

**Brockport Auxiliary Service
Corporation**

Student Employee Handbook



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 student employee, or have just joined our staff, we are confident that you will find BASC to be a 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 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 a student employee as well as outlining some of the programs BASC has developed for your benefit.

One of our objectives at BASC is to provide a work environment that is conducive to both your personal and academic 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 (HR) 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 Services 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, our dining service program has received many awards and is consistently top rated by our students.

What is BASC's Employee Promise?

We recognize that our people are our single greatest asset in achieving our mission and vision. To our team members we promise to provide meaningful work, fair wages, the tools for success, and a supportive work environment that is reflective of our company values and provides opportunity for growth and development.

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.

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.

Business Ethics/Conflict of Interest and Whistleblower Policies

BASC is committed to conducting business and providing services consistent with the highest ethical and legal standards. 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. Employees should avoid any situation which involves or may involve a conflict between their personal interest and the interest of the company. Each employee should make prompt and full disclosure to their manager of any potential situation which may involve a conflict of interest.

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 or the Chair of the Board. For more information on these policies and reporting procedures, please refer to policy#202 Business Ethics-Conflict of Interest and policy #202A Whistleblower Policy.

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 Status & Records

Personnel Data Changes

To help us keep employment records 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, whom to contact in case of an emergency, 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*.

Student Manager Program

Upon eligibility, student employees are able to apply for student manager (SM) positions as openings occur. Our student managers gain valuable leadership experience while exploring opportunities to develop themselves and their resumes.

Student manager positions are posted in each unit and on the BASC website. Provide your resume to HR or the Unit Manager to express interest in posted SM openings.

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.

Student employees receive a written performance evaluation at the end of the academic year.

Attendance

We recognize that school work is your top priority, but we expect that you will budget your time accordingly to accommodate your work and school schedule. Managers and coworkers are counting on you to be at work as scheduled. You are expected to report to your work station in your uniform and ready to fulfill your duties at your scheduled time. If you need to change your schedule for any reason, you must give your manager advance notice.

Your supervisor will inform you about any attendance policies specific to your job and your unit; however, below are the general Dining Services student employee guidelines.

Dining Student unscheduled absences will be handled in the following manner:

Substitutions:

If you find that you cannot work one of your shifts or would like to have a day off, it is your responsibility to find a substitute for your shift. You are expected to look for a substitute as far in advance as possible. Any pre-planned events should be communicated to your supervisor at least two weeks prior to the needed day off. You need to make efforts to get a substitution, which needs to be approved by manager.

If you are unable to find a substitute, you must notify your manager at least 24 hours in advance of your absence. If you cannot find a substitute you are still responsible for that shift and you may receive an occurrence for the unexcused absence. Three occurrences per semester can result in a termination.

Absences:

If you are unable to work as scheduled for any reason, you must call your work location as soon as possible so that a replacement can be found. Absences will generally be handled in the following manner; however, managers may make exceptions for extenuating circumstances.

Calling in with no substitute:

- First occurrence: counseling
- Second occurrence: written warning
- Third occurrence: termination

Arriving more than 15 minutes late for a shift:

- Second occurrence: counseling
- Fourth occurrence: written warning
- Sixth occurrence: termination

No call/no show:

- First occurrence: written warning
- Second occurrence: termination

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 Human Resources.

Employee Benefit Programs

Meals

As part of the student employee benefit package, student employees receive a free meal before or after their scheduled shifts. Employees must eat these meals within 30 minutes before or immediately following their scheduled work shifts.

Student employees working in retail operations (*TRAX, Eagle's Nest, The Square, Cafes, etc.*) receive a \$8.00 discount on their meals immediately before or after their scheduled work shift. These purchases are limited to non-retail items (check with your manager for details). Not valid at Subway®.

To receive your discount in a retail operation:

- *Make sure you are off the clock.*
- *Receive approval from the manager on duty.*
- *Have food prepared by a working staff member (not yourself).*
- *Pay at the register.*

To receive your discount in a dining hall:

Please discuss the free meal process with your unit manager. Dining hall meals are to be eaten on premises and cannot be taken home.

