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SECTION 1 **INTRODUCTORY POLICIES**

INTRODUCTION

The University Glen Corporation, Inc. (UGC), established in 2002, is an integral component of the educational mission of California State University Channel Islands (CI). UGC exists to provide the highest level of services to our campus constituencies. As an employee of UGC, we are hopeful you will find your employment to be both professionally rewarding and challenging, as we continue to meet the needs and exceed the expectations of the campus community. We are a non-profit, self-supporting organization. Because the quality of our employees is key to our success in performing our mission, we carefully select our new employees. In turn, we expect employees to recognize the service nature of UGC's mission and contribute to the success of our organization.

MISSION OF UNIVERSITY GLEN CORPORATION

University Glen Corporation supports the mission of California State University Channel Islands by providing our students, faculty, staff, residents and guests with a variety of high quality services in a fiscally responsible way that complements and enhances the educational mission of the University.

INTEGRATION CLAUSE AND THE RIGHT TO REVISE

The purpose of this Employee Handbook (Handbook) is to inform you about the policies, responsibilities, procedures, guidelines, benefits and work rules that apply to you as an employee of UGC. This Handbook applies to all employees of UGC whether the employee is full time, part time, or a student assistant. This Handbook also applies to employees covered by the Management Compensation Plan. The benefits provisions of this Handbook apply only to those employees who have been identified and are eligible for particular benefits. Generally, part time and student employees are not eligible to earn sick or vacation benefits, and are not eligible for health care insurance or pension benefits.

Please read this Handbook carefully - you are responsible for adhering to its contents. While you review this Handbook please keep in mind it is a guideline for employees and only highlights UGC's policies, practices, procedures, guidelines, rules and benefits. This Handbook is not intended to be a contract and should not be viewed as creating contractual obligations. Obviously, circumstances may require that the policies, practices, guidelines and benefits described in this Handbook change from time to time. UGC reserves the right to amend, supplement or rescind any of the provisions of this Handbook, other than its employment at-will provisions, as it deems appropriate in its sole and absolute discretion. Any such change will be communicated to employees as soon as practical. Human Resources (HR) will be happy to answer any questions you may have with respect to the contents of this Handbook.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

UGC is an equal opportunity employer and will not discriminate against any employee or applicant for employment in an unlawful manner. If you believe that you have been subjected to any form of unlawful discrimination, you should inform Human Resources. Further, UGC prohibits discrimination based on perceptions that an individual is in one or more protected class. UGC will not retaliate or permit retaliation against any employee who complains of unlawful discrimination in the work place.

STATEMENT OF AT-WILL EMPLOYMENT STATUS

All employment with UGC is at-will and shall continue only upon the mutual consent of UGC and

the employee. This means that an employee may terminate his or her employment with UGC at any time with or without cause or prior notice and that the UGC has similar rights. There is no promise that employment will continue for a set period of time, nor is there any promise that employment will terminate only under particular circumstances. No employee or representative of the UGC has authority to make promises, representations or agreements inconsistent with this policy of at-will employment, other than the UGC's Senior Director or the Chairperson of the UGC Board of Directors, and the Senior Director and/or Chairperson may do so only pursuant to a written agreement signed by the employee and the Senior Director and/or Chairperson. This policy statement supersedes all written and oral representations that are in any way inconsistent with it and represents the complete and final policy of the UGC on this subject matter.

CUSTOMER SERVICE

University Glen Corporation emphasizes superior service to those we serve. UGC employees have one of the most important parts to play in that emphasis. You have the most constant, most intimate, most prolonged contact with our customers. You can make the difference in how positively UGC is viewed.

As an employee, your most important responsibility is giving excellent service to the customer. You have more power to create either good or bad will than any other person. No matter how pleased a customer may be with the price or quality of the product or service they are purchasing or receiving, you provide the customer's lasting impression. University Glen Corporation's reputation is in your hands.

Your role as a UGC employee is a demanding one, and you are vitally important. Your job calls for a special combination of skills and traits; you must be sincere and friendly, use sound judgment, employ unflinching tact, work with strict accuracy and be endowed with patience and honesty. Finally, you must have the ability to work rapidly, positively and effectively under pressure.

How to Serve Displeased Customers

There are two ways to react to a customer who is displeased: defensively or helpfully. And, there's a world of difference in the results. You may receive criticism when you really aren't at fault. But it only does harm to get defensive and explain that you are not the person to blame. It wastes time and makes the customer even more upset.

Never take complaints personally – and don't make excuses. Instead concentrate on being helpful to resolve the issue. Listen, be sympathetic, and do what you can to solve the problem. If it's something that you can't resolve, get a supervisor to assist the customer. People really appreciate the person who understands their complaint and goes the extra mile for them. An upset person doesn't really care whether you're at fault or not. What he or she really cares about is being heard and finding resolution to the problem. Just be helpful, and always give the customer the attention you would expect if the roles were reversed.

SECTION 2 **RECRUITMENT AND EMPLOYMENT PRACTICES**

JOB OPENINGS

Full-time, salaried position openings are generally posted for a minimum of five working days on the campus HR website. Notices to other organizations and advertising in other places shall be determined jointly by the hiring authority and UGC Human Resources. All posted positions are

filled on a competitive basis. Employees must meet the specified minimum qualifications and apply in writing in accordance with the position announcement in order to be considered for a position. Positions filled through promotions, or within the same job family and within the specific unit, do not require posting.

HIRING PROCEDURE

The Senior Director of UGC shall appoint a search committee to interview and make recommendations for all management positions. Non-management positions require the selection approval of the hiring supervisor and the next higher level of supervision. Offers of employment for benefited positions must be approved by Human Resources before an offer commitment can be made. Appointment letters will be prepared by UGC Human Resources and must be approved by the Senior Director of UGC or his / her designee. The complete hiring procedure can be found in the UGC Recruitment and Selection Procedures.

IMMIGRATION LAW COMPLIANCE

UGC is committed to compliance with immigration laws. These laws require that all individuals provide documents proving their identity and legal right to work in the United States. All offers of employment are conditioned upon the candidate's ability to satisfactorily provide the required documentation. UGC practice requires the prospective employee to provide the required documentation prior to commencing work. Any falsification of documentation required by the immigration laws will result in immediate termination.

SOCIAL SECURITY CARD

All new employees must present a current original Social Security card to Human Resources at least one week prior to the scheduled first day of employment. A new employee cannot commence employment without a valid social security number and card.

PERSONAL DATA CHANGES

Any changes in your name, address, telephone number, emergency contact, marital status, number of withholding exemptions, beneficiaries of your retirement plan, or other pertinent information should be reported to UGC HR Department by completing an updated Employee New Hire and Emergency Contact Information, W-4, or retirement form as needed as soon as possible so your records can be updated.

REGULAR BENEFITED, AND BENEFITED, SALARIED STAFF EMPLOYEES

Certain positions and/or classifications are identified as "regular benefited" status. Regular benefited employees are generally scheduled to work up to eight hours per day, or forty hours per week. However, this status does not guarantee any employee a minimum number of hours of work per day or per week and work shifts are scheduled according to business needs. Regular benefited, salaried employees qualify for benefits such as retirement plan, medical, dental, vision plans, cash for benefits plan, group life insurance, vacation and sick leave accrual, holiday pay, jury duty pay, education assistance program, paid bereavement leave, and personal holiday. All employment with UGC is at-will.

MANAGEMENT COMPENSATION PLAN (MCP)

UGC's Management Compensation Plan (MCP) is designed to cover specific UGC employees who have been designated as directors or managers who have primary responsibility for the development and implementation of policies, procedures, practices, and/or guidelines which apply to the UGC as a whole, or responsibility for a major operational unit of UGC.

PART TIME EMPLOYEES

Part time employees are generally those hired to work a limited number of hours per day or per week and are subject to lay off during seasonal business closures with no guarantee of being rehired. Positions are generally non-benefited and do not guarantee any employee a minimum number of hours of work per day or per week. All employment with UGC is at-will.

ON-CALL EMPLOYEES

On-call employees are generally those hired for a limited duration or on an on-call basis depending on business needs. Positions are generally non-benefited and do not guarantee any employee a minimum number of hours of work per day or per week. All employment with UGC is at-will.

TEMPORARY EMPLOYEES

Temporary employees are those who are hired for specific project assignments of limited duration. They are generally non-benefited, and their length of employment shall be specified, not to exceed six months and are not guaranteed a minimum number of hours of work per day or per week. However, in some cases such assignments may be extended. All employment with UGC is at-will.

STUDENT EMPLOYEES

Student employees are students who are attending California State University Channel Islands, as undergraduate students enrolled in a minimum of 6.0 units each semester, or graduate students enrolled in a minimum of 4.0 units each semester, may work as a UGC employee with certain restrictions.

Student employees are allowed to work a maximum of 20 hours per week while school is in session. If the student has more than one job, the 20-hour rule applies to total hours worked in combination with all jobs on campus, (CI and UGC).

During times when classes are not in session, student employees may work a maximum of 40 hours per week. Wages earned are subject to federal and state income (FIT & SIT) withholding tax, Medicare tax (MEDI) and federal insurance contribution act (Social Security Taxes) (FICA) deductions. Student employees, once graduated, may continue employment as a student assistant through the end of the month in which they graduate.

Students who are attending a school other than CI are not eligible to be classified as a student employee, but may be considered for employment as a regular employee. Other restrictions may apply so please contact HR Department for the complete Student Eligibility Requirements.

WORK STUDY STUDENT EMPLOYEES

Students employed through the Federal College Work-Study Program are not exempt from the above stated policies and practices. Contact the Financial Aid Office for work-study requirements.

GRANT/CONTRACT EMPLOYEES AND EMPLOYEES FUNDED THROUGH STATE OR UNIVERSITY SOURCES

Those employees hired under the provisions of grants, contracts, or other funding sources are employed only to the extent funds are available from the funding source and within the guidelines of the particular grant/contract or other funding source in coordination with UGC's policies, procedures, and hiring practices. These employees may be considered regular benefited, part-time non-benefited, on-call non-benefited or temporary non-benefited and

assignments do not guarantee any employee a minimum number of hours of work per day or per week. All employment with UGC is at-will.

IDENTIFYING EXEMPT VS. NON-EXEMPT EMPLOYEES

Non-exempt employees are generally scheduled to work eight hours per day for five (5) days per week and receive overtime for all hours worked in excess of eight (8) hours per day or forty (40) hours per week and are required to observe meal and rest periods.

