

CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

SANTOS MANUEL STUDENT UNION

PERSONNEL POLICIES MANUAL

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**SANTOS MANUEL STUDENT UNION OF CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO
PERSONNEL POLICIES MANUAL**

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SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO
DEFINITIONS AND EMPLOYMENT CLASSIFICATION

APPOINTING AUTHORITY: Power to hire, rehire, terminate, or order change in employment status of Santos Manuel Student Union employees resides with the Santos Manuel Student Union Executive Director.

MANAGERIAL EMPLOYEES: Includes staff who are hired to positions requiring the development and execution of policy. They serve at the pleasure of the Santos Manuel Student Union Board of Directors or appointing authority.

REGULAR EMPLOYEES: Includes full-time and part-time staff members employed by the Santos Manuel Student Union

TEMPORARY EMPLOYEES: Includes employees employed on a short-term basis.

EMERGENCY EMPLOYEES: Includes staff members usually not to exceed 180 calendar days per appointment in a fiscal year. The purpose of an emergency appointment is to:

- Provide support or assistance while recruiting for a position
- Complete short term assignments or projects
- Support staffing during peak workload periods.

Employees in this category will automatically be separated at the end of their employment. Employees in this class may not transfer to other Santos Manuel Student Union positions without taking part in a competitive recruitment process.

ON CALL EMPLOYEES: Includes part-time, hourly, non-benefit eligible temporary employees working intermittent schedules, as assigned by the hiring department. Examples may include supporting a special project, meeting a deadline, fitness instructors, lifeguards, supplementing staff on leave and/or during peak workload periods.

Limitations of On Call Employees: An individual may work several on call appointments for different Santos Manuel Student Union departments, but cannot exceed 1000 hours in a fiscal year (July 1st through June 30th). The cumulative 1000 hours for the fiscal year includes all work performed for the Santos Manuel Student Union.

Employees in this category who have not been scheduled to work over a six month period will automatically be separated.

Employees in this class may not transfer to other Santos Manuel Student Union positions without taking part in a competitive recruitment process.

STUDENT EMPLOYEES: Student employees are employed as clerical student assistants, custodial student assistants, student managers, program assistants, student graphic artists, audio visual technicians, computer technicians, and Game Room attendants. All appointments to these jobs are temporary, part-time hourly positions. Continued service, if any, shall be in accordance with provisions of the Santos Manuel Student Union's Student Employee Policy.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

EMPLOYMENT AT THE SANTOS MANUEL STUDENT UNION

EMPLOYMENT AT THE SANTOS MANUEL STUDENT UNION IS EMPLOYMENT AT WILL. Employment at will may be terminated for any reason, with or without cause or notice, at any time by the employee or the Santos Manuel Student Union. Nothing in this handbook or in any document or statement, oral or written, limits the right to terminate employment at will. Terms and conditions of employment with the Santos Manuel Student Union may be modified at the sole discretion of the Santos Manuel Student Union with or without cause, with the exception of the terms set forth in any currently valid written agreement between an employee and the Santos Manuel Student Union. Other than the Santos Manuel Student Union Board of Directors, no one has the authority to make any agreement for employment other than for employment at will or to make any agreement limiting the Santos Manuel Student Union's discretion to modify the terms and conditions of employment. Only the Santos Manuel Student Union Board of Directors has the authority to make any such agreement and then only in writing. No implied contract concerning any employment-related decision or term or condition of employment can be established by any statement, conduct, policy or practice. Examples of the types of terms and conditions of employment which are within the sole discretion of the Santos Manuel Student Union include, but are not limited to, the following: promotion, demotion; transfers; hiring decisions; compensation; benefits, qualifications; discipline; layoff or recall; rules; hours and schedules; work assignments; job duties and responsibilities; production standards; subcontracting; reduction, cessation or expansion of operations; sale, relocation, merger or consolidation of operations; the use of equipment, methods or facilities; or any other terms and conditions that the Santos Manuel Student Union may determine to be necessary for the safe, efficient and economic operation of its business.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

PERSONNEL RECORDS

An official personnel file shall be maintained by the Santos Manuel Student Union Administrative Office for each employee hired to a position by the Santos Manuel Student Union. Access to this file shall be limited to persons with a legitimate need-to-know and pursuant to applicable law and those persons designated in writing by the employee.

Composition of Files:

1. All documents regarding hiring, termination, demotion, changes in classification or status, or other conditions of employment.
2. Performance evaluations.
3. Employment applications.
4. Disciplinary actions.
5. Commendations.
6. Personal data and supporting documentation.
7. Certified copies of licenses, diplomas, permits or other documents relevant to employees' assignment or classification.
8. Payroll data including information on beneficiaries, insurance and benefits.
9. Information request forms and employee authorizations release of such information.
10. Documents or letters submitted by the employee in response to any disciplinary action, pre-disciplinary action, or performance evaluation.
11. Additional materials deemed relevant.

Records Review:

1. Employees of the Santos Manuel Student Union may request an appointment to review the contents of their personnel files. Such a request shall be honored during regular business hours within a reasonable time period.
2. Employees may submit relevant documentation for inclusion in the personnel file, i.e., diplomas, professional licenses, change in citizenship status. The decision to include such documents shall reside with the Santos Manuel Student Union.
3. Employees may submit a written rebuttal in response to performance evaluations, pre-disciplinary, or disciplinary actions. These rebuttals shall be attached to copies of pertinent evaluations or personnel actions and kept in the personnel file.
4. Persons designated in writing by the employee may review contents of the personnel file. Requests for review must be submitted in writing and must be accompanied by a release authorization signed and dated by the employee. Such requests become a permanent addition to the file and a log will be maintained of persons reviewing the file.

Personnel Records- page 2

5. Supervisors and managers in the employee's chain of command may review the personnel file if there is legitimate need and may submit documents for inclusion in the file.
6. Employees may request copies of documents from their personnel files at the appropriate copy cost.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

PERFORMANCE EVALUATIONS

All Santos Manuel Student Union employees shall receive periodic performance evaluations from the appropriate manager or supervisor. The evaluation shall follow a format prescribed by the Santos Manuel Student Union Board of Directors and shall rate performance against written standards determined by the evaluator and Santos Manuel Student Union.

Such evaluations may be considered by the appointing authority in personnel actions affecting the employee. Such actions include promotion, retention, discipline, and performance based salary adjustments.

Evaluators are to discuss the contents of the evaluation with the employee and employees are given a completed copy of the evaluation. A signature line is provided on all evaluations. An employee's signature on an evaluation does not indicate agreement with the review, but rather that the employee has seen the review and discussed it with his/her supervisor. Employees have the right to file a written rebuttal to performance evaluations and/or discuss the evaluation with the next higher level of supervision. Copies are also distributed through the supervisory chain to the appointing authority for review and endorsement, and are filed in the employee's personnel file.

For any job description of any job classification, the following will universally be considered essential functions of the job (in addition to any others deemed essential by the Santos Manuel Student Union and will always be considered major factors in any performance evaluation: regular and reliable attendance; the ability to respond positively to direction and criticism of performance; the ability to work productively and harmoniously with others on a consistent basis; and the consistent maintenance of professional and appropriate demeanor.

The purpose of the performance evaluation is to:

1. Review the employee's job description for appropriateness.
2. Evaluate the job performance of the employee.
3. Assist the employee in the development of skills.
4. Identify performance problems and recommend corrective action.
5. Establish goals as appropriate.
6. Recommend performance based salary adjustments that are consistent with the employee's performance. However, salary or wage increases remain within the sole discretion of the Santos Manuel Student Union in consultation and consistent with California State University, San Bernardino salary adjustments.

EVALUATION SCHEDULE

MANAGEMENT EMPLOYEES:

Management employees shall be evaluated at six month intervals during the first year of

Performance Evaluations**Page 2**

appointment and annually thereafter. Additional evaluations may be requested at the discretion of appointing authority.

The Executive Director's performance shall be evaluated by the administrative supervisor in agreement with the Chair of the Santos Manuel Student Union Board of Directors.

STAFF EMPLOYEES:

Non-management professional personnel will be evaluated at six month intervals during the first year of employment and annually thereafter. Special performance evaluations may be initiated by the supervisor at any time.

Non-management support staff personnel will be evaluated at three month intervals during the first year of appointment and annually thereafter. Special performance evaluations may be initiated by the supervisor at any time.

EMERGENCY EMPLOYEES

Emergency employees are evaluated toward the end of the employment period.

TEMPORARY EMPLOYEES

Temporary employees are evaluated twice during the employment period, mid-way through and near the end of employment.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

SALARY ADJUSTMENTS FOR MANAGEMENT AND STAFF EMPLOYEES

General Salary Increases

General Salary increases are approved by the Santos Manuel Student Union Board of Directors and must be comparable to the university's salary increases. Non-management employees are eligible for general salary increases.

Performance Based Salary Increases

Supervisors shall recommend, as appropriate, performance based salary increases for employees. Performance based salary increase recommendations must be accompanied by a completed performance evaluation form.

Performance based salary increases may be recommended for performance evaluations with overall ratings above satisfactory. Available funds and the percentage range for performance based salary increases shall be determined by the Santos Manuel Student Union Board of Directors and must be comparable to university salary increases.

All performance based salary increases shall be determined by the Executive Director. The Executive Director's performance based salary increase shall be determined by agreement between the administrative supervisor and the Chair of the Santos Manuel Student Union Board of Directors and must be comparable to university salary increases.

Equity Adjustments

Equity adjustments shall be determined annually by the Personnel Committee in consultation with appropriate university personnel.

In-Range Progressions

In-range progression is defined as a base salary increase within a salary range for a single classification and is typically used when there is a change in duties and responsibilities, but not to the extent that a new classification is warranted. In-range progressions shall be determined as appropriate by the Personnel Committee following in-range progression guidelines.

Reclassifications

Reclassification to a higher-paying position can be requested by either the employee or the employee's supervisor and may be granted by the Personnel Committee if it is determined that an employee is working more than 50% beyond his/her present classification after a thorough review is conducted. Reclassifications may be denied for budgetary reasons.

A salary pool for general, performance based equity salary adjustments, in-range progressions and reclassifications shall be determined by the Finance & Contracts Committee in consultation with the Personnel Committee and included in the annual operating budget.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

EQUAL EMPLOYMENT OPPORTUNITY POLICY

It is the policy of the Santos Manuel Student Union of California State University, San Bernardino to hire, advance in employment and otherwise treat all employees and applicants for employment without regard to race, color, religion, sex, gender, gender identity, sexual orientation, marital status, pregnancy, age, national origin, disability, veterans' status or any other category protected by law.

The Santos Manuel Student Union policy of non-discrimination applies to all levels of employment and to all personnel practices, including but not limited to: recruitment, hiring, reclassification, forms of compensation including rates of pay and benefits, transfer, termination, and educational training programs.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact the Santos Manuel Student Union and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. The Santos Manuel Student Union then will conduct an investigation to identify the barriers that make it difficult for the applicant or employee to have an equal opportunity to perform his or her job. The Santos Manuel Student Union will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship, the Santos Manuel Student Union will make the accommodation.

Implementation Responsibilities:

1. The authority and responsibility for assuring compliance with the policy rests with the Santos Manuel Student Union Board of Directors and the CSUSB Human Resources Office.
2. The Santos Manuel Student Union Executive Director has overall responsibility for policy development, implementation, coordination, and resolution of complaints.
3. The CSUSB Assistant Vice President for Human Resources & Risk Management, as manager of a contractual relationship servicing recruitment needs of the Santos Manuel Student Union, ensures that the policy is adhered to in all phases of recruitment.

Complaint Procedure:

Any employee or applicant for employment who feels that he or she has been subject to discrimination on the basis of race, color, religion, national origin, gender, sexual preference, marital status, pregnancy, age, veterans' status, or disability, may file a complaint with the Santos Manuel Student Union Executive Director. The Executive Director shall make every effort to resolve complaints of discrimination through informal conciliation meeting or fact-finding

Equal Employment Opportunity Policy**Page 2**

conferences with appropriate Santos Manuel Student Union and/or University personnel and shall report results of the investigation to the Santos Manuel Student Union Board of Directors for final resolution.