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.

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.

NYS Paid Family Leave

New York's Paid Family Leave provides job-protected, paid time off so you can **Bond** with a newly born, adopted or fostered child; **Care** for a close relative with a serious health condition; **Assist with family situations** when a family member is deployed abroad on **active military** service.

Eligibility:

Full-time employees: Employees who work a regular schedule of 20 or more hours per week are eligible after 26 consecutive weeks of employment.

Part-time employees: Employees who work a regular schedule of less than 20 hours per week are eligible after working 175 days, which do not need to be consecutive.

Employees are eligible regardless of citizenship and/or immigration status.

Waivers

If an employee regularly works less than 20 hours per week but won't work 175 days in a year, or regularly works 20 or more hours per week but won't be in employment for 26 consecutive weeks, that employee may opt out of paying Paid Family Leave payroll contributions by completing a waiver of benefits form. If the employee's schedule changes so they no longer qualify for a waiver, the waiver is automatically revoked and the employee is responsible for paying any required Paid Family Leave contributions from the first day of employment.

Funding

If not being funded by your employer by a special arrangement, then Paid Family Leave is funded through employee payroll contributions that are set each year to match the cost of coverage. The rate of employee contributions is reviewed annually, and is subject to change by New York State's Department of Financial Services. For 2019, the payroll contribution rate is 0.153% of an employee's weekly wage and is capped at an annual maximum of \$107.97.

Benefits - Time

Paid Family Leave benefits phase in over four years. Eligible employees can take Paid Family Leave for up to 10 weeks in 2019 and 2020, with coverage increasing to 12 weeks in 2021. Leave can be taken either all at once or in full-day increments. You may take the maximum time-off benefit in any given 52-week period.

Benefits - Pay

Paid Family Leave pay benefits also phase in over four years. Benefits are a percentage of your average weekly wage, capped at that same percentage of the New York State Average

Weekly Wage, as calculated annually by New York State's Department of Labor. These benefits are 55% of your average weekly wage for 2019, 60% in 2020, and 67% in 2021.

Taking Paid Family Leave

Notify BASC HR when you want to take Paid Family Leave at least 30 days before your leave will start if it's foreseeable. Otherwise, notify your employer as soon as possible. More details on the Paid Family Leave program can be found at ny.gov/PaidFamilyLeave.

Scholarships

Each year BASC along with two of our campus partners, Pepsi and Barnes & Noble College Bookstore, provide a total of \$15,000 in scholarships for eligible student employees working for BASC or the Bookstore. These awards are based on the belief that outstanding BASC student employees who demonstrate commitment and excellence in their work performance and maintain high academic standards, deserve recognition. Eligibility and scholarship criteria along with information about the application process are available at www.basc1.org.

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 & Payroll

Timekeeping

Employees are responsible for accurately recording all time worked. You will use your EagleOne card to punch in at the time clock in your unit and you are responsible for making sure you have it with you at all times. You may punch in for your scheduled shift within 3 minutes of your scheduled shift, when you are in uniform and ready to work. If you have any problems with the time clock, your manager will assist you.

You must punch in and out each time you work. If you forget, notify a manager as soon as possible and he/she will correct your punches. Remember, you are not punched in until

you swipe your card and the clock displays your name. If it displays anything else you are not punched in and should notify your manager immediately.

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.

Work Breaks

Most shifts are four hours or less and therefore do not require a break. If your shift runs more than four hours and you wish to have a break period, please check with the manager on duty for a suitable time. If you are working more than six hours, you **must** punch out for a half hour unpaid break. Failure to comply with this requirement may result in disciplinary action.

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.