Exempt employees typically include executive, managerial, and certain professional / administrative staff, and are exempt from the California and Federal overtime requirements, and from mandated meal and rest periods.

EMPLOYMENT OF RELATIVES

UGC will not hire or continue the employment of relatives where actual or potential problems may arise regarding supervision, security, safety or morale, or where potential conflicts of interest exist. An employee may not work under the direct supervision of a relative. Relatives are defined as spouses, domestic partners, children, sisters, brothers, mothers, fathers, or any persons who are closely related by birth, marriage or adoption, or persons with a close personal relationship. Relatives may be employed in the same department, but may not participate in any proceeding, evaluation, recommendation or action that affects the employment status of a relative.

Current employees who marry, who become related by marriage, or who enter into a close relationship may be permitted to continue employment only if their employment poses no difficulties for supervision, security, safety, morale, or potential conflicts of interest.

If employees who marry, who become related by marriage, or who have a close relationship do pose difficulties for supervision, security, safety, morale, or where potential conflicts of interest exist, the UGC will attempt to reassign one of the employees to another position for which he or she is qualified, if such a position is available. If no such position is available, one of the employees may be required to leave the UGC.

CONDITIONS OF EMPLOYMENT:

As conditions of employment, employees may be subject to the following:

- Must meet established driving standards, subject to DMV pull notice compliance
- Must pass a background check
- May be subject to drug tests

The person holding any position with University Glen Corporation is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

SECTION 3 **JOB DUTIES AND CLASSIFICATIONS**

JOB DESCRIPTIONS

The essential duties and responsibilities of each position are described in the respective position description. Employees should request a copy of their position description when they first begin employment or whenever their work assignment changes. Job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects, assist with other work necessary and important to the operation, your department or the UGC. Your cooperation and assistance in performing such additional work is

expected. UGC reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.

CLASSIFICATIONS

All employees are assigned a position classification consistent with their employment status. The position classifications are designed to describe the broad duties and responsibilities of the position.

RECLASSIFICATIONS

If your duties and responsibilities change significantly, you or your supervisor may request a reclassification from the Human Resources. This request may result in a change to a higher salary grade or a different classification, or no change may be recommended at all.

PROMOTIONS

All posted positions are filled on a competitive basis. Employees must meet the specified minimum qualifications and apply in writing in accordance with the position announcement in order to be considered for a position involving a promotion to a position in another job family. Promotions to the next higher level position, within a job family and within an operating unit, do not require posting and may be made by the unit manager subject to review by Human Resources.

TRANSFERS

Employees in similar positions may request transfers between units when appropriate openings exist. A transferred employee will normally retain the same classification and pay rate, will carry over any accruals and retain their original hire date for purposes of seniority.

DEMOTIONS

A demotion is a change from one classification to a lower one. Demotions may result from classification studies, changes in staffing levels resulting in layoffs, a lack of qualifications for the current position and/or disciplinary action. An employee may request a demotion. A demoted employee will be assigned the pay rate of the lower classification; the salary in the lower class may not exceed the maximum.

SECTION 4 **WORKING HOURS AND SCHEDULES**

WORK SCHEDULES

The UGC administrative offices are normally open for business between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. Operational work hours are determined by the requirements of the service unit. Some service units are 24/7 operations, therefore, the supervisor will assign the individual work schedule according to business needs. Employees are expected to report to work on time as scheduled and ready to perform their work. UGC reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, alter or change work schedules, or assign additional job responsibilities. All employment with UGC is at-will and there is no guarantee any employee will receive a minimum number of hours of work per day or per week.

Employees who are not on the clock may not wear their uniform in the unit.

MEAL AND REST PERIODS

Employees working more than five hours are provided an unpaid meal period of at least 30-minutes. Meal periods are normally near the mid-point of the shift, but may be at other times when necessary to fulfill the unit's service obligations. Employees are allowed ten-minute rest periods for every four hours of work or major portion thereof and are normally observed near the mid-point of the hours. Meal and rest period time may not be saved up for later use, may not be accrued as to create an overtime situation, nor used at the end of the day to leave before the close of business or to end a regularly scheduled work day early. Individual supervisors will approve meal and rest period exceptions for their employees. It is the expectation of University Glen Corporation that all employees observe their assigned working hours and are strongly encouraged to utilize the time allowed for meal and rest periods.

REQUIRED OVERTIME

Where work activities require additional hours for completion, it may be necessary to work overtime. UGC will attempt to notify an employee at least one day in advance when overtime will be required. Where the need for the overtime is not known one day in advance, an employee is still expected to work the overtime hours unless otherwise excused by the employee's immediate supervisor.

WORKWEEK AND WORKDAY

The workweek begins at 12:00 A.M. Sunday morning and continues for seven consecutive 24-hour periods, ending 11:59 P.M. Saturday night. The workday begins at 12:00 A.M. and continues for 24 consecutive hours ending 11:59 P.M.

TELE-COMMUTER REQUESTS

On a case-by-case basis, University Glen Corporation (UGC) will consider requests made by benefited, salaried employees to develop a telecommuting work plan.

Employees ("Telecommuters") who are authorized to perform work at off-site work locations must meet the same standards and professionalism as is expected of University and corporation employees at on-site work locations in terms of job responsibilities, work products, customer and public contact. The telecommuter also agrees to abide by all applicable policies and procedures of the University and corporation or within the employee's department.

SECTION 5 **COMPENSATION GUIDELINES**

MERIT INCREASES

New employees usually start at the minimum point of the salary grade. When the budget permits, during the employee's annual performance evaluation, the employee may be considered for a merit increase within his or her salary range. This could continue until he or she reaches the maximum of that grade. Merit increases are solely within the discretion of the supervisor and depend upon many factors in addition to performance. Wage increases for those employees hired under the provisions of grants, contracts, or other funding sources are subject to the available funding and within the guidelines of the particular grant/contract or other funding source.

Merit increases for part time and on-call employees are based on service period and employment status and must be accompanied by a performance evaluation.

Student employees receive an hourly wage depending on their duties and according to the Student Assistant Salary Schedule. A completed Student Evaluation form must be submitted along with a merit increase request. Supervisors may obtain a copy of the Student Assistant Salary Schedule on-line or from Human Resources.

PAY PERIODS

Currently, UGC employees are paid semi-monthly. Pay periods are the 1st through the 15th and the 16th through the end of the month. Pay dates are reflected on the Payroll Calendar. If there is an error on your paycheck, please report it immediately to your supervisor or Human Resources.

TIMEKEEPING REQUIREMENTS

Employees are required to report accurate working hours for each pay period they work. All supervisors are responsible for accurate timekeeping records. Any timecards that require an adjustment of time must be forwarded, in writing with the employee's signature, to Human Resources within 24 hours. End of pay period approval and sign offs are due to Human Resources according to the deadlines outlined on the Payroll Calendar.

All overtime work must be approved in advance by a supervisor. Unauthorized overtime is against UGC's policies. Employees who work unauthorized overtime are subject to disciplinary action up to and including termination.

Under no circumstances will an employee be permitted to perform work in any unit while off the clock. Working off the clock is against UGC's policies. Both employees who may feel compelled to work off the clock, and their supervisors, are subject to disciplinary action up to and including termination.

- **For Hourly Employees: The Time Clock.** When dressed in their uniform and prepared to commence work, hourly employees must clock in using the time clock at the beginning of their scheduled shift, clock out and back in from meal break, and clock out at the end of their shift. If you make a mistake with your time card, notify your supervisor immediately so the record can be corrected. If any time clock errors are made they must be corrected by the supervisor of your unit using the "Employee Time Clock Exception Report" form, signed by the employee, and given to Human Resources by the next business day. Errors should only be corrected for the current payroll period. Therefore, please check with your supervisor if you suspect an error has occurred that needs to be corrected. Your supervisor will show you where and how to clock in and out for work in your particular area.

HOLIDAY PAY

(Applies to Benefited, Salaried Employees)

Holiday pay is paid at the employee's regular rate of pay. If a non-exempt employee is required to work on a day designated as a UGC holiday, that employee will receive the holiday pay plus pay for hours actually worked at the regular rate of pay. Generally, an employee must work the last scheduled day before the holiday and the first scheduled day after the holiday to be eligible for holiday pay, unless you are on approved vacation, sick leave or personal holiday. Holiday time will not count toward hours worked to determine overtime eligibility in the week of the holiday. Regular benefited employees working less than 160 hours but at least 72 hours a month shall receive holiday pay pro-rated on the basis of their normal work hour assignment.

PERSONAL HOLIDAY PAY

(Applies to Benefited, Salaried Employees)

Personal holiday pay is paid at the straight time rate of pay. Personal holiday time will not count toward hours worked to determine overtime eligibility in the week the personal holiday was taken. Regular benefited staff employees working less than 160 hours but at least 72 hours a month shall receive personal holiday pay prorated on the basis of their normal work hour assignment.

VACATION PAY

(Applies to Benefited, Salaried Employees)

Vacation pay is paid at the employee's regular rate of pay. Vacation time will not count toward hours worked to determine overtime eligibility in the week the vacation time was taken. Benefited employees working less than 160 hours but at least 72 hours a month shall receive vacation pay pro-rated on the basis of their normal work hour assignment.

SICK PAY

(Applies to Benefited, Salaried Employees)

Sick pay is paid at the employee's regular rate of pay. Sick time will not count toward hours worked to determine overtime eligibility in the week the sick time was taken. Regular benefited staff employees working less than 160 hours but at least 72 hours a month shall receive sick pay pro-rated on the basis of their normal work hour assignment. Written notice from a physician as medical evidence of your illness and/or medical certification of your fitness to return to work may be required before returning to work. In cases where sick leave has been misused, disciplinary action will be taken.

OVERTIME PAY

UGC provides compensation for all overtime hours worked by non-exempt employees in accordance with state and federal law. For purposes of determining which hours constitute overtime pay, only actual hours worked in a given work day (over 8 hours) or workweek (over 40 hours) will be counted. Other situations may trigger overtime and should be discussed with your supervisor or Human Resources whenever a question arises. All OT must be approved in advance by a supervisor. For purposes of defining eligibility for overtime each job classification is either non-exempt or exempt. See Section 3, Identifying Exempt vs. Non-exempt Employees.