Complaints of discrimination will be handled in a confidential manner. The Executive Director will not respond to requests for information concerning complaints from any media source or agencies other than those entitled by law to such information. To facilitate the resolution of discrimination complaints, the Executive Director will consult directly with the parties involved in the action.

Retaliatory Prohibition:

Retaliatory action taken against a person filing a discrimination complaint is a violation of the law, as well as Santos Manuel Student Union and CSUSB policy.

The chair of the Santos Manuel Student Union Board of Directors shall attempt to ensure that no retaliatory action is taken against any person who files a complaint of discrimination.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

PERSONNEL SELECTION PROCESS

The Santos Manuel Student Union is committed to ensuring the selection and retention of a highly qualified and diverse employee workforce.

The Santos Manuel Student Union has designated the CSUSB Human Resources Office as the sole agent in the recruitment process. Accordingly, all applicants for vacancies in the Santos Manuel Student Union shall be referred to that office and no appointments will be tendered without coordinating with the Human Resources Office. To assure an equitable selection process, the Santos Manuel Student Union and its contractual designee shall adhere to the following:

1. With the exception of emergency hiring, all Santos Manuel Student Union positions will be posted in accordance with existing Santos Manuel Student Union policy. Position announcements shall include job title, job description, required or desirable experience, minimum qualifications, salary range, and selection procedure.
2. Applicants may be required to successfully complete specific and appropriate job related performance examinations as part of the selection process.
3. Hiring decisions shall be made by the Executive Director, or for the Executive Director's position by the Santos Manuel Student Union Board of Directors. Applicants who are hired will receive offer letters which will include the job title, initial salary, employment status, and effective date of hiring. If required, the notifications shall include an expiration date for the position.
4. Emergency appointments shall be made by the Santos Manuel Student Union Executive Director. In general, emergency hiring shall be considered only as an emergency expedient. As such, a competitive selection process may be waived.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

NEPOTISM

No Santos Manuel Student Union employee shall vote, make recommendations, or in any way participate in decisions about any personnel matter which may directly affect the hiring, supervision, retention, tenure, compensation, promotion, discipline, termination, assignment, conditions of work, employment status or interests of a close relative.

For purposes of this policy, "close relative" shall include husband, wife, mother, father, son, daughter, sister, brother, persons involved in a legally binding guardianship or relationship with the employee, registered domestic partner or child thereof, and co-habitants. Registered domestic partner is defined pursuant to California law.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

EMPLOYMENT ELIGIBILITY

All job applicants must establish identity and employment eligibility prior to hiring.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

RELOCATION POLICY

It is the policy of the Santos Manuel Student Union of California State University, San Bernardino to follow CSUSB Policy #905A (below) in allowing for relocation expense reimbursement for new hires.

[CSUSB Personnel Policy #905A]

APPROVED BY ADMINISTRATIVE COUNCIL:

October 2, 1995

RESPONSIBLE DEPARTMENT: Human Resources, 909/537-5138

It is the policy of California State University, San Bernardino, to provide relocation assistance associated with moving expenses, when necessary, to new employees when authorized by the President or the appropriate Vice President. Provision for relocation expenses must be agreed upon at the time of appointment and must be stipulated in the appointment letter. A maximum allowance must be indicated by the appointing party and this amount shall be indicated in the appointment letter.

Relocation assistance may be provided to the positions in the Administrator II, III and IV group provided that relocation assistance is a part of the total compensation consideration at the time an offer of employment is made. All written offers of employment are to include provisions for moving, if applicable. Any assistance provided must conform with CSU and State of California guidelines on moving expenses and will be limited to:

1. Packing, loading, insurance, transportation, unpacking and unloading of household goods owned by the employee.
2. Relocation mileage incurred by the appointee or transportation costs for the appointee and, if applicable, family for travel between their existing residence and new residence.
3. Lodging expenses plus meals and incidental expenses incurred by the appointee and, if applicable, family for travel between their existing residence and new residence.

Other costs associated with relocation to CSUSB such as temporary lodging and meals (not to exceed 60 calendar days) and temporary storage of household goods in transit (not to exceed 60 calendar days) may be paid when approved by the President or appropriate Vice President separately from items 1, 2 and 3 above.

The University will not pay for:

1. The moving (loading) of more than two (2) automobiles; other motor vehicles; farm tractors, implements and equipment; livestock; trailers with or without other property; boats; animals; belongings related to commercial enterprises engaged in by the employee; firewood; fuels; bricks, sand, ceramic wall tile, wire fence or other building materials; or any items not commonly found in a typical household.

Relocation Policy**Page 2**

2. The expense of materials, parts, or labor to connect household appliances or the cost of installing utility outlets or other specialized installations.
3. The cost of warehouse handling for items in storage and split pickup charges.
4. Any costs associated with the sale or purchase and/or exchange of real estate.

Consideration shall be given to any CSU system wide preferred relocation services available where a cost savings may be achieved.

When determining the amount of relocation assistance to be provided, the following may be used as a guide:

4,000 lbs. --- a single person with an apartment, condo, or home.

8,000 lbs. --- a couple with a small house.

12,000 lbs. --- a small family.

16,000 lbs. --- a large family.

Because of the variance that occurs when employees relocate from different geographical areas, the costs for relocation will differ.

The exact amount of relocation assistance will be limited to the budget available and the table below. Any authorization for expenditures above the limits specified below will require the approval of the President. The university official extending the offer of relocation assistance shall be responsible to ensure that funds to pay relocation expenses are available and budgeted for this purpose prior to extending an offer.

<u>ADMINISTRATOR LEVEL</u>	<u>MAXIMUM ALLOWED</u>
IV	\$10,000.00
III	7,500.00
II	2,500.00
I	- 0 -

Should an employee for whom relocation assistance is provided not be employed for a period of at least two years, repayment based on the following schedule will be required.

1. 100% if employed less than 6 months.
2. 75% if employed at least 6 months, but less than 12 months.
3. 50% if employed at least 12 months, but less than 18 months.
- 25% if employed at least 18 months, but less than 24 months.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

STUDENT ASSISTANT POLICY

Employee Classifications:

Regularly enrolled eligible CSUSB students may be employed by the Santos Manuel Student Union as clerical student assistants, custodial student assistants, student managers, student graphic artists, audio visual technicians, computer technicians, Game Room attendants, and program assistants. Wages shall be paid on an hourly basis for reported time worked. Benefits include Workers' Compensation, Disability and Unemployment Insurance. The classification of student assistants includes regular hires, federal work study, and volunteers.

Eligibility:

1. To be hired by the Santos Manuel Student Union and to maintain employment as a student assistant, applicants and incumbents must:
 - a. Be regularly enrolled at CSUSB, not through Extended Education, with a minimum class load of six undergraduate quarter units or four graduate quarter units.
 - b. Have and maintain a 2.0 grade point average (GPA) both quarterly and cumulative.
 - c. Should the quarterly GPA fall below 2.0, the student will be placed on probationary status for one quarter, must initially meet with the supervisor to develop an academic progress plan, and must provide a written satisfactory grade report mid-quarter. If a GPA below 2.0 is posted for a second consecutive quarter, the student will be terminated.
 - d. Should the cumulative GPA fall below 2.0, the student will be placed on probationary status for one quarter, must initially meet with the supervisor to develop an academic progress plan, and must provide a written satisfactory grade report mid-quarter. If a GPA below 2.0 is posted for a second consecutive quarter, the student will be terminated.
2. All applicants for student employment must establish identity and employment eligibility prior to appointment.

Hours of Work:

All student assistants shall generally work up to twenty (20) hours per week. Overtime will be paid for any time worked in excess of eight (8) hours in one day or forty (40) hours in one week. Overtime may be compensated only if prior written authorization is granted by the employee's supervisor. Work weeks exceeding twenty (20) hours may occur during summer and periods when no classes are scheduled.

Student Assistant Policy**Page 2**Hiring and Termination:

Student employees may be hired directly by individual Santos Manuel Student Union staff. All new hires must be processed through the Administrative Office prior to beginning work.

Continued employment in any student assistant position is at the pleasure of the supervisor or Santos Manuel Student Union. This means that students may be terminated at any time with or without notice or cause.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

PAYROLL DEDUCTIONS/WAGE AND HOUR LAW COMPLIANCE

Payroll Deductions:

The Santos Manuel Student Union complies with federal and state law regarding deductions from every paycheck which include, but are not limited to:

1. Federal withholding tax.
2. State withholding tax.
3. State disability insurance (SDI).

A parking fee is deducted from every paycheck of Santos Manuel Student Union employees who are not student assistants.

Other deductions may be made from an employee's paycheck with the employee's written permission.

Wage and Hour Law Compliance:

The Santos Manuel Student Union complies with all federal and state wage and hour laws. All Santos Manuel Student Union personnel are paid twice per month. A schedule of inclusive dates for pay periods is available in the Administrative office. Paydays are approximately the 15th and the 30th of each month.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

EMPLOYEE SALARY ADVANCE POLICY

Background: The process of providing a salary advance is costly both in terms of payroll staff time and additional record keeping. The SMSU discourages salary advance and most CSU campuses do not provide salary advances to employees. However, when extenuating circumstances such as a change in the SMSU payroll process cause undue hardship, a salary advance is possible.

Policy: Effective as of the date of the approval of this policy, SMSU employees may receive one salary advance per year due to extenuating circumstances.

Employees are encouraged to take advantage of various financial institution materials and periodic university-sponsored sessions related to personal finance.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

**COMPENSATION AND BENEFIT REQUIREMENTS FOR
AUXILIARY ORGANIZATION EMPLOYEES**

The governing board of the Santos Manuel Student Union shall provide salaries, working conditions and benefits, exclusive of permanent status benefits, for its full-time employees which are comparable to those provided campus employees performing similar services. For those employees whose duties are not comparable to classes in campus employment, the salaries established shall be at least equal to the salaries prevailing in other similar auxiliary organizations in the area, or commercial operations of like nature.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

**BENEFIT ENROLLMENT ELIGIBILITY FOR
AUXILIARY ORGANIZATION EMPLOYEES**

Eligible Employees: For purposes of this section, eligible employees shall include personnel appointed in the following classes:

1. Managerial employees.
2. Regular employees.

The above employees are eligible to enroll in the following benefit programs:

1. Medical insurance, including vision and dental.
2. Tax sheltered annuity programs.
3. PERS retirement.

Non-Exempt Hourly Employees: For purposes of this section, hourly employees include emergency employees, on call employees and student employees.

Non-exempt employees are eligible to enroll in the following benefit programs:

1. PERS retirement - upon completion of 1,000 hours service in a single fiscal year.

SANTOS MANUEL STUDENT UNION
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FLEX CASH PLAN

Flex Cash is an optional benefit plan that allows employees to waive Santos Manuel Student Union medical and/or dental insurance coverage in exchange for cash, provided the employee has other non-Santos Manuel Student Union coverage. Proof of alternate coverage must be provided to the Santos Manuel Student Union. Employees who waive medical and/or dental insurance coverage will receive additional cash in their paychecks. The Flex Cash payment is treated as flexible income and will be subject to the same payroll taxes as regular salary. However, Flex Cash will not be considered compensation for retirement purposes. The additional cash income will be reported as income on Form W-2 in the year employees receive it. Flex Cash payment rates are available in the Santos Manuel Student Union Administrative Office.

SANTOS MANUEL STUDENT UNION
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TAX ADVANTAGE PREMIUM PLAN

The Tax Advantage Premium Plan (TAPP) allows employees to pay required health plan premiums from their salaries on a pre-tax basis. Any such premiums will be deducted each month from the employee's salary before income taxes are calculated and deducted. All Santos Manuel Student Union employees enrolled in a PERS health plan are eligible. All new employees enrolling in health coverage will be automatically enrolled in TAPP.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

VACATION LEAVE POLICY

Eligibility:

Employees who work more than twenty (20) hours per week are eligible to receive vacation with pay. Student assistants are not eligible. It is the responsibility of the employee to request, in advance from his/her supervisor, permission to take and use vacation.