Social Security Tax (FICA)

According to Federal regulation, at least half time students regularly attending classes and working (less than 20 hours a week) for an auxiliary, non-profit organization, which is organized and operated exclusively for the enrolled student, are exempt from the

withholding of social security taxes. This means that, during any school session in which you are enrolled, BASC will not withhold FICA taxes from your pay. If you work during the summer, when you are not enrolled in classes, FICA taxes will be withheld from your pay.

Shift Differential

Student employees who work a shift of at least three (3) hours between 9 p.m. and 6 a.m. receive a monetary shift differential for all hours worked in that timeframe.

Jury Duty

BASC encourages student employees to fulfill civic responsibilities by serving jury duty when required. Students that are a residence of NYS are eligible for the NYS mandatory \$40 jury fee from BASC for the first three days of leave when summoned by the court. Any additional days required to serve beyond the first three days, the \$40 per day is paid by the State.

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 scheduled day not engaged in jury duty.

Work Study

Under the guidelines set forth by the Financial Aid Office at The College at Brockport, BASC is able to employ students under the College Work Study Program (CWSP). Students hired in this program must comply with both the policies and procedures of the CWSP and BASC. Please make sure your manager and/or Human Resources knows that you have a Federal work study award. Work study students are provided an annual financial aid work study award. If you receive a work study award, you must use it unless you are using your work study with another department. You can work up to 20 hours each week. While working for BASC you will not have to complete the time card sheets provided with your financial aid package. Instead, you will use the procedures outlined under the “Timekeeping” section to record hours worked.

Work Conditions & Hours

Schedule for Returning Semester

If you wish to work the following semester, provide your availability soon after you have registered for classes. Be sure to enter your availability to work for the set dates of the semester(s) in the Makeshift scheduling app. (See a manager or student manager for the tools/ forms/ instructions.) Scheduling is flexible but must meet the needs of the operation and is at the manager's discretion. Be sure when you provide your availability that your classes do no conflict with the times you indicated that you are available to work.

Please notify your manager of any scheduling conflicts as soon as possible. Students may not work over 20 hours total per week and student managers may not work over 25 total hours per week while classes are in session. Total hours means the sum of all hours worked for all BASC units.

Introductory/Probationary Period (Student Managers only)

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 Student Managers. 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.

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.

Dining Hygiene/Sanitation

You are expected to report to work in clean and laundered attire. For sanitation reasons, everyone working with food must wear a hair restraint. Wash your hands before going to work and after they become soiled (soiled includes sneezing into them, touching your hair or face, or using the restroom). Proper hand washing technique includes at least 20 seconds under the faucet with lots of soap and hot water.

Disposable gloves must be worn by all food handlers and should be changed every time they become contaminated. For example, if you wipe your nose or scratch your head with your glove, you must replace them.

Signing Up for Shifts

If you wish to work the following semester, provide your availability after you have registered for classes. Be sure to enter your availability to work for the set dates of the semester(s) in the Makeshift scheduling app. (See a manager or student manager for the tools/ forms/instructions.) Scheduling is flexible but must meet the needs of the operation and is at the manager's discretion. Be sure when you provide your availability that your classes do no conflict with the times you indicated that you are available to work.

Please notify your manager of any scheduling conflicts as soon as possible. Students may not work over 20 hours total per week and student managers may not work over 25 total hours per week. Total hours mean the sum of all hours worked for all BASC units.

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, sanitation, 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, etc;
- 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 over the age of 21 may use BASC vehicles. Employees must have a valid and current New York State driver's license to operate a company vehicle, or a personal vehicle with current auto insurance while on company business. 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. A Trip Sheet form log should be filled out including performing a visual inspection before and after each vehicle use.

Emergency Weather Situations

Severe weather is to be expected especially 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.

Employee Conduct

Personal Appearance/Uniforms

As a representative of BASC every employee is expected to reflect a positive and professional image in proper attire and grooming. The Company may, when necessary, make reasonable accommodation in the personal appearance policy for a person with a disability or a religious requirement.

