she was working diligently on the hall floor and I was complementing her on the terrific job she was doing. At that same moment, her supervisor, Richard Flemmons, stepped off the elevator and heard my comment. Because he also recognizes her value and was pleased to hear positive feedback from someone who benefits from her work, he suggested that I follow up with a letter. This is something we should all do more frequently and certainly Karen Lee deserves such an acknowledgment.

I would also add that Richard Flemmons certainly demonstrates excellent supervisory skills, from my few observations of him. Beyond ensuring that jobs are accomplished appropriately, his supportiveness and recognition of quality employees is a great benefit and shows excellent leadership. This is great for the morale of the organization. Again, he is not aware that I was going to acknowledge him; but, I value positive people who care and who do a good job.

Mailbag

TO: Curt Stone, Patty Erickson, Bill Chose, Ben Ystenes, Operations
FROM: Liz Wawrzonek, Department of Theatre Arts and Dance, U of MN

Thanks much to all – the dance elevator seems to be running very smoothly.

TO: Patty Erickson, Elevator Shop Supervisor
FROM: Curt Stone, Shift Supervisor

Thanks for the good work and communication Patty! I know the folks at Dance appreciated it, and they will let us know if there are any more issues with that elevator.

TO: Area D Building and Grounds Staff
FROM: Danielle Eastberg, College of Technology

I'm not sure if I'm sending this to the right place but maybe you can help me redirect this if it's not. I love studying in the Science and Engineering Library and wanted to thank the custodial staff for keeping the place so clean and also alert their supervisors to their wonderful efforts. Thank you!

TO: Steve Pauling, Terry and Mark, Zone 5
FROM: George Hudachek, Office of Admissions

Please know that Terry and Mark were excellent at not only responding to our discomfort in Williamson Hall, but have warmed us up or cooled us down appropriately. Just when we thought nothing could be done, they saved the day.

Our thanks and please pass this card of our gratitude on to them. Thanks! Good Job!

TO: Jerry Peterson, Area C
FROM: Donald P. Connelly, Health Informatics

To Whom It May Concern,

With the increasingly busy pace that all of us at the University are experiencing, it's easy to forget to acknowledge the work of those who makes go smoothly. We just wanted you to be aware of the outstanding job that Jerry Peterson does on the 7th floor of the Mayo Memorial Building. We are very pleased with his work. He is helpful and friendly and makes this place shine. Any requests we may have he makes sure he gets it done. If it is something that is not his responsibility, he lets us know who to contact. He makes sure the needed supplies are well stocked. He is sorely missed when he is on vacation. Because of the outstanding quality of his work, it is difficult for those who may fill in for him to measure up. His watchful eye picks up any suspicious activity and he notifies us and appropriate authorities when he sees something of concern. His outstanding and consistent work performance and ethics are very much appreciated. On behalf of the faculty, staff, and students of our Division, I want to express our support and appreciation for Jerry's contribution to making this a better workplace.

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The communications team welcomes story ideas and submissions, editorials, and feedback on the contents of this publication.

This publication can be made available in alternative formats for people with disabilities upon request. Please contact Aaron at 625-1522. This publication can be viewed online at (www.facm.umn.edu).

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**FACILITIES
MANAGEMENT**