

DINING SERVICES STUDENT EMPLOYEE HANDBOOK



2025-2026

SUNY MORRISVILLE
MAC
AUXILIARY CORPORATION

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INTRODUCTION

Welcome Letter

Congratulations on accepting your position with Morrisville Auxiliary Dining Services! We are pleased to welcome you as a valued employee and essential member of the Auxiliary Services team. You are joining a group of full-time and student employees who work together to provide all services to members of the Campus Community. MAC serves both on-campus and off-campus students, as well as faculty, staff, and guests. The Auxiliary is a major part of the College's Strategic Plan, and we have the opportunity and responsibility to make it the best program possible. Our reputation and our guests' experiences are shaped by the service we provide and the atmosphere we create. Our goal is to create a collaborative work environment that educates, engages, and supports our students so they may succeed in their roles as supportive and responsible employees whose performance makes a positive impact toward guest satisfaction. Auxiliary Services is an integral part of most students' lives and also provides a source of income for many students such as yourself. It is important to consider the quality of service you would like to receive. Let that same quality of service show up in the work you do here. An excellent experience requires each member of the team to work together and provide authentic service. You can achieve this by being physically and mentally present in the work you do; maintaining open lines of communication with your team and treating them with respect; developing your knowledge of the products you serve and how your unit operates; connecting on a genuine and personable level with your guests; preparing to attend to your guests' needs and inquiries or to seek the advice of your management team. This handbook contains information that you, as a student employee, will need to know about working in Auxiliary Services. Please take the time to read it thoroughly and review it as needed. Let us know how we can best support you as we hope your employment with Morrisville Auxiliary Service is both enjoyable and rewarding. We look forward to watching all of our student employees become integral parts of the Morrisville Auxiliary Services (MAC) program.



Jennie Bowden

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Mission Statement

Morrisville Auxiliary Corporation (MAC) reinforces the College's mission by providing programs that support the students, the campus and extended communities through strategic business partnerships and community involvement to enhance the students' overall college experience.

HUMAN RESOURCES

Eligibility

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at MAC, where employment is based upon personal capabilities and qualifications without discrimination because of race, color, religion, sex, sexual orientation, age, national origin, disability, veteran status, genetic predisposition, or any other protected characteristic as established by law.

Persons who believe that they have not been afforded equal treatment in accordance with this policy should contact the Human Resources Department. Employees may raise concerns and make reports without fear of reprisal. All complaints will be fully investigated, and corrective action taken where required.

To be eligible for a student position, you must be enrolled as a student at SUNY Morrisville and be in good standing with campus.

Required Paperwork

As a newly hired employee of MAC all your payroll paperwork is done electronically through an onboarding package that is emailed to you directly from ADP. These forms include the following documents: Tax forms, address, job description, policies, talent release, confidentiality agreements, I9 form, and direct deposit set up. Please note, updates can be done directly through <https://workforcenow.adp.com> at any time you require changes.

Tax Forms

You will fill out a "W4" Federal Tax Form and an "IT-2104" New York State Tax Form which is filed in your student employment file. You may claim student exemption from taxes, only if you are a full-time student. To file an exemption from taxes, you will fill out the "IT-2104 E" New York State Tax Form and specify "exempt" as indicated in box #7 of the "W-4" form for federal withholdings. However, this does not mean you won't have to pay taxes at the end of the year. Also, as a full-time student you are exempt from FICA social security and Medicare taxes, but only during the academic semesters. Exemptions DO NOT APPLY during the summer breaks. If you feel that too much, or not enough is being taken out of your paycheck, you can change your taxing status at

<https://workforcenow.adp.com>, email MACHR@morrisville.edu, or call 315.684.6047.

Employment Verification

You will have to fill out an I-9 - Employment Eligibility Verification Form. This form is **required**, for verification of your citizenship status, and will be reported to the U.S Department of Justice. To complete this form, you must provide **original** identification from List A, **or** one from List B and one from List C. Acceptable documents are listed on the back of the I-9 form; as well as the form provided to you at the time of hiring.

IMPORTANT: *Copies of identification documents will NOT be accepted. You must have originals.*

Employee Confidentiality Agreement

This form serves as an agreement between MAC, the employer, and you the employee. At some point during your employment confidential information may be disclosed to you and you are agreeing to hold all information in strict confidence. Any personal or private information should not be discussed with anyone, including students, friends, coworkers or family. Avoid inappropriate public discussions about students, alumni or college policies. Disclosure of confidential information to outside sources may be grounds for dismissal.

Emergency Notification

The emergency notification form gives MAC the authorization to notify the individuals you have listed on the form in the event of an emergency.

Affirmative Action

This form is to be completed by you on a voluntary basis. In an effort to comply with requirements regarding government record keeping, reporting, and other legal obligations, which may apply, we invite you to complete this application data survey.

Job Description

You will be required to sign a job description. This job description is a job summary listing of essential functions that will be required by you the employee, to perform throughout your employment with MAC.

Talent Release

The form gives MAC authorization to use your photo in our newsletters, website and other marketing materials.

Reinforcing the College's mission by providing programs that support the students, the campus and extended communities through strategic business partnerships and community involvement to enhance the students' overall college experience.

Notice and Acknowledgement of Rate of Pay and Pay Date

This form outlines your pay rate, pay date, and MAC's contact information.

Payment

We recommend direct deposit. If you decline the direct deposit option, your check will be mailed to your home address. Not your campus address. Your first paycheck will be mailed only. Pick up is not an option.

If you have any questions about your hours or punches, please bring them to the attention of your manager immediately.

Direct Deposit

Direct deposit is the process where your paycheck is directly deposited into your checking or savings account.

The benefits of direct deposit include:

- Direct deposit eliminates the hassle of your check being mailed.
- Direct deposit saves you the time of personally going to the bank to cash your check
- Direct deposit provides immediate access to funds
- Direct deposit is available, even if you are absent from work for illness, holiday or vacations
- Direct deposit provides freedom from worry about lost or stolen checks
- Direct deposit allows you to avoid check cashing fees

Pay Statements

I-Pay Statements are an electronic way of receiving your paystub. You will receive an email notifying you of deposit.

The I-Pay service also:

- Reduces Paper
- No need to wait for a copy in the mail
- 24-hour access to your paystubs and W-2

Save time and get immediate access to your pay with Direct Deposit!

Clocking In and Out (Workforce System)

The Workforce System is a paperless payroll system for the Corporation. It allows students to view their hours worked each day for a given pay period via the internet. Also, it has features as pay preview for the hours worked

during a specific pay period. The ADP Website can be accessed at <https://workforcenow.adp.com>. You will be issued a badge number to clock in and out of work. It is your responsibility to ensure that your Badge Number is working correctly.

Please follow the clocking in & out guidelines below:

- You may clock in for your scheduled shift when you are in uniform, your hairnet is on, your hands are washed, and you are ready to work
- You must clock in/out with your badge number at the beginning and end of every shift
- Do not clock in more than 7 minutes before your scheduled shift
- Timeclock is not functioning, tell the manager. Repeated failure to punch in or out for shifts or breaks will result in a strike.
- Don't clock out until **ALL** work is done and your supervisor has cleared you to leave
- Clocking in or out for someone other than yourself will result in 3 strikes which is immediate termination
- Any deliberate attempt to add or alter times will result in immediate termination

Electronic Monitoring

Pursuant to the requirements of Section 51-C2 of the NYS Civil Rights Act, An Act Requiring Notice to Employees of Electronic Monitoring by Employers, employees should recognize that their work activities and communications may be subject to electronic monitoring.

"Electronic monitoring" is defined by the Act as "the collection of information on an employer's premises concerning employees' activities or communications by any means other than direct observation, including the use of a computer, telephone, wire, radio, camera, electromagnetic, photoelectronic or photo optical systems, but not including the collection of information for security purposes in common areas of the employer's premises which are held out for use by the public, or which is prohibited under state or federal law."

Employees may be subject to electronic monitoring or recording (including sound, voice or video devices) while in company facilities and other locations where company business is conducted, except that employees will not be subject to any such monitoring or recording in areas designed for the health or personal comfort of the employees or for safeguarding of their possessions, such as rest rooms, locker rooms or lounges.

Employees should understand that their activities involving company computer equipment and computer and/or electronic documents, data and communications, including e-mail and internet usage, are subject to being monitored, recorded and reviewed. Employees should be aware that the fact that a document, data or communication has been "deleted" by the employee does not mean that the item cannot be monitored or retrieved and reviewed.

Employees will not be subject to electronic monitoring or recording of the content of their direct telephone conversations, except as may be permitted under state and federal law.

POLICIES & PROCEDURES

Attendance

Managers and co-workers are counting on you to show up for work. Employees are expected to be at their workstations, in uniform and ready to fulfill their duties at their scheduled times.

Substitution/Sick Policy

When an employee is sick or unable to work, they **must call their work location at least two hours in advance.**

x 6306 ---- Seneca Dining Hall
x6149 ---- Mustang Alley
x 6778 ---- Smooth Jazzy Joz
x 6699 ---- Copper Turret

It is the **employees' responsibility** to find a substitute as far in advance as possible and record that substitute on the substitute list. **TEXTING AND EMAILS ARE NOT ACCEPTABLE WAYS OF COMMUNICATING A "CALL-IN" AND WILL BE CONSIDERED A NO CALL NO SHOW.** If you are looking for a substitute for your shift, please post the available shift on the TEAMS APP. You can also pick up a shift on TEAMS APP. The shift is not officially switched until the manager approves the substitution by approving the message with a response of **APPROVED.**

If a substitute is not found, it is the student employee's responsibility to work the scheduled shift. Failure to find a substitute will lead to a strike. Depending on the

situation, and in cases of emergency, any exceptions are at the discretion of the manager, provided that the employee contacts a manager for approval prior to the start of the shift. The absence will be recorded.

If a student employee accepts an open shift, intending to work a shift for someone else, **the sub is now responsible for that shift.** Substitutions are not final until a manager approves.

In some cases, Student employees are required to bring in a doctor's statement prior to beginning their next scheduled shift to verify an illness. Failure to produce a doctor's excuse may result in a strike.

If you are more than one hour late for your assigned shift, it will be considered a forfeit of the shift and you maybe sent home.

Changing Schedule

Managers are counting on you to work if you need to change your work schedule:

- Speak with your manager.
- Not all requests for a change can be accommodated. It is your responsibility to work the schedule as posted.
- It is also important to note that transfers are possible to other MAC locations. We realize that schedules or situations change and sometimes it is necessary to seek work in another MAC facility. You can do this by talking with the Human Resources Department. Transfers will be considered on a case-by-case basis and your work history at other MAC locations will be strongly considered.
- Student employees are not necessarily restricted to one job. Assignments are at the discretion of the unit manager. In other words, a student employee may be reassigned to another job or extra tasks if management deems necessary.

