

Employee Handbook

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www.basc1.org

Serving you best by knowing you first.



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Dear New BASC Employee,

Welcome to Brockport Auxiliary Service Corporation – better known as BASC!

Thanks for making BASC your employer of choice - we think you've made a great decision! BASC's primary mission is to provide key services that enhance the quality of life and support the strategic initiatives of the College. Our vision is to provide a positive experience each and every time we interact with the campus community. We value our people and the critical role they play in the overall success of our organization.

To help paint a picture of the kind of organization you are working for, I'd like to share with you our core values:

- We succeed through our **TEAM**.
- We operate with **ORGANIZATIONAL INTEGRITY**.
- We have a **PASSION FOR EXCELLENCE**.
- We are good **STEWARDS**.

These four key values create the acronym TOPS, making them easy to remember. We rely heavily on team effort and are very proud of the quality of work our employees contribute. We welcome you to the BASC team and look forward to your contributions to these values and the sense of pride that comes from living them.

For many of our student customers, being in College means being away from home for the first time in their lives. We can help to create a warm and inviting home away from home by greeting them with a friendly smile, remembering their name, and getting to know them. That's why at BASC our company tagline is "Serving you best by knowing you first."

Entering a new job is often both an exciting and confusing time. This handbook was developed to describe some of the expectations of employees and to outline the policies, programs, and benefits available to eligible employees. Please familiarize yourself with the contents of the employee handbook as soon as possible, for it will answer many questions about your employment with BASC. We hope you will find this information helpful.

Welcome again to the BASC team!

Sincerely,



Dana Weiss
Executive Director

Introduction

About This Handbook

Whether you are a current employee, or have just joined our staff, we are confident that you will find BASC to be a dynamic and rewarding place to work and we look forward to a productive and mutually successful association. This handbook is designed to acquaint you with BASC and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. The handbook describes many of your responsibilities as an employee and outlines the programs we have developed to benefit our employees.

One of our objectives at BASC is to provide a work environment that is conducive to both personal and professional growth. Some of the subjects described here are covered in detail in official policy documents. All BASC employee policies are available in a Policy and Procedure binder located in your department and they are available from the Human Resources Department.

Neither this handbook nor any other Company document, confers any contractual right, either expressed or implied, to remain in the Company's employ. Nor does it guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will, with or without cause and without prior notice by the Company, or you may resign for any reason at any time. No supervisor or other representative of the Company (except the executive director) has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above.

No employee handbook can anticipate every circumstance or question about every one of our policies. This handbook contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit or the applicability of a policy or practice to you, you should address your specific questions to the Human Resources Department. The procedures, practices, policies and benefits described here may be modified or discontinued from time to time. We will try to inform you of any changes as they occur. Finally, some of the subjects described here are covered in detail in official policy documents. You should refer to those documents for specific information since this handbook only briefly summarizes those benefits. Please note that the terms of the written insurance policies are controlling.

About BASC

What does BASC stand for?

BASC stands for the Brockport Auxiliary Service Corporation. Formed in 1950, BASC is a not-for-profit corporation holding a contract with New York State to provide auxiliary services for The College at Brockport.

What types of services does BASC provide?

BASC provides many services to the campus including dining, catering, bookstore, vending, residential laundry, ID cards, debit accounts, accounting, and summer camps.

Are we state employees?

We are not employees of The College at Brockport. BASC operates as an independent corporation under the direction of a Board of Directors comprised of students, faculty, and staff. This structure enables BASC to establish policies and procedures to meet the needs of the campus community.

What is BASC's reputation?

BASC has a reputation for being an innovative and entrepreneurial organization that offers high quality services to the campus community. In fact, since 1994, our dining service program has been one of the top rated among all SUNY colleges by our students in the Student Opinion Survey (SOS), which is conducted every three years.

Our Mission, Vision and Values

Mission

BASC is an innovative and entrepreneurial organization that delivers key services with integrity and efficiency to foster student success, enhance the quality of life and support the strategic initiatives of the College.

Vision

BASC provides a positive experience each and every time we interact with the campus community.

Values

We succeed through our TEAM.

We respect one another, come to work each day with a positive attitude, and create a favorable work environment. We value the strength that a diverse team creates. We value open and honest communication. We celebrate our successes and have fun!

We operate with ORGANIZATIONAL INTEGRITY.

We operate with the best interests of the College in mind. We follow the rules. We value honesty, ethics, and transparency. We take ownership and personal responsibility for our actions. We create trust with our customers and each other as an organization.