Dining Services Students

You will be issued a BASC shirt, hat and nametag. Please do not alter them. You must wear these every time you go to work and have them on before you punch in. If you forget to wear your uniform, you will be required to get it before you punch in. You may substitute a hair net for the hat if you wish. In some units you may wear your own hat as long as it is in good condition, and is acceptable to management. If you have shoulder length hair, you may be required to wear a hairnet.

No sweat suits, yoga or tight legging pants, short shorts, tank tops, or flip-flop type sandals are permitted. All clothing must be in good condition. For your own protection, it is required that employees wear jeans or work pants in good condition. No open-toed shoes are permitted, athletic or low-heeled boots should be worn that have slip-resistant type bottoms. Managers may occasionally allow shorts if it is extremely hot, however, you must check with your manager before reporting to work.

Non-Dining Services Student

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 or a religious requirement.

Sexual and Other Unlawful Harassment

BASC is committed to providing employees and others in the work environment (such as contractors, temporary workers and interns) with a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual and other unlawful harassment. Harassment is a form of unlawful discrimination. All employees are required to work in a manner that prevents all forms of harassment in the workplace.

All forms of harassment, including, but not limited to, actions, words, jokes, comments or other behaviors based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, creed, military or veteran status, marital status, domestic violence victim status, gender identity, criminal history, or any other legally protected characteristic are strictly prohibited and will not be tolerated.

Sexual harassment is often defined by federal, state, and applicable local laws as 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.

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, drawings, or posters.
- Verbal conduct that includes threats, 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 unwanted touching, assaulting, or impeding or blocking movements.
- Inappropriate or offensive conduct on social media.
- Retaliation for reporting harassment or threatening to report harassment.

Harassment is prohibited regardless of the status and/or gender of the perpetrator and/or victim. Other unlawful harassment is defined as: harassment on the basis of sex, race, color, national origin, age, religion, disability, sexual orientation, creed, military or veteran status, marital status, domestic violence victim status, gender identity, criminal history, or any other legally protected characteristic.

Procedure

1. Alternative Avenues to Report Concerns. Preventing unlawful harassment is everyone's responsibility. Any individual who experiences or witnesses conduct or behavior that may constitute sexual or other unlawful harassment must report it immediately to his/her supervisor, the Human Resources Manager or any other member of management.

Standard Complaint Form. BASC maintains a standard complaint form available in the Human Resources Office if individuals would like to use this form to report concerns. Use of this form is not mandatory and other oral and/or written reports of harassment and/or discrimination will still be investigated in accordance with this policy. For more information about the form, please contact Human Resources at 585-395-2752.

Fraudulently Reporting Concerns of Harassment or Discrimination. Individuals who report concerns of harassment or discrimination to BASC must do so in good faith based on genuinely held concerns. Individuals who fraudulently report concerns and/or who report concerns in bad faith (e.g., without a sincere belief that inappropriate conduct has occurred) may be subject to corrective or remedial action.

Condoning Harassment Constitutes Misconduct. Individuals responsible for enforcing this policy (including but not limited to supervisors and managers) who fail to do so and/or condone or knowingly allow harassment and/or allow harassment to continue are guilty of misconduct. Supervisors and managers will be held accountable if they knew, or should have known, of the misconduct and did not take immediate and appropriate action, in accordance with this policy. Sanctions will be enforced against individuals who fail to promptly and appropriately address harassment and/or concerns of alleged harassment in accordance with this policy.

2. Prompt and Thorough Investigation / Confidentiality. All allegations of sexual harassment and/or other unlawful harassment will be quickly and thoroughly investigated. To the extent practicable under the circumstances, confidentiality will be maintained. All persons involved will be afforded due process to protect their rights to a fair and impartial investigation.

3. Corrective and/or Remedial Action – Disciplinary action will be enforced against individuals engaging in unlawful harassment (including sexual harassment), discrimination and/or retaliation. Acts of sexual or other unlawful harassment or discrimination or

retaliation constitute misconduct and are considered serious violations of BASC's policy and will result in corrective and/or other appropriate remedial action, which may depending on the facts and circumstances include discharge for the first offense, without progressive discipline. Human Resources (or another member of management where the complaint involves Human Resources), as appropriate, will verify that appropriate corrective and/or remedial action is taken, in accordance with this policy, based on the results of the investigation.