JURY DUTY PAY

(Applies to Benefited, Salaried Employees)

UGC encourages employees to fulfill their civic responsibilities by serving jury duty when required. Benefited employees who have completed six months of service may request up to 20 days of paid jury duty in any one 24-month period. The employee will be required to reimburse UGC any amount received of jury duty pay, less mileage or parking fees paid by the court. An employee should notify their supervisor of the need for time off for jury duty as soon as a notice or summons from the court is received. An employee reporting for jury duty is required to provide written verification from the court clerk of having served. If work time remains after any day of jury selection or jury duty, an employee is expected to return to work for the remainder of the work schedule, unless vacation time is requested and approved by a supervisor. Benefited employees working less than 160 hours but at least 72 hours a month shall receive jury duty pay pro-rated on the basis of their normal work hour assignment. Part time, on-call, temporary and/or student employees do not qualify for jury duty pay.

ADVANCES

UGC does not permit advances for pay checks, accrued vacation or accrued sick leave.

COORDINATION WITH WORKERS' COMPENSATION OR STATE DISABILITY PAYMENTS

If an employee is unable to work due to either a work related injury or a non-work related injury, the employee may utilize unused sick leave, vacation time or personal holiday pay to supplement payments from Workers' Compensation Insurance or State Disability Insurance.

The purpose of this program is to give an employee an option of using accrued time to make up the difference between payments from other sources and the employee's normal level of weekly compensation. When all accrued leave credits are exhausted, the employee may elect to pay the full cost of his/her health, dental and vision care insurance premium in order to continue the coverage. Human Resources will provide you with specific calculations and eligibility requirements upon request.

SECTION 6

EMPLOYEE BENEFITS (Section 6 applies to Salaried, Benefited Employees only)

BENEFIT ELIGIBILITY

Eligibility for benefits depends upon your employment status. YOUR APPOINTMENT LETTER MUST SPECIFICALLY DENOTE ELIGIBILITY FOR BENEFITS OR YOU ARE NOT ELIGIBLE FOR BENEFITS. If you believe your status is incorrect, you should discuss this with your supervisor. This handbook only summarizes those benefit programs (e.g., retirement, health, dental and vision care) that are maintained pursuant to a formal benefit plan document. If any statement in this handbook conflicts with or is otherwise inconsistent with the provisions of an applicable benefit plan document, the provisions of the plan document will control.

RETIREMENT

UGC currently participates in a 403(b) retirement plan. All benefited employees are enrolled in the program as part of the new hire paperwork. Once enrolled, UGC contributes ten percent (10%) of the employee's salary to the company sponsored retirement plan. The employee has the option to contribute an additional amount to the retirement plan, but is not required to do so. The entire plan is available for review in Human Resources.

MEDICAL, DENTAL, VISION COVERAGE

Coverage for medical, dental and vision insurance is effective the first of the month following your employment date. Typically, an employee will learn detailed information about these benefits during employee orientation as well as enroll at that time. Human Resources is also available to assist employees with technical questions about their benefits programs.

FLEX CASH PROGRAM

The FlexCash Program is an optional benefit plan that allows an employee to waive medical and/or dental insurance plan(s) in exchange for cash in your paycheck each month. To qualify for this benefit, an employee is required to certify on the FlexCash Program enrollment form they have alternative medical or dental coverage(s). The monies received from the FlexCash Program are taxable income and are subject to the same payroll taxes (federal, state, social security) as regular salary but is not considered compensation for retirement contribution purposes. The additional cash will be reported as income on Form W-2 in the year it is received.

GROUP LIFE AND ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE

Both Life and Accidental Death and Dismemberment Insurance are paid fully by the UGC. Amounts for each employee are based on the employee's annual base earnings. Human Resources can provide you a copy of the Employee Benefits Insurance Certificate upon request.

VACATION ACCRUAL

Benefited employees paid 80 hours or more in the previous pay period accrue vacation hours up to a maximum accrual cap in accordance with the following schedule:

Employee Category	Length Of Service	Credit Earned Per Monthly Pay Period
All University Glen Corporation Salaried Employees except for Management	1 mo. - 3 yrs.	6 ² / ₃ hrs. or .83 days
	37 mo. - 6 yrs.	10 hrs. or 1.25 days
	73 mo. - 10 yrs.	11 ¹ / ₃ hrs. or 1.42 days
	121 mo. - 15 yrs.	12 ² / ₃ hrs. or 1.58 days
	181 mo. - 20 yrs.	14 hrs. or 1.75 days
	241 mo. - 25 yrs.	15 ¹ / ₃ hrs. or 1.92 days
	301 mo. & over	16 hrs. or 2 days
Management	No service requirement	16 hrs. or 2 days

Vacation schedules must be coordinated with and approved by your supervisor in advance. It should be recognized that in some cases vacations may have to be temporarily deferred. In some cases, due to work flow issues, the scheduling of vacation may be determined by your supervisor. Employees on unpaid leave do not accrue vacation time. Recognized holidays occurring during a vacation period are paid as holidays and are not charged to your vacation time. Sick leave time cannot be initiated within time frames an employee is on approved vacation. All available vacation time must be used before any type of unpaid leave will be approved. An employee who terminates employment will be paid all accrued but unused vacation time, consistent with the accrual limitations of this policy.

VACATION ACCRUAL MAXIMUM

EMPLOYEE CATEGORY	ACCRUAL HOURS	MAXIMUM CARRYOVER HOURS (January 1 each year)	YEARS OF SERVICE
All University Glen Corporation Salaried Employees except for Management	Varies with length of service	272*	10 years or less
	Varies with length of service	384*	More than 10 years
Management	16hrs /Month	384*	10 years or less
	16hrs /Month	440*	More than 10 years

*Carryover of vacation time beyond the maximum must be approved in writing by the Senior Director and must be taken in the first quarter of the next calendar year.

SICK LEAVE ACCRUAL

Sick leave is a form of paid time off that is accumulated for the purpose of providing a cushion for incapacitation due to illness, or to attend to an immediate family member. Time off taken by non-exempt employees for medical, vision and dental appointments will be treated as sick leave. With the exception of receiving immediate medical treatment for an illness or injury

suffered in the performance of an employee's duties, sick leave will be taken for all subsequent worker's compensation follow up appointments. Sick leave is not an entitlement to be used for other purposes. Abuse or misuse of sick leave will result in disciplinary action up to and including termination.

Sick Leave - Benefited, Salaried Employees		
All Full Time Employees	No service requirement	8 hrs. or 1 day per month

There is no maximum limit on the amount of sick leave that can be accrued. There is no pay for unused sick leave or pay in lieu of sick leave at termination.

Sick leave may be used for any of the following:

- Personal illness or injury that is incapacitating.
- To care for an immediate family member when the employee's presence is required and no alternate caretakers are available.
- Medical, vision and dental appointments. Sick leave may be used in quarter hour increments when approved by the employee's supervisor.
- Approved pregnancy disability leave.

HOLIDAYS

Eligibility for holiday pay begins the first day of hire. UGC is a service unit to the campus community; the holiday schedule is coordinated with the University. Typically, days designated as holidays by the University will also be observed by the employees of UGC. A schedule of paid holidays is issued at the beginning of each calendar year. To be eligible for holiday pay, you must be regularly scheduled to work on the day on which the holiday is observed and must work your regularly scheduled working days immediately preceding and immediately following the holiday. Please refer to the current holiday schedule.

PERSONAL HOLIDAY

Benefited employees receive one personal holiday each calendar year. This personal holiday must be taken by the end of each calendar year and must be taken as a full day rather than in hourly increments.

CONTINUATION OF MEDICAL, DENTAL AND VISION INSURANCE

At the beginning of a leave of absence, Human Resources will explain options for continuance of medical, dental and vision insurance. Refer to Section V, Coordination with Workers' Compensation or State Disability Insurance (SDI) payments. Employees may elect to discontinue any of the insurance coverage during their leave. The employee will be reinstated to insurance coverage effective the first of the next month upon returning to work.

MATERNITY/PATERNITY/ADOPTION/FOSTERING LEAVE

Maternity/Paternity/Adoption/Fostering Leave benefits are provided for eligible employee groups. Management and salaried employees are eligible for paid leave, beginning at the birth or placement of the child that must be taken within sixty days of the child's birth, adoption or placement. Eligible employees should contact Human Resources for specific information regarding this benefit.

SECTION 7
EMPLOYEE BENEFITS (for all hourly employees)

HOSPITALITY SERVICES EMPLOYEE MEALS:

A 50% discount on employee meals in our food service retail operations will be extended to Hospitality Services employees in their respective (or assigned) units, offered immediately before, during and/or immediately after a shift of four or more hours that day at the discretion of the Manager.

SICK LEAVE FOR HOURLY EMPLOYEES

Beginning July 1, 2015 eligible employees will accrue paid sick leave at the rate of one hour for every 30 hours worked. However, as an employer, we may limit the use of paid sick leave to 24 hours (3 days) per year and may cap an employee's total sick leave accrual at a maximum of 48 hours. An employee may use sick leave for the treatment of a health condition or for preventative care related to the employee or an employee's family member (which includes a child, parent, spouse or registered domestic partner, grandparent, grandchild, or sibling). Such sick leave also can be used after the employee was a victim of domestic violence, sexual assault, or stalking. Nonetheless, employees must be employed for 90 days before they can begin using their accrued sick leave, even though they actually begin accruing the leave itself after working only 30 days.

FAMILY AND MEDICAL LEAVE

All medical leaves of absence are granted based on an employee's eligibility for job-protected leave under the federal Family Medical Leave Act, or any other state leave law that supersedes the FMLA. A serious health condition is one that requires either in-patient care in a medical facility or continuing treatment or supervision by a health care provider. The serious health condition must prevent the employee from working at all or from performing one or more of the essential functions of the employee's position. Eligible employees shall be entitled to a maximum of twelve (12) weeks of unpaid leave during a twelve (12) month rolling calendar period; (1) for the birth, adoption or foster placement of an employee's child; (2) to care for a spouse, parent, son or daughter with a serious health condition; or (3) where, because of a serious health condition, the employee is unable to perform the functions of his or her position.

Eligibility

To be eligible for benefits under FMLA an employee must have been employed for at least twelve (12) months and worked at least 1,250 hours during the previous twelve (12) month period. Employees who are not eligible for job-protected leave under the FMLA or any other state specific law that supersedes the FMLA will have voluntarily terminated their own employment if they request leave.