We have a PASSION FOR EXCELLENCE.

We pride ourselves on providing outstanding customer care and in making each impression a positive one. We value quality, service, and professionalism. We are risk-takers who take initiative and value innovation and continuous improvement.

We are good STEWARDS.

We manage resources efficiently to create and preserve value for our customers. We value safety and make it a key priority. We take care of the environment and provide campus leadership in sustainability.

Employment

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at BASC will be based on merit, qualifications, abilities, and where applicable, union contract requirements. BASC does not discriminate in employment opportunities or practices on the basis age, race, creed, color, religion, national origin, citizenship status, physical or mental disability, sex (including pregnancy and sexual orientation), gender identity and/or expression, genetic information or family medical history, familial status, veteran status, political affiliation, status with regard to public assistance or any other characteristic protected by law.

We will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy covers all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

If you have a question or concern about any type of discrimination in the workplace, you are encouraged to bring the issue to the attention of your supervisor or the Human Resources Department. At BASC, be assured that you can raise concerns and make reports without fear of reprisal.

Further, anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Business Ethics and Conduct-Whistleblower Policy

The successful business operation and reputation of BASC is built upon adherence to our values of honesty, ethics and organizational integrity. In general, you should find that using good judgment, based on high ethical principles, will guide you to act appropriately. If you are unsure about the proper course of action, you should discuss the matter openly with your supervisor.

As an organization, BASC will comply with all applicable laws and regulations and we expect our employees to conduct business in accordance with the letter, spirit,

and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct. Compliance with these standards is vital to maintaining the trust of our employees, customers and business associates. Everyone in the organization should feel safe in reporting illegal or unethical conduct that violates these standards.

If you believe that you have experienced or witnessed a breach of business ethics, you should promptly report the conduct to the Executive Director. For more information on reporting procedures, please refer to the BASC Whistleblower Policy (#202).

Disability Accommodation

BASC is committed to complying fully with all state and federal laws pertaining to individuals with disabilities and ensuring equal opportunity in employment for qualified persons with disabilities.

All employment practices and activities are conducted on a non-discriminatory basis. Our hiring procedures have been designed to provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodations may be made available to an employee with a disability if the disability affects the performance of job functions and would not impose an undue hardship on the Company. We make all employment decisions based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as job assignments, classifications, position descriptions, and seniority lists. We make leaves of all types available to all employees on an equal basis.

BASC is also committed to not discriminating against any qualified employee or applicant because the person is related to or associated with a person with a disability.

This policy is neither exhaustive nor exclusive. BASC is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with all applicable federal, state, and local laws.

Employment of Relatives and Domestic Partners

BASC is committed to a policy of employment and advancement based on qualifications and merit and does not discriminate in favor of or in opposition to the employment of relatives or domestic partners.

The Company recognizes there is the potential that perceived or actual conflicts, such as favoritism, or personal conflicts from outside the work environment can be carried into the daily working relationship. Therefore, relatives and domestic partners of persons currently employed may be hired only if they will not be working in the same unit as, working for, or supervising a relative or domestic partner, or will not occupy a position in the same line of authority where employees can initiate or participate in decisions involving a direct benefit to the individual. Relatives and domestic partners of managers will not be employed in the same department. Relatives and domestic partners of Human Resource Department employees and Senior Staff members will not be employed in any capacity.

Pre-Employment Background Investigations

BASC is committed to maintaining a safe environment for its staff, customers and the Brockport campus community. Therefore, in order to ensure the hiring of employees of the highest integrity, BASC will conduct pre-employment background investigations on individuals for whom employment is to be offered.

Candidates will be asked to sign an authorization form (either paper or electronic) allowing BASC to conduct a pre-employment background investigation. Failure of an applicant to sign the authorization form will disqualify the applicant from further consideration. In addition, all applicants will be required to complete an employment application.

The pre-employment background investigation may include but is not limited to: identification and educational credential(s) confirmation, criminal records check, sexual offender registry status, driving records, and employment background.

Inconsistency, omission, or falsification of information provided by the candidate versus that obtained by the pre-employment background investigation may disqualify the applicant from further consideration.

All information received in the pre-employment background investigation process will remain confidential. Only those who have a legitimate business related reason will have access to review the information.

For more information, please consult the BASC Pre-Employment Background Investigations Policy (#246).