Vacation Scheduling:

The Santos Manuel Student Union will generally attempt to accommodate an employee's request to take vacation at the time specified by the employee. However, the needs of the office and the work load of the Santos Manuel Student Union will be considered when evaluating an employee's request. The Santos Manuel Student Union reserves the right to grant, deny or modify any vacation request.

Full-time non-management employees, except emergency, on call or student appointments

<u>YEARS OF SERVICE</u>	<u>VACATION DAYS/YEAR</u>	<u>VACATION HOURS/MO.</u>
First 11 months	9.15 days	6 2/3 hours
1 year. to 3 yrs.	10 days	6 2/3 hours
3 yrs.1mo. to 6 yrs.	15 days	10 hours
6 yrs.1mo. to 10 yrs.	17 days	11 1/3 hours
10 yrs.1mo. to 15 yrs.	19 days	12 2/3 hours
15 yrs.1mo. to 20 yrs.	21 days	14 hours
20 yrs.1mo. to 25 yrs.	23 days	15 1/3 hours
25 yrs.1mo. and over	24 days	16 hours

Half-time or more non-management employees, excluding emergency appointments, on call and student employees:

Vacation leave shall be accrued at a proportionate number of hours based on the rate for full-time non-management employees. Vacation leave credit may be accumulated by non-management employees provided that on January 1 of any calendar year the accrual does not exceed 272 hours for ten (10) or fewer years of service, or 384 hours for ten or more years of service, unless it can be demonstrated that the employee could not take vacation due to unanticipated workload or extended illness.

Management Employees:

Management classifications shall be entitled to 24 days per year for full-time service. Vacation leave credit may be accumulated provided that on January 1 of any calendar year the accrual does not exceed 440 hours, unless it can be demonstrated that the employee could not take vacation due to unanticipated workload or extended illness. In such case, the excess vacation time must be used during the subsequent calendar year.

All unused accrued vacation will be paid out upon termination.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

HOLIDAY AND PERSONAL HOLIDAY POLICY

Holidays:

The following days are observed as holidays (subject to modification of which employees will be given notice):

January 1; Martin Luther King, Jr.'s Birthday; Lincoln's Birthday; Washington's Birthday; Cesar Chavez's Birthday; Memorial Day; July 4, Labor Day; Admission Day; Columbus Day; Veteran's Day; Thanksgiving Day; December 25; and any other day designated by the governor as a public holiday.

Personal Holiday:

Each eligible employee shall be entitled to one personal holiday per calendar year. An employee should take the personal holiday before the end of the calendar year. The scheduling of the holiday shall be by mutual agreement of the employee and the appropriate administrator

Holiday time off should be given based on the hours normally scheduled to work.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

PAID LEAVES OF ABSENCE

Santos Manuel Student Union employees shall, when qualified, be entitled to paid leaves of absence for medical disability, family illness, military service, jury duty, or bereavement. It shall be the responsibility of the appropriate reporting official to ensure that requests for such absences are acted upon in a fair and equitable manner, and that policy requirements are adhered to. Employees should give advance notice whenever possible.

Sick Leave:

1. Santos Manuel Student Union employees shall be eligible for paid sick leave upon completion of one month of continuous service. Accrual rate for leave shall be eight (8) hours of credit for each qualifying month of full-time service. Part-time employees shall accrue leave at the rate of two (2) hours for each forty (40) hours of service. Such leave may not be awarded prior to the day on which it is credited and not shall be granted beyond time which has been accrued. When ill, employees should notify their supervisor as soon as possible, and no later than one hour after the time scheduled to start work.
2. The Santos Manuel Student Union may require the employee to submit substantiating evidence that the absence is for an authorized reason. This may include certification by an attending physician for absences due to illness.
3. Absences chargeable to sick leave include:
 - a. Illness, injury or exposure to a contagious disease.
 - b. Treatment or examination by a licensed medical practitioner.
 - c. Illness or injury in the immediate family, including registered domestic partners and children thereof. Use of sick leave in this category is limited to one-half the employee's annual sick leave accrual.

For purposes of this policy, the term "immediate family" shall include spouse, parent, grandparent, in-law, sibling, child, registered domestic partner and child thereof, significant other and co-habitant. Registered domestic partner is defined pursuant to California law. Any other relative residing in the employee's immediate household, except domestic employees, roomers, or roommates, is also included under the term "immediate family".

Catastrophic Leave

The Santos Manuel Student Union Catastrophic Leave policy shall mirror the campus Catastrophic Leave policy whenever possible. A catastrophic illness or injury is one which has totally incapacitated the employee from work, typically for an extended period of time, which would be defined as more than three working days. Catastrophic illness or injury may also include an incapacitated member of the employee's immediate family if this results in the employee being required to take time off for an extended period of time in order to care for the family member.

Paid Leaves of Absence Policy

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A doctor's note must be submitted to the Santos Manuel Student Union Executive Director which indicates any special circumstances which cause the illness or injury to be catastrophic. In addition, qualifications and paperwork similar to FMLA-approved leave will be required in order to request Catastrophic Leave.

All leave credits (sick leave, vacation, personal holiday, compensatory time off, etc.) must be exhausted prior to receiving Santos Manuel Student Union Catastrophic Leave credits. In some instances, it may be possible to pre-apply and receive approval to participate in the Catastrophic Leave program. In these cases, the employee must submit a detailed plan showing proposed absence periods, how and when all leave credits would be exhausted and the projected amount of Santos Manuel Student Union Catastrophic Leave credits that would be needed to compensate for the employee absence.

To donate Catastrophic Leave Credits: Santos Manuel Student Union full-time employees will be notified by email whenever an approved Catastrophic Leave situation arises. SMSU full-time employees may donate sick leave credits at a maximum amount of 40 hours per individual, per occurrence. Donated leave credits are not deemed donated until they have been transferred to the recipient through Payroll.

Bereavement and Funeral Leave:

Employees are eligible for five days of bereavement leave with pay for each death of an immediate family member.

The term "immediate family" is defined as in the Sick Leave policy.

Military Leave:

General leave and re-employment rights. Any employee of Santos Manuel Student Union who is called for training or active duty in the uniformed services of the United States is eligible for military leave, provided the employee gives notice of his or her military obligations. Eligibility for military leave extends to part-time employees, but does not apply to temporary employees—that is, those employees hired for a specific short-term project or for a limited term of employment that is scheduled to end in the foreseeable future. However, seasonal and other temporary employees returning from military service are reemployed to the extent required by law. In carrying out the terms of this policy and in all its dealings with employees regarding military leave issues, the Santos Manuel Student Union complies fully with all federal and state laws granting leave and employment rights to employees serving in any branch of the military or other uniformed services of the United States.

Pay and benefit procedures. Employees with at least six months' service with the Santos Manuel Student Union are eligible for up to six months' supplemental pay and full benefits when they are absent due to a service obligation with a military reserve or National Guard unit. This supplemental pay equals the amount by which an employee's straight-time pay exceeds military

Paid Leaves of Absence Policy

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pay. To qualify for benefits, employees must arrange to continue contributing their share of benefit costs.

Unpaid leave. Employees absent longer than six months due to a military service obligation are placed on unpaid military leave unless they have vacation leave that they choose to apply to their absence. Employees who enlist or are drafted are placed on open-ended unpaid military leave.

Health care continuation coverage. Employees on unpaid military leave are suspended from participation in the Santos Manuel Student Union benefit plans, but can purchase up to 24 months of continued health coverage if they opt to pay the full premium for the coverage. For more information on health care continuation rights, contact the Santos Manuel Student Union Administrative Office.

Jury Duty:

Santos Manuel Student Union employees who have been summoned to jury service shall be granted a leave of absence. In this case, employees must notify their supervisor of the summons, in writing, prior to commencing such service. Verification of summons will be requested by the supervisor.

An employee may elect to request vacation time to cover lost work time. In addition, the employee must submit certification of service from the clerk of the court for hours claimed. Hourly employees will be compensated only for scheduled work time missed.

Employees who are not regularly scheduled for the day shift may be assigned to the day shift during the period of jury duty service.

Maternity / Paternity / Adoption Leave:

Maternity/paternity/adoption leave is a paid leave for the birth of an employee's child or the placement of a child with the employee through adoption or foster care.

- Leave is up to thirty (30) workdays per calendar year.
- Leave must commence within 60 days of the child's arrival. .
- Leave runs concurrently with any other related leave to which an employee is entitled.
- Leave must be used within 12 weeks of the birth or adoption of a child.
- Employees must have at least 12 months of SMSU service to be eligible.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

UNPAID LEAVES OF ABSENCE

Unpaid Leave of Absence (Non-FMLA/CFRA)

Santos Manuel Student Union employees may be granted an unpaid leave of absence for a period of up to one (1) year. Such leaves may be approved by the Santos Manuel Student Union's appointing authority for incapacitating illness or injury, parental requirements, or other satisfactory reason.

A written application for leaves in this category must be submitted to the Santos Manuel Student Union Executive Director. He/she will determine whether the request will be granted and establish conditions of such a leave. If the request is granted, the employee will not earn service credit during the period of leave and may not return to pay status prior to the expiration of leave without written approval of the.

The Santos Manuel Student Union will attempt to return the employee to his or her classification at the end of the leave; however, there are no guarantees.

Family Medical Leave

The Santos Manuel Student Union will grant family and medical leave in accordance with the requirements of applicable state and federal law in effect at the time the leave is granted. No greater or lesser leave benefits will be granted than those set forth in state or federal law. In certain situations, federal law requires that provisions of state law apply. In any case, employees will be eligible for the most liberal benefits available under either law.

Please contact your supervisor as soon as you become aware of the need for a family or medical leave. The following is a summary of the relevant provisions:

Employee Eligibility

To be eligible for family and medical leave benefits, an employee must: (1) have worked for the Santos Manuel Student Union for a total of at least 12 months; (2) have worked at least 1,250 hours over the previous 12 months; and (3) work at a location where at least 50 employees are employed by the Santos Manuel Student Union within 75 miles.

Leave Available

Eligible employees may receive up to a total of 12 workweeks of unpaid leave during a 12-month period. A 12-month period begins on the date of an employee's first use of federal family and medical leave. Successive 12-month periods commence on the date of an employee's first use of such leave after the preceding 12-month period has ended. Leave may be used for one or more of the following reasons: (1) for the birth or placement of a child for adoption or foster

Unpaid Leaves of Absence Policy

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care; (2) to care for an immediate family member (spouse, child, or parent)¹ with a serious health condition; or (3) the employee is unable to work because of his or her own serious health condition.

Under some circumstances, employees may take family and medical leave intermittently, which means taking leave in blocks of time, or by reducing their normal weekly or daily work schedule.

Pregnant employees may have the right to take a pregnancy disability leave in addition to a family and medical leave; such employees should contact their supervisor or the Executive Director regarding their individual situations.

Certain restrictions on these benefits may apply.

Notice and Certification

Employees seeking to use family or medical leave may be required to provide:

- (1) 30-day advance notice when the need for the leave is foreseeable; and
- (2) Medical certification from a health-care provider (both prior to the leave and prior to reinstatement).

When leave is needed to care for an immediate family member or the employee's own serious health condition, and is for planned medical treatment, the employee must try to schedule treatment so as not to unduly disrupt the Santos Manuel Student Union's operation.

Compensation during Leave

Family and medical leave is unpaid. The Santos Manuel Student Union may require an employee to use accrued paid leave such as vacation to cover some or all of the family and medical leave. The use of paid time-off will not extend the length of the leave to which you are otherwise entitled.

Benefits during Leave

The Santos Manuel Student Union will continue to pay its share of your group health insurance premiums for an employee on family and medical leave for up to a maximum of 12 workweeks if such insurance was provided before the leave was taken and on the same terms as if the employee had continued to work. In some instances, the Santos Manuel Student Union may recover premiums it paid to maintain health coverage for an employee who fails to return to work following family and medical leave.