WORKERS' COMPENSATION INSURANCE

The Corporation carries Workers' Compensation Insurance as required by law to protect all UGC employees who are injured on the job.

COBRA

COBRA provides health care benefit-eligible employees and certain family members the right to continue health care coverage, at their expense, under UGC's group health plans. The right to continue such coverage will arise when specific events occur that would normally result in the loss of coverage. Such qualifying events include the resignation, termination, divorce or legal separation, end of child dependent status, death of an employee or a reduction in an employee's hours below the threshold for benefit eligibility.

STATE DISABILITY INSURANCE – CALIFORNIA

The State of California provides disability insurance to California workers under certain circumstances. Generally speaking, State disability insurance is available for non-work related accidents or illnesses. It is available for some elective surgery and for pregnancy, childbirth and related medical expenses. Each year, a small percentage of your wages is deducted and paid to the state for this insurance. Benefits begin after the seventh consecutive day of illness or accident. If you are eligible, you can be paid a percentage of your regular earnings up to a maximum for a period prescribed by law. Any questions that you have about your eligibility for state disability insurance should be directed to Human Resources. If you are ill for more than seven consecutive days, you should apply for disability insurance as soon as possible.

SECTION 8 **EMPLOYEE DEVELOPMENT**

EDUCATION ASSISTANCE PROGRAM

Benefited, salaried employees who have satisfactorily completed six months of service with the UGC are eligible to participate in the Education Assistance Program. Unpaid release time or schedule adjustments may be requested to assist employees wishing to attend class. Employees paid from contract or grant funds or similar funding sources will be encouraged to participate in the program if monies can be provided through the agency funding the individual contract or grant. Human Resources can provide further information relating to qualifying, eligibility and reimbursement requirements, as well as provide a copy of the Education Assistance Program Policy and Procedures.

SEMINARS, LECTURES, TRAINING PROGRAMS

It is often desirable for employees to attend training programs, seminars, conference, lectures, meetings or other outside activities for the benefit of the UGC and/or the individual employee. Attendance at such activities may be required by UGC or requested by individual employees, and may be paid by UGC. However, attendance will not be considered an officially authorized activity unless prior written approval from the respective supervisor has been provided. To obtain written approval, employees wishing to attend an activity must submit a written request form to their supervisor detailing all relevant information, including date, hours, location, cost, expenses, nature, purpose and justification for attendance.

Where attendance is authorized by the UGC, customary and reasonable expenses will be reimbursed upon submission of proper receipts. Customary and reasonable expenses generally may include registration fees, materials, meals, transportation and parking. Reimbursement policies regarding these expenses should be discussed with your supervisor or Human Resources in advance of attendance.

SECTION 9 **PERFORMANCE EVALUATIONS**

PERFORMANCE EVALUATIONS

Employees will receive performance evaluations according to their employment status. Supervisors will prepare evaluations and discuss the contents of those evaluations with the respective employee. Benefited, salaried employees may be given their first performance evaluation at the completion of 90 days of service, and the second evaluation will normally be

given at the end of the first year of employment. After one year of employment, performance evaluations shall be conducted annually, during June – August of each calendar year. The frequency of performance evaluations may vary depending upon length of service, job position, past performance, changes in job duties or performance problems. Supervisors may initiate performance evaluations at any time they believe it is warranted - to document either poor performance or outstanding performance.

Performance evaluations include performance factors such as the quality and quantity of the work performed, knowledge of the job, level of initiative displayed, work attitude and attitude toward others, among other things. The purpose of the performance evaluation is to (1) evaluate and communicate the strengths and weaknesses of an employee's performance, (2) set future performance goals. Positive performance is expected of UGC employees and favorable performance evaluations do not guarantee an increase in salary or necessarily lead to a promotion. Salary increases and promotions are solely within the discretion of the UGC and depend on many factors.

If an employee disagrees with any aspect of the performance evaluation, the employee is provided the opportunity to place comments on the evaluation form, or request a review of the performance evaluation at the next higher level of supervision within the UGC.

SECTION 10 **TRAVEL ON UGC BUSINESS**

TRAVEL

Written approval from the unit manager and concurrence from the Senior Director of UGC or his/her designee is required in order to travel on UGC business. UGC can provide the proper forms for reporting business-related expenses or a copy of the UGC Travel Policy, and these forms and documents are conveniently located on the UGC website.

Travel outside of California requires written prior approval from the Senior Director or his/her designee. The main areas of the travel policy are summarized below

USE OF PERSONAL VEHICLE

The UGC insurance policy does not cover damage or liability to personal vehicles used for UGC business. When personal vehicles are used for UGC business, employees are required to have automobile insurance. Employees are also strongly encouraged to use the Zipcar program for business purposes, and may be eligible for membership in the University Glen Corporation Departmental Account. For personal vehicles, mileage reimbursement rate is currently .56.5 per mile, and is subject to change based on IRS regulations.

USE OF UGC VEHICLE

An employee's motor vehicle record must be checked and cleared through the UGC insurance company prior to operating a UGC owned vehicle. Employees with a poor driving record are ineligible to drive UGC vehicles and are ineligible to drive on UGC business in personal vehicles.

COMMERCIAL TRANSPORTATION GUIDELINES

Transportation expenses consist of charges for commercial carrier fares, private car mileage allowance, overnight and day parking of vehicle, bridge and road tolls and necessary taxi, bus or streetcar fares.

MEALS AND LODGING

Actual cost of lodging, and no more than the permissible meal allowance as set by the State of California's Board of Control Office will be provided.

EXPENSE/TRIP REPORTS

An employee is eligible to claim appropriate per diem expenses for every 24-hour period of travel status if the travel is more than 50 miles from employee's headquarters. Otherwise, partial day travel allowance will apply. Partial day travel allowances are permitted according to the UGC Travel Policy. If an employee is traveling on behalf of a contract or grant and the granting agency specifies in the agreement that their travel policies differ from the UGC's, the UGC will adhere to those policies. A travel advance must be cleared within seven (7) working days after the traveler's return. No additional advance for travel will be made without the clearance of a prior advance. A travel claim must account for all items of expense by the necessary receipts or support in accordance with the allowance schedule. All receipts must be attached to travel claim and submitted to the UGC.

SECTION 11 **LEAVES OF ABSENCE**

BEREAVEMENT LEAVE

If you experience the death of an immediate family member or a significantly close relative, the UGC provides benefitted, salaried employees with up to five days of bereavement leave with pay. An immediate family member is defined as a spouse, registered domestic partner, the employee's or his/her spouse's mother, father, grandmother, grandfather, grandchildren, son, son-in-law, daughter, daughter-in-law, brother, sister.

PREGNANCY DISABILITY LEAVE (PDL)

You are eligible for up to thirty (30) workdays per calendar year starting within sixty (60) days of the arrival of your new child. An unpaid leave of absence of up to a maximum of four months is available for disability associated with pregnancy or childbirth and related medical conditions. The UGC HR Department will explain eligibility and conditions of leave. There is also a briefing guideline on the HR website along with the appropriate forms. Generally, the primary benefit of taking PDL as a UGC employee is that an employee will remain eligible for health care insurance through the UGC's group plans, and will have job protection while they are out on this leave. Further, there is no minimum time an employee needs to be employed with UGC in order to be eligible for this leave program.

FAMILY LEAVE (FMLA & CFRA)

Generally, an unpaid leave of absence is available under the Federal Family Medical Leave Act (FMLA) and the California Family Rights Act (CFRA) for all employees who meet the minimum requirements. Although there are subtle differences in these two programs, leave under FMLA and CFRA run concurrently at the UGC. The primary benefit of taking FMLA/CFRA is that an employee will remain eligible for health care insurance through the UGC's group plans, and will have job protection while they are out on this leave. In order to be eligible for leave under FMLA/CFRA, an employee must have worked for the UGC for at least 12 months and must have provided at least 1,250 hours of service during that 12-month period prior to beginning their leave.

Generally, approved reasons for FMLA/CFRA include:

- birth of a child or placement of a child with the employee for adoption or foster care;

- to care for a spouse, child or parent who has a serious health condition; or
- employee's own serious health condition if the employee is unable to perform the essential functions of his or her job.

The maximum combined duration of FMLA/CFRA is 12 weeks in a 12-month period. Computation of the leave period starts with the first date covered after leaves begins. The UGC's Family and Medical Leave of Absence Policy explains additional eligibility and policy conditions, such as definition of spouse, child and parent; benefits during leave, coordination of benefits (vacation/sick leave); notice requirements, medical certification, and reinstatement. Contact Human Resources for a complete copy of this Policy.

PAID FAMILY LEAVE (PFL)

Paid Family Leave (PFL) is a benefit provided through the California Employment Development Department. Benefits from this program are designed to assist an employee with balancing workplace demands and family care needs, and covers all employees who are covered by State Disability Insurance. PFL has qualifying requirements and does not offer job protection at the UGC. This program pays a portion of your weekly salary for up to six weeks within a 12-month period. Contact Human Resources for more information on this program, or visit the EDD website.

VICTIM OF DOMESTIC VIOLENCE LEAVE

The Victims of Domestic Violence Employment Leave Act provides an unpaid leave of absence of up to 12 weeks for employees who are victims of domestic violence. In order to be eligible under this program, an employee must have been involved in a judicial action, such as obtaining restraining orders, or appearing in court to obtain relief to ensure the employee's health, safety, or welfare, or that of the employee's child. To take leave under this policy an employee should provide notice and certification to Human Resources, by one of the following preferred methods:

- a police report indicating that the employee was a victim of domestic violence;
- a court order protecting or separating the employee from the perpetrator of an act of domestic violence;
- other evidence from the court or prosecuting attorney that the employee appeared in court, documentation from a medical professional, domestic violence advocate, health-care provider, or counselor indicating the employee was undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence.

Human Resources will explain eligibility and conditions of leave.

VICTIMS OF CRIME LEAVE

An employee who is a victim, or who is the family member of a victim, of a violent felony or serious felony may take time off from work under the following circumstances: the crime was a violent or serious felony (as defined by law), or when the employee is the victim of a crime, or when an employee is an immediate family member of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim. An immediate family member is defined as a spouse, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father or stepfather.