Employment Status and Records

Employment Categories

Understanding the definitions of the employment classifications at BASC is important because your classification is one of the factors that determine your employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Since employment with BASC is based on mutual consent, either you or the Company has the right to terminate the employment relationship at any time, with or without cause or advance notice.

Depending on your position, you are designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. Your EXEMPT or NONEXEMPT classification may be changed only with written notification by the Company's management.

In addition to the Exempt and Nonexempt categories, you also belong to one of the following employment categories:

- Full-time, Non-union
- Full-time, Union
- Part-time, Dining Services
- Part-time
- Temporary

Please see the Human Resources Department for more information about the benefits provided to employees in each of these categories.

Personnel Data Changes

To help us keep records and benefit program information accurate, please notify the Human Resources Department of any changes to your personal information. The information we need includes your mailing address, e-mail address, telephone numbers, your marital status, changes to your dependents' information, whom to contact in case of an emergency, educational accomplishments, and other possibly relevant information.

To make changes, or if you have questions about what information is required, contact the Human Resources Department or visit the company Web site at *www.basc1.org*.

Introductory/Probationary Period

At BASC we want you to be successful at your job. We have found that having an introductory or probationary period can be very helpful to new employees. This period provides you with the opportunity to demonstrate that you can perform your job at a satisfactory level of performance and to determine if the new job meets your expectations. We use this period to evaluate your capabilities, work habits, and overall performance. **Since employment at BASC is based on mutual consent, either you or the Company may end the employment relationship at any time during or after the introductory/probationary period, with or without cause or advance notice.**

When the introductory/probationary period is satisfactorily completed, employees enter the "regular" employment classification.

During the introductory/probationary period, new employees are eligible for legally required benefits, such as workers' compensation insurance and Social Security. Prior to becoming regular employees, they may also be eligible for other Company benefit programs, subject to the terms and conditions of each benefits program. Be sure to review the information for each benefit program for the exact eligibility requirements.

Performance Evaluation

The best communications about job performance happen on an informal, day-to-day basis. You and your supervisor are strongly encouraged to talk about performance regularly. In addition, the Company wants to ensure that you and your supervisor have scheduled formal performance evaluations.

These discussions give you both the opportunity to discuss job responsibilities and goals, encourage and recognize strengths, identify and correct any weaknesses, develop plans for dealing with any obstacles, and plan for the future.

Annual employee performance evaluations generally take place each year during the following months: Full Time Union/Part-Time - February, MAPS – June, Student Managers – February.

Access to Personnel Files

Your personnel file is confidential and is the property of BASC. Only authorized members of the BASC management staff and the Human Resources Department have access to your file. If you wish to review the contents of your file, please contact the Human Resources.

Employee Benefit Programs

Employee Benefits

BASC provides a wide range of benefit programs to eligible employees. Certain legally required programs (such as Social Security, workers' compensation, short term disability, and unemployment insurance) cover all employees in the manner required by the law.

Your eligibility for each benefit program depends on a variety of factors, including your employee classification. To better understand exactly which benefit programs you are eligible for, talk to the Human Resources Department. You will find details about many of these programs in the handout provided to you with this employee handbook entitled: “Additional Employee Information”. In some cases, you may also need to refer to other sources, such as the Summary Plan Document for that benefit.

Workers' Compensation Insurance

BASC provides a comprehensive workers' compensation insurance program for our employees. The workers' compensation program covers injuries or illnesses sustained in the course of employment that require medical, surgical, or hospital treatment.

Subject to the applicable legal requirements, this program provides benefits after a short waiting period or, in the event of hospitalization, immediately.

It is critical that you inform your supervisor immediately about any work-related injury or illness, regardless of how minor it might appear at the time. Immediate reporting ensures that, if eligible, you will qualify for workers' compensation benefits as quickly as possible and also lets us investigate the matter promptly. An incident/accident report should be completed by the employee (a supervisor will complete the report if the employee is not present), and forwarded to the Human Resources Department. If work time is lost due to a work-related illness or injury, your supervisor will notify the Human Resources Department so that the proper paperwork can be completed.

No income replacement benefits are paid for the first seven days of absence unless the absence extends beyond 14 days. In that event, the worker may be due income replacement benefits from the first day of absence. Necessary medical care, however, is provided no matter how short or how long the length of absence. Workers' compensation is intended to cover only work-related injuries and illnesses. Because of this, neither BASC nor our insurance carrier will be liable for the payment of workers' compensation benefits for injuries that might occur during employees' voluntary participation in off-duty recreational, social, or athletic activities that the Company may sponsor.