Employees on family and medical leave who do not receive continued paid coverage, or whose paid coverage ceases after 12 workweeks, may continue their group health insurance coverage through the Santos Manuel Student Union in conjunction with federal COBRA guidelines, if

¹ For purposes of this policy, the term "spouse" includes a registered domestic partner and the term "child" includes the child of a registered domestic partner.

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applicable, by making monthly payments to the Santos Manuel Student Union for the amount of the relevant premium. Employees should contact their supervisor or the Executive Director for further information.

Job Reinstatement

Under most circumstances, upon return from a family and medical leave, an employee will be reinstated to his or her previous position, or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. However, an employee returning from a family and medical leave has no greater right to reinstatement than if the employee had been employed continuously rather than on leave. For example, if an employee on family and medical leave would have been laid off had leave not been taken, or if an employee's position is eliminated during the leave, the employee would not be entitled to reinstatement. An employee's use of family and medical leave will not result in the loss of any employment benefit that the employee earned or was entitled to before using family and medical leave.

Unlawful Acts

It is unlawful for the Santos Manuel Student Union to interfere with, restrain, or deny the exercise of any right provided by state or federal law. It is also unlawful for the Santos Manuel Student Union to refuse to hire or to discharge or discriminate against any individual for opposing any practice, or because of involvement in any proceedings related to family and medical leave.

Family Temporary Disability Insurance (FTDI or Paid Family Leave)

FTDI (Paid Family Leave) gives workers at companies of any size partial reimbursement of their pay for up to six weeks during any 12-month period. **The law does not create a new right to a leave of absence**, but rather provides pay for the time an employee is off work for a covered reason such as to bond with a new child (by birth, adoption or foster care) or for a seriously ill parent, child, spouse, registered domestic partner or child of a registered domestic partner. Paid Family Leave runs concurrently with FMLA leave and CFRA leave, California's FMLA counterpart. There is no guarantee of reinstatement after taking Paid Family Leave. For more information, contact the administrative office for a brochure or visit www.edd.ca.gov.

Pregnancy Disability Leave

The Santos Manuel Student Union will grant an unpaid pregnancy disability leave to employees disabled on account of their pregnancy, childbirth, or related medical conditions. Employees who are affected by pregnancy or a related medical condition are also eligible to transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties, if such a transfer is medically advisable and certified as such by an attending physician.

Leave Available

An employee disabled due to pregnancy, childbirth, or related medical conditions may take up to a maximum of four months leave. As an alternative, the Santos Manuel Student Union may

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transfer the employee to a less strenuous or hazardous position if the employee so requests, with the advice of her physician, if the transfer can be reasonably accommodated.

Leave taken under the pregnancy disability policy runs concurrently with family and medical leave under federal law, but not with family and medical leave under California law.

Notice and Certification Requirements

Employees requesting to take a pregnancy disability leave must provide the Santos Manuel Student Union with a certification from a health-care provider.

Compensation during Leave

Pregnancy disability leaves are without pay. However, employees may utilize accrued vacation time and any other accrued paid time off during the leave. All such payments will be coordinated with any state disability or other wage reimbursement benefits for which you may be eligible. At no time shall an employee receive a greater total payment than the employee's regular salary.

Benefits during Leave

If the employee taking pregnancy disability leave is eligible for leave under the federal or state family and medical leave laws, the Santos Manuel Student Union will maintain your group health insurance coverage for up to a maximum of 12 workweeks per 12-month period if such insurance was provided before the leave was taken and on the same terms as if the employee had continued to work. In some instances, the Santos Manuel Student Union may recover premiums it paid to maintain health coverage for an employee who fails to return to work following pregnancy disability leave. If ineligible under the federal and state family and medical leave laws, employees on pregnancy disability leave will receive continued paid coverage on the same basis as employees taking other leaves.

Employees on pregnancy disability leave who do not receive continued paid coverage, or whose paid coverage ceases after 12 workweeks, may continue their group health insurance coverage through the Santos Manuel Student Union in conjunction with federal COBRA guidelines, if applicable, by making monthly payments to the Santos Manuel Student Union for the amount of the relevant premium. Employees should contact their supervisor or the Administrative Office for further information.

Reinstatement

Upon the submission of a medical certification from a health care provider that an employee is able to return to work, the employee will, in most circumstances, be offered the same position held at the time of the leave or an equivalent position. However, an employee is not entitled to any greater right to reinstatement than if the employee had been employed continuously rather than on leave. For example, if the employee would have been laid off if she had not gone on leave, then the employee would not be entitled to reinstatement. Similarly, if the employee's position has been filled in order to avoid undermining the Santos Manuel Student Union's ability to operate safely and efficiently while the employee was on leave, and there is no equivalent position available, then reinstatement would be denied.

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Workers' Compensation Disability Leave

The Santos Manuel Student Union will grant a workers' compensation disability leave to employees with occupational illnesses or injuries in accordance with state law. As an alternative, the Santos Manuel Student Union will try to reasonably accommodate such employees with modified work. Leave taken under the workers' compensation disability policy runs concurrently with family and medical leave under both federal and state law.

Notice and Certification Requirements

Employees must report all accidents, injuries and illnesses—no matter how small—to their immediate supervisor. In addition, employees must provide the Santos Manuel Student Union with a certification from a health-care provider.

Compensation during Leave

Workers' compensation disability leaves are without pay. However, employees may utilize accrued vacation time and any other accrued paid time off during the leave. All such payments will be coordinated with any state disability, workers' compensation or other wage reimbursement benefits for which you may be eligible. At no time shall an employee receive a greater total payment than the employee's regular salary.

Benefits during Leave

If the employee taking workers' compensation disability leave is eligible for leave under the federal or state family and medical leave laws, the Santos Manuel Student Union will maintain your group health insurance coverage for up to a maximum of 12 workweeks if such insurance was provided before the leave was taken and on the same terms as if the employee had continued to work. In some instances, the Santos Manuel Student Union may recover premiums it paid to maintain health coverage for an employee who fails to return to work following workers' compensation disability leave. If ineligible under the federal and state family and medical leave laws, employees on workers' compensation disability leave will receive continued coverage on the same basis as employees taking other leaves.

Employees on workers' compensation disability who do not receive continued paid coverage, or whose paid coverage ceases after 12 workweeks, may continue their group health insurance coverage through the Santos Manuel Student Union in conjunction with federal COBRA guidelines, if applicable, by making monthly payments to the Santos Manuel Student Union for the amount of the relevant premium. Employees should contact the Administrative Office for further information.

Reinstatement

Under most circumstances, upon submission of a medical certification that an employee is able to return to work from a workers' compensation leave, the employee will be reinstated to his or her same position held at the time the leave began or to an equivalent position, if available. An employee returning from a workers' compensation leave has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. For example, if the employee on workers' compensation leave would have been laid off had he or she not gone on leave, or if the employee's position has been eliminated or filled in order to avoid undermining the Santos Manuel Student Union's ability to operate safely and efficiently during the leave, and

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there are no equivalent positions available, then the employee would not be entitled to reinstatement.

Time Off For Parents' School Activities

If you are a parent, guardian or grandparent with custody of a child in kindergarten or grades 1-12, inclusive, and wish to take unpaid time off to visit the school of your child for a school activity, you may take off up to eight hours each calendar month (up to a maximum of 40 hours each school year), per child, provided you give reasonable notice to the Santos Manuel Student Union of your planned absence. Employees wishing to take such leave may utilize their existing vacation time or other accrued paid time off. The Santos Manuel Student Union requires documentation from the school noting the date and time of your visit after it is completed.

If both parents of a child work for the Santos Manuel Student Union, only one parent—the first to provide notice—may take the time off, unless the Santos Manuel Student Union approves both parents taking time off simultaneously.

School Leave (Suspension)

If it is necessary for an employee who is the parent or guardian of a child to attend the child's school to discuss possible suspension, the employee should alert his or her supervisor as soon as possible so that alternative arrangements may be made. No discriminatory action will be taken against the employee for taking time off for this purpose. Such time off is unpaid.

Time Off For Adult Literacy Programs

The Santos Manuel Student Union will make reasonable accommodations for any employee who reveals a literacy problem and requests that the Santos Manuel Student Union assist him or her in enrolling in an adult literacy program, unless undue hardship to the Santos Manuel Student Union would result.

The Santos Manuel Student Union will also assist employees who wish to seek literacy education training by providing employees with the location of local literacy programs.

The Santos Manuel Student Union will take reasonable steps to safeguard the privacy of any employee who identifies himself or herself as an individual with a literacy problem. An employee who wishes to identify himself or herself as such an individual can contact management directly. Further, individuals who are performing satisfactorily will not be subject to termination of employment because they have disclosed literacy problems.

While the Santos Manuel Student Union generally encourages employees to improve their literacy skills, the Santos Manuel Student Union will not reimburse employees for the costs incurred in attending a literacy program. Non-exempt employees may use vacation pay to make up for absences from work to attend literacy classes. Time off to attend classes is unpaid.

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Volunteer Firefighters, Emergency Rescue Personnel, and Reserve Peace Officers

No employee shall receive discipline for taking time off to perform emergency duty as a volunteer firefighter, or other legally eligible emergency rescue personnel or reserve peace officers. Please alert your supervisor so that he or she may be aware of the fact that you may have to take time off for emergency duty. In the event that you need to take time off for emergency duty, please inform your supervisor before doing so where possible. Time off for such duty is unpaid.

Time Off for Victims of Sexual Assault or Domestic Violence

The Santos Manuel Student Union will not discriminate against employees who are victims of crime if they take time off to appear in court to comply with a subpoena or other court order as a witness in any judicial proceeding. The Santos Manuel Student Union will not discriminate against employees who are victims of domestic violence or sexual assault for taking time off from work to obtain or attempt to obtain any relief, including but not limited to, a temporary restraining order, restraining order, or other injunctive relief to help ensure the health, safety, or welfare of a domestic violence or sexual assault victim or his or her child. Such time off is unpaid and certification of sexual assault will be required for time off to be granted.

The Santos Manuel Student Union will not discriminate or retaliate against an employee who is a victim of domestic violence for taking time off from work, which will be unpaid, to seek medical attention for injuries caused by the domestic violence or sexual assault, to obtain services from a domestic violence program or a shelter, program, or rape crisis center, to obtain psychological counseling related to the domestic violence or sexual assault, or to participate in actions to increase safety from future domestic violence or sexual assault, including temporary or permanent relocation.

Affected employees must give the Santos Manuel Student Union reasonable notice that they are required to be absent for a purpose stated above, except for unscheduled or emergency court appearances or other emergency circumstances. In such a case, the Santos Manuel Student Union will take no action against affected employees if, within a reasonable time after the appearance, they provide the Santos Manuel Student Union with documentary evidence that their absence was required for any of the above reasons. Affected employees may use vacation, personal leave or other accrued time off (if available).

Time Off for Victims of Violent Crimes

Employees who are victims or related to victims of a violent felony (defined in Penal Code § 667.5(c)), a serious felony (as defined in Penal Code § 1192.7(c)), or a felony statute prohibiting theft or embezzlement, may take unpaid time off from work to attend judicial proceedings related to the crime. “Related to” means the employee’s spouse, child, stepchild, brother stepbrother, sister, stepsister, mother, stepmother, father, stepfather, registered domestic partner, or the child of a registered domestic partner. The employee must give the Santos Manuel Student Union a copy of a notice in advance of each scheduled proceeding. If it is impossible to do so, the employee must give the Santos Manuel Student Union such notice within a reasonable

Unpaid Leaves of Absence Policy

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time after the proceeding from the court or government agency setting the hearing, the district attorney or prosecuting attorney's office, or the office of the victim's advocate. An employee may use vacation time, personal leave time, or sick leave for the purpose of attending the proceeding. The Santos Manuel Student Union shall keep confidential all records pertaining to this time off.

Time Off for Voting

If an employee does not have sufficient time outside of working hours to vote in an official state-sanctioned election, the employee may take off enough working time to vote. Such time off shall be taken at the beginning or the end of the regular working shift, whichever allows for more free time, and the time taken off shall be combined with the voting time available outside of working hours to a maximum of two hours combined. Under these circumstances, an employee will be allowed a maximum of two hours of time off during an election day without loss of pay. When possible, an employee requesting time off to vote shall give his or her supervisor at least two days' notice.