Meals & Breaks

- When working, a meal will be provided free of charge up to \$5.75 at all a-la-carte locations, or one swipe at Seneca.
- The meal is provided for the team member only and should not be used for others.
- Your "free" meal is meant to feed you at the time you are working not a different part of the day.
- If you are working 4-6 hours, you will be provided with a 15-minute break.

- If you are working over 6 hours, you will be provided with a 30-minute break - **You must punch out for this break.**
- Breaks are determined by management.
- Management will try to provide advance notification of each team members break time.
- Food and drink must not be visible to customers.
- Food may not leave the building without a receipt and the manager must sign off on it.
- All food, separate from your one free meal, must be paid for.
- Food left over at night must be either saved for Cooks use/Friendship Inn or discarded (and put on waste sheet); it may **NOT** be taken home **OR** eaten during clean up.

Lunch Breaks

Any employee who does not receive a 30-minute meal break in the course of working more than 6 hours in the same day; or who documents a meal break, but performs work during the course of that break (whether at his or her own initiative, or at the request of a manager, supervisor, or co-worker), must inform his or her immediate supervisor as soon as possible after the missed break, or the break during which work was performed, in order to correct any applicable time record and adjust any compensation due to the employee. Employees may be disciplined for working additional time without appropriate authorization; however, employees will be compensated for all time worked, regardless of whether such time was authorized.

NYS Sick Time Bank Accrual

MAC recognizes the need to reserve time for sickness or illness. All MAC Student employees will earn 1 hour of Sick Time for every 30 hours worked. The plan designed is outlined below:

- The accrual begins on the first day worked.
- Every 30 hours of time worked earns 1 hour of Sick Time. (40-hour week will earn 1 and 2/3 hours of Sick Time).
- Time is available for use as you earn it.
- Accruals for your NYS Sick time are documented on your paystub and available balances are on ADP.
- The accruals can carry over from year to year and there is no cap on the amount of time you can accrue in the bank.

- Annually the maximum use from the bank is capped at 56 hours. Annual is define as June 1 – May 31 (MAC's fiscal year).
- The Sick Bank is not eligible for Donation to another staff member.
- The Sick Bank is not eligible for payout upon separation of service.

Use of the Bank

Sick Leave:

- For mental or physical illness, injury, or health condition, regardless of whether it has been diagnosed or requires medical care at the time of the request for leave; or
- For the diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; or need for medical diagnosis or preventive care.

Safe Leave:

- For an absence from work when the employee or employee's family member has been the victim of domestic violence as defined by the State Human Rights Law, a family offense, sexual offense, stalking, or human trafficking due to any of the following as it relates to the domestic violence, family offense, sexual offense, stalking, or human trafficking:
 - to obtain services from a domestic violence shelter, rape crisis center, or other services program.
 - to participate in safety planning, temporarily or permanently relocate, or take other actions to increase the safety of the employee or employee's family members.
 - to meet with an attorney or other social services provider to obtain information and advice on and prepare for or participate in any criminal or civil proceeding.
 - to file a complaint or domestic incident report with law enforcement.
 - to meet with a district attorney's office.
 - to enroll children in a new school; or
 - to take any other actions necessary to ensure the health or safety of the employee or the employee's family member or to protect those who associate or work with the employee.

Use of Accrued Time

You must request use of the Sick Bank through ADP either through the Mobile App, via the Web Portal or at the Time Clock as a time off request. Any use of sick time must be coordinated through the Human Resources Department for all Sick Bank Leave Requests, additional documentation, and approvals from third parties may be required.

Chosen Name Policy

Morrisville Auxiliary Corporation (MAC) is committed to acknowledging the diverse and inclusive ethos within the workplace with the purpose of encouraging an environment for personal expression within employment and community standards. Morrisville Auxiliary Corporation (MAC) recognizes the needs of employees who wish to be identified by a first name that differs from their legal name.

MAC's chosen (preferred or updated) first name policy allows employees to notify us of their chosen first names, and have this change reflected on nametags and communications related to employment, all requests must be communicated to the management team in your unit, as long as the chosen first name is not used for purposes of misidentification, fraud or misrepresentation and that the preferred first name meets community standards (e.g. not profane, obscene, or derived from hate-speech; and conform to technical requirements).

MAC is obligated to use the legal first name for All official payroll records and reports, including but not limited to: Employment and payroll records, pay statements, time keeping and W2 reporting. An Official Legal name change requests must be done through the Human Resources Department. All required legal documents reflecting the name change must be provided at time of request.

Appearance & Personal Hygiene

All employees are required to maintain a clean and professional appearance, appropriate for a food service operation:

- Clean and pressed clothing.
- Be in proper uniform. This varies by location so consult with your manager or supervisor.
- Washing your hands before beginning your work assignment, after using the restroom, and after smoking or eating.

- Regularly bathing or showering.
- Clean facial hair, & clean hair that is securely restrained, neatly pulled back & fully covered.
- The use of deodorant or antiperspirant.
- Clean, unpolished, and trimmed fingernails.
- No earrings or piercings longer or wider than a nickel.

Uniform Policy

Student employees are **not permitted** to wear:

- Skirts.
- Tied up or rolled MAC issued T-Shirt.
- Frayed jeans or cutoffs, all pants must be hemmed and in good repair (no holes).
- Wallet chains or lanyards.
- Sweat Suits, stirrup pants, sweatpants, yoga pants, leggings, spandex, knit cotton tights, running/windbreaker pants, shorts above the knee, athletic shorts.
- Skintight fitting clothes.
- Sleeveless shirts or tank tops.
- Clothes with tears or patches, holes or frayed hems.
- Open-toed shoes (i.e. sandals or clogs with holes).
- High heeled shoes or boots.
- Rain boots or snow boots.
- Slippers.
- Patches, badges or other campaign material.
- Loose jewelry (i.e. dangling earrings, bracelets).
- Polished, artificial, gel, and/or acrylic fingernails (anything other than natural)
- All earrings, piercings, facial piercings must be the size of a nickel, or smaller – Left up to the Director's discretion for approval.
- Non-Black Bandanas.
- Loose fitting clothing, and clothing that reveal undergarments (i.e. off the shoulder shirts, loose baggy jeans).
- Scarves, lanyards, or other accessories that may get caught in the equipment and present a safety hazard.
- The uniform hat backwards.
- Hood up on sweatshirt/jacket.
- Winter hats/beanies.

Student employees are **required** to wear:

- Clean clothes in good condition.
- A MAC issued T-Shirt, worn properly (not tied up, sleeves not rolled up, and completely visible to guest). Students may wear a solid colored long sleeve shirt underneath your MAC issued T-Shirt.

- Jeans or black/khaki pants may be worn. Shorts may be worn when allowed by management and must be at least to the knee.
- **Fully enclosed, flat soled, slip resistant shoes that are clean, in good repair, and cover the entire foot, this includes work boots. Crocs without holes are allowed.**
- A MAC issued hairnet.
- A Morrisville hat or black bandana, in all service and food preparation areas (long hair must be completely covered). If an employee's hair can be put into a ponytail, it is considered long.
- MAC issued name tag.



Lactation Accommodation Policy

MAC's Supervisors and Human Resource Department will work with all women who breastfeed their children and who need to express milk during work to determine how best to accommodate the needs of the mother while still accomplishing the performance of her job.

Time for Lactation Accommodation

Employees are allowed 30 minutes of paid break time to express milk as often as an employee reasonably needs to. If the employee needs additional time for breast milk expression beyond the 30 minutes, they may use PTO or meal time. This time will be provided up to three years following childbirth.

To make a request to express breast milk at work the employee must provide their supervisor or the Human Resources Office reasonable advance notice, generally before returning to the workplace if they employee is on

leave. This advance notice allows the employer to find an appropriate location and adjust schedules if needed.

Environment for Lactation Accommodation

The Human Resources Department will work with each nursing mother to determine a private area in which they may express milk and designated areas available for storing. SUNY Morrisville has 3 lactation rooms available for nursing mother. They are in Charlton Hall, Lower Level, Room 064; Crawford Hall, Second Floor, Room 235; and Galbreath Hall, First Floor, Room 122. Please contact SUNY Morrisville Human Resources Office in Brooks Hall, 315-684-6038, to sign out a key for access to any of the lactation rooms.

Blood and Bone Marrow Donation Leave

Employees may be granted "leave" when donating blood. Employees must request and receive prior approval from their Supervisor to be away from the work area for blood donation. Time off for blood donation includes the time required to donate the blood, platelets or granulocytes and to recover from the donation.

Off-Campus Donations: granted at least 1 leave-of-absence (up to 3 hours) in any calendar year unpaid or with PTO.

On-Campus Donations: granted at least 2 paid leaves (up to 3 hours) of absence during work hours in any calendar year.

In addition, any employee who works at least twenty hours per week on average, and who seeks to undergo a medical procedure to donate bone marrow, will be granted an unpaid leave of absence of no longer than twenty-four (24) working hours for this purpose. MAC may request verification from a physician as to the purpose and length of leave requested for bone marrow donation but will not retaliate against any employee who requests or obtains a leave of absence for the purpose of bone marrow donation, to include requests that are denied for lack of physician verification or employee qualification as set forth above.

All requests for time away from work to donate blood or bone marrow must be approved in advance by your Supervisor. MAC reserves the right to require documentation for blood or bone marrow donation appointments.

Campus Parking

Parking areas are designated and maintained by the College to accommodate campus employees, students, and visitors. Parking areas available to campus employees are so marked. Your Supervisor can tell you about the location of the closest parking areas. Parking is on a first come, first-served basis. You must obtain a permit from the University Police Office. You risk receiving a ticket and a fine if you do not have a valid permit on your vehicle. Parking spaces and any fees are regulated by the College and not set by MAC.

Any violation of SUNY or Campus policy is considered a violation of MAC policy.

Disability & Workers Compensation

Disability

MAC provides full and part-time employees with Short-Term Disability Insurance benefits, in accordance with applicable New York State law. Both employee and Company contributions fund these benefits. Required employee contributions are automatically withheld from employee paychecks.

To claim benefits employees should file written notice and proof of disability to the Human Resources Department within 30 days from the first day of their disability, or all or part of the claim may be rejected.

Worker's Compensation

Worker's Compensation benefits, including payment of medical costs and replacement of lost wages up to the regulated maximum, are provided for eligible employees who suffer a job-related injury.

There is a waiting period for worker's compensation payments. The first week of worker's compensation is not payable until the employee has been disabled for 15 days. These benefits are payable as long as the employee has medical evidence of continuing causally related injury. These benefits cease when the physician submits a letter saying that the employee is able to resume employer identified duties and the employee returns to work.