WITNESS SUBPOENA

If an employee is subpoenaed as a witness for The California State University System or the University Glen Corporation, the employee is paid his/her regular salary. All court fees (except travel and/or subsistence) received by the employee are to be reimbursed to UGC. If the

employee is requested to appear in court for personal reasons, vacation leave must be used for the time off.

MILITARY LEAVE

The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) provides rights to military personnel including the right to take military leave, and reemployment and benefit related rights. To verify eligibility under this program, an employee should provide the copy of the military orders and verification the active duty was served. Please contact UGC HR for complete information related to employer and employee requirements for military leave.

PERSONAL LEAVE

A request for an unpaid personal (non-medical or non-work related) leave may be submitted in written form to the respective unit manager for consideration. Attendance records, length of employment, and needs of the department, among other factors, will be considered on a case-by-case basis in determining approval or denial of such requests. A completion of a "Request for Leave of Absence" form is required and all available vacation time must be used before any type of unpaid leave will be approved.

SECTION 12

TERMINATIONS AND REDUCTIONS IN WORK FORCE

All employment with UGC is at-will and can be terminated at any time, with or without cause or prior notice by either the employee or UGC.

LAYOFF (REDUCTIONS IN WORK FORCE)

Under some circumstances UGC may need to restructure or reduce its work force. If it becomes necessary to restructure our operations or reduce the number of employees, the UGC will provide advance notice, if possible, to help minimize the impact on those affected. Generally, employees subject to layoff will be informed of the nature of the layoff and the foreseeable duration of the layoff. In determining which employees will be subject to layoff, the UGC will take into account, among other things, unit operational requirements, the skill of each individual impacted, their respective productivity, ability and past work performance, and where feasible, the employee's length of service. The UGC's Layoff Policy outlines specific procedures to be followed. The Policy is designed to help provide stability of employment within the limits of projected financial resources and the service needs of the campus community. Complete information to this policy may be obtained from Human Resources.

SEASONAL/TEMPORARY LAYOFF

During the summer, extended break periods and other times, employees may be placed on "temporary layoff". These layoffs are based on work available and the skills and qualifications needed for the available work. Length of service is also a factor considered. Those employees eligible for medical, dental and vision care benefits will continue to be eligible for group coverage under the UGCs programs during the seasonal/temporary layoff. Accrued vacation time and personal holiday may be used during periods of temporary layoff. Vacation time or sick leave does not accrue during periods of layoff.

JOB ABANDONMENT

Failure to report to work on any scheduled day or during any scheduled period is unacceptable, and unless later excused, will result in disciplinary action. An absence of 3 scheduled work days or more constitutes job abandonment and is considered a voluntary resignation. All UGC owned property, keys, uniforms, identification badges, parking permits, etc. must be returned

immediately upon separation of employment.

RESIGNATIONS

The UGC requests a written notice of resignation be provided to an employee's supervisor at least two weeks before their last day of work. The notice should state the last day the employee will be working and the reason for leaving. All UGC owned property, keys, uniforms, identification badges, parking permits, etc., must be returned on the last day of employment or sooner if requested by the UGC. A "Separation Clearance" Form should be completed and signed during the exit interview with Human Resources.

SECTION 13 **WORKPLACE CONSIDERATIONS**

SMOKE FREE WORKPLACE

Smoking is prohibited in all UGC facilities or vehicles. The University and other campus entities follow this smoke free workplace policy. Campus designated smoking areas are those areas that exceed 50 feet beyond any inhabited structure on the campus.

CALIFORNIA'S PROPOSITION 65 WARNING

California's Proposition 65 (Safe Drinking Water and Toxic Enforcement Act of 1986) requires businesses with 10 or more employees to provide warnings prior to exposing individuals to chemicals known to the State to cause cancer and/or birth defects or other reproductive harm. These types of chemicals are found within this establishment.

- **Second Hand Tobacco Smoke and Tobacco Products:** Tobacco products and tobacco smoke and its byproducts contain many chemicals that are known to the State of California to cause cancer, birth defects or other reproductive harm. Smoking is permitted in certain common areas and private areas.
- **Furnishings, Hardware, and Electrical Components:** Room furnishings and building materials contain formaldehyde, which is known to the State of California to cause cancer. Furniture, foams, brass keys, electrical power cords, carpeting, carpet padding, wall coverings, wood surfaces, and vinyl, contain a number of chemicals, including lead, and formaldehyde, known to cause cancer, and/or birth defects or other reproductive harm. Their presence in these materials can lead to exposure. Certain molds that may be present contain chemicals, including sterigmatocystin, known to the State of California to cause cancer.
- **Combustion Sources:** Combustion sources such as gas stoves, fireplaces, and barbeques contain or produce a large number of chemicals, including acetaldehyde, benzene and carbon monoxide, which are found in the air, are known to the State of California to cause cancer, and/or birth defects or other reproductive harm. Any time organic matter such as gas, charcoal or wood is burned; Proposition 65-listed chemicals are released into the air.
- **Construction and Maintenance Materials:** Construction and maintenance materials contain Proposition 65-listed chemicals, such as roofing materials manufactured with vinyl chloride monomer, benzene and ceramic fibers, which are known to cause cancer, birth defects or other reproductive harm. Construction materials used in walls, floors, ceilings and outside cladding contain chemicals, such as formaldehyde resin, asbestos, arsenic, cadmium and creosote, which are released as gases or vapors during normal degradation or deterioration, and as dust or particulate when disturbed during repairs, maintenance or renovation, all of which can lead to exposure.
- **Certain Products Used In Cleaning and Related Activities:** Certain cleaning products

used for special cleaning purposes such as graffiti removal and spot and stain lifters contain chlorinated solvents including perchloroethylene and urinal odor cakes contain paradichlorobenzene which are Proposition 65-listed chemicals known to cause cancer, birth defects or other reproductive harm.

- **Swimming Pools and Hot Tubs:** The use and maintenance of variety or recreational activities and facilities such as swimming pools and hot tubs where chlorine and bromine are used in the disinfecting process can cause exposure to chloroform and bromoform which are chemicals known to the State of California to cause cancer.
- **Paint and Painted Surfaces:** Certain paints and painted surfaces contain chemicals, such as lead and crystalline silica, which are known to the State of California to cause cancer, and/or birth defects or other reproductive harm. Lead-based paint chips may be ingested and crystalline silica may be released into the air and lead to exposure.
- **Engine Related Exposures:** The operation and maintenance of engines, including automobiles, vans, maintenance vehicles, recreational vehicles, and other small internal combustion engines are associated with the facility. Motor vehicle rental fuels and engine exhaust contain many Proposition 65-listed chemicals, including benzene, carbon monoxide and of diesel engines, diesel exhaust, which are known to the State to cause cancer, and/or birth defects or other reproductive harm. In parking structures and garages, exhaust fumes can concentrate, increasing your exposure to these chemicals.
- **Pest Control and Landscaping:** Pest controls and landscaping products used to control insects and weeds contain resmethrin, mycobutonil, triforine and arsenic trioxide which are known to the State to cause cancer and/or birth defects or other reproductive harm.
- **Sources of Chemical Exposures:** California's Proposition 65 has identified hundreds of chemicals known to the State of California to cause cancer, and/or birth defects or other reproductive harm. The law requires that businesses with 10 or more employees warn you prior to knowingly and intentionally exposing you to any of these chemicals when the exposure is over a certain level. While many exposures are associated with industrial activities and chemicals, everyday items including the air we breathe routinely contain many of these chemicals. In many instances, we do not have information specific to our facilities. Instead, we have relied upon experts in this field to tell us where and to which chemicals these exposures might occur. For other exposures to listed chemicals, enough is known to identify specific areas of exposure.

The regulations implementing Proposition 65 offer warnings for various circumstances. Some of those warnings you may see on a residential property include the following:

- **General – Warning:** This Facility Contains Chemicals Known to the State of California to Cause Cancer, and Birth Defects or Other Reproductive Harm.
- **Food and Beverages – Warning:** Chemicals Known to the State of California to Cause Cancer, or Birth Defects or Other Reproductive Harm May Be Present in Food or Beverages Sold or Served Here.
- **Alcohol – Warning:** Drinking Distilled Spirits, Beer, Coolers, Wine and Other Alcoholic Beverages May Increase Cancer Risk and During Pregnancy, Can Cause Birth Defects.

ILLNESS AND INJURY PREVENTION PROGRAM

Every employee is responsible for the safety of him/herself as well as others in the workplace. To achieve our goal of maintaining a safe workplace, everyone must be safety conscious at all times. To help promote the concept of a safe workplace, the UGC maintains an Injury and Illness Prevention Program. The Injury and Illness Prevention Program (IIPP) is available for review by employees in each work location. Any work related injury, illness, or unsafe condition must be reported to the employee's supervisor immediately. If injury occurs on the job, the

employee must immediately report the injury to their supervisor. Unless it is an emergency, a "Medical Service Order" signed by the supervisor must be taken to the medical facility in order to receive treatment. To return to work the employee must have a release from a physician and must follow any work restrictions until authorized to return to full duty. The employee is expected to keep Human Resources informed of the progress of the injury.

The following safety guidelines are to be followed at all times:

- No employee should undertake a job until he or she has received instructions on how to perform it properly and safely, and is authorized to perform the job;
- No employee should undertake a job that appears to be unsafe;
- No employee should undertake any job or use any machine or vehicle while under the influence of illegal drugs, alcohol, or a prescription or over-the-counter drug that impairs the Employee's attention, alertness, or ability to safely operate any machinery or equipment to perform tasks;
- Every employee is required to promptly report to a manager or other designated individual any unsafe condition encountered during work;
- Every employee must take all of his or her required breaks during the workday;
- An employee must promptly report to management any work-related injury or illness that the employee sustains, no matter how slight; and
- Employees must report any accident or injury that occurs on UGC premises involving any visitor.

The UGC strongly urges you to join in our efforts to prevent accidents on the job. In accordance with our disciplinary policy, you may be first subjected to discipline, up to and including discharge, if you violate any of our safety rules, including, but not limited to, doing any of the following:

- Violate any established safety rule or practice;
- Undertake a job before receiving instructions on how to perform the job properly and safely and being authorized to perform the job;
- Undertake a job that appears to be unsafe;
- Report to work while under the influence of illegal drugs or alcohol;
- Fail to report unsafe conditions to a manager or other designated individual;
- Fail to report any work-related injury or illness;
- Interfere with or impede any investigation of an unsafe condition, or a work-related injury, illness or accident;
- Engage in horseplay;
- Violate any established UGC rule or procedure and thereby create a hazard to yourself, another employee, or a member of the public;
- Violate any other expected standard of performance.