Lactation Accommodation

The Santos Manuel Student Union shall provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child. As far as possible, this break time shall run concurrently with any break time already provided by law to the employee. Any break time given for this purpose that does not run concurrently with the break time provided by law shall be unpaid and employees provided with such break time shall record it on their timesheets. The Santos Manuel Student Union is not required to provide such break time if it would seriously disrupt operations.

The Santos Manuel Student Union shall make every reasonable effort to provide employees with the use of a room or other location (other than a toilet stall) close to the employees' work area for employees to express milk in private. The room or location may include the place where the employee normally works if it otherwise meets the requirements of this policy.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

UNAUTHORIZED ABSENCE

An unauthorized absence, whether voluntary or involuntary, for five consecutive working days constitutes an automatic resignation from the Santos Manuel Student Union service as of the last day worked.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

EDUCATIONAL ASSISTANCE BENEFIT PROGRAM

The Educational Assistance Benefit Program for full-time management and non-management employees of the Santos Manuel Student Union is designed for systematic growth and development of employees and to underscore the SMSU's emphasis on the importance of higher education in our society. The program is aimed at those employees who are working toward a Bachelor's degree or other advanced degree relevant to their position and employees who wish to take job-related courses to improve job performance and opportunity. The benefit may be utilized by any single employee, their spouse or immediate family member who is a dependent.

Conditions for Educational Assistance:

1. All full-time management and non-management employees are eligible for the program.
2. Employees may be granted release time to attend courses during scheduled working hours provided that the "operational needs of the department are met." Possible outcomes of requesting release time:
 - a. Release time is granted and an alternative work schedule is created
 - b. Use of vacation is required
 - c. Release time is denied

All classes which require time away from work must be approved by the supervisor and Executive Director.

3. Employees will receive a reimbursement for a maximum of six (6) units each term during the academic year, at the equivalent to the CSUSB in-state tuition rate, including mandatory student fees. This amount is not to exceed the total tuition rate for a CSUSB academic year.
4. For employees: Courses include undergraduate, graduate, credential, and on-line courses. The Educational Assistance Benefit Program does not apply to out-of-state tuition. Eligible employees enrolled in a doctoral program shall be eligible for partial course fee advance equivalent to the CSUSB part-time graduate tuition fee, and shall be responsible for paying the difference between the applicable Doctorate fee and the CSUSB part-time graduate tuition fee.
5. For spouse or immediate family member who is dependent: Courses include undergraduate, graduate, credential, and on-line courses. The Educational Assistance Benefit Program does not apply to out-of-state tuition.
6. Enrollment should be prioritized as follows: if courses/enrollment are available at CSUSB, then courses should be taken there. If not, then courses should be taken at another CSU campus. If courses/enrollment are not available at another CSU campus, then enrollment must be at a public or private, degree-granting institution

that is accredited by an agency recognized by the U.S. Department of Education. Application for variance from this priority must be approved by the Executive Director.

7. For non-CSUSB programs, the program participant will need to turn in an unofficial transcript within one week of term completion to the HR Manager. Delay in transcript receipt will delay or terminate the benefit for the next term.
8. Reimbursement of the benefit must be made if the employee, spouse or dependent has not successfully completed course work with a grade of "C" or better for undergraduate work and "B" or better for graduate work. Reimbursement will be pursuant to a written agreement between the employee and the Santos Manuel Student Union. Requests for any exceptions may be brought to the Personnel Committee for review and recommendation.
9. Applications must be filed with the Santos Manuel Student Union Executive Director a minimum of thirty (30) days before the beginning of the quarter for which the educational assistance benefit is sought.

SMSU BOD Approved 2.13.20

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

TAX-SHELTERED ANNUITIES POLICY

Full-time salaried employees of the Santos Manuel Student Union are eligible to participate in tax-sheltered annuities plans.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

LAY-OFF AND RECALL

The Santos Manuel Student Union may lay off employees if it determines that a reduction in force is necessary because of lack of work or lack of funds. All Santos Manuel Student Union employees are subject to the provisions of this policy.

Notification:

When possible, affected employees should be notified thirty (30) days prior to separation or pursuant to applicable law.

Order of Layoff:

The Executive Director acting upon recommendations of individual supervisors and other factors, shall consider many factors, including length of service, quality of performance, and program requirements regarding which employees are laid off.

Options in Lieu of Lay-off:

Whenever possible, the, acting upon recommendations of supervisors, the Executive Director may offer options in lieu of lay-off to management or non-management. Such offers, if made, are entirely within the discretion of the Executive Director and are always contingent upon budgetary and operational needs of the Santos Manuel Student Union. Options may include voluntary demotion or reduction in hours.

Payment of Benefits:

On the effective date of lay-off, the employee shall receive the cash equivalent of accumulated vacation time. The Santos Manuel Student Union will make available any conversion plans for group medical, dental and vision insurance.

Recall:

Management and non-management employees who have been laid off under the provisions in this policy shall be recalled, contingent upon their ability, within the sole discretion of the Santos Manuel Student Union, to perform available assignments, by the reverse application of the lay-off procedure. Rights to recall expire two (2) years from the effective date of lay-off.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

PROMOTION AND RECLASSIFICATION POLICY

Santos Manuel Student Union positions are classified in relation to similar positions with the CSU system to assure ranges of pay appropriate to the duties and responsibilities of the position. Each position is placed in a salary range which consists of a minimum, intermediate, and a maximum rate.

Insofar as it is practical, it is the policy of the Santos Manuel Student Union to promote employees to more responsible positions on the basis of performance and ability and reclassify when additional responsibilities have been assigned. Reclassifications are submitted to the Santos Manuel Student Union Board of Directors for approval.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

TERMINATION

Causes for termination include:

Expiration of Service Date:

Emergency employees shall be terminated on the date specified in the initial hire letter. Emergency employees are not subject to the Santos Manuel Student Union lay-off and recall policy.

Involuntary Termination:

All employees may be involuntarily terminated for cause. Cause shall include failure to meet performance standards, violations of standards of conduct, or violation of Santos Manuel Student Union policy. The Executive Director shall ensure that a reasonable standard of progressive discipline has been followed by the employee's supervisor and that all opportunities for correction of deficiencies giving rise to disciplinary action have been afforded the employee, however there may be instances where progressive discipline prior to termination may not apply.

Termination of Managerial Employees:

The Executive Director serves at the pleasure of the University President. Managerial employees, other than the Executive Director, serve at the pleasure of the Executive Director and may be terminated by action of the Executive Director. All managerial staff serve as at-will employees, which means that they may be terminated at any time without cause or notice.

Resignation:

All employees may voluntarily resign by submitting a written resignation. Resignations must be signed and dated and it is requested that they be forwarded to the supervisor at least ten (10) working days prior to the effective date or resignation. All employees absent without leave for a period of five (5) consecutive working days shall be considered to have voluntarily resigned on the last day of work.

Lay-off:

See lay-off and recall policy.

SANTOS MANUEL STUDENT UNION
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DISCIPLINE

The Santos Manuel Student Union reserves the right to discipline employees who violate its policies or standards. Typical offenses include but are not limited to:

- Inability to meet performance standards.
- Falsification of records or other documents.
- Willfully or negligently damaging Santos Manuel Student Union or University property.
- Abuse of drugs or other intoxicants.
- Breach of confidentiality.
- Misappropriation of Santos Manuel Student Union/University funds or property.
- Harassment or other actions which result in an intimidating, hostile, or offensive work environment.
- Misconduct which affects operations.
- Insubordination or refusal to complete assigned work.
- Excessive or unauthorized absences.
- Violation of Santos Manuel Student Union policies.
- Actions which, in the judgment of the Executive Director or supervisors, could result in adverse consequences to the Santos Manuel Student Union, a University, department, or employees or students.

Procedures:

Progressive Discipline: The Santos Manuel Student Union endorses a progressive discipline policy which gives the employee notice of his/her problem, the opportunity to take corrective action, and the consequences of failing to do so. This normally includes a series of progressively severe sanctions including oral counseling, written reprimands, suspension, demotion and dismissal. Exceptions to this process may be made at the discretion of the Santos Manuel Student Union Board of Directors.

Responsibilities: Generally, sanctions up to and including official reprimands may be issued by the supervisor. Major disciplinary actions, suspension and dismissal, may be taken only by the Executive Director.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

HOURS OF WORK

All employees generally work a minimum of forty (40) hours in a seven (7) day period. The standard workweek begins at 12:01 a.m. on Sunday and ends at 12 midnight the following Saturday. The work schedule usually provides for five (5) consecutive days of work during the work week. Part-time employees are generally assigned a similar schedule on a reduced time base.

Schedules: Work schedules are determined by the appropriate administrator or supervisor. Needs of the department normally govern work schedules. Managers should notify employees of schedule changes at least one (1) week prior to the effective date of such change.

Meal Periods: Employees shall be entitled to an unpaid meal period of thirty (30) or sixty (60) minutes during a single work day. The time in which the meal period is taken shall be designated by the appropriate administrator or supervisor pursuant to applicable law. Working through a meal period is absolutely forbidden.

Rest Periods: Employees shall be entitled to a paid rest period each work day of fifteen (15) minutes for each four (4) hours worked during the day. The time in which the rest periods are taken shall be determined by the appropriate administrator or supervisor pursuant to applicable law. Rest periods are to be taken as scheduled and cannot be used to accommodate late arrivals or early departures, or combined with a meal period.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

ABSENCE AND TARDINESS

Punctuality and dependability are of prime importance to the efficient running of any organization. Each employee's presence is essential to the efficient and productive operation of Santos Manuel Student Union functions. If it becomes necessary for employees to be late for any reason or to be absent from work, employees are expected to follow the procedures listed below:

1. Obtain advance permission from your supervisor whenever possible.
2. In the case of illness, call in no later than one hour after your scheduled time to report to work.
3. Notify your supervisor as soon as possible when a death in the family requires you to be absent from work.
4. When an absence will be longer than one day, notify your supervisor daily or as often as needed to keep him/her informed as to the date of your probable return to work.
5. An employee may be docked for tardiness.

A doctor's verification of illness may be required if an employee takes more than two consecutive days of sick leave or if, in the opinion of the employee's supervisor, the absenteeism has been excessive. Depending upon individual circumstances and applicable law, an absent employee may be automatically terminated if he/she is unable to return to work within one month after the depletion of all accrued times and granted leaves.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

CAMPUS MEETINGS POLICY

Employees of the Santos Manuel Student Union may participate in University activities and events. Most events are scheduled during the early evening hours or on weekends, outside working hours. Attendance at these events is voluntary.

The president may, on occasion, authorize release time for employees for special events and functions that are of a universal interest and benefit to the campus.

In order to facilitate and accomplish campus and Santos Manuel Student Union business, the president may establish and authorize committees either on a standing or ad hoc basis. Committees structured to meet the business needs of the University and Santos Manuel Student Union may function during normal working hours. Participation on such committees will be considered work time.

Informal organizations and groups may be established for social, recreational or other objectives or association. Groups that are established for these purposes may utilize University facilities by following established scheduling procedures. Attendance at these group functions is not considered part of an employee's regular work schedule or work day. All such functions should be scheduled outside of regular working hours.

Groups or organizations desiring clarification of this policy should address questions through to their supervisor or administrator.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

CONFLICT OF INTEREST

Outside Employment:

No employee shall accept employment in any outside position which would conflict with the effectiveness of the employee's performance at the Santos Manuel Student Union. Further, employees must not conduct activities of any kind during work hours that are not specifically assigned or authorized as part of their Santos Manuel Student Union responsibilities.

Use of Information:

No Santos Manuel Student Union employee may utilize any information, not a matter of public record, which is received by the employee by reason of his/her employment by or contractual relationship with the Santos Manuel Student Union, for personal or pecuniary gain.