Questions regarding worker's compensation insurance should be directed to the MAC Human Resources Department.

Whistleblower Policy

Policy Statement

Morrisville Auxiliary Corporation (MAC) is committed to conducting business and providing services consistent with the highest ethical and legal standards. Compliance

All employees are required to report work-related injuries to their immediate Supervisor or Manager. This ensures that MAC can assist you in obtaining appropriate medical treatment. An accident report can be obtained from your Manager and should be completed and returned to your Manager promptly. The Manager must submit your accident report to the MAC Human Resources Department within 24 hours of your injury. Employees may seek medical attention from a physician or hospital of their choice but must furnish a medical statement from their physician or hospital stating the date of injury, date of medical treatment, and a statement regarding their ability to return to work. An employee's failure to follow this procedure may result in the appropriate worker's compensation report not being filed in accordance with the law, which may consequently jeopardize an employee's right to benefits in connection with the injury or illness.

with these standards is vital to maintaining the trust of the Corporation's employees, customers and business associates. Everyone in the Corporation should feel safe in reporting illegal or unethical conduct or violations of MAC policy are contrary to these standards. Accordingly, the Corporation is committed to lawful and ethical behavior in all of its activities and requires all persons associated with the Corporation including but not limited to its officers, directors, Key Persons (as defined below), employees, volunteers, and independent contractors to act in accordance with all applicable laws, regulations and policies and to observe high standards of business and personal ethics, honesty and integrity in the conduct of their duties and responsibilities ("Code of Conduct"). It is the policy of the Corporation to prevent or detect and correct any activities contrary to this Code of Conduct.

Key Person Definition

"Key Person" (as defined in Section 102(a)(25) of the New York Not-for-Profit Corporation Law (the "NPCL")) means any person other than a Trustee or officer, whether or not an employee of the Corporation, who (i) has

responsibilities, or exercises powers or influence over the Corporation as a whole similar to the responsibilities, powers, or influence of Trustees and officers; (ii) manages the Corporation, or a segment of the Corporation that represents a substantial portion of the activities, assets, income or expenses of the Corporation; or (iii) alone or with others controls or determines a substantial portion of the Corporation's capital expenditures or operating budget.

Procedure

Procedure for Reporting

Directors, officers, Key Persons, employees (including former employees), volunteers, and independent contractors of the Corporation may report alleged violations and potential violations of the Code of Conduct to the Executive Director of the Corporation, the Chair of the Audit Committee or the Chair of the Board (the "Designated Officials").

Contact information for the Executive Director, Chair of the Audit Committee and the Board President may be obtained by calling (315) 684-6047. Alternately, to facilitate reporting of suspected violations where the reporter wishes to remain anonymous, a written statement may be submitted anonymously to one of the individuals listed above.

Handling of Reported Violations

The Board or the designated Board committee, (or, if so delegated, the Designated Official(s) receiving such notice) shall investigate all reports filed in accordance with this Policy with due care and promptness and shall, if warranted, take appropriate corrective action to stop the prohibited conduct. Reported matters will be investigated to determine if the allegations are true, whether the issue is material, and what actions, if any, are necessary to correct any substantiated problem. Investigators will issue a full report of all matters raised under this policy to the Board, which report shall be confidential. The Board or the designated Board committee may conduct a further investigation upon receiving such a report. Where warranted based on the outcome of the investigation, appropriate disciplinary action will be taken against the offender based on the severity of the conduct up to and including termination of employment.

Good Faith and Reasonable Belief

Anyone reporting a concern or complaint concerning a violation or suspected violation of the Code of Conduct must act in good faith and have a reasonable belief that

the matter raised is a material violation of law or policy or a material accounting or auditing matter. Any allegations that prove to be unsubstantiated and made in bad faith or without such a reasonable belief may result in disciplinary action, up to and including termination of employment.

Confidentiality

The Corporation shall preserve the confidentiality of all reports made under this Policy, except as otherwise required by law or as necessary to carry out an investigation or take remedial action.

While identified complaints are strongly preferred, violations or suspected violations of the Code of Conduct may be submitted anonymously. To the extent possible, the Corporation will investigate and, if warranted, take remedial action in response to an anonymous complaint to the same extent it would an identified complaint.



No Retaliation

MAC will not engage in and absolutely prohibits any harassment, discrimination, or other retaliation against any director, officer, Key Person, employee (including former employees), volunteer, or independent contractor because he or she reports an alleged violation and potential violation of the Code of Conduct pursuant to this Policy, subject to the "Good Faith and Reasonable Belief" provision above.

In addition, pursuant to New York Labor Law Section 740, MAC will not engage in and absolutely prohibits any retaliatory action against employees (including former employees), or independent contractors who are natural persons and not themselves employers, for:

- Disclosing or threatening to disclose, whether or not in their scope of their duties for MAC, to a supervisor or to a public body an activity, policy or practice of MAC that he or she reasonably believes is (a) in violation of law, rule or regulation or (b) poses a substantial and specific danger to the public health or safety;
- Providing information to, or testifying before, any public body conducting an investigation, hearing or inquiry into any such activity, policy or practice of MAC;
- Refusing to participate in any such activity, policy or practice.

Prohibited retaliatory actions include adverse employment actions or threats to take such adverse employment actions against an employee with respect to the terms of conditions of employment, including but not limited to discharge, suspension, or demotion; actions or threats to take such actions that would adversely impact a former employee's current or future employment; or threatening to contact or contacting United States immigration authorities or otherwise reporting or threatening to report an employee's suspected citizenship or immigration status or the suspected citizenship or immigration status of an employee's family or household member.

For purposes of this Policy, the term public body includes: the United States Congress, any state legislature, or any elected local governmental body, or any member or employee thereof; any federal, state, or local court, or any member or employee thereof, or any grand or petit jury; any federal, state, or local regulatory, administrative, or public agency or authority, or instrumentality thereof; any federal, state, or local law enforcement agency, prosecutorial office, or police or peace officer; any federal, state or local department of an executive branch of government; or any division, board, bureau, office, committee, or commission of any of such public bodies.

The above protections against retaliatory action for disclosure to a public body will not apply unless the person making the disclosure has first:

- Made a good faith effort to notify MAC by reporting the activity, policy, or practice pursuant to the complaint procedure set forth in this Policy or bringing the activity, policy, or practice to the attention of a MAC supervisor; and
- Afforded MAC a reasonable opportunity to correct such activity, policy or practice.

However, this notification obligation does not apply where: there is an imminent and serious danger to the public health or safety; the person making the disclosure reasonably believes that reporting to the supervisor would result in a destruction of evidence or other concealment of the activity, policy or practice or in physical harm to the employee or any other person; such activity, policy or practice could reasonably be expected to lead to endangering the welfare of a minor; or the person making the disclosure reasonably believes that the supervisor is already aware of and will not correct the activity, policy or practice.

Any supervisor who receives a verbal or written report from an employee (including a former employee) or independent contractor suggesting that an activity, policy or practice of MAC is in violation of law, rule or regulation or poses a substantial and specific danger to the public health or safety must immediately report the matter to one of the Designated Officials. Failure to do so may result in disciplinary action, up to and including termination of employment.

Any director, officer, employee (including former employees), volunteer, or independent contractor who feels he or she has been subject to retaliation in violation of this Policy must immediately report the matter using the complaint procedure described above. MAC will investigate all such reports and, where warranted, will take disciplinary action, up to and including termination of employment, against any person who is found to have engaged in prohibited retaliation. This Policy is intended to encourage and enable employees and others to raise serious concerns within the Corporation before seeking resolution outside the Corporation.

Attendance at Votes and Deliberations

No person who is subject of a whistleblower complaint being discussed, and no directors who are also employees of MAC, if any, may be present at, or otherwise participate in, any deliberations or voting upon Whistleblower Policy matters; provided, however, that nothing shall prohibit the Board or committee from requesting that the person who is subject to the complaint present information as background or answer questions at a committee or board meeting prior to the commencement of deliberations or voting relating thereto.

Distribution of the Whistleblower Policy

A copy of this Policy shall be distributed to all directors, officers, Key Persons, employees and to volunteers of the

Corporation who provide substantial services to the Corporation. A copy of this policy will be given to all Board Members annually at the first Board meeting of each academic year. Distribution may include direct distribution of physical or electronic copies, the posting of this Policy on the Corporation's website, or the posting of this Policy at the Corporation's offices in a conspicuous location accessible to all directors, officers, Key Persons, employees and volunteers. Any questions concerning any aspect of this policy shall be directed to the Director of Human Resources or the Executive Director of the Corporation.

PCI Policy

PCI (Payment Card Industry) Policy is in place to protect cardholder information of customers who utilize a credit card to transact business with Morrisville Auxiliary Corporation. An employee's level of PCI responsibility is outlined in their job description. Employees with PCI responsibility are required to successfully complete training upon hire and annually thereafter. Each department will provide department specific protocols.

SAFETY

MAC wants to provide a safe working environment for all employees and patrons. A safety committee has been established to maintain safety hazards at all our locations. Employees are asked to report all work hazards to their immediate supervisors and/or members of the safety committee. Employees are expected to conduct themselves in a safe manner. You are required to use good judgment and common sense, observe all safety rules posed and follow all OSHA and state safety regulations.

PLEASE SEE THE COVID-19 RESOURCES MANUAL FOR COVID-19 PROCEDURES.

The safety of everyone depends upon strict adherences to following the basic safety guidelines:

- Obey all warning tags and signs. These are posted for your protection and point out hazards or give special instructions.
- Never operate machinery equipped with safety guards unless the safety guards are in place. If guards are not, report the situation to your supervisor immediately.
- Follow knife safety training guidelines.
- Do not carry anything above eye level.
- Follow safe and proper operations of equipment.

- Report all faulty equipment.
- Be cautious and use the correct method when handling hot food, hot pans or equipment.
- Report all incidents to a manger, regardless of how minor they may seem.
- Follow guidelines for proper glove use, hand washing, sanitation, & cleanliness.
- Wipe up spills even if you did not cause them. Clean up as you perform your duties.
- Use correct mop for the type of spill and display wet floor signs.
- Never leave a spill unattended. Alert customers and other workers of the hazard.
- Follow safety guidelines for proper meat, & other hot and cold food temperatures; properly using a thermometer.
- Pick up broken dishes and glasses with a broom and dustpan. Do not touch the broken glass with your hands or let customers pick it up.
- Walk, never run.
- Unplug all electrical equipment before cleaning.
- Do not use headphones, earbuds or air pods.
- No cell phones, iPods, headphones, or other electronic devices are to be used while working. This includes making phone calls, texting, or listening to music.