Discipline may be imposed even if you are injured or hospitalized. While you will not be disciplined for making a claim for workers' compensation, or for cooperating or assisting in any such claim, the existence of a claim for workers' compensation will not prevent the UGC from enforcing its policies and standards through its disciplinary policy.

DRUG AND ALCOHOL ABUSE PROGRAM

The UGC is concerned about the use of alcohol, illegal drugs or controlled substances as it affects the workplace. 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 UGC.

Assistance with obtaining referral to a medical treatment program is available upon request.

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 UGC to the risks of property loss or damage or injury to other persons. Furthermore, the use of certain prescription drugs and/or over-the-counter drugs also may affect an employee's job performance and seriously impair the employee's ability to contribute to the success of UGC. The following rules and standards of conduct apply to all employees while on the CI campus or during the workday (including meals and rest periods). The following are strictly prohibited:

- Possession, use or being under the influence of alcohol, illegal drugs or controlled substance while on the job.
- Driving a UGC vehicle while under the influence of alcohol, illegal drugs or controlled substance.
- Distribution, sale or purchase of an illegal or controlled substance while on the job.

UGC maintains the right to perform random drug and alcohol tests on any employee at any time.

Violation of the above rules and standards of conduct will not be tolerated. UGC also may bring the matter to the attention of appropriate law enforcement authorities. An employee's conviction on a charge of illegal sale or possession of any controlled substance while off UGC property will not be tolerated because such conduct, even though off duty, reflects adversely on the UGC. Any employee who is using prescription or over-the-counter drugs that may impair the employee's ability to safely perform the job, or affect the safety or well-being of others, must notify a supervisor of such use immediately before starting or resuming work.

SOLICITATION AND DISTRIBUTION OF LITERATURE

In order to ensure efficient operation of our business and to prevent annoyance to employees, it is necessary to control solicitations and distribution of literature on the campus. The UGC has established rules applicable to all employees governing solicitation, distribution of written material and entry onto the premises and work areas. All employees are expected to comply strictly with these rules. Any employee, who is in doubt concerning the application of these rules, should consult with his or her supervisor immediately. No employee shall solicit or promote support for any cause or organization during his or her working time or during the working time of the employee or employees at whom such activity is directed. Under no circumstances will non-employees be permitted to solicit or to distribute written material for any purpose on UGC managed property. Exceptions to the above policy are limited to activities permitted under the National Labor Relations Act.

KEYS

Employees must follow security policies and procedures regarding all keys issued to them. The loss or misplacement of a key must be reported immediately. On the last day of employment, an employee must return all keys to Human Resources.

PHOTO IDENTIFICATION

All salaried UGC employees shall be issued a campus auxiliary Employee ID and should be able to produce said Employee ID when required. This identification is for the protection of the individual employee, as well as the organization, in matters of campus security and will be used to verify an employee's authorization to perform their job duties on campus.

PROPERTY, SECURITY, PRIVACY AND SEARCHES POLICY

Desks, storage areas, work areas, lockers, file cabinets, credenzas, all computer systems, office telephones, cell phones, pagers, transmission radios, modems, facsimile machines, duplication machines, and UGC owned vehicles are the UGC's, property and must be used and maintained according to this policy. All such areas and items must be kept clean and are to be used only for work purposes, except as provided in this policy. The UGC reserves the right, at all times, and without prior notice, to inspect and search any and all UGC property for the purpose of determining whether this policy or any other UGC policy has been violated or whether such inspection and investigation is necessary for purposes of inventory, auditing, promoting safety in the workplace or compliance with state and federal laws. Such inspections may be conducted during or after business hours and in the presence or absence of the employee. At least two employees must be present during any inspection.

UGC's computer systems and other technical resources, including any voice mail, E-mail, or Internet access, cell phones, pagers, transmission radios are provided for the use in the pursuit of the UGC's business and are to be reviewed, monitored and used only in that pursuit, except as provided in this policy. As a result, computer data, voice mail and e-mail are readily available to numerous persons. If, during the course of your employment, you perform or transmit work on the UGC's computer systems or other technical resources, your work may be subject to the investigation, search and review of others in accordance with this policy. In addition, any electronically stored communications that you either send to or receive from others may be retrieved and reviewed where such investigation serves the legitimate business interests and obligations of the UGC.

UGC recognizes that employees may occasionally find it necessary to use the UGC's telephones for personal business. Such calls must be kept to a minimum and must be made only during break or lunch periods. All personal calls out of the local zone area and out-of-state telephone calls must be reported to your supervisor in a timely manner and charges remitted promptly.

Employees of UGC are not permitted to use UGC's equipment for non-UGC purposes without permission from their direct supervisors. The employee has no expectation of right of privacy as to any information or file maintained in or on the UGC's property or transmitted or stored through the UGC's computer systems, voice mail, e-mail, internet access or other technological resources. For purposes of inspecting, investigating or searching employee's computerized files or transmissions, voice mail, or e-mail, internet access or any other technical resources, the UGC may override any applicable passwords or codes in accordance with the best interests of the UGC, its employees, its clients, customers, or visitors. All UGC documents and communications are the property of the UGC and may be reviewed and used for purposes that the UGC considers appropriate.

Only UGC employees may access files or programs, whether computerized or not, that they have permission to enter. Prior authorization must be obtained before any UGC property may be removed from the premises. Unauthorized review, duplication, dissemination, removal, damage or alteration of files, passwords, computer systems or programs, or other property of the UGC, or improper use of information obtained by authorized or unauthorized means, may be grounds for disciplinary action, up to and including discharge.

VOICEMAIL, E-MAIL AND COMPUTER DATA STORAGE SYSTEMS

The following are guidelines for all computer equipment including voice-mail, e-mail, cell phone, pager, transmission radio, computer systems usage and other electronic equipment, as well as

an advisory concerning UGC's access to and disclosure of messages and information stored on these systems.

All above listed equipment used by the UGC are provided solely to further the UGC's business operations in conjunction with California State University Channel Islands. These systems and the information stored thereon are owned by and belong to the UGC. Although employee passwords may be used for company-oriented security reasons, the use of such passwords is not intended to assure employees that communications generated by or stored on these systems will be kept confidential. The UGC maintains the right to access these systems and to retrieve information stored thereon at any time, and all employee passwords must be made known to the UGC upon demand. Passwords/pass codes are the property of the UGC and should be kept to appropriate language. These systems should not be used for personal communications.

Once again, employees should keep in mind that messages and all other data stored on the UGC's voice-mail, e-mail and computer systems is subject to access by the UGC at any time, and is not to be considered confidential or private. We ask you to exercise good judgment in using these systems.

The appropriate use of UGC's voice-mail, e-mail, computer systems and other technology are as follows:

- Voice-mail, e-mail messages, as well as other computer-stored data, are considered business records and can be subpoenaed (and electronically retrieved, even after you "delete" them). Therefore, nothing should be included in a voice-mail or e-mail message that you would not consider putting in a memo format.
- Employees should delete unwanted voice-mail and e-mail messages as soon as practical and should log off when not using the computer system.
- Employees should exercise good judgment in the use of e-mail distribution lists; these lists are developed for the convenience of the addressees and unnecessary or frivolous messages should not be sent, thereby cluttering up user screens.
- Although it is not possible to provide an exhaustive list of all types of misuse of UGC property, the following are some examples in which UGC property must not be used:
 - Any illegal, discriminatory, threatening, harassing, abusive or offensive comments.
 - Anything in conjunction with an employee's outside business endeavors or sales of any product or outside service (home products, cosmetics, etc.) or any activity that is inconsistent with UGC goals and mission statement.
 - Anything in conjunction with commercial ventures, religious or personal causes or other similar non-job-related solicitations.
 - Anything relating to such materials considered obscene, in poor taste, sexual, racial, pornographic, including downloading or forwarding of same.
 - Messages relating to defamatory remarks.
 - Messages related to political issues (i.e., encouraging or advocating a certain position, bill, etc.) unless there is a compelling business reason - prior approval for such messages (and their planned distribution list) must be obtained from the Senior Director of the UGC.
 - Messages or other communications violating a UGC policy or contrary to supervisory instructions.
 - Gossip, including personal information about yourself or others, or forwarding messages under circumstances likely to embarrass the sender.

- Personal announcements (items for sale, requests for roommates, etc.) or other non-business related communications.

Any violations of these guidelines for use or other provisions of this policy may result in disciplinary actions, up to and including possible termination.

As previously noted, the UGC's voice-mail, e-mail, computer systems and other technology are provided to facilitate the conduct of its business. All messages and other communications generated through and/or stored on these systems are considered business records.

Employees who use the voice-mail, e-mail, cell phones, pagers and/or computer systems should understand that information stored on these systems cannot be considered confidential or private. Indeed, the UGC reserves the right to access any voice-mail, e-mail and other computer-stored information at any time in the service of its legitimate business interests.

Employees should understand that the "delete" function of the UGC's voice-mail, e-mail and/or computer systems does not necessarily "make the message or other information disappear." While deletions may occur at the user level, copies may remain on one of the many system back-up files.

Under certain conditions, employees will need to communicate with clients and other external users via voice-mail, e-mail and/or on the internet. Employees are cautioned to exercise an additional level of discretion and sound judgment when communicating with third parties via these systems.

UNIFORM AND EQUIPMENT ISSUANCE AGREEMENT

Uniform or equipment items are provided by the UGC at no cost to the employee who is required to wear such uniforms or utilize such equipment as a condition of their employment. Such uniforms and/or equipment are maintained by the UGC. It will be the employee's responsibility for the maintenance, laundry and/or care of these uniform items unless otherwise stated. All uniform items must be kept neat and clean at all times, and all equipment must be kept in safe working order.

PROTECTIVE FOOTWEAR

It is the responsibility of each UGC department Director to perform a job hazard analysis to determine the need for specific foot protection and to ensure that appropriate foot protection is being worn by employees when working in areas where there is a danger of foot or other related injuries. Employees are responsible for their own safe use of foot protection, and are required to wear approved foot protection as part of their uniform, as determined by the director of their unit.