Use of Services or Material:

No Santos Manuel Student Union employee may utilize human resources, services, material, facilities, or equipment belonging to the Santos Manuel Student Union or the University for any activity not related to his/her specific Student Union responsibilities.

Gifts and Gratuities:

Santos Manuel Student Union employees may not, in the course of their employment, accept gifts or gratuities from any source receiving services from or providing services or products to the Santos Manuel Student Union.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

OVERTIME

Overtime is time worked by non-exempt employees in excess of eight (8) hours in one day or forty (40) hours in one work week.

Standard:

It is the policy of the Santos Manuel Student Union that managers utilize overtime only in those instances where failure to do so would jeopardize the effective operation of the Santos Manuel Student Union.

Compensation:

Overtime is compensated at the rate of:

1. One and one-half (1-1/2) times the employee's regular rate of pay for all hours worked in excess of eight (8) hours up to and including 12 hours in any workday, and for the first eight (8) hours worked on the seventh (7th) consecutive day of work in a workweek; and
2. Double the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight (8) hours on the seventh (7th) consecutive day of work in a workweek.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

UNLAWFUL HARASSMENT POLICY

The Santos Manuel Student Union must take all reasonable steps to prevent unlawful harassment from occurring. In addition to prohibiting other forms of unlawful discrimination, the Santos Manuel Student Union maintains a strict policy prohibiting harassment because of gender, gender identity, genetic characteristics or information, sex, race, color, national origin, ancestry, religion, creed, physical or mental disability, cancer-related medical condition, marital status, veteran status, sexual orientation, age, and any other basis protected by applicable federal, state or local law. All such harassment is prohibited. The Santos Manuel Student Union's anti-harassment policy applies to all employees and independent contractors involved in the operations of the Santos Manuel Student Union and prohibits harassment by any Santos Manuel Student Union employee, including supervisors and co-workers, or independent contractors. The Santos Manuel Student Union's anti-harassment policy also protects employees from harassment by clients, vendors, or others doing business with the Santos Manuel Student Union. If harassment occurs on the job by someone not employed by the Santos Manuel Student Union, the procedures in this policy should be followed as if the harasser were an employee of the Santos Manuel Student Union.

Sexual Harassment

The law defines sexual harassment as unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made a term or condition of employment; or (2) submission to or rejection of such conduct is used as basis for employment decisions affecting the individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive working environment.

This definition includes many forms of offensive behavior. The following is a partial list:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct such as leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons or posters.
- Improper language such as making or using derogatory comments, epithets, slurs, sexually explicit jokes, comments about an employee's body or dress, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, suggestive or obscene letters, notes or invitations.
- Verbal sexual advances or propositions.
- Physical conduct such as touching, assault, impeding or blocking movements.
- Retaliation for reporting harassment or threatening to report harassment.

It is unlawful for males to sexually harass females or other males, and for females to sexually harass males or other females. Sexual harassment on the job is unlawful whether it involves co-worker harassment, harassment by a supervisor or manager, or by persons doing business with or for the Santos Manuel Student Union.

Unlawful Harassment Policy

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National Origin, Race and Other Forms of Harassment

Similarly to sexual harassment, national origin, race and other forms of harassment can occur through verbal, physical or other activity directed at employees in protected categories. It can occur when co-workers and/or supervisors use slurs or epithets referring, for example, to the national origin, or race, or sexual orientation of an employee. Or it may occur through other kinds of activity, such as placing graphic images negatively connected to the race of an employee on or near the employee's desk, locker or work location. **All such activity is strictly prohibited under the Santos Manuel Student Union's unlawful harassment policy.** If any employee is uncertain as to what conduct is prohibited under this policy, he or she should contact the Executive Director immediately.

Preventing Sexual and Other Forms of Harassment

Please refer to the Santos Manuel Student Union Complaint Procedure if you believe you have been harassed.

ALL EMPLOYEES AND INDEPENDENT CONTRACTORS SHOULD NOTE THAT THE FAILURE TO USE THE SANTOS MANUEL STUDENT UNION'S COMPLAINT PROCEDURE MAY RESULT IN THE DEFEAT OF ANY CLAIM OF SEXUAL OR OTHER HARASSMENT IF LITIGATED.

False Claims of Harassment

Any employee who makes a false claim of harassment will be disciplined according to Santos Manuel Student Union policy.

Prohibition Against and Duty to Disclose Romantic Relationships

The Santos Manuel Student Union recognizes that employees may develop romantic or sexual relationships in the course of their employment. However, in an effort to prevent supervisory problems, favoritism, the possibility of compromising confidential information and/or trade secrets, morale problems, disputes or misunderstandings, and potential sexual harassment claims, supervisors are strongly discouraged from dating or engaging in romantic or sexual relationships with subordinate employees.

However, in the event such a relationship is undertaken, the parties are required to disclose to the Executive Director that such a relationship exists. Based on the sole discretion of the Santos Manuel Student Union, both parties may be given the opportunity to sign and acknowledgment that the relationship is voluntary and consensual. In that case, both parties will also be required to disclose to the Executive Director when the relationship is no longer voluntary and consensual. In the event that such a relationship exists or existed, and such disclosures have not been made, the relationship will be presumed to have been voluntary and consensual. All employees acknowledge these requirements and the presumption by signing the Annual Acknowledgment and Receipt of this Handbook. Co-workers are also discouraged from dating or pursuing romantic or sexual relationships with each other.

Unlawful Harassment Policy

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The Santos Manuel Student Union, in its sole discretion, will determine whether any romantic or sexual relationship between a manager and a subordinate, or between co-workers, interferes with job performance and/or the business interests of the Santos Manuel Student Union and will attempt to resolve the situation, including but not limited to, providing one of the employees with a transfer to another position for which he or she is qualified if it is possible and consistent with good business practices. However, the Santos Manuel Student Union may take whatever steps will protect its business interests, including but not limited to, terminating the employees involved.

Employee's Duty to Disclose Benefits Received

No supervisor, manager, or officer of the corporation is authorized to condition the receipt or denial of any benefit, compensation, or other term or condition of employment on an employee's complying with any sexual demand. To the contrary, all employees are instructed that they must refuse such demands and report them promptly to the Executive Director. Any employee who is found to have obtained any benefit from the Santos Manuel Student Union because he or she submitted to an unreported sexual demand will be disciplined appropriately, including but not limited to, reimbursement for the value of any benefits received. Any employee making such a demand will be disciplined, up to and including termination.

Liability for Sexual or Other Harassment

Any employee of the Santos Manuel Student Union, whether co-worker, supervisor or manager, who is found to have engaged in unlawful harassment is subject to disciplinary action up to and including termination from employment.

Anti-Retaliation Policy

In accordance with applicable law, the Santos Manuel Student Union prohibits retaliation against any employee because of the employee's opposition to a practice the employee reasonably believes to constitute employment discrimination or because of the employee's participation in an employment discrimination investigation, proceeding or hearing. Any retaliatory adverse action because of such opposition or participation is unlawful and will not be tolerated. **For purposes of the Santos Manuel Student Union's anti-retaliation policy, all references to "discrimination" should be understood to include "harassment."**

Examples of Opposition

Opposition to perceived discrimination includes threatening to file a discrimination complaint with the EEOC, state agency, or court or complaining or protesting about alleged employment discrimination to a manager, co-worker or other official. Opposition also includes a complaint or protest made on behalf of another employee or made by the employee's representative. A complaint about an employment practice constitutes protected opposition only if the employee communicates to the Santos Manuel Student Union a reasonable good faith belief that the practice opposed constitutes unlawful employment discrimination. Opposition in a manner which disrupts the workplace, or which constitutes an unlawful activity, or engaging in

Unlawful Harassment Policy**Page 4**

badgering or threatening of employees or supervisors is not protected.

No Retaliation

The Santos Manuel Student Union will not tolerate retaliation against any individual because he or she has filed a charge, testified, assisted or participated in any manner in an investigation, proceeding, hearing or litigation under federal or state employment discrimination statutes or at other hearings regarding protected employee rights, such as an application for unemployment benefits. The Santos Manuel Student Union also prohibits retaliation against someone closely related to or associated with the employee exercising such rights. Examples of retaliation include, but are not limited to, hostile conduct toward an employee who participated in protected activity. Such conduct includes, but is not limited to, shunning of employees, verbal or body language which is threatening or expresses or suggests disapproval or hostility; failure to cooperate in workplace procedures; or sudden unfounded disciplinary action not based on actual job performance. If you are unclear as to what kind of activity may be prohibited retaliation, contact the Executive Director immediately for more information.

Complaint Procedures for Retaliation

The Santos Manuel Student Union's Complaint Procedure provides for an immediate, thorough and objective investigation of any claim of unlawful retaliation because of opposition to alleged discrimination or participation in a proceeding regarding alleged employment discrimination. If you believe that you have been retaliated against because of your opposition to an employment practice you reasonably believe to be discriminatory or because of your participation in a hearing or proceeding regarding alleged unlawful discrimination, you should file a complaint as outlined in the SMSU Complaint Procedure.

Additional Enforcement Information

In addition to the Santos Manuel Student Union's internal complaint procedures regarding harassment, discrimination, and retaliation, employees should be aware that the federal Equal Employment Opportunity Commission (EEOC) and the California Department of Fair Employment and Housing (DFEH) also investigate and prosecute such complaints. The EEOC can be reached toll-free at 1-800-669-4000 and the DFEH at 1-800-884-1684.

For more information, contact the Administrative Office, SMSU 222, of the Santos Manuel Student Union.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

PROHIBITION AGAINST SMOKING

There shall be no smoking in any interior part of the Santos Manuel Student Union building or within 20 feet of entrances to the building. Employees who violate this policy shall be subject to disciplinary action, up to and including termination.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

RETURN OF STUDENT UNION PROPERTY

Employees are expected to return all Santos Manuel Student Union property in their possession or control immediately on termination of employment for any reason. This includes but is not limited to the Staff Handbook, identification cards, parking permit(s), keys, tools, equipment, manuals, or other items they have received.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

EMPLOYEE SAFETY

It is the policy of the Santos Manuel Student Union to provide a safe working environment for all employees. Responsibility for compliance with health and safety laws and regulations resides with managers. All employees of the Santos Manuel Student Union must obey all safety procedures, rules and policies. Such compliance is deemed a condition of continued employment. All employees are responsible for:

1. Compliance with all safety policies.
2. Prompt reporting of unsafe conditions in the work place.
3. Maintenance of hazard-free workstation.
4. Use of protective equipment.
5. Prompt reporting of any accident or injury.

On-the-job Injuries:

If an employee has an on-the-job injury, he/she must comply with the following:

1. Report the accident **as soon as possible**, preferably on the same day, to the supervisor.
2. Notify the department of University Police immediately if medical attention is required.
3. If medical assistance is needed, the employee will be transported to the assigned medical facility.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

ZERO TOLERANCE POLICY FOR WORKPLACE VIOLENCE

Statement of Policy

The Santos Manuel Student Union recognizes that violence in the workplace is a growing nationwide problem necessitating a firm, considered response by employers. The costs of workplace violence are great, both in human and financial terms. Therefore, the Santos Manuel Student Union has adopted this zero tolerance for workplace violence policy.

The safety and security of the Santos Manuel Student Union employees is of vital importance. Acts or threats of physical violence, including intimidation, harassment and/or coercion, which involve or affect the Santos Manuel Student Union or its employees or which occur on Santos Manuel Student Union property or during work hours will not be tolerated.

This prohibition against threats and acts of violence applies to all persons involved in the operation of the Santos Manuel Student Union, including, but not limited to, Santos Manuel Student Union personnel, contract and temporary workers and anyone else on Santos Manuel Student Union property. Violations of this policy, by any individual on Santos Manuel Student Union property, by any individual acting as a representative of the Santos Manuel Student Union while off Santos Manuel Student Union property or by any individual acting off Santos Manuel Student Union property when his or her actions affect the business interests of the Santos Manuel Student Union, will lead to disciplinary and/or legal action as appropriate.