Benefits Continuation (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under our health plan when a "qualifying event" occurs that would normally result in the loss of eligibility. "Qualifying events" include resignation, termination of employment, death of an employee, a reduction in an employee's hours, employee's leave of absence, employee's divorce or legal separation, and when a dependent child no longer meets the eligibility requirements as a dependent.

Under COBRA, the employee or beneficiary pays the full cost of coverage at BASC's group rates plus an administration fee. When you become eligible for the Company's health insurance, you will receive a written notice, from the COBRA Administrator, describing the rights granted under COBRA. Because the COBRA notice contains important information about your rights and your obligations, please read it carefully.

Short Term Disability

BASC provides short term disability benefits to eligible employees who are unable to work because of a qualifying disability resulting from a non-work related injury or illness.

If the disability condition arises from pregnancy or a pregnancy-related illness, it will be treated the same as any other illness that prevents an employee from working. If the disability is covered by workers' compensation, it is excluded from short term disability coverage.

If you have questions about short term disability benefits, contact the Human Resources Department for more information.

Parking

BASC provides eligible employees with one parking permit per employee per year at no cost to the employee. Employees are responsible for following all parking guidelines and for fees for additional vehicles.

Eagle One Card/Employee Discounts

Each BASC employee receives a College at Brockport Eagle One identification card. This card enables you to receive a number of benefits. These benefits include, access to the College library, entrance to athletic events, discounts at the Barnes & Noble Bookstore, College musical and theatrical events as well as area museums and other attractions. You must show your employee identification card when attending events or purchasing tickets. For replacement of a lost or damaged card, visit the BASC Business Office on the first floor of Brockway Dining Hall.

The College at Brockport participates in SUNY Perks. This program provides employees with a variety of discounts and offers on a wide range of brand name products and services. These offers can be accessed at <http://suny.corporateperks.com>. Please use your campus email.

College at Brockport Recreational Services

The College at Brockport Campus Recreational Services memberships are available to BASC employees. When purchasing a membership, you must present your Brockport

Eagle One identification card to be eligible for the faculty and staff rate. Memberships may be purchased on a semester or annual basis. Please note that children under the age of 18 must be accompanied by an adult at all times and children under the age of 16 are not allowed in the fitness center.

Recreational Services memberships provide access to the pool, fitness center, racquetball courts and the gymnasium for open hoops in the Special Events Recreation Center (SERC). In addition, memberships also provide access to group exercise classes. For an additional fee, members may utilize the personal training program.

Memberships may be purchased at the membership services desk at the SERC. For additional information, please call the SERC.

BASC Web Site

The Company Web site, www.basc1.org, contains a wealth of information about BASC and our services. Also available at the employee tab are frequently used forms, and other important employee information.

Timekeeping and Payroll

Timekeeping

Employees are responsible for accurately recording all time worked. Your supervisor will explain the time reporting procedure that you are to follow.

Falsifying timekeeping records including, altering, tampering with, or recording another employee's time record, is grounds for disciplinary action up to and including termination of employment.

Paychecks and Paydays

The BASC work week begins on Thursday and ends the following Wednesday. Employees are paid on a bi-weekly basis and paychecks are issued on Thursday, eight days following the end of the pay period.

During school break periods, paychecks are mailed to employees' home addresses. If a regularly scheduled payday falls on a holiday, employees are paid on the last work day before the regularly scheduled payday.

The Company offers the option of having your pay directly deposited into your bank account once you provide us with the required authorization. When you select direct deposit, you receive an itemized statement of wages instead of a paycheck.

BASC takes all reasonable steps to assure that you receive the correct amount of pay in each paycheck and that you are paid on the scheduled payday. In the unlikely event that there is an error in the amount of pay, you should promptly bring the discrepancy to the attention of your supervisor so that corrections can be made as quickly as possible.

Employment Termination and Exit Interviews

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine.

We will generally schedule an exit interview at the time of employment termination. The exit interview is an opportunity to discuss such issues as employee benefits, insurance conversion privileges, or return of Company-owned property. It is also a time for you to voice any suggestions, complaints, and questions you may have.

Since employment with BASC is based on mutual consent, either you or the Company has the right to terminate the employment relationship at will, with or without cause or advance notice, at any time.

When your employment ends, you will receive your final pay in accordance with applicable state law.