Cleaning Chemicals

Proper use of cleaning chemicals helps us keep our operation clean and safe. However, chemicals that are used incorrectly or without care can be dangerous. Each unit has Safety Data Sheets (SDS) for each chemical in a three-ring binder in the manager's office. The SDS provides detailed information about the chemical's make-up, safe use, and hazards.

Here are a few safety tips when using cleaning chemicals:

- Never mix a cleaning chemical with anything but water, as dangerous chemicals reactions may occur.
- Mix chemicals with water according to the directions on the label. Too much cleaning chemical can be just as bad as, or worse than too little cleaning chemical.
- Make sure you know how to use the chemical properly. If you are not sure, ask a manager to show you.
- Some cleaning chemicals can cause a skin reaction. Wear protective rubber gloves when using cleaning chemicals.
- Never store or spray chemicals near food, utensils, salt & pepper shakers, glasses, etc.

- Spray cleaning chemicals directly onto a cleaning cloth first, when cleaning any surface.
- If you come across a chemical that is not labeled with the manufacturer's original label, report it to a manager.
- Report any incidents or injuries caused by cleaning chemicals to a manager immediately.
- Some chemicals require eye protection. If the chemical, you are using has this requirement please see a manager for eye protection.

Sanitation, Cleanliness, & Glove Use

Food safety and sanitation are a vital part of any food service operation. All employees must wash their hands prior to starting work.

- Proper procedure for washing hands:
- Use warm (100F or higher) running water and soap.
- Scrub both sides of the hands up to and beyond the wrists for at least 20 seconds.
- Scrub underneath the fingernails.
- Rinse with warm water and dry hands with a disposable paper towel or hand dryer.
- Turn off water faucet with paper towel in your hands to prevent re-contaminating your hands.

Hands should be washed:

- After using the restroom: Employees must remove their apron before entering the rest room area.
- After coming in contact with bodily fluids, such as saliva or runny nose.
- Before working with food.
- After touching raw meat, poultry, fish or eggs.
- After touching hair.

State law requires all employees to wear gloves when serving food to a customer or touching food that will not receive any further cooking. For example: salads and salad items, deli meat, cold items served on the salad bar or dessert items that do not receive further cooking, any food preparation.

When food is being served that has already been cooked, great caution needs to be taken to preserve the sanitation of the food. This is done by wearing clean, disposable gloves on both hands.

Do not hesitate to change your gloves. It's better to be sure your gloves are clean and sanitary.

How to properly wear gloves to ensure cleanliness:

- Wash and dry your hands before putting on gloves, Gloves can become contaminated just as easily as hands and only protect food from contamination if kept clean. Gloves must be worn on both hands.
- If the gloves stick together do not attempt to open them by blowing into them. Instead, rub the ends together with your fingers.

When to change your gloves:

- If you touch anything considered a contaminant, such as a dirty rag, your clothes, your apron, your hair, your face, a refrigerator door, or another person.
- If you are serving and they become covered in food.
- If you sneeze or cough (sneeze or cough into your shoulder and immediately wash your hands and change your gloves).
- If they become damaged.
- When moving from one task to another task.
- When serving a vegetarian or gluten-free customer.
- If they come into contact with cleaning chemicals.
- Before serving any student with a food allergy. This will prevent cross contamination.

HERO Act and Infectious Disease Exposure Prevention Plan

MAC complies with all applicable provisions of the New York HERO Act, including the adoption of an infectious disease exposure prevention plan. MAC's infectious disease exposure prevention plan is annexed to this Handbook as Attachment B; posted in all workplaces in compliance with the directives of the Department of Labor; and available upon request to any employee by contacting Director of Human Resources. MAC will issue further direction and guidance to employees regarding the implementation of the plan at such time as the plan is activated by a directive of the Department of Labor or other state agency.

DRUG-FREE WORKPLACE

It is the policy of MAC to provide our employees and customers with a safe and productive workplace that is free of alcohol and drug abuse. MAC feels strongly that alcohol and drug abuse in the workplace can undermine individual performance, the security of other employees, and the company business. The establishment of a Drug-Free Workplace Policy is consistent with MAC's desired culture and is in the best interest of MAC.

For these reasons, MAC is implementing a Drug-Free Workplace Program which applies to all employees as well as applicants for employment with MAC. Our policy formally states that the abuse of alcohol and/or illegal use of drugs by any of our employees while on MAC or College premises or on company business will not be tolerated. MAC's policies and practices with respect to the use of cannabis products is set forth in a separate policy.

If you currently need help with an alcohol or drug problem or if you have any questions about the Drug-Free Workplace, contact the Human Resources Department. Let's work together to keep MAC free of alcohol and drugs and continue it as a safe place to work.

Policy

It is the policy of MAC to maintain a workplace free from the use and abuse of drugs and alcohol. Compliance with this policy is a condition of continued employment. It supersedes any other Company policy or practice on this subject. At any time, MAC may unilaterally, at its discretion amend, supplement, modify, or change any part of this policy. The policy does not represent an expressed or implied contract, and it does not affect your status as an at-will employee. If you have any questions about this policy, please direct them to the Human Resources Department.

Drug & Alcohol Prohibitions

"Illegal Drug" means any drug (1) which is not legally obtainable, or (2) which is legally obtainable but has not been legally obtained, or (3) which is a controlled substance. The term includes prescribes drugs not legally obtained and prescribed drugs being misused for prescribed purposes.

1. Any employee involved in any of the following activities at any time during the hours between the beginning and end of the employee's workday, whether or not on Company business, College or MAC premises, or property, is in violation of Company and subject to disciplinary action:
2. bringing illegal drugs into Company premises or College property, including Company-owned or leased vehicles or a MAC customer's premises;
3. having, possession of or being under the influence of illegal drugs;
4. using, consuming, transforming, distributing or attempting to distribute, manufacturing, or dispensing illegal drugs;

5. having, possession of drug paraphernalia such as pipes, needles, or similar items
6. In addition, the Company strictly prohibits the abuse of alcohol or prescription drugs.

Employee use of duly-prescribed cannabis for documented medical reasons will be considered in accordance with the terms of MAC's policy for the reasonable accommodation of disabilities, set forth in the Company's Americans With Disabilities Act policy.

Employee Assistance

A fundamental purpose of MAC's Drug-Free Workplace Program is to assist employees and family members who suffer from drug or alcohol abuse. If you need confidential help with a drug or alcohol problem, contact the Human Resources Department. If eligible, you will be granted a medical leave of absence for rehabilitation.

It is the employee's responsibility to seek assistance before drug or alcohol abuse leads to disciplinary action. The employee's decision to seek prior assistance will not be used as the basis for disciplinary action. Contacting the Human Resources Department will not be a defense to avoid disciplinary action where the facts proving a violation of this policy or giving rise to other disciplinary actions are obtained outside of this consultation.

Disciplinary Actions

MAC reserves the right to use disciplinary actions, up to and including termination of employment, depending upon the seriousness of the violation, the employee's present job assignment, the employee's record with the Company, and other factors, including the impact of the violation upon the conduct of Company business. Compliance with this policy is a condition of continued employment.

In addition, MAC prohibits the off-premises abuse of alcohol and controlled substances, as well as the possession, use or sale of illegal drugs, when those activities adversely affect job performance, jeopardize the safety of the employee, other employees, the public, residents, MAC equipment or vehicles or the reputation of MAC on the campus or in the community.

Cannabis Use and Possession

MAC observes and complies with New York State law, including Labor Law section 201-d, regarding the lawful off-duty possession and use of cannabis products (hereinafter, “cannabis”). However, MAC reserves the right to take any lawful measures to ensure the safety and productivity of its workforce and property. Accordingly, employees using cannabis may still be disciplined in accordance with this policy, and any other applicable policies or agreements governing workplace conduct, under certain circumstances permitted by State law. The following provisions govern the application of MAC’s drug and alcohol policy to the use of cannabis.

For purposes of the following policy provisions, “specific articulable symptoms” include any behaviors that would constitute a basis for reasonable suspicion that an employee is under the influence of cannabis, including, but not limited to: the odor of cannabis; unsteady or impaired physical movement; dilation, constriction, or watering pupils and eyes; slurred, slow, distracted or confused speech and affect; agitated, irritable, drowsy or inappropriate emotional presentation; sleeping, unconsciousness, or unresponsiveness; or any admission by the employee that he or she is presently under the influence of cannabis. “Premises” includes all buildings, offices, facilities, grounds, parking lots, lockers, and placed owned, leased, or managed by the Company or Company parent, subsidiary, vendor, agent, client, patron, or customer.

The possession, use, sale, purchase, advertising, manufacture or dispensing of cannabis on Company premises or while conducting Company-related work on the premises of any Company parent, subsidiary, vendor, agent, client, patron, or customer; or with the use of any Company property including, but not limited to: Company automobiles and other vehicles; mailing and shipping resources; and communication resources, is strictly prohibited. The possession, use, sale or purchase of any cannabis-related paraphernalia under the above circumstances is likewise prohibited. MAC reserves the right to inspect all portions of its premises for cannabis, including requesting the cooperation of employees, contract employees and visitors in inspections of their persons, work areas, and personal property. Violation of these prohibitions may result in discipline, up to and including discharge, for misconduct.

MAC may additionally take action, including discipline up to and including discharge, with respect to an employee for

the off-duty, off-premises use of cannabis under any of the following circumstances:

- Where an employee is found to be impaired by the use of cannabis during the employee’s work hours. For purposes of this provision, “impairment” means that the employee manifests specific articulable symptoms that either: (1) decrease or lessen the employee’s performance of his or her duties; and/or (2) interfere with MAC’s obligation to provide a safe and healthy workplace, free from recognized hazards, as required by state and federal occupational safety and health law;
- Where an action is required by state or federal statute, regulation, ordinance, or other state or federal governmental mandate, including, but not limited to MAC’s compliance with the state Vehicle and Traffic Law; the Omnibus Transportation Employee Testing Act; and/or the Federal Drug-Free Workplace Act; or
- Where MAC would be in violation of federal law, or else subject to the loss of a federal contract or federal funding, as a consequence of the employee’s use of cannabis.

MAC may test an employee for the presence of cannabis as part of any post-accident test conducted in the aftermath of an accident caused or contributed to by the employee that damages a Company vehicle, machinery, equipment or property, or that results in an injury to the employee or another Company employee; or as otherwise provided for in MAC’s Drug-Free Workplace Policy. MAC may likewise test an employee for the presence of cannabis based on reasonable suspicion as described above or elsewhere in the Company’s Drug-Free Workplace Policy.