SECTION 14 **STANDARDS OF CONDUCT**

PERSONAL STANDARDS

Each employee is a representative of UGC. It is important for employees to use common sense in their dress and appearance and they are expected to present a positive and professional attitude at all times. Each employee must report to work properly groomed and wearing appropriate uniform or business clothing in a manner that is consistent with their responsibilities. Clothing should be neat and clean. Avoid clothing that might create a safety hazard, is a distraction in the work place, or is offensive to others. Unit managers may develop more specific guidelines consistent with their operation. If an employee reports to work with

inappropriate attire or does not meet the grooming standards, unit managers have the obligation to take the necessary steps to correct those deficiencies. An example of a necessary step is to ask the employee to change into acceptable attire, and in that case an employee may be required to go back home, change clothes, and then return to work. If an employee is in dispute with the unit manager's determination, the employee may appeal to the Senior Director or his/her designee.

Professional Appropriate “Casual Friday” Attire

University Glen Corporation prides itself on the professional atmosphere it maintains and the positive image that employees present as representatives of the corporation and University. This image is affected by the manner of dress we use within our operations, offices, in the offices of our colleagues, and in public when we are representing our corporation. If not required to wear a uniform, we currently have a dress practice allowing more casual clothes to be worn on Fridays during the non-busy seasons (casual Fridays).

It is important that we continue to present a professional image toward clients and the CI community. With that, we expect employees to use their best judgment in dressing appropriately. Employees who prefer to dress more formally should feel free to do so. We ask that you consider each day's activities when determining what to wear (i.e., will you be meeting with a client on the property, in our office or on campus; will you be attending a business luncheon, etc.).

For a list of acceptable business casual wear, as well as a list of some of the more common items that are not appropriate for our professional environment, please see Human Resources or your supervisor.

CUSTOMER SERVICE

UGC exists to provide services to customers. All employees are expected to be polite, courteous, professional, prompt and attentive to every customer. Our customers are defined as students, employees of the University, the general public and co-workers of UGC. When a situation arises where the employee does not feel comfortable or capable of handling any problems that may arise, the supervisor should be called immediately.

SERVICE OF ALCOHOL IN UNIVERSITY GLEN CORPORATION OPERATIONS

As a food service provider that sells alcoholic beverages, we are committed to sensible, socially responsible consumption of alcohol. As a condition of employment, we are committed to ensure our employees are fully trained in the service of beverages containing alcohol. We ensure our customers' and other members of the community's safety by educating our employees on responsible service and management of alcohol. We want our customers to enjoy alcoholic beverages in moderation, but if a customer shows signs of drinking too much, a manager should become informed immediately. Employees who serve customers must abide by campus and University Glen Corporation's policies on alcoholic beverage service as a condition of employment:

1. All employees who provide the service of alcohol is required to be TIPS trained.
2. We will not knowingly allow anyone on our staff who are under the legal age limit to serve or dispense alcoholic beverages.
3. We will not serve alcoholic beverages to an intoxicated person.
4. We will not knowingly serve alcoholic beverages to a person under the legal drinking age. It is our policy to card every customer requesting the purchase of alcohol.
5. We will offer nonalcoholic alternatives such as soft drinks, coffee, juice, etc.

DRIVERS LICENSE AND AUTO INSURANCE REQUIREMENTS

All employees who drive a vehicle for UGC on or off UGC property must always possess a valid, current driver's license for the appropriate class of vehicle and a valid insurance policy, which conforms to applicable state laws. These must be presented at the time of hire, and at a minimum, checked on a semi-annual basis and on the UGC's demand.

Any employee who does not have a current driver's license or insurance and/or whose job does not necessitate the ability to drive, may not drive a vehicle on any UGC property, for any company business or to any company sponsored functions. Any employee who loses his/her license or insurance coverage, for any reason, must notify his or her supervisor immediately and may not drive a vehicle for UGC business on or off UGC property. If the employee's job requires driving, the inability to drive legally may be grounds for termination.

FAIR HOUSING

It is the policy of UGC that it is unlawful to discriminate against any person making application for rental housing with regard to age, race, color, religion, familial status, sex, veteran status, disability, or national origin. So that the UGC can comply with Title VIII, The Fair Housing Act, of the Civil Rights Act of 1968 as amended in 1988, each employee may not do any of the following acts:

- Refuse to sell or rent after the making of a bona fide offer, or to refuse to negotiate for the sale or rental of, or otherwise make unavailable or deny, a dwelling to any person because of age, race, color, religion, familial status, sex, veteran status, disability, or national origin.
- Discriminate against any person in the terms, conditions, or privileges for the sale or rental of a dwelling, or in the provision of services or facilities in connection therewith, because of age, race, color, religion, familial status, sex, veteran status, disability, or national origin.
- Make, print or publish or cause to be made, printed or published any notice, statement, or advertisement, with respect to the sale or rental of a dwelling that indicates any preference, limitation, or discrimination based on age, race, color, religion, familial status, sex, veteran status, disability, or national origin, or any intention to make any such preference, limitation or discrimination.
- Represent to any person because of age, race, color, religion, familial status, sex, veteran status, disability, or national origin, that any dwelling is not available for inspection, sale, or rental when any dwelling is in fact so available.
- Induce or attempt to induce for profit any person to sell or rent any dwelling by representation regarding the entry or prospective entry into the neighborhood of a person or persons of a particular age, race, color, religion, familial status, sex, veteran status, disability, or national origin.

All employees are required to familiarize themselves with this policy and adhere to its provisions.

REPORTING ABSENCES OR TARDINESS

The employee's supervisor will provide instructions for reporting absences according to procedures established by UGC. If an employee is unable to report to work, or when an employee expects to be more than 30-minutes late, that employee must notify their supervisor, or notify the person the supervisor has designated to receive such calls. Such notice should be given as far in advance as possible so that the supervisor can obtain a replacement or reschedule the department's work.

Employees also must inform their supervisor of the reason and expected duration of any absence. In those rare cases when an employee is unable to reach their immediate supervisor, they should contact their supervisor's boss.

Unforeseen absences due to emergencies or other uncontrollable circumstances must be reported as soon as possible along with an estimate of when the employee expects to return to work. In cases where more than a one day absence occurs, an employee is required to provide a daily status to their supervisor. Planned absences must be arranged in advance and approved by your supervisor. All absences are subject to supervisory approval. Instances of failure to call-in may be grounds for corrective discipline and can result in termination of employment. If an employee fails to report for work without any notification to the employee's supervisor for a period of three consecutive working days, the UGC will consider that employee as resigned without notice as of the close of the business on the third day.

ATTENDANCE AND PUNCTUALITY

As an employee of UGC, each employee is expected to be punctual and to have regular attendance. Tardiness and unplanned absences cause problems for co-workers and may negatively impact the services we provide to our customers. Employees are expected to report to work fully prepared for their job duties. Employees are also expected to remain at work for their entire work schedule, except for meal and rest periods or when required to leave on authorized UGC business. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided. Excessive absenteeism (unexcused) may be grounds for corrective discipline up to and including termination of employment. Each situation of excessive absenteeism or tardiness shall be evaluated on a case-by-case basis.

CONFIDENTIALITY/TRADE SECRETS

Those employees having access to confidential information and trade secrets have an obligation to safeguard all such information obtained in connection with his/her employment. Each employee is responsible to safeguard such information and in no way reveal or divulge any such information except when it is necessary to do so in the performance of job duties. Access to confidential information and trade secrets should be granted on a "need-to-know" basis and must be authorized by management. It is each individual's responsibility to take due care in securing confidential information and trade secrets. Any attempts of bribery must be reported immediately to the employee's supervisor and to the Senior Director. Any breach of this practice can lead to disciplinary action up to and including termination of employment.

CONFLICT OF INTEREST

Situations of actual or potential conflict of interest are to be avoided by all employees. Any type of involvement with a competitor, supplier or subordinate employee of the UGC, which impairs an employee's ability to exercise good judgment on behalf of the UGC, creates an actual or potential conflict of interest.

An employee involved in any of the types of relationships or situations described in this policy which creates a real or perceived conflict of interest should immediately and fully disclose the relevant circumstances to his/her immediate supervisor, or any other appropriate supervisor, for a determination as to whether a potential or actual conflict exists. If an actual or potential conflict is determined, the UGC may take whatever corrective action appears appropriate according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action up to and including termination of employment.

PROHIBITED CONDUCT

Like all organizations, the UGC requires order and discipline to succeed and to promote efficiency, productivity and cooperation among employees. For this reason, it may be helpful to identify some further examples of types of conduct that are impermissible and that may lead to disciplinary action up to and including termination of employment. Although it is not possible to provide an exhaustive list of all types of impermissible conduct and performance, the following are some common examples:

- Theft, dishonesty, including fraudulent or destructive use of UGC or University property.
- Fraud in securing UGC employment.
- Falsification of time records.
- Falsification of individual's application required by the UGC.
- Conviction of any felony under Federal or California State Law.
- Unsatisfactory performance.
- Failure to cooperate with reasonable work schedule requests.
- Sleeping during work hours.
- Consuming drugs, alcohol or being intoxicated while wearing a UGC uniform.
- Excessive or unauthorized absences or tardiness.
- Unauthorized leaving of work areas prior to the end of the scheduled shift.
- Failure to return to work, on a timely basis, following breaks, lunch breaks, training classes and/or following a leave of absence.
- Not reporting to work after being released by a doctor following an approved leave of absence.
- Insubordination (failure to recognize or accept the authority of a manager or administrator).
- Fighting, intimidating, threatening other persons or provoking such action.
- Physical or mental unfitness for the position.
- Unsafe or hazardous work actions.
- Violation of unit or UGC policies or procedures.
- Bearing of firearms or other weapons while on campus.
- Making threats or engaging in violent activities.
- Any action that affects the welfare of other employees or the service of the UGC.

These rules do not constitute an exclusive list of the misconduct for which an employee may be disciplined and/or terminated. It should be remembered that employment is at-will, and continues only upon the mutual consent of the employee and the UGC. Accordingly, either the employee or the UGC can terminate the employment relationship at any time, either with or without cause or advance notice.

DISCIPLINARY ACTION

Disciplinary action may consist of verbal warning, written warning, suspension and/or immediate discharge, or any combination of these steps, depending on the specific situation. For example, in one situation a verbal warning is appropriate and given to the employee, while in another situation, no verbal warning is given but instead, the employee is immediately suspended. For more detail, please refer to the UGC Corrective Action Procedures.