Your benefits are affected by termination in several ways. All accrued, vested benefits that are due and payable at termination will be paid to you. Some benefits may be continued at your expense if you choose. You will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations for continuing them.

Work Conditions and Hours

Safety

The establishment and maintenance of a safe work environment is the shared responsibility of the Company and all employees. BASC will attempt to do everything within its control to assure a safe environment and compliance with federal, state, and local safety regulations. You are expected to follow Company safety rules and to exercise caution in all your work activities. You are asked to immediately report any unsafe conditions to your supervisor.

BASC provides information to employees about workplace safety and health issues through regular internal communication channels. These may include supervisor-employee meetings, bulletin board postings, staff meetings, memos, or other written communications.

In addition, a Safety Data Sheet (SDS) manual is located in each building with information regarding chemicals in use, what dangers may be involved with their use, and any necessary precautions.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards as well as safe work practices and procedures to eliminate or minimize hazards. If you violate the Company's safety standards, cause a hazardous or dangerous situation, or fail to report or, where appropriate, remedy such situations, you may be subject to disciplinary action, up to and including termination of employment.

In the case of an accident that results in an injury, regardless of how insignificant the injury may appear, you should immediately notify your supervisor. Prompt reporting can ensure legal compliance and quick initiation of insurance and worker's compensation benefits procedures.

Use of Personal Cell Phones and Electronic Devices

Use of personal cell phones and other electronic devices during working hours can interfere with customer services, employee productivity and can be distracting

to others. Cell phones and other electronic devices may not be used during work time without specific permission from your supervisor. If your department has specific guidelines regarding the use of personal cell phones and electronic devices, your supervisor will share those with you.

Smoke-Free Campus

The College at Brockport provides a smoke-free environment for all members of the College community including students, faculty, staff, administrators, vendors, visitors and the general public attending events on campus. Therefore, smoking is prohibited on all College managed property, both indoors and outdoors, unless officially designated otherwise.

Smoking is strictly prohibited in:

- a. all buildings at The College at Brockport Main campus, the Rochester Educational Opportunity Center, and the Metro Center;
- b. fields, open land areas, athletic fields, tracks, bleachers/grandstands, outdoor paths, and college owned roads;
- c. all partially enclosed areas including, but not limited to; covered and uncovered walkways, breezeways, outdoor dining areas, bus stop shelters, loading docks, building entrances, and exterior stairways and landings; and
- d. all vehicles owned and leased by the College or its affiliated organizations.

Exceptions to the smoke-free provisions include the following parking lots designated as the College's only official smoking areas:

- Parking lots A and D-1.

Use of Equipment and Vehicles

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using BASC property, you are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

You should notify your supervisor if any equipment appears to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or other people. Your supervisor can answer any questions about your responsibility for equipment you use.

Only authorized employees may use BASC vehicles. Your supervisor will advise you if you are authorized to use one of the BASC vehicles.

The unauthorized, improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles may result in disciplinary action, up to and including termination of employment.

Emergency Weather Situations

Severe weather is to be expected during the winter months. Although driving may at times be difficult, when caution is exercised, the roads are normally passable. Except in a declared state of emergency, we are all expected to work our regular hours. Many BASC employees are considered “essential personnel”. In the event of extreme weather, essential employees, if scheduled, are expected to report to work. Your supervisor will inform you if you are considered essential personnel and the expectations of you during emergency weather situations.

Computer and Email Usage

BASC may give you access to computers, cameras, computer files, the e-mail system, and software to use in doing your work. You should not use a password, access a file, or retrieve any stored communication without authorization.

All electronic communications, data, and information that are stored, transmitted, received, or archived on the Company’s hardware, including laptops, desktop PCs, and servers, are the property of BASC. Any communications created, sent, or received are and remain the property of BASC.

Leaves of Absence

Military Leave

BASC will grant a military leave of absence to employees who are absent from work because they are serving in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). You are required to give your supervisor advance notice of upcoming military service, unless

military necessity prevents advance notice or it is otherwise impossible or unreasonable.

If you have questions about military leave, contact the Human Resources Department for more information.

Family Medical Leave

Under the Family Medical Leave policy, BASC will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy. Below is a brief summary of the provisions of this policy. Please refer to the full Family Medical Leave Policy or contact the Human Resources Department for more information.

Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

- A) The employee must have worked for the Company for 12 months or 52 weeks.
- B) The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence.