Definitions

Workplace violence is any intentional conduct which is sufficiently severe, offensive or intimidating to cause an individual to reasonably fear for his or her personal safety or the safety of his or her family, friends and/or property such that employment conditions are altered or a hostile, abusive or intimidating work environment is created for one or more Santos Manuel Student Union employees. Examples of workplace violence include, but are not limited to, the following:

- Threats or acts of violence occurring on Santos Manuel Student Union premises, regardless of the relationship between the Santos Manuel Student Union and the parties involved in the incident.
- Threats or acts of violence occurring off Santos Manuel Student Union premises involving someone who is acting in the capacity of a representative of the Santos Manuel Student Union.
- Threats or acts of violence occurring off Santos Manuel Student Union premises involving an employee of the Santos Manuel Student Union if the threats or acts affect the business interests of the Santos Manuel Student Union.
- Threats or acts of violence occurring off Santos Manuel Student Union premises

Zero Tolerance Policy for Workplace Violence

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of which an employee of the Santos Manuel Student Union is a victim if the Santos Manuel Student Union determines that the incident may lead to an incident of violence on Santos Manuel Student Union premises.

- Threats or acts resulting in the conviction of an employee or agent of the Santos Manuel Student Union, or of an individual performing services for the Santos Manuel Student Union on a contract or temporary basis, under any criminal code provision relating to violence or threats of violence which adversely affect the legitimate business interests of the Santos Manuel Student Union.

Specific examples of conduct which may be considered threats or acts of violence under this policy include, but are not limited to the following:

- Threatening physical or aggressive contact directed toward another individual.
- Threatening an individual or his/her family, friends, associates or property with physical harm.
- The intentional destruction or threat of destruction of Santos Manuel Student Union or another's property.
- Harassing or threatening phone calls.
- Surveillance.
- Stalking.
- Veiled threats of physical harm or intimidation.

Workplace violence does not refer to occasional comments of a socially acceptable nature. Such comments may include references to legitimate sporting activities, popular entertainment or current events. Rather, it refers to behavior that is personally offensive, threatening or intimidating.

Enforcement

Any person who engages in a threat or violent action on Santos Manuel Student Union property may be removed from the premises as quickly as safety permits and may be required, at the Santos Manuel Student Union's discretion, to remain off Santos Manuel Student Union premises pending the outcome of an investigation into the incident.

When threats are made or acts of violence are committed by a Santos Manuel Student Union employee, a judgment will be made by the Santos Manuel Student Union as to what actions are appropriate, including possible medical evaluation and/or possible disciplinary action.

Once a threat has been substantiated, it is the Santos Manuel Student Union's policy to put the threat maker on notice that he/she will be held accountable for his/her actions and then follow

Zero Tolerance Policy for Workplace Violence

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through with the implementation of a decisive and appropriate response.

Under this Santos Manuel Student Union policy, decisions may be needed to prevent a threat from being carried out, a violent act from occurring or a life-threatening situation from developing. No existing Santos Manuel Student Union policy or procedure should be interpreted in a manner that prevents the above from occurring.

Temporary and Permanent Restraining Orders

Any employee who applies for a temporary or permanent protective or restraining order which lists any Santos Manuel Student Union location as a protected area must provide to the Santos Manuel Student Union Administrative Office and University Police Department a copy of the petition and declarations used to apply for the order. Any employee who obtains a temporary or permanent protective or restraining order which lists any Santos Manuel Student Union location as a protected area must provide to the Santos Manuel Student Union Administrative Office and University Police Department a copy of the order. Such information will be kept confidential to the extent possible without compromising the safety and security of Santos Manuel Student Union employees and the Santos Manuel Student Union.

Important Note: The Santos Manuel Student Union will make the sole determination of whether, and to what extent, threats or acts of violence will be acted upon by the Santos Manuel Student Union. In making this determination the Santos Manuel Student Union may undertake a case-by-case analysis in order to ascertain whether there is a reasonable basis to believe that workplace violence has occurred. No provision of this policy shall alter the at-will nature of employment at the Santos Manuel Student Union.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

REVISIONS TO PERSONNEL POLICIES AND BENEFITS

The Santos Manuel Student Union Board of Directors reserves the right to modify, supplement, rescind or revise personnel policies and benefits from time to time at its sole discretion, but only in writing and signed by an authorized Santos Manuel Student Union representative.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

**HIRING SANTOS MANUEL STUDENT UNION EMPLOYEES FROM STATE
SERVICES POLICY**

When hiring Santos Manuel Student Union employees from state services, employees may transfer their accumulated sick leave, up to a maximum of 160 hours. The amount of vacation time transferred will be at the discretion of the Executive Director. Employees may also transfer the same type of sick leave, vacation and health insurance benefits they are receiving from the state at the time of transfer.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

DRESS GUIDELINES

All employees are expected to maintain a standard of dress that is appropriate for the work they perform. Employees who may be called upon to meet the public must maintain a presentable image that is in keeping with professionalism and good taste in a business environment. Attire must comply with Health Department and safety code requirements where applicable.

Employees whose jobs require physical labor may wear suitable clothing which includes jeans, t-shirts and protective items such as hats or caps, appropriate footwear and, for those who work outside on a regular basis, shorts during the warmer months.

It is the responsibility of the immediate supervisor to enforce the dress code.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

USE OF EMPLOYEE IDENTIFICATION CARDS POLICY & PROCEDURE

Identification cards are issued to all management and non-management employees. Identification cards are issued to employees at no cost; however, employees may be required to pay for a lost card. Benefits of the identification card are as follows:

1. Borrowing books from the University library.
2. Use of University recreational facilities, except the Student Recreation and Fitness Center.
3. Used as a ticket to attend certain University programs.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

USE OF STATE VEHICLES POLICY

Santos Manuel Student Union employees may not drive state of California vehicles.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

STAFF SERVICES AWARD POLICY

Certificates of service are awarded in recognition of the dedicated service and commitment that long term employees have provided to the Santos Manuel Student Union and the campus.

Eligibility:

Employees are eligible for a certificate suitable for framing, and/or other recognition items upon completing 5, 10, 15, 20, 25 years and for each 5 years of service thereafter.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

ARBITRATION POLICY

In the event there is any dispute arising out of or relating to the employee's employment with the Santos Manuel Student Union which cannot be resolved through the procedure above and which could be brought in a court of law, the dispute shall be submitted exclusively to final and binding arbitration pursuant to the provisions of the Santos Manuel Student Union's arbitration agreement, as may be amended from time to time to conform with the law. Subject to certain exclusions, arbitration shall be the exclusive means of resolving claims such as those relating to termination; demotion, failure to promote; violations of federal, state and/or local statutes; claims based on any purported breach of duty arising in contract or tort, including breach of contract, breach of the covenant of good faith and fair dealing; violation of public policy; or any other alleged violation of the employee's statutory, contractual or common law rights. Pursuant to this policy, the Santos Manuel Student Union and the employees waive their rights to pursue employment-related claims in any other forum, except those specifically excluded by the Santos Manuel Student Union's arbitration agreement and unless otherwise provided by law. It is a condition of employment and continued employment that employees and the Santos Manuel Student Union enter into a written arbitration agreement.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

BACKGROUND CHECKS AND INVESTIGATIONS POLICY

The Santos Manuel Student Union must maintain a safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent employees who do not present a risk of serious harm to their co-employees or others. To that end, the Santos Manuel Student Union may perform, or request that third parties perform, “background checks” or other types of investigations.

Background checks and investigations performed for the Santos Manuel Student Union may include the use of consumer reporting agencies, which may gather and report information to the Santos Manuel Student Union in the form of consumer or investigative consumer reports. Such reports may contain information concerning your credit standing, credit capacity, character, general reputation, personal characteristics, or mode of living. The types of reports that may be requested from consumer reporting agencies under this policy include, but are not limited to, credit reports, criminal records checks, court records checks, driving records, and/or summaries of educational and employment records and histories. The information contained in these reports may be obtained by a consumer reporting agency from private or public records sources or through personal interviews with your co-workers, neighbors, friends, associates, current or former employers, or other personal acquaintances.

Therefore, the Santos Manuel Student Union may request consumer reports, including records checks and investigative reports based on interviews, in connection with your application for employment, or at any time during the course of your employment with the Santos Manuel Student Union for purposes of evaluating your suitability for employment, promotion, reassignment or retention as an employee. The Santos Manuel Student Union may also obtain such reports, both during and after your employment, for purposes of evaluating, investigating, or enforcing compliance with Santos Manuel Student Union policies or in connection with responding to grievances or complaints, regardless of whether you are still in the employ of the Santos Manuel Student Union at the time the report is requested.

Employees are expected to cooperate fully with this policy. Such cooperation includes, among other things, providing truthful and complete information on your employment application and in response to inquiries made by the Santos Manuel Student Union or third party investigators during the course of investigations and to providing appropriate written authorizations that may be required by law so that the Santos Manuel Student Union may obtain complete investigation reports. Failure to cooperate in these respects, or any attempt to interfere with the Santos Manuel Student Union’s implementation of this policy will result in discipline, up to and including termination from employment.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

DRUG AND ALCOHOL ABUSE POLICY

The Santos Manuel Student Union is concerned about the use of alcohol, illegal drugs or controlled substances as it affects the work place and working time. Use of these substances whether on or off the job can adversely affect an employee's work performance, efficiency, safety and health and therefore seriously impair the employee's value to the Santos Manuel Student Union. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other employees and exposes the Santos Manuel Student Union to the risks of property loss or damage or injury to other persons.

The following rules and standards of conduct apply to all employees either on Santos Manuel Student Union property or during the workday (including meals and rest periods).

The following are strictly prohibited by the Santos Manuel Student Union:

1. Possession, use, or being under the influence of alcohol or an illegal drug or controlled substance while on the job.
2. Driving a Santos Manuel Student Union vehicle or your own vehicle for a Santos Manuel Student Union-related purpose while under the influence of alcohol or an illegal drug or controlled substance.
3. Distribution, sale or purchase of or offer to sell or purchase an illegal drug or controlled substance while on the job.

Violation of the above rules and standards of conduct will not be tolerated and will be grounds for disciplinary action up to and including termination. The Santos Manuel Student Union may also bring the matter to the attention of appropriate law enforcement authorities.

In order to enforce this policy, the Santos Manuel Student Union reserves the right to conduct searches of Santos Manuel Student Union property and to implement other measures necessary to deter and detect abuse of this policy.

An employee's conviction on a charge of illegal sale or possession of any drug or controlled substance while off Santos Manuel Student Union property will not be tolerated because such conduct, even though off duty, reflects adversely on the Santos Manuel Student Union. In addition to reflecting adversely on the Santos Manuel Student Union, the Santos Manuel Student Union must keep people who sell controlled substances off Santos Manuel Student Union premises in order to keep illegal drugs and controlled substances off the premises.

The Santos Manuel Student Union recognizes that many employees use prescription and over-the-counter medications. Medications brought to the workplace should be carried in their original containers. This policy does not prohibit employees from the lawful use and possession of prescription or over-the-counter medications. However, an employee taking medication should consult with a health care professional or review dosing directions for information about

Drug and Alcohol Abuse Policy

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the medication's effect on the employee's ability to work safely, and promptly disclose any work restrictions to a supervisor or Executive Director. The Santos Manuel Student Union reserves the right to transfer, reassign, and/or place on leave of absence any employee, or to take other appropriate action, during the time the employee uses medication that may affect the employee's ability to perform safely.