HARASSMENT IN THE WORKPLACE

MAC is committed to providing a work environment free of unlawful harassment and discrimination. Words, actions, gestures, jokes, touching or comments based on an individual’s race, religion, creed, color, sex, age, national origin, disability, sexual orientation, marital status, family status, pregnancy, military status, veteran status, genetic information including predisposing genetic characteristics or carrier status, arrest or conviction record, domestic violence victim status, or any other legally protected class or status is strictly prohibited and will not be tolerated. Normal, courteous, mutually respectful, pleasant, the interaction between employees that is acceptable to both

parties is not considered to be harassment. Harassment of any type includes but is not limited to:

1. Submission to the offensive conduct is either an explicit or implicit term or condition of employment
2. Submission to or rejection of the offensive conduct is used as a basis for an employment decision affecting the person rejecting or submitting to the conduct
3. The conduct has the purpose or effect of unreasonably interfering with an affected person's work performance, or creating an intimidating, hostile, or offensive work environment
4. Offensive comments, statements, slurs, stereotypes, jokes, generalizations, and nicknames based on race, religion, creed, color, sex, age, national origin, disability, sexual orientation, pregnancy, military status, veteran status, genetic information including predisposing genetic characteristics or carrier status, arrest or conviction record, domestic victim status, or any other legally protected class or status.

Since MAC encourages employees to report what they believe are incidents of discrimination or harassment, no one will be retaliated against because they made such a report or participated in an investigation. It is the responsibility of every MAC employee to report all incidents of harassment, including those that involve customers, vendors or visitors to the Campus.

Every employee is entitled to a work environment free from harassment of any type. Violation of MAC's harassment and/or non-discrimination policies will result in disciplinary action up to and including termination.

As is the case with all policies in this handbook, failure to comply with this policy may lead to disciplinary action.

Complaint Procedure

It is MAC's policy to thoroughly investigate and remedy any known incident of discrimination or harassment. In order to accomplish this objective, discrimination or harassment must be promptly brought to the attention of the management. If an employee believes that they have been subjected to any form of harassment, they should report the matter at once to their immediate Supervisor or the Human Resources Department. Any supervisor who receives a complaint of harassment must immediately notify the Human Resources Department who will investigate charges of all forms of

discrimination/harassment and will confer with those who feel they have been victims of discrimination/harassment.

If MAC determines that harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. If an employee is found to have violated MAC's anti-harassment policy, the employee will be subject to disciplinary action up to and including termination. Employees are expected to cooperate fully if they are called upon in an investigation. No employee will be subject to retaliation of any kind for making a good faith report of harassment or cooperating in an investigation. Employees who report incidents of harassment will be informed of the results of the investigation. Follow-up interview(s) with the complainant will be conducted for an appropriate period of time, to ensure that the harassment has not resumed and that no retaliatory action has been taken.

SEXUAL HARASSMENT IN THE WORKPLACE

Introduction

MAC is committed to maintaining a workplace free from sexual harassment. Sexual harassment is a form of workplace discrimination that subjects an employee to inferior conditions of employment due to their gender, gender identity, gender expression (perceived or actual), and/or sexual orientation. Sexual harassment is often viewed simply as a form of gender-based discrimination but MAC recognizes that discrimination can be related to or affected by other identities beyond gender. Under the New York State Human Rights Law, it is illegal to discriminate based on sex, sexual orientation, gender identity or expression, age, race, creed, color, national origin, military status, disability, pre-disposing genetic characteristics, familial status, marital status, criminal history, or status as a victim of domestic violence. Our different identities impact our understanding of the world and how others perceive us. For example, an individual's race, ability, or immigration status may impact their experience with gender discrimination in the workplace. While this policy is focused on sexual harassment and gender discrimination, the methods for reporting and investigating discrimination based on the protected identities are the same. The purpose of this policy is to teach employees to recognize discrimination, including discrimination due to an individual's intersecting identities, and provide the tools to take action when it occurs. All employees, managers, and supervisors are

required to work in a manner designed to prevent sexual harassment and discrimination in the workplace. This policy is one component of MAC's commitment to a discrimination-free work environment.

Sexual harassment and discrimination are against the law. After reading this policy, employees will understand their right to a workplace free from harassment. Employees will also learn what harassment and discrimination look like, what actions they can take to prevent and report harassment, and how they are protected from retaliation after taking action. The policy will also explain the investigation process into any claims of harassment. Employees are encouraged to report sexual harassment or discrimination by filing a complaint internal with MAC. Employees can also file a complaint with a government agency or in court under federal, state, or local antidiscrimination laws. To file an employment complaint with the New York State Division of Human Rights, please visit <https://dhr.ny.gov/complaint>. To file a complaint with the United States Equal Employment Opportunity Commission, please visit <https://www.eeoc.gov/filing-charge-discrimination>.

Policy

1. MAC's policy applies to all employees, applicants for employment, interns, whether paid or unpaid, anyone who is (or is employed by) a contractor, subcontractor, vendor, consultant, or anyone providing services in our workplace. These individuals include persons commonly referred to as independent contractors, gig workers, and temporary workers. Also included are persons providing equipment repair, cleaning services, or any other services through a contract with MAC. For the remainder of this policy, we will use the term "covered individual" to refer to these individuals who are not direct employees of the company.
2. Sexual harassment is unacceptable. Any employee or covered individual who engages in sexual harassment, discrimination, or retaliation will be subject to action, including appropriate discipline for employees. In New York, harassment does not need to be severe or pervasive to be illegal. Employees and covered individuals should not feel discouraged from reporting harassment because they do not believe it is bad enough, or conversely because they do not want to see a colleague fired over less severe behavior. Just as harassment can happen in different degrees, potential discipline for engaging in sexual harassment will depend on the degree of harassment and might include education and counseling. It may lead to suspension or termination when appropriate.
3. Retaliation is prohibited. Any employee or covered individual that reports an incident of sexual harassment or discrimination, provides information, or otherwise assists in any investigation of a sexual harassment or discrimination complaint is protected from retaliation. No one should fear reporting sexual harassment if they believe it has occurred. So long as a person reasonably believes that they have witnessed or experienced such behavior, they are protected from retaliation. Any employee of MAC who retaliates against anyone involved in a sexual harassment or discrimination investigation will face disciplinary action, up to and including termination. All employees and covered individuals working in the workplace who believe they have been subject to such retaliation should inform a supervisor, manager, or Director of Human Resources. All employees and covered individuals who believe they have been a target of such retaliation may also seek relief in other available forums, as explained below in the section on Legal Protections.
4. Discrimination of any kind, including sexual harassment, is a violation of our policies, is unlawful, and may subject MAC to liability for harm experienced by targets of discrimination. Harassers may also be individually subject to liability and employers or supervisors who engage in harassment may be liable for aiding and abetting such behavior. Employees of every level who engage in harassment or discrimination, including managers and supervisors who engage in harassment or discrimination or who allow such behavior to continue, will be penalized for such misconduct.
5. MAC will conduct a prompt and thorough investigation that is fair to all parties. An investigation will happen whenever management receives a complaint about discrimination or sexual harassment, or when it otherwise knows of possible discrimination or sexual harassment occurring. MAC will keep the investigation confidential to the extent possible. If an investigation ends with finding that discrimination

or sexual harassment occurred, MAC will act as required. In addition to any required discipline, MAC will also take steps to ensure a safe work environment for the employee(s) who experienced the discrimination or harassment. All employees, including managers and supervisors, are required to cooperate with any internal investigation or discrimination or sexual harassment.

6. All employees are encouraged to report any harassment or behaviors that violate this policy. MAC will provide all employees with a complaint form for employees to report harassment and file complaints. Use of this form is not required. For anyone who would rather make a complaint verbally, or by email, these complaints will be treated with equal priority. An employee or covered individual who prefers not to report harassment to their manager or employer may instead report harassment to the New York State Division of Human Rights and/or the United States Equal Employment Opportunity Commission. Complaints may be made to both the employer and a government Agency.
7. Managers and supervisors are required to report any complaint that they receive or any harassment that they observe or become aware of, to The Director of Human Resources.
8. This policy applies to all employees and covered individuals, such as contractors, subcontractors, vendors, consultants, or anyone providing services in the workplace, and all must follow and uphold this policy. This policy must be provided to all employees in person or digitally through email upon hiring. For those offices operating remotely, in addition to sending the policy through email, it will also be available on SharePoint and Employee Handbooks.

What Is “Sexual Harassment”?

Sexual harassment is a form of gender-based discrimination that is unlawful under federal, state, and (where applicable) local law. Sexual harassment includes harassment on the basis of sex, sexual orientation, self-identified or perceived sex, gender expression, gender identity, and the status of being transgender. Sexual harassment is not limited to sexual contact, touching, or expressions of a sexually suggestive nature. Sexual harassment includes all forms of gender discrimination

including gender role stereotyping and treating employees differently because of their gender.

Understanding gender diversity is essential to recognizing sexual harassment because discrimination based on sex stereotypes, gender expression and perceived identity are all forms of sexual harassment. The gender spectrum is nuanced, but the three most common ways people identify are cisgender, transgender, and non-binary. A cisgender person is someone whose gender aligns with the sex they were assigned at birth. Generally, this gender will align with the binary of male or female. A transgender person is someone whose gender is different than the sex they were assigned at birth. A non-binary person does not identify exclusively as a man or a woman. They might identify as both, somewhere in between, or completely outside of the gender binary. Some may identify as transgender, but not all do. Respecting an individual’s gender identity is a necessary first step in establishing a safe workplace.

Sexual harassment is unlawful when it subjects an individual to inferior terms, conditions, or privileges of employment. Harassment does not need to be severe or pervasive to be illegal. It can be harassing behavior that rises above petty slights or trivial inconveniences. Every instance of harassment is unique to those experiencing it, and there is no single boundary between petty slights and harassing behavior. However, the Human Rights law specifies that whether harassing conduct is considered petty or trivial is to be viewed from the standpoint of a reasonable victim of discrimination with the same protected characteristics. Generally, any behavior in which an employee or covered individual is treated worse because of their gender (perceived or actual), sexual orientation, or gender expression is considered a violation of MAC’s policy. The intent of the behavior, for example, making a joke, does not neutralize a harassment claim. Not intending to harass is not a defense. The impact of the behavior on a person is what counts. Sexual harassment includes any unwelcome conduct which is either directed at an individual because of that individual’s gender identity or expression (perceived or actual), or is of a sexual nature when:

- The purpose or effect of this behavior unreasonably interferes with an individual’s work performance or creates an intimidating, hostile, or offensive work environment. The impacted

person does not need to be the intended target of the sexual harassment;

- Employment depends implicitly or explicitly on accepting such unwelcome behavior; or
- Decisions regarding an individual's employment are based on an individual's acceptance to or rejection of such behavior. Such decisions can include what shifts and how many hours an employee might work, project assignments, as well as salary and promotion decisions.