Type of Leave Covered

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- A) The birth of a child and in order to care for that child.*
- B) The placement of a child for adoption or foster care and to care for the newly placed child.*
- C) To care for a spouse, child or parent with a serious health condition.*
- D) The serious health condition of the employee.*

Requesting A Leave

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the Human Resources Director. Within five business days after providing this notice, the Human Resources Director will provide the employee with a Notice of Eligibility and Rights.

When the need for the leave is foreseeable, the employee must provide BASC with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day.

Jury Duty

BASC encourages employees to fulfill civic responsibilities by serving jury duty when required. Regular full-time non-union, regular full-time union and regular part time employees are eligible for paid jury duty leave when summoned by the court.

Union employees are compensated in accordance with the union contract. All other employees, if summoned for jury duty on a day on which they are otherwise scheduled for work, will be paid their regular, straight-time wages for up to a maximum of 15 days.

Employees who receive a jury duty summons must inform their supervisor immediately upon receipt of the summons so that arrangements can be made to accommodate absences. Employees are expected to report for work all or part of any day not engaged in jury duty.

BASC may request that an employee be relieved from serving on jury duty if that employee's absence would cause serious operational difficulties for the Company.

Bereavement Leave

BASC offers Bereavement Leave to provide a time for mourning after the loss of an immediate family member. For purposes of bereavement leave, immediate family includes parent, child, brother, brother-in-law, sister, sister-in-law, mother and father-in-law, grandparent, grandchild, spouse, domestic partner, persons occupying the position of parent of the employee or spouse, or any relative who is an actual member of the employee's household.

Union employees will be compensated according to the provisions of the union contract. Full-time management, professional and administrative employees will be provided paid bereavement leave of up to three days. Part-time employees may use any available accrued time off or may use unpaid time off.

Employees should discuss any situations that involve extenuating circumstances with their supervisor.

Employee Conduct

Personal Appearance

As a representative of BASC every employee is expected to reflect a positive and professional image in their attire and grooming.

Employees are expected to dress in a manner consistent with the nature of the work performed. Supervisors determine appropriate dress for each position based on the duties of the job, safety requirements and the type of contact with customers and visitors. As a result, dress requirements may vary from department to department, or from job to job within a department.

Your supervisor will advise you of the proper dress requirements for your position. The Company may, when necessary, make reasonable accommodation in the personal appearance policy for a person with a disability.

Sexual and Other Unlawful Harassment

BASC is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated. Any employee engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.

- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If your supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Human Resources Department or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Standards of Conduct

BASC has established general guidelines consistent with Company values to govern the conduct of its employees. No list of rules can include all instances of conduct that can result in discipline; and, the examples below do not replace sound judgment or common sense behavior. BASC intends to take a constructive approach to disciplinary matters to ensure that actions that would interfere with services or an employee's job are not continued.

Violations of Company standards will result in one of the following forms of disciplinary action: verbal warning, written performance consultation, suspension, probation, or termination. In arriving at a decision for proper action, the following will be considered:

- the seriousness of the infraction
- the past record of the employee
- the circumstances surrounding the matter
- employment status, i.e.: introductory/probationary, temporary

Although there is no way to identify every possible violation of standards of conduct, the following is a partial list of infractions that will result in disciplinary action and possible termination. This list is intended to represent the types of activities that can result in disciplinary action. It is not comprehensive and does not alter the employment-at-will relationship between the employee and the Company.

- a) Falsification of records, including, but not limited to, employment application, payroll, and other records.
- b) Unauthorized possession of Company or employee property; fraud; carrying weapons or explosives; or violation of criminal laws on company premises.
- c) Fighting or other disorderly conduct that may endanger the well-being of any employee, customer or company operations.
- d) Threatening, intimidating, coercing, using abusive language, or interfering with the performance of fellow employees.
- e) Refusal to comply with instructions, or failure to perform reasonable duties to which assigned.
- f) Unauthorized use of Company material, time, or equipment.
- g) Performance that, in management's opinion, does not meet the requirements of the position.
- h) Use or being under the influence of alcohol, illegal drugs, or other intoxicants on Company time.
- i) Excessive and/or unscheduled absences and tardiness may result in disciplinary action up to and including termination. (An employee who is absent for two consecutive days without notice will be assumed to have resigned and will be removed from the payroll.)
- j) Violation of Company policies and procedures.
- k) Other circumstances in which the Company feels discipline is warranted.