The Santos Manuel Student Union will encourage and assist employees with alcohol or drug to seek treatment and/or rehabilitation. Employees desiring such assistance should request a treatment or rehabilitation leave. The Santos Manuel Student Union's support for treatment and rehabilitation does not obligate the Santos Manuel Student Union to employ any person whose job performance is impaired because of drug or alcohol use, nor is the Santos Manuel Student Union obligated to reemploy any person who has participated in treatment and/or rehabilitation if that person's job performance remains impaired as a result of dependency. Additionally, employees who are given the opportunity to seek treatment and/or rehabilitation, fail to successfully overcome their dependency or problem, and are involved in a second violation of this policy, will not be given a second opportunity to seek treatment and/or rehabilitation, unless mandated by law. This policy does not affect the Santos Manuel Student Union's treatment of employees who violate the rules and standards of conduct described above. Rather, rehabilitation is an option for employees who come forward and acknowledge a chemical dependency and voluntarily seek treatment to end that dependency **before** they violate the above rules and standards of conduct.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

INFORMATION SYSTEMS AND INTERNET POLICY

The Santos Manuel Student Union's information systems and electronic resources, including but not limited to computers, voice mail, e-mail and access to the Internet and World Wide Web, are provided by the Santos Manuel Student Union for the use of the Santos Manuel Student Union and are to be reviewed, monitored and used only in the pursuit of the Santos Manuel Student Union's business. As a result, certain data is readily available to numerous persons. If, during the course of your employment, you perform or transmit work on the Santos Manuel Student Union's computers or other technical resources, your work may be subject to the review of others.

You may access only files or programs that you have permission to enter. Unauthorized review of files, dissemination of passwords, the creation or use of passwords not authorized by the Santos Manuel Student Union, damage to systems, removal of files, removal of programs or improper use of information contained in any software or other technical system or application may be grounds for disciplinary action, up to and including termination.

INSTALLING OR DOWNLOADING ANY SOFTWARE ON TO ANY COMPUTER WITHOUT EXPLICIT PERMISSION IS ABSOLUTELY PROHIBITED EVEN IF YOU PERCEIVE IT TO BE A BENEFIT TO YOUR WORK. SUCH PROGRAMS CAN INSTALL "SPYWARE" WHICH COMPROMISES OUR SECURITY AND PRESENTS OTHER SERIOUS PROBLEMS.

The following applies (as further elaborated below) to the use by employees of all of the Santos Manuel Student Union's information systems, including use of the Internet and World Wide Web, e-mail and voicemail systems, fax machines, computers, pagers, beepers, and any other communication or information-transmittal device:

1. The Santos Manuel Student Union's sexual harassment, non-discrimination and solicitation policies all extend to such use. Employees should not, for example, use sexually suggestive screen savers, download or disseminate pornographic materials, or transmit or receive e-mail messages that contain offensive or objectionable material that is sexual in nature.
2. Commercial use of any of the Santos Manuel Student Union's electronic communication systems that is not directly for the benefit of the Santos Manuel Student Union is prohibited.
3. The Internet and World Wide Web and any other communication device may not be used in a manner that infringes upon the patents, copyrights or licenses of others.
4. No electronic communication device may be used in a manner that infringes upon the rights of others to proprietary, confidential or trade secret information.

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5. Such devices may not be used for any competitive purpose or any purpose that creates an actual, potential or apparent conflict of interest.

The use of the Santos Manuel Student Union's information systems in any manner that may be disruptive, offensive to others or harmful to morale is specifically prohibited, including but not limited to the display or transmission of sexually explicit images, messages and cartoons, as well as the use of any ethnic slurs or communication that may be construed as harassment or disparagement of others. Such transmissions may be grounds for disciplinary action, up to and including termination. The use of the Santos Manuel Student Union's information systems to solicit or proselytize others for commercial ventures, religious or political causes, outside organizations or other non-job-related solicitations is strictly forbidden and is grounds for disciplinary action, up to and including termination. **Searches of the Santos Manuel Student Union's information systems may be conducted without advance notice in order to ensure that they are being used exclusively to facilitate transmittal of business-related information.**

Employees may not duplicate software programs. Any unauthorized duplication is grounds for immediate discipline, up to and including discharge. Employees may not keep any backup copies of work done for the Santos Manuel Student Union when they leave the Santos Manuel Student Union. If employees wish to keep samples of their work, they must obtain written permission from the Executive Director to download specific examples. Downloading may occur only in the presence of the Executive Director or his/her designee. Under no circumstances are employees allowed to keep copies of proprietary information, trade secrets, data or programs.

As an employee of the Santos Manuel Student Union, you are permitted to use the Santos Manuel Student Union's equipment for occasional, non-Santos Manuel Student Union-related purposes in accordance with Santos Manuel Student Union policy. However, no personal right of privacy of an employee exists in any information contained within or transmitted by the Santos Manuel Student Union's computers or voice mail or e-mail systems. Information contained on the Santos Manuel Student Union's voicemail and e-mail systems are subject to review; Santos Manuel Student Union management may override your voicemail, e-mail and computer passwords and review your messages or other data if deemed necessary in the best interests of the Santos Manuel Student Union.

The Santos Manuel Student Union may at any time in its sole discretion deny any employee access to sites or functions on any of its electronic or other communications equipment on a temporary or permanent basis.

Other Santos Manuel Student Union communications equipment such as cellular telephones, office telephones, modems and beepers are not to be used for illegal activities, non-Santos Manuel Student Union related business or in any way which would violate Santos Manuel Student Union policies or procedures. Bills and other documentation related to any type of Santos Manuel Student Union equipment are the property of the Santos Manuel Student Union and may be reviewed and used for purposes the Santos Manuel Student Union considers appropriate.

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Blogging

Definition: the word “blog” is a contraction of the words “web” (as in “World Wide Web”), and “log,” as in “diary” or “written account.” Blogging consists of the posting of writings or other content on a publicly available Internet site by an individual. The information posted is usually written comments, but can also be or include photographs, drawings, videos or any other graphic or audio information.

Use of Santos Manuel Student Union Resources: Santos Manuel Student Union property, including but not limited to internet access, computer hardware and software, may not be used by an employee for blogging without the express prior written consent of the Santos Manuel Student Union’s Associate Director for Operations or designee.

“Off-hours,” “off-campus” blogging: Except as permitted by law, no Santos Manuel Student Union employee may post by blogging, whether during working hours and in the office or elsewhere at any other time, comments that are:

- unlawfully discriminatory or harassing,
- unlawfully defames or disparages the Santos Manuel Student Union’s business, work product, or management,
- protected by the attorney/client privilege or work-product doctrine, or that
- reflects a lack of professionalism as a Santos Manuel Student Union employee.

If an employee is dissatisfied with any aspect of the Santos Manuel Student Union’s operation, the employee is encouraged to bring those concerns to the Executive Director, so that the concerns may be addressed. Employees have ethical and other obligations to keep confidential proprietary and other information about the Santos Manuel Student Union.

Penalty for violation: Employees violating this policy will be subjected to appropriate disciplinary action, which may include termination. Accordingly, employees who have questions or uncertainty about blogging are urged to consult with the Executive Director concerning the scope and application of this policy.

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

Complaint Procedure

Employees of the Santos Manuel Student Union (SMSU) are encouraged to bring their complaints about work-related situations to the attention of management. Employees will be provided with an opportunity to present their complaints and appeal decisions by management through a formal complaint procedure. All complaints will be resolved promptly.

1. A complaint may be defined as an employee's expressed feeling of dissatisfaction concerning conditions of employment or treatment by management, supervisors or other employees. Examples of such actions which may be causes complaints include, but are not limited to:
 - a. Application of SMSU policies, practices, rules, regulations and procedures believed to be to the detriment of an employee;
 - b. Treatment considered unfair by an employee, such as coercion, reprisal, harassment or intimidation;
 - c. Alleged discrimination because of race, color, gender, age, religion, disability, national origin, military reserve or veteran status, marital status, or any other non-merit factor; and
 - d. Improper or unfair administration of employee benefits or conditions of employment such as vacations, fringe benefits, promotions, retirement, holidays, performance review, salary or service.
2. Supervisors are responsible for ensuring that the complaint is fully processed. No employee will be penalized for using the SMSU's complaint procedure.
3. Any complaint filed shall follow the procedure outlined below, except complaints involving the immediate supervisor which allege discrimination, harassment or retaliation which must be filed at step 2 or 3.

Step 1: The employee initiating the complaint shall present a complaint in writing to his/her immediate supervisor within 5 working days of when the subject of the complaint is known. Discussion shall be informal for the purpose of resolving the matter in the simplest and most direct manner. The immediate supervisor shall reach a decision and communicate it in writing to the employee within 5 working days from the date the complaint was presented.

Step 2: If the complaint is not settled in the first step, the employee shall, within 5 working days, forward the written complaint to the SMSU Executive Director. The Executive Director shall, within 5 working days, meet with the employee to determine the facts of the case. The Executive Director shall notify the employee of his/her decision, in writing, within 5 working days following the date of the meeting, unless such time is mutually extended in writing.

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Step 3: If the complaint is not settled at Step 2, the employee shall, within 5 working days, forward the written complaint to the Assistant Vice President for Student Affairs/Student Development (AVPSASD). The AVPSASD shall meet with the employee within 10 working days after the receipt of the complaint, unless such time is mutually extended in writing. The AVPSASD shall ascertain the facts and forward any recommendations to the SMSU Board of Directors within 5 working days after the meeting, unless this period is extended in writing by mutual agreement. The SMSU Board of Directors shall have 7 working days to consult with any parties involved and render a decision in writing to the employee, unless this period is extended in writing by mutual agreement.

4. The decision of the SMSU Board of Directors at Step 3 shall be final and binding on the parties, without further right to appeal.
5. A complaint must be brought forward as soon as it might reasonably be known to exist. In the event a complaint arises, the employee must submit it to his/her supervisor within 5 working days.
6. The time limit at any stage of the complaint procedure may be extended by written mutual agreement of the parties involved in that step.
7. Any complaint presented shall be on the proper SMSU complaint form and must be dated and signed by the employee who presents it. Any decision rendered shall be provided in writing to the employee and shall be dated and signed by the SMSU representative at that step.
8. When a complaint is presented, the SMSU representative shall provide a dated and signed receipt for the complaint at that particular step.
9. A complaint not advanced to the higher step within the time limit provided shall be deemed permanently withdrawn and as having been settled on the basis of the decision most recently given. Failure on the part of the SMSU's representative to answer within the time limit set forth in any step will entitle the employee to proceed to the next step, unless an extension has been mutually agreed upon by both parties.
10. When a complaint is reduced to writing there shall be set forth:
 - a. A complete statement of the complaint and facts upon which it is based;
 - b. The section or sections of SMSU policy claimed to have been violated; and
 - c. The remedy or correction requested.
11. An employee shall not be subjected to reprisal or retaliation for utilizing this complaint process.

Approved SMSUBOD 11-29-07

SANTOS MANUEL STUDENT UNION
CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO

Complaint Procedure Form

Provide a complete statement of your complaint, including the facts upon which the complaint is based, including dates and times. Please be as specific as possible:

Provide the section or sections of SMSU policy which you claim have been violated (if applicable):

Provide the remedy or correction that is being requested:

Signature

Date

Name

Complaints must be submitted to the employee's supervisor within 5 working days of the date the complaint arises. Please add additional page(s) if needed.

SANTOS MANUEL STUDENT UNION
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POLICY OVERVIEW

In lieu of any specific SMSU policy, the SMSU will as a general rule follow existing CSUSB policy where appropriate. In emergency situations, the Executive Director may invoke a temporary policy as needed, subject to review by the Policy and Procedures Committee at the first available opportunity.



California State University, San Bernardino
Santos Manuel Student Union

Statement of Receipt of and Adherence to Personnel Policies Manual

The Personnel Policies Manual contains important information about the Santos Manuel Student Union (SMSU). I understand that I should consult my supervisor regarding any questions I have about the manual.

I understand that this manual is not a contract of employment.

I have entered into my employment relationship with the SMSU voluntarily, and understand that according to these policies and my individual appointment letter, either the SMSU or I can terminate the relationship at will, at any time, with or without cause, and with or without advance notice.

The information and policies described herein are subject to change, and I acknowledge that revisions to the manual may occur. Any such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. I further agree that if I remain employed with the SMSU following any modifications to the manual, I thereby accept and agree to comply with such changes.

By signing below, I signify that I have received, have read and will comply with all SMSU policies and procedures as detailed in the SMSU Personnel Policies Manual. I understand that this form will be retained in my personnel file.

Signature of Employee

Date

Employee's Name – Printed

Interim Executive Director's Signature

Date