There are two main types of sexual harassment:

- Behaviors that contribute to the **hostile work environment** include, but are not limited to, words, signs, jokes, pranks, intimidation, or physical violence which are of a sexual nature, or which are directed at an individual because of that individual's sex, gender identity, or gender expression. Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory, or discriminatory statements which an employee finds offensive or objectionable, causes an employee discomfort or humiliation, or interferes with the employee's job performance.
- Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment or any other terms, conditions, or privileges of employment. This is also called **quid pro quo** harassment.

Any employee who feels harassed is encouraged to report the behavior so that any violation of this policy can be corrected promptly. Any harassing conduct, even a single incident, can be discrimination and is covered by this policy.

Examples of Sexual Harassment

The following describes some of the types of acts that may be unlawful sexual harassment and that are strictly prohibited. This list is just a sample of behaviors and should not be considered exhaustive. Any employee who believes they have experienced sexual harassment, even if it does not appear on this list, should feel encouraged to report it:

- Physical acts of a sexual nature, such as:
 - Touching, pinching, patting, kissing, hugging, grabbing, brushing against

another employee's body or poking another employee's body;

- Rape, sexual battery, molestation or attempts to commit these assaults, which may be considered criminal conduct outside the scope of this policy (please contact local law enforcement if you wish to pursue criminal charges).
- Unwanted sexual advances or propositions, such as:
 - Requests for sexual favors accompanied by implied or overt threats concerning the target's job performance evaluation, a promotion or other job benefits;
 - This can include sexual advances/pressure placed on a service industry employee by customers or clients, especially those industries where hospitality and tips are essential to the customer/employee relationship.
 - Subtle or obvious pressure for unwelcome sexual activities; or
 - Repeated requests for dates or romantic gestures, including gift-giving.
- Sexually oriented gestures, noises, remarks or jokes, or questions and comments about a person's sexuality, sexual experience, or romantic history which create a hostile work environment. This is not limited to interactions in person. Remarks made over virtual platforms and in messaging apps when employees are working remotely can create a similarly hostile work environment.
- Sex stereotyping, which occurs when someone's conduct or personality traits are judged based on other people's ideas or perceptions about how individuals of a particular sex should act or look:
 - Remarks regarding an employee's gender expression, such as wearing a garment typically associated with a different gender identity; or
 - Asking employees to take on traditionally gendered roles, such as asking a woman to serve meeting refreshments when it is not part of, or appropriate to, her job duties.
- Sexual or discriminatory displays or publications anywhere in the workplace, such as:

- Displaying pictures, posters, calendars, graffiti, objects, promotional material, reading materials or other materials that are sexually demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace.
- This also extends to the virtual or remote workspace and can include having such materials visible in the background of one's home during a virtual meeting.
- Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity or gender expression, such as:
 - Interfering with, destroying or damaging a person's workstation, tools or equipment, or otherwise interfering with the individual's ability to perform the job;
 - Sabotaging an individual's work;
 - Bullying, yelling, name-calling.
 - Intentional misuse of an individual's preferred pronouns; or
 - Creating different expectations for individuals based on their perceived identities: Dress codes that place more emphasis on women's attire; Leaving parents/caregivers out of meetings.
- An individual's immigration status may lead to perceptions of vulnerability and increased concerns around illegal retaliation for reporting sexual harassment; or
- Past experiences as a survivor of domestic or sexual violence may lead an individual to feel re-traumatized by someone's behaviors in the workplace.

Individuals bring personal history with them to the workplace that might impact how they interact with certain behavior. It is especially important for all employees to be aware of how words or actions might impact someone with a different experience than their own in the interest of creating a safe and equitable workplace.

Where Can Sexual Harassment Occur?

Unlawful sexual harassment is not limited to the physical workplace itself. It can occur while employees are traveling for business or at employer or industry sponsored events or parties. Calls, texts, emails, and social media usage by employees or covered individuals can constitute unlawful workplace harassment, even if they occur away from the workplace premises, on personal devices or during non-work hours.

Sexual harassment can occur when employees are working remotely from home as well. Any behaviors outlined above that leave an employee feeling uncomfortable, humiliated, or unable to meet their job requirements constitute harassment even if the employee or covered individual is at home when the harassment occurs. Harassment can happen on virtual meeting platforms, in messaging apps, and after working hours between personal cell phones.

Retaliation

Retaliation is unlawful and is any action by an employer or supervisor that punishes an individual upon learning of a harassment claim, that seeks to discourage a worker or covered individual from making a formal complaint or supporting a sexual harassment or discrimination claim, or that punishes those who have come forward. These actions need not be job-related or occur in the workplace to constitute unlawful retaliation. For example, threats of physical violence outside of work hours or disparaging someone on social media would be covered as a retaliation under this policy.

Examples of retaliation may include, but not limited to:

Who Can be a Target of Sexual Harassment?

Sexual harassment can occur between any individuals, regardless of their sex or gender. Harassment does not have to be between members of the opposite sex or gender. New York Law protects employees and all covered individuals described earlier in the policy. **Harassers can be anyone in the workplace.** A supervisor, a supervisee, or a coworker can all be harassers. Anyone else in the workplace can also be harassers including an independent contractor, contract worker, vendor, client, customer, patient, constituent, or visitor.

Sexual harassment does not happen in a vacuum and discrimination experienced by an employee can be impacted by biases and identities beyond an individual's gender. For example:

- Placing different demands or expectations on black women employees than white women employees can be both racial and gender discrimination;

- Demotion, termination, denying accommodations, reduced hours, or the assignment of less desirable shifts;
- Publicly releasing personnel files;
- Refusing to provide a reference or providing an unwarranted negative reference;
- Labeling an employee as “difficult” and excluding them from projects to avoid “drama”;
- Undermining an individual’s immigration status; or
- Reducing work responsibilities, passing over for a promotion, or moving an individual’s desk to a less desirable office location.

Such retaliation is unlawful under federal, state, and (where applicable) local law. The New York State Human Rights Law protects any individual who has engaged in “protected activity.” Protected activity occurs when a person has:

- Made a complaint of sexual harassment or discrimination, either internally or with any government agency;
- Testified or assisted in a proceeding involving sexual harassment or discrimination under the Human Rights Law or other anti-discrimination law;
- Opposed sexual harassment by making a verbal or informal complaint to management, or by simply informing a supervisor or manager of suspected harassment;
- Reported that another employee has been sexually harassed or discriminated against; or
- Encouraged a fellow employee to report harassment.

Even if the alleged harassment does not turn out to rise to the level of a violation of the law, the individual is protected from retaliation if the person had a good faith belief that the practices were unlawful. However, the retaliation provision is not intended to protect persons making intentionally false charges of harassment.

Reporting Sexual Harassment

Everyone must work toward preventing sexual harassment, but leadership matters. Supervisors and managers have a special responsibility to make sure employees feel safe at work and that workplaces are free from harassment and discrimination. Any employee or covered individual is encouraged to report harassing or discriminatory behavior to a supervisor, manager, or Director of Human Resources. Anyone who witnesses or becomes aware of potential instances of sexual

harassment should report such behavior to a supervisor, manager or Director of Human Resources.

Reports of sexual harassment may be made verbally or in writing. A form for submission of a written complaint can be found as “Attachment A” in the back of this handbook and will also be located on [CombatHarassmentComplaint Form 10.08.18.docx \(sharepoint.com\)](#). All employees are encouraged to use this complaint form, but the complaint form is not required. Employees who are reporting sexual harassment on behalf of other employees should use the complaint form and note that it is on another employee’s behalf. A verbal or otherwise written complaint (such as an email) on behalf of oneself or another employee is also acceptable.

Employees and covered individuals who believe they have been a target of sexual harassment may at any time seek assistance in additional available forums, as explained below in the section on Legal Protections.

Supervisory Responsibilities

Supervisors and managers have a responsibility to prevent sexual harassment and discrimination. All supervisors and managers who receive a complaint or information about suspected sexual harassment, observe what may be sexually harassing or discriminatory behavior, or for any reason suspect that sexual harassment or discrimination is occurring, are required to report such suspected sexual harassment to Director of Human Resources. Managers and supervisors should not be passive and wait for an employee to make a claim of harassment. If they observe such behavior, they must act.

Supervisors and managers can be disciplined if they engaged in sexually harassing or discriminatory behavior themselves. Supervisors and managers can also be disciplined for failing to report suspected sexual harassment or allowing sexual harassment to continue after they know about it.

Supervisors and managers will also be subject to discipline for engaging in any retaliation.

While supervisors and managers have a responsibility to report harassment and discrimination, supervisors and managers must be mindful of the impact that harassment and subsequent investigation has on victims. Being identified as a possible victim of harassment and questions about harassment and discrimination can be intimidating, uncomfortable and re-traumatizing for

individuals. Supervisors and managers must accommodate the needs of individuals who have experienced harassment to ensure the workplace is safe, supportive, and free from retaliation for them during and after any investigation.

Bystander Intervention

Any employee witnessing harassment as a bystander is encouraged to report it. A supervisor or manager that is a bystander to harassment is required to report it. There are five standard methods of bystander intervention that can be used when anyone witnesses harassment or discrimination and wants to help.

1. A bystander can interrupt the harassment by engaging with the individual being harassed and distracting them from the harassing behavior;
2. A bystander who feels unsafe interrupting on their own can ask a third party to help intervene in the harassment;
3. A bystander can record or take notes on the harassment incident to benefit a future investigation;
4. A bystander might check in with the person who has been harassed after the incident, see how they are feeling and let them know the behavior was not ok; and
5. If a bystander feels safe, they can confront the harassers and name the behavior as inappropriate. When confronting harassment, physically assaulting an individual is never an appropriate response.

Though not exhaustive, and dependent on the circumstances, the guidelines above can serve as a brief guide of how to react when witnessing harassment in the workplace. Any employee witnessing harassment as a bystander is encouraged to report it. A supervisor or manager that is a bystander to harassment is required to report it.

Complaint and Investigation of Sexual Harassment

ALL complaints or information about sexual harassment will be investigated, whether that information was reported in verbal or written form. Investigations will be conducted in a timely manner and will be confidential to the extent possible.

An investigation of any complaint, information or knowledge of suspected sexual harassment will be prompt and thorough, commenced immediately and completed as soon as possible. The investigation will be

kept confidential to the extent possible. All persons involved, including complainants, witnesses, and alleged harassers will be accorded due process, as outlined below, to protect their rights to a fair and impartial investigation.

Any employee may be required to cooperate as needed in an investigation of suspected sexual harassment. MAC will take disciplinary action against anyone engaging in retaliation against employees who file complaints, support another complaint, or participate in harassment investigations.

MAC recognizes that participating in a harassment investigation can be uncomfortable and has the potential to retraumatize an employee. Those receiving claims and leading investigations will handle complaints and questions with sensitivity toward those participating.

