

BROCKPORT AUXILIARY SERVICE CORPORATION

# STUDENT EMPLOYEE HANDBOOK

Brockport Auxiliary Service Corporation • The College at Brockport  
350 New Campus Drive • Brockport, NY 14420  
[www.basc1.org](http://www.basc1.org)



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Dear BASC Student 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:

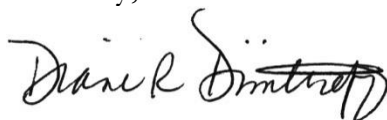
- We succeed through our **TEAM**.
- We operate with **ORGANIZATIONAL INTEGRITY**.
- We have a **PASSION FOR EXCELLENCE**.
- We are good **STEWARDS**.

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. BASC isn't the reason students come to the College at Brockport however we can significantly impact how they feel while they are here. Remember, our vision is to make each and every interaction a positive one. We represent not only BASC while working here, but also the College at Brockport, in our actions and our appearances.

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.

Again, welcome to the BASC team!

Sincerely,



Diane R. Dimitroff  
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 in which 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 policies are available in a Policy and Procedure binder located in your department and under the Employee Tab on the Company Web site at [www.basc1.org](http://www.basc1.org). Please keep in mind that 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 the applicability of a policy or practice to you, you should address your specific questions to your manager or 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. Further, there may be situations where the need arises for us to revise, add, or cancel policies. Therefore, BASC reserves the right to add new policies, and to change or cancel existing policies at any time. The only exception is that our employment-at-will policy will not be changed or cancelled. The employment-at-will policy permits you or BASC to end the employment relationship at any time for any reason. We will try to inform you of any changes as they occur.

# 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, welcome center, parking, 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 rated number one among all SUNY colleges by our students in the Student Opinion Survey (SOS), which is conducted every three years. The bookstore also has a history of ranking high in this survey and parking continues to climb in both scores and ranking.

# 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 of race, color, religion, sex/sexual orientation, national origin, age, disability, genetic predisposition, military/veteran status 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

The successful business operation and reputation of BASC is built upon adherence to our values of honesty, ethics and organizational integrity. Our reputation for excellence requires careful observance of the spirit and letter of all applicable laws and safety regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

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.

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.

## 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

## 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 knows that you have a work study award. Work study students will be given 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 until your work study award is exhausted. (You can work more hours if you get a special dispensation from the Career Services Office). If you exhaust your work study award, you will be automatically rolled over to BASC temporary service payroll. Your work-study paycheck will be provided by the state, but will be distributed by the BASC payroll department on a biweekly basis. If you have any problems with your paycheck, please contact the College payroll department at ext. 2744. While working for BASC you will not have to complete the time card sheets provided with your financial aid package. CWSP's pay schedule is different from BASC's. Your manager can provide you with a CWSP pay schedule.

## 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](http://www.basc1.org).

## **Performance Evaluation and Merit Increases**

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 receive a written performance evaluation at the end of each semester.

## **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.

## **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 Director.

# Employee Benefit Programs

## 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.

## Scholarships

Each year BASC along with two of our campus partners, Next Generation and Barnes & Noble College Bookstore, provide a total of \$15,000 in scholarships for eligible student employees working for BASC, Welcome Center & Parking Services, 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/Employment/student\\_scholarships.htm](http://www.basc1.org/Employment/student_scholarships.htm).

## BASC Web Site

The Company Web site, [www.basc1.com](http://www.basc1.com), contains a wealth of information about BASC and our services. Also available at the employee tab are Company policies, procedures, frequently used forms, and other important employee information. Some of the employee information is accessed by using your Brockport Net ID and password.

# Timekeeping & 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.

## Social Security Tax (FICA)

According to Federal regulation, full-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 full-time, BASC will not withhold FICA taxes from your pay. If you work during the summer, when you are not enrolled in classes full-time, FICA taxes will be withheld from your pay.

# Work Conditions & 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 Materials Safety Data Sheet (MSDS) 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.

## Smoking

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. This includes:

- all buildings at The College at Brockport Main campus, the Rochester Educational Opportunity Center, and the MetroCenter;
- fields, open land areas, athletic fields, tracks, bleachers/grandstands, outdoor paths, and college owned roads;
- 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
- 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.

# Employee Conduct

## Personal Appearance/Uniforms

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 Director 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.

## **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 the Human Resources Director 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 Of Receipt Of The BASC Student Employee Handbook And Statement OF Understanding

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As an employee of Brockport Auxiliary Service Corporation (BASC), I acknowledge that I have received and had an opportunity to examine the BASC Student Employee Handbook. A copy of this Handbook has been given to me to retain for future reference or I have been provided with the electronic Web site address ([http://www.basc1.org/Employment/pdfs/student\\_employee\\_handbook.pdf](http://www.basc1.org/Employment/pdfs/student_employee_handbook.pdf)), and I agree to familiarize myself with its contents and comply with the information provided.

I understand that the information contained in the BASC Student Employee Handbook represents guidelines only and that BASC may modify those guidelines or amend or terminate any policies, procedures or employee benefit programs at any time. I accept responsibility to keep myself informed of any changes made to the Handbook.

I understand that the BASC Student Employee Handbook and personnel policies do not constitute a contract of employment between me and BASC. I agree that upon termination of my employment at BASC, BASC will owe me only my accrued but unpaid wages. I further understand that no officer or representative of BASC other than the Executive Director has any authority to enter into any agreement guaranteeing any terms, conditions or benefits of employment, employment of any specific nature or employment for any definite period of time. I also understand that any employment agreement guaranteeing any of the foregoing, if made, will not be enforceable unless it is in writing and signed by the Executive Director of BASC.

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Printed Employee Name

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Date

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Signature of Employee