4. Retaliation is Unlawful and Prohibited. Individuals may report concerns in good faith without fear of reprisal. BASC and applicable laws prohibit retaliation against anyone who opposes a discriminatory practice, makes a good faith complaint about harassment or discrimination or behavior that might constitute harassment or discrimination, furnishes information or participates in any manner in any investigation of such a complaint, or proceeding or hearing, or otherwise engages in protected activity. Retaliation includes any conduct, whether or not workplace or employment-related, directed at an individual because he or she engaged in protected activity (such as making a complaint of discrimination or harassment or participating in an investigation or proceeding related to concerns of harassment), which might deter a reasonable person from making or supporting a complaint of harassment or discrimination or raising a concern. Any such retaliatory act violates this policy and will result in appropriate corrective action.

If an individual feels he/she has been subjected to retaliation due to their use of any part of this policy (such as raising concerns of harassment or discrimination) or due to their good faith participation in any protected activity, he/she is to report such concerns to Human Resources or another member of management.

5. Questions Regarding this Policy / Right of Redress. If individuals have questions regarding this policy and/or its requirements, please contact Human Resources, at 585-395-2752.

Information regarding this policy including federal and state laws prohibiting harassment in the workplace are available on the BASC policy #230 which you received upon hire.

Guidelines for Dining Services Student Employees

These rules are general guidelines. They promote good work habits and the best service possible to our customers.

- ***No electronic devices are to be used in the workplace unless specifically approved by a manager.*** This would include, but not be exclusive to: the use of cell phones, i-Pods, PDA's, etc. Please leave these devices at home or turn them off

while you are at work. Notify your manager in advance if you must use your cell phone during work due to an emergency.

- ***Personal phone calls cannot be made using company phones*** without the permission of your supervisor. Office phone numbers should only be given out as a way to reach you in extreme emergency situations. (For example, do not list the office number on credit applications, at repair shops, etc.)
- ***Computers in the office are not for personal use.*** Sending personal e-mail, writing papers, Internet searches, etc. are prohibited.
- ***Consider all office information/communication confidential.*** Avoid inappropriate public discussions about students, alumni, or College policies. Disclosure of confidential information will be cause for dismissal.
- ***End of Shift Details***
You must check with a supervisor or student manager before leaving at the end of a shift. This is especially important during the evening shifts as there may be more tasks that need to be completed. When a manager has given permission for you to leave you may punch out. Failure to check with a supervisor before leaving can result in disciplinary action as follows:
 - *First Occurrence: Counseling*
 - *Second Occurrence: Written Warning*
 - *Third Occurrence: Termination*
 -

BASC 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. 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

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.

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.

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.

Media Policy

Only the executive director, members of senior staff who report directly to the executive director, members of the BASC Marketing Department, or an approved designee have authority to provide information to the media on behalf of the organization. All such information requests should be coordinated via the BASC Marketing Department and the executive director or designee must approve all information provided to the media.

Employees should be aware that when they participate in social media discussions and identify themselves as an employee of BASC, they may appear to be speaking on behalf of the company. In those situations, employees should make it clear that their comments do not represent the views of BASC.

If, at any time, a BASC employee is approached by media, that employee should instruct the individual to contact the BASC Marketing Department.

Have Fun

There are a variety of customer and employee special events that you get to be part of including some of the following:

- Dining Hall WOW's
- Monotony breakers
- Customer Appreciation week
- Special Events
- Cooking Classes
- Student employment appreciation event
- Graduating Student Manager appreciation event
- Annual Food Fair
- And more....

Acknowledgement Form

I acknowledge that I have received a copy of Brockport Auxiliary Service Corporation (BASC) Student 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