While the process may vary from case to case, investigations should be done in accordance with the following steps:

1. Upon receipt of a complaint, the Director of Human Resources will conduct an immediate review of the allegations, assess the appropriate scope of the investigation, and take any interim actions (for example, instructing the individual(s) about whom the complaint was made to refrain from communications with the individual(s) who reported the harassment), as appropriate. If complaint is verbal, request that the individual completes the "Complaint Form" in writing. If the person reporting prefers not to fill out the form, Director of Human Resources will prepare a Complaint Form on the verbal reporting.
2. If documents, emails or phone records are relevant to the investigation, take steps to obtain and preserve them.
3. Will seek to interview all parties involved, including any relevant witnesses.
4. Will create a written documentation of the investigation (such as letter, memo, or email), which contains the following:
 - a. A list of all documents reviewed, along with a detailed summary of relevant documents;
 - b. A list of names of those interviewed, along with a detailed summary of their statements;
 - c. A timeline of events;

- d. A summary of any prior, relevant incidents disclosed in the investigation, reported or unreported; and
 - e. The basis for the decision and final resolution of the complaint, together with any corrective action(s).
5. Will keep written documentation and associated documents in a secure and confidential location.
 6. Will promptly notify the individual(s) who reported the harassment and the individual(s) about whom the complaint was made that the investigation has been completed and implement any corrective actions identified in the written document.

Legal Protections and External Remedies

Sexual harassment is not only prohibited by MAC but is also prohibited by state, federal, and, where applicable, local law.

The internal processes outlined in the policy above is one way for employees to report sexual harassment.

Employees and covered individuals may also choose to pursue legal remedies with the following governmental entities. While a private attorney is not required to file a complaint with a governmental agency, you may seek the legal advice of an attorney.

In addition to those outlined below, employees in certain industries may have additional legal protections.

New York State Division of Human Rights Law (HRL)

The Human Rights Law (HRL), N.Y. Executive Law, art. 15, § 290 et seq., applies to all employers in New York State and protects employees and covered individuals, regardless of immigration status. A complaint alleging a violation of the Human Rights Law may be filed either with the Division of Human Rights (DHR) or in New York State Supreme Court.

Complaints of sexual harassment filed with DHR may be submitted any time **within three years** of the harassment. If an individual does not file a complaint with DHR, they can bring a lawsuit directly in state court under the Human Rights Law, **within three years** of the alleged sexual harassment. An individual may not file with DHR if they have already filed an HRL complaint in state court.

Complaining internally to MAC does not extend your time to file with DHR or in court. The three years are counted from the date of the most recent incident of harassment.

You do not need an attorney to file a complaint with DHR, and there is no cost to file with DHR.

DHR will investigate your complaint and determine whether there is probable cause to believe that sexual harassment has occurred. Probable cause cases receive a public hearing before an administrative law judge. If sexual harassment is found after a hearing, DHR has the power to award relief, which varies but may include requiring your employer to take action to stop the harassment, or repair the damage caused by the harassment, including paying of monetary damages, punitive damages, attorney's fees, and civil fines.

The DHR's main office contact information is:

NYS Division of Human Rights, One Fordham Plaza, Fourth Floor, Bronx, New York 10458. You may call (718) 741-8400 or visit: www.dhr.ny.gov.

Go to dhr.ny.gov/complaint for more information about filing a complaint. The website has a digital complaint process that can be completed on your computer or mobile device from start to finish. The website had a complaint form that can be downloaded, filled out, and mailed to DHR as well as a form that can be submitted online. The website also contains contact information for DHR's regional offices across New York State.

Call the DHR sexual harassment hotline at 1(800) HARASS3 for more information about filing a sexual harassment complaint. This hotline can also provide you with a referral to a volunteer attorney experienced in sexual harassment matters who can provide you with limited free assistance and counsel over the phone.

Civil Rights Act of 1964

The United States Equal Employment Opportunity Commission (EEOC) enforces federal anti-discrimination laws, including Title VII of the 1964 federal Civil Rights Act (codified as 42 U.S.C. § 2000e et seq.). An individual can file a complaint with the EEOC anytime within 300 days from the harassment. There is no cost to file a complaint with the EEOC. The EEOC will investigate the complaint and determine whether there is reasonable cause to believe that discrimination has occurred, at which point the EEOC will issue a Right to Sue letter permitting the individual to file a complaint in federal court.

The EEOC does not hold hearings, or award relief, but may take other action including pursuing cases in federal court

on behalf of complaining parties. Federal courts may award remedies if discrimination is found to have occurred. In general, private employers must have at least 15 employees to come within the jurisdiction of the EEOC.

An employee alleging discrimination at work can file a “Charge of Discrimination.” The EEOC has district, area, and field offices where complaints can be filed. Contact the EEOC by calling 1.800.669.4000 (TTY: 1.800.669.6820), visiting their website at www.eeoc.gov or via email at info@eeoc.gov.

If an individual filed an administrative complaint with DHR, DHR will file the complaint with the EEOC to preserve the right to proceed in federal court.

Local Protections

Many localities enforce laws protecting individuals from sexual harassment and discrimination. An individual should contact the county, city or town in which they live to find out if such a law exists. For example, employees who work in New York City may file complaints of sexual harassment with the New York City Commission on Human Rights.

Contact their main office at
Law Enforcement Bureau of the NYC
Commission on Human Rights,
40 Rector Street, 10th Floor,
New York, New York;

call 311 or 212.306.7450, or visit
www.nyc.gov/html/cchr/html/home/home.shtml.

Contact the Local Police Department

If the harassment involves unwanted physical touching, coerced physical confinement or coerced sex acts, the conduct may constitute a crime. Contact the local police department.

Harassment Complaint Form

New York State Labor Law requires all employers to adopt a sexual harassment prevention policy that includes a complaint form to report alleged incidents of sexual harassment.

If you believe that you have been subjected to sexual harassment, you are encouraged to complete this form and submit it to the Director of Human Resources; located in the business office Hamilton Hall, forms may be dropped off or emailed

to mazzas@morrisville.edu. You will not be retaliated against for filing a complaint.

If you are more comfortable reporting verbally or in another manner, your employer should complete this form, provide you with a copy and follow its sexual harassment prevention policy by investigating the claims.

For additional resources, visit:
<https://www.ny.gov/programs/combating-sexual-harassment-workplace>.

Conclusion

This policy outlined above is aimed at providing employees at MAC and covered individuals an understanding of their right to a discrimination and harassment free workplace. All employees should feel safe at work. Though the focus of this policy is on sexual harassment and gender discrimination, the New York State Human Rights law protects against discrimination in several protected classes including sex, sexual orientation, gender identity or expression, age, race, creed, color, national origin, military status, disability, pre-disposing genetic characteristics, familial status, marital status, criminal history, or domestic violence survivor status. The prevention policies outlined above should be considered applicable to all protected classes.

Complaint Form

Morrisville Auxiliary Corporation

COMPLAINANT INFORMATION

Name: _____

Work Address: _____

Work Phone: _____

Job Title: _____

Email: _____

Select Preferred Communication Method:

Email Phone In person

COMPLAINT INFORMATION

1. Your complaint of Sexual Harassment is made about:
Name: _____

Title: _____

Work Address: _____

Work Phone: _____

Relationship to you:

Supervisor Subordinate

Co-Worker Other

2. Please describe what happened and how it is affecting you and your work. Please use additional sheets of paper if necessary and attach any relevant documents or evidence. _____

Is the sexual harassment continuing? Yes No

SUPERVISORY INFORMATION

Immediate Supervisors Name: _____

Title: _____

Work Address: _____

Work Phone: _____

3. Date(s) sexual harassment occurred: _____

4. Please list the name and contact information of any witnesses or individuals who may have information related to your complaint: _____

5. If you have obtained legal counsel and would like us to work with them, please provide their contact information:

Signature

Date

JOB PERFORMANCE

Employment with MAC requires a good attitude and a willingness to work, listen, and ask questions. The jobs are fast-paced and service-oriented, but most do not require previous experience.

Expectations & Evaluations

7 Steps to Workplace Professionalism

1. Maintain a positive attitude about the job you are doing.
2. Exemplify good manners while working.
3. Take initiative, be conscientious about your duties, and play an active role during your shift.
4. Work together as a team to attain efficiency, speed and superior performance.
5. Always remember that the customers are the purpose for our job and not an interruption of it.
6. If you find yourself in an unfriendly situation, please take it to your supervisor or manager immediately. Do not let the situation escalate.
7. Always treat your co-workers (both general employees and student management) and customers with the respect they deserve, and you expect in return.

A student employee's job performance will be evaluated annually, at the end of the Spring Semester. It will be based on the "3 strikes you're out" system described in the following pages. Please keep in mind that poor job performance may lead to not being re-hired for the next term or immediate termination.

Following the guidelines in this handbook will ensure a satisfactory evaluation:

- Know and understand your job description and work to meet or exceed the established standards.
- Work as scheduled. **BE ON TIME.** Do not clock in any earlier than 7 minutes, unless you are asked to do so by your manager.
- Immediately proceed to your assigned area prior to opening.
- When you Punch in, it means you are ready to work.
- Be willing to work quickly and efficiently, but do not run in the kitchen.
- Each Team Member is required to work their entire scheduled shift. For example, if you are scheduled

until 3:30 P.M you must work until that time; NOT 3:20 P.M.

- If you are working until close; you do not leave until you have checked with the Manager on Duty.
- Be courteous, polite and respectful to fellow employees and customers.
- Communicate your suggestions and those of the customers to your manager.
- Be willing to help in other areas when needed.
- Greet each customer with a smile.
- Stay busy at all times. If you find that you have nothing to do, ask a manager what else needs to be done. There is no reason for standing around.
- Be open-minded and willing to learn new positions.

The following will not be permitted:

- Rudeness to customer, co-workers and supervisors.
- Eating while clocked in.
- Smoking/chewing tobacco or vaping.
- Drugs.
- Alcoholic beverages.
- Gum chewing.
- Swearing, profane or inappropriate language.
- Excessive socializing.
- Doing schoolwork while clocked in.
- Electronic games.
- Removing food or equipment.
- Insubordination.
- Drinking beverages on the line or in front of customers. Having an open beverage. Drinks must not be visible to customers.
- Cell phones, texting, iPods, and other electronic devices may not be used while clocked in.
- Wearing headphones, earbuds or air pods.
- Harassment of any kind.

Mighty Mustang Award

The Mighty Mustang Award is given to a MAC Student Employee in Dining Services who demonstrates a strong work ethic, positive attitude and demeanor, motivation and commitment to teamwork, and their overall contribution to their unit within MAC. The winner of the award is given \$250 and recognition within Dining Services for a job well done.