Attendance and Punctuality

Punctuality and regular attendance are essential to the proper operation of any organization. These also help you to establish a good work reputation and add to your opportunity for advancement. Excessive and/or unscheduled absences and tardiness may result in disciplinary action up to and including termination.

If you are unable to report for work for any reason, notify your supervisor as soon as possible, before the start of your shift. Your supervisor will inform you of any special notification procedures for your department and will discuss any policies and procedures regarding attendance that are specific to your department.

An employee who is absent for two consecutive days without notice will be assumed to have resigned and will be removed from the payroll.

Drug, Alcohol and Weapons Policy

BASC strives to provide a safe and productive work environment for all employees. It is the policy of BASC that employees shall not be involved with the unlawful use, possession, sale, or transfer of drugs or narcotics in any manner that may impair their ability to perform assigned duties or otherwise affect BASC's work environment. Further, employees shall not possess alcohol or any illegal substance or illegally used substance in the workplace or during work time.

Possession of weapons including, but not limited to, firearms and knives, presents the possibility of danger in the workplace and therefore is in violation of our safety policy. The possession of such articles is proper cause for administrative or disciplinary action up to and including termination of employment.

Employees who are convicted for illegal off-the-job drug or alcohol activity may be considered to be in violation of this policy. In deciding what action to take, management will take into consideration the nature of the charges, the employee's present job assignment, the employee's record with the Company and other factors relating to the impact and circumstances of the conviction.

Confidentiality

BASC holds all employees with access to confidential information accountable for the protection and appropriate use of that information. Please be aware that the data and materials to which you have access are to be treated in a professional and confidential

manner. This includes, but is not limited to, personal and/or payroll information related to: students, employees, and alumni. You should share such information only on a need-to-know basis and only with those whom you are authorized to do so.

You should actively seek to practice precautionary measures to secure confidential information and refrain from any public discussions that might lead to disclosure of confidential materials. If you have any questions regarding what constitutes confidential information, you should seek guidance from your supervisor.

Any breach of confidentiality will be considered gross misconduct and may result in termination of your employment and possible criminal action.

Problem Resolution

BASC is committed to providing the best possible working conditions for our employees. The Company strives to ensure fair and honest treatment for all. We expect supervisors, managers, and employees to treat each other with mutual respect. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from the Company's supervisors and management.

If something does not seem right to you, or if you feel that anything has occurred that is in any way unfair to you, or if you have complaints or suggestions, the best way to proceed is to talk it over with the people involved.

Your supervisor is responsible for seeing that you receive fair treatment. This is why all problems should be taken to your supervisor first. Your supervisor is always willing to answer your questions.

The company has established the following procedure to deal with any problems and concerns that arise. If a problem or concern is applicable to a union employee and is covered by the union contract, it will be handled in accordance with the provisions of the union contract.

If you have a problem, concern, or suggestion, take the following steps:

- 1 Talk to your supervisor if you feel you have a problem. Generally, you and your supervisor will be able to resolve your problems or concerns.
- 2 If you are not satisfied with your supervisor's response, or if for some reason you do not wish to bring the problem to your supervisor, you must take the problem to the next level of management.

- 3 If after a thorough discussion you feel the problem has not been resolved, you may refer the matter to the appropriate member of senior management.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment. At any point in the process, employees may consult Human Resources for assistance.

Your suggestions and comments on any subject are important to us and we want you to discuss them with us. Your job will not be adversely affected in any way as a result of using this problem resolution procedure.

Acknowledgement Form

I acknowledge that I have received a copy of Brockport Auxiliary Service Corporation's Employee Handbook.

I agree to read it thoroughly, including the statements in the introduction describing the purpose and effect of the Handbook. I agree that if there is any policy or provision in the Handbook that I do not understand, I will seek clarification from the Human Resources Department. I understand that Brockport Auxiliary Service Corporation (BASC) is an "at will" employer and as such, employment with BASC is not for a fixed term or definite period and may be terminated at the will of either party, with or without cause, and without prior notice. No supervisor or other representative of the company (except the Executive Director, in writing) has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above. In addition, I understand that this Handbook states BASC's policies and procedures in effect on the date of publication. I understand that nothing contained in the Handbook may be construed as creating a promise of future benefits or a binding contract with BASC for benefits or for any other purpose. I also understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time.

Please sign and date this receipt and return to the Human Resources Department

Employee Name (PRINT)

Date

Employee Signature

Unit