The Three Strike System

MAC is an “employment at will” employer. This means that management may terminate employment or not rehire any student employee he/she feels is not meeting the mission of MAC. The mission statement of MAC is on the first page of this handbook. The contents of this section represent guidelines and not absolutes. Customer service is our job and our number one priority. MAC expects all employees to perform their duties efficiently and professionally. Inappropriate behavior will result in a written counsel and/or dismissal. We will use “three strikes (per semester) and you’re out” as a basic guideline. Every semester, student employees will start with zero strikes against them, unless they received a strike in the last three weeks of the previous semester, or at the Director’s discretion.

MAC has defined three levels of inappropriate behavior. The lists that follow are not all-inclusive and management reserves the right to discipline and/or discharge as offenses warrant. Violations of level 3 will be considered three strikes and will result in immediate dismissal. Violations of levels 1 & 2 will result in a written warning. A level two violation is considered two strikes and a level one violation is considered one strike. All violations received in the final three weeks of the semester will carry over to the next semester, as well as any safety violations.

*LEVEL THREE VIOLATIONS (3 strikes):

= AUTOMATIC TERMINATION

1. Theft, giving away food without collecting payment
2. Working while under the influence of drugs or alcohol
3. Complete disregard for the workplace safety rules
4. Vandalism
5. Fighting or any type of physical violence
6. Verbally abusing a customer, manager, or any MAC employee
7. Sexual harassment, or any other type of harassment
8. Clocking another employee in/out

**** When an employee reaches three strikes in one semester, their employment is terminated****

*LEVEL TWO VIOLATIONS (2 strikes):

1. No show
2. More than one hour late for your shift
3. Rudeness to the customer
4. Throwing food or horseplay

5. Meal benefit abuse – taking more food than allowed in the \$5.75 meal allowance, or allowing someone else to have your meal
6. Showing disrespect towards any co-worker or manager
7. Negligent job performance
8. Insubordination
9. Vaping or Smoking inside the facility

*LEVEL ONE VIOLATIONS (1 strike):

1. More than 5 Minutes Late
2. Violating a safety policy- safety violations carry over to the next semester
3. Clocking in early or clocking out late without a manager’s permission
4. Eating while working
5. Notification of absence less than two hours before starting time and no doctor’s excuse.
6. Incorrect portioning of food
7. Doing schoolwork while clocked in
8. Failure to check out with a manager before you leave
9. Being out of Uniform, or Dis-regard for Uniform Policy *(See Pages 14 – 15 for Uniform Policy)
10. Polished, Artificial, and/or Acrylic fingernails (anything other than natural)
11. This includes face masks if/when they are required to be worn.
12. Poor work performance
13. Failure to wear plastic gloves when touching food and/or using the proper serving utensil
14. Clocking-in, unprepared and not ready to begin shift (out of uniform, etc.)
15. Using cell phones, iPods, earbuds, ear pods or headphones or other electronic devices while working
16. Excessive socializing
17. Use of Profanity

Appeal System

If a student feels that he/she has been treated unfairly, he/she must submit a written appeal **within one week** of the Disciplinary Action Date, to the Director of the MAC Human Resources at machr@morrisville.edu. Otherwise, the written warning stands and will be kept on the student’s file. If the Director feels that there is enough evidence supporting the appeal, a hearing will be held.

The Director will collect statements from any witness the student offers. Management will also have the opportunity to submit supporting documents or

witnesses. After all the information is collected, the Director will present a decision in writing to the student employee and management.

Resigning Your Position

If a student employee feels that it is necessary to quit their job with MAC, the student employee must give a week's notice in order to be eligible for rehire in the future and leave in good standing. The notice must be in writing and signed by the employee. Any student who quits with less than three weeks left in the semester will not be eligible for rehire within MAC.

Rehire

A student employee is eligible for rehire after one complete academic semester has concluded. Example: If termed in the 2022 Spring Semester, eligible for re-hire 2023 Spring Semester. For purposes of this policy summer break doesn't constitute an academic semester.

QUESTIONS & CONTACT INFORMATION

If you have questions regarding your employment with MAC or any aspect of your job or the corporation, please bring it to the attention of your unit supervisor, (each unit has an established chain of command so don't stop there if you need to discuss if further). The Human Resources staff or our Executive Director welcomes your comments, concerns, etc. [We're happy to have you join our team.](#)

Business Office	315.684.6047
Human Resources	315.684.6048
Conferencing & Catering	315.684.6076
Seneca Dining Hall	315.684.6306
Smooth Jazzy Joz (SJJ)	315.684.6778
Copper Turret	315-684-6786
Mustang Alley	315-684-6673/6149

Dining Services Management / Unit Contact Information

	Concessions, Mustang Alley & Smooth Jazzy Joz	Seneca Dining Hall & Pit Stop	Conference & Catering and Copper Turret
Dining Services Lead Management	Scott Doty , Director of Dining Services Megan Stewart , Associate Director of Dining Services		
Management Team	Josh Hawkins , Dining Services Manager	Rick Kasouf , Senior Dining Services Manager Christian Martin , Chef Manager Joseph Hardy , Chef Manager Gentry Battaglia , Dining Services Manager Andrew Sawyer , Dining Services Manager Tabitha Haney , Assistant Dining Services Manager Jennifer Gordon , Assistant Dining Services Manager	Kelly McCarthy , Senior Hospitality Manager Adrienne Robbins , Catering Manager Dianna Featherly , Catering Assistant Manager Michael Malpezzi , Chef Manager CT Ariel Recchio , FOH Manager
Contact Numbers	Smooth Jazzy Joz: 315.684.6778 Mustang Alley Kitchen: 315.684.6149 Managers Office: 315.684.6137 Scott Doty's Office: 315.684.6967	Seneca ID Desk: 315.684.6306 (CALL FIRST) Pit Stop: 315.684.6838 Seneca Kitchen: 315.684.6836 Christian Martin's Office: 315.684.6915	Kelly McCarthy's Office: 315.684.6076 (CALL FIRST) Seneca ID Desk: 315.684.6306 Copper Turret: 315.684.6699
Emergency Evacuation Location	Meet near the recycling house & dumpster at the back entrance to the building.	Meet at the Spader Hall parking lot.	
Lineup Location	Find the lineup next to the manager's door.	Find the lineup next to the Timeclock	
Human Resources	Human Resources , MAChr@morrisville.edu , 315.684.6048 Sarah Mazza , Director of Human Resources: 315.684.6700 Penny Farenga , Payroll and Benefits Manager: 315.684.6858		

THREE STRIKE POLICY - STUDENT COPY

LEVEL THREE VIOLATIONS (3 strikes): = AUTOMATIC TERMINATION

1. Theft, giving away food without collecting payment
2. Working while under the influence of drugs or alcohol
3. Complete disregard for the workplace safety rules
4. Vandalism
5. Fighting or any type of physical violence
6. Verbally abusing a customer, manager, or any MAC employee
7. Sexual harassment, or any other type of harassment
8. Clocking another employee in/out

LEVEL TWO VIOLATIONS (2 strikes):

1. No show
2. More than one hour late for your shift
3. Signing your name to the sub list and then removing it from the sub list without finding a qualified substitute
4. Rudeness to the customer
5. Throwing food or horseplay
6. Meal benefit abuse – taking more food than allowed in the \$5.75 meal allowance, or allowing someone else to have your meal
7. Showing disrespect towards any co-worker or manager
8. Negligent job performance
9. Insubordination
10. Vaping or smoking inside the facility

LEVEL ONE VIOLATIONS (1 strike):

1. More than 5 Minutes Late
2. Violating a safety policy- safety violations carry over to the next semester
3. Clocking in early or clocking out late without a manager's permission
4. Eating while working
5. Notification of absence less than two hours before starting time and no doctor's excuse.
6. Incorrect portioning of food
7. Doing schoolwork while clocked in
8. Failure to check out with a manager before you leave
9. Being out of Uniform, or Dis-regard for Uniform Policy (**see section 307**)
10. Polished, Artificial, Gel, and/or Acrylic fingernails (anything other than natural)
11. This includes face masks if/when they are required to be worn
12. Poor work performance
13. Failure to wear plastic gloves when touching food and/or using the proper serving utensil
14. Clocking-in, unprepared and not ready to begin shift (out of uniform, etc.)
15. Using cell phones, iPods, ear buds, air pods, headphones, or other electronic devices while working
16. Excessive socializing
17. Use of Profanity

SUNY MORRISVILLE MAC AUXILIARY CORPORATION

CERTIFICATION

This is to certify that I, **(Print)** _____, have received the Morrisville Auxiliary Corporation Employee Handbook. I understand and agree that the contents of the Employee Handbook are to provide an overview of the policies and procedures and it is my responsibility to read and understand the information provided.

Also, I understand that the MAC employee handbook are not a contract and the policies described are subject to change at any time.

I also hereby acknowledge that I have received, read, and understand the MAC's policies regarding, harassment, discrimination, and retaliation and agree to follow the terms of these policies during my employment.

Employee Signature

Date

THREE STRIKE POLICY - HR COPY

LEVEL THREE VIOLATIONS (3 strikes): = AUTOMATIC TERMINATION

1. Theft, giving away food without collecting payment
2. Working while under the influence of drugs or alcohol
3. Complete disregard for the workplace safety rules
4. Vandalism
5. Fighting or any type of physical violence
6. Verbally abusing a customer, manager, or any MAC employee
7. Sexual harassment, or any other type of harassment

LEVEL TWO VIOLATIONS (2 strikes):

1. No show
2. More than one hour late for your shift
3. Signing your name to the sub list and then removing it from the sub list without finding a qualified substitute
4. Rudeness to the customer
5. Throwing food or horseplay
6. Meal benefit abuse – taking more food than allowed in the \$5.75 meal allowance, or allowing someone else to have your meal
7. Showing disrespect towards any co-worker or manager
8. Negligent job performance
9. Insubordination
10. Clocking another employee in/out

LEVEL ONE VIOLATIONS (1 strike):

1. More than 5 Minutes Late
2. Violating a safety policy- safety violations carry over to the next semester
3. Clocking in early or clocking out late without a manager's permission
4. Eating while working
5. Notification of absence less than two hours before starting time and no doctor's excuse.
6. Incorrect portioning of food
7. Doing schoolwork while clocked in
8. Failure to check out with a manager before you leave
9. Being out of Uniform, or Dis-regard for Uniform Policy (**see section 307**)
10. Polished, Artificial, Gel, and/or Acrylic fingernails (anything other than natural)
11. This includes face masks if/when they are required to be worn
12. Poor work performance
13. Failure to wear plastic gloves when touching food and/or using the proper serving utensil
14. Clocking-in, unprepared and not ready to begin shift (out of uniform, etc.)
15. Using cell phones, iPods, ear buds, air pods, headphones, or other electronic devices while working
16. Excessive socializing
17. Use of Profanity