BUSINESS CONDUCT AND ETHICS

No employee may accept a personal gift or gratuity having a value of more than \$25 from any vendor, supplier or other person doing business with the UGC as it may give the appearance of influence regarding their business decision, transaction or service. Employees who may receive

premiums, samples or free specials as a result of buying or business activities are required to turn such items over to their unit manager for disposition. Expenses paid by such persons, vendors or suppliers for business meals, trips or any other item of value should be discussed with UGC senior management in advance of receipt. Vendors, suppliers and all other persons doing business with the UGC should be advised of this policy against the receipt of gifts or gratuities.

The UGC's Ethics Policy is based on three fundamental elements:

- (1) to create and maintain a culture of honesty and high integrity,
- (2) to evaluate the risks of fraud and implement the processes, procedures and controls needed to eliminate or reduce the opportunities for fraud, and
- (3) to develop an appropriate oversight process. It is the responsibility of the entire UGC management team to implement and monitor these activities. A complete copy of the UGC's Ethics Policy may be obtained by contacting UGC Management or by viewing them on UGC's website.

The UGC conducts its business in strict compliance with all applicable laws and regulations. It is critical that employees observe these laws and regulations while conducting business on UGC's behalf. Employees are expected to avoid situations that create an actual or potential conflict that may arise when actions or loyalties are divided between the interests of the UGC and your own interests or those of another. Employees must avoid any activity, agreement, business investment or interest that could be in conflict with the UGC's interests or could interfere with your duty and ability to serve UGC as best you can. If you are unsure whether a conflict exists, consult your supervisor immediately. Prohibited activities include, but are not limited to, all of the following:

- Owning, operating, or being employed as an employee or consultant by any business that competes, directly or indirectly, with UGC.
- Engaging in any other employment or personal activity during your work hours, or that uses UGC supplies or equipment.
- Using UGC's supplies, equipment, uniforms, or other property for personal purposes, unless a Management Team member of UGC has granted prior written approval. This policy includes, but is not limited to, the personal use of UGC computers, software, printers, typewriters, telephones (including cellular telephones), facsimile machines, postage and postage meters, office furniture, and office machines and supplies of all kinds.
- Soliciting other employees, suppliers or residents to purchase goods or services of any kind.
- Soliciting or entering into any business or financial transaction with an employee whom you supervise, either directly or indirectly, unless a Management Team member of UGC has granted prior written approval.

WORKPLACE VIOLENCE

(Zero Tolerance) UGC is dedicated in providing a safe workplace for all employees and the campus community. The UGC along with the University has a zero tolerance for all threats or acts of violence. To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of this workplace violence policy. The complete policy is available in Human Resources and on the UGC's website.

Any potentially dangerous situations must be reported immediately to a supervisor or Human Resources. Reports can be made anonymously and all reported incidents will be investigated.

Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis. The UGC will actively intervene at any indication of a possibly hostile or violent situation.

Human Resources takes reasonable risk reduction measures by conducting background investigations and reference checks on new full time employees to reduce the risk of hiring individuals with a history of violent behavior.

The UGC participates in the University's proactive program in establishing a climate in which individuals know how and when to respond to the threat of violence.

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination of employment, expulsion from the University, or civil or criminal prosecution, as appropriate. Non-employees engaged in violent acts on the campus will be reported to the proper authorities and fully prosecuted.

NO HARASSMENT OR DISCRIMINATION

(Zero Tolerance). Everyone deserves to be treated with respect. UGC takes harassment and discrimination seriously and encourages individuals to report any incidents to his or her supervisor or the Senior Director. No employee shall be discriminated or retaliated against in any way by the UGC for reporting incidents of this nature. If harassment or discrimination occurs, when possible, confront your harasser and try to persuade him/her to stop. If the person refuses to stop, report them to the Senior Director. HR will investigate all such incidents and recommend necessary action, including discipline. The complete policy is available in Human Resources.

DRUG-FREE WORKPLACE POLICY

The use of alcohol and drugs impairs an employee's ability to perform his or her job in a safe and efficient manner. UGC believes that abuse of alcohol and illegal drugs alters an employee's ability to produce the quality service it wants to provide and its customers have come to expect. People have the right to work in an alcohol and drug free environment and the right to work with people who are free from the effects of alcohol and drugs. Employees who use alcohol or drugs at work are a danger to themselves, their co-workers and customers. Assistance with obtaining referral to a medical treatment program is available upon request.

UGC is committed to maintaining a safe and healthy workplace that supports both the Employees and our clients. UGC is actively complying with federal, state and local regulations pertaining to substance abuse in the workplace. This policy has been developed to help ensure the safety and well-being of our employees, customers and the general public. Your assistance and cooperation in helping us achieve our goal of a drug free workplace is required.

For these reasons, UGC has adopted these rules, policies and procedures. It is UGC's policy to strictly prohibit the unlawful manufacture, distribution, dispensing, possession, sale or use of controlled substances in our workplace. This policy also prohibits an employee being under the influence of controlled substances, illegal drugs or legal drugs used in an illegal manner, or alcohol on the premises or on UGC business, in UGC supplied vehicles, or while working on behalf of the UGC. The manufacture, distribution, dispensing, possession, sale, or use of controlled substances off UGC premises that adversely affects the Employee's work performance, the Employee's own or other's safety at work, or the UGC's regard or reputation in the community is also prohibited.

- “Under the influence” means, but is not limited to, detectable, behavioral changes resulting from drug or alcohol use.
- “Controlled substances” and “drug” means and includes all substances and medications that can affect one or more of mental and/or physical functions (e.g., coordination, reflexes, vision, mental capacity, or judgment, etc.). The words “controlled substance(s) and drug(s)” include all chemical substances or drugs listed in any controlled substances acts or regulation applicable under any federal, state, or local laws.

The legal use of controlled substances, including prescription drugs prescribed by a licensed physician, as well as the use of over-the-counter medications is not prohibited by this policy. However, when such substances appear to adversely impair an Employee’s job performance, the UGC may require a medical evaluation. UGC may relieve an Employee of his/her duties if a medical evaluation indicates that job performance is adversely affected by the use of legal controlled or over-the-counter substances.

Post-Accident Testing

UGC may require drug and alcohol testing for Employees who drive motor vehicles, use dangerous equipment, tools or substances as a part of their work duties, when an accident, near-miss or incident occurs in which safety precautions are violated or careless acts are performed and a reasonable suspicion exists that an Employee is under the influence of a controlled substance, drugs or alcohol. Reasonable suspicion means suspicion based on information regarding the appearance, behavior, speech, attitude, mood, or breath odor of the Employee, which is documented, based on objectively verifiable evidence and more than one person in a position of authority shares the suspicion.

- The testing required by the UGC will involve an initial screening test. If that test result is positive, the positive result will be confirmed using a different testing methodology. Appropriate professional personnel will supervise the collection of specimens for testing. The UGC will take steps to preserve the chain of custody of specimens, in order to ensure testing accuracy.
- The UGC will pay for any drug and alcohol test that it requests or requires.
- The UGC will promptly communicate test results to test subjects.
- Any employee has the right to receive, upon his or her request, a copy of his or her written test result report.
- Any employee who tests positive on a confirmatory test on any drug and alcohol test required by the UGC may submit additional information to the UGC, in a confidential setting, to try to explain the confirmed positive test result.
- In addition, any such employee may request in writing a confirmatory retest of the original sample, at his or own expense, provided that the UGC must receive the request within five working days after the employee has been informed of the confirmed positive test result.
- Confirmatory retests are requested and paid for by the employee may be conducted only by laboratories that are properly approved to conduct drug and alcohol testing by the National Institute on Drug Abuse, the Department of Health and Human Services, or the College of American Pathologists.

NONDISCRIMINATION POLICY

UGC is committed to equal opportunity for all, regardless of race, color, national origin, gender, age, marital status, religion, disability, sexual preference, veteran status, gender identity or gender expression. The UGC’s policy addresses equal opportunity in employment and

recruitment. The UGC does not discriminate on the basis of race, color, national origin, gender, physical disability, sexual orientation, veteran status, gender identity or gender expression in any of its programs or activities it conducts. Persons who are aggrieved may pursue a complaint or seek information by contacting UGC Human Resources or the UGC Senior Director.

SEXUAL HARASSMENT

Sexual harassment refers to the unwanted imposition of sexual attention usually in the context of a relationship of unequal power, rank, or status, as well as the use of one's position of authority in the UGC to bestow benefits or impose deprivations on another. This applies equally to all employees, students, and managers at the UGC. Harassment includes verbal, nonverbal, and/or physical conduct that has the intent or effect of unreasonable interference with individuals' or groups' work performance. This may also include actions that create an intimidating, hostile, or offensive working environment. Both men and women can be the victims of sexual harassment. Discrimination on the basis of sex is prohibited by Title VII of the Civil Rights Act as well as California laws. Sexual harassment is a violation of Section 703 of Title VII.

RACE, COLOR, NATIONAL ORIGIN

UGC complies with the requirements of Title VI and Title VII of the Civil Rights Act of 1964 as well as other applicable federal and state laws prohibiting discrimination. No person shall, on the basis of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in any program of the UGC.

DISABILITY

UGC does not discriminate on the basis of disability in treatment or employment in its programs and activities. Section 504 and 508 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and various state laws prohibit such discrimination. The Director of HR has been designated to coordinate the efforts of the UGC to comply with all relevant disability laws. Inquiries concerning compliance may be addressed to the Senior Director. If you have special needs as addressed by the Americans with Disabilities Act (ADA), please contact the Senior Director; reasonable efforts will be made to accommodate your special needs.

SEX/GENDER

UGC does not discriminate on the basis of sex or gender in its employment or related activities.

AGE, MARITAL STATUS, RELIGION, SEXUAL ORIENTATION

UGC does not discriminate on the basis of age, marital status, religion, or sexual orientation.

VETERAN STATUS

UGC does not discriminate on the basis of veteran status. Employees who believe they have been subject to harassment or discrimination under any of the above areas should contact the UGC Senior Director.

MANDATORY REPORTER STATUS

The California Child Abuse and Neglect Reporting Act (CANRA) is intended to protect children from abuse and neglect. The Governor signed into law amendments to CANRA which took effect January 1, 2013.

All California State University and UGC employees **are designated "mandated reporters"**. Whenever an employee, in his/her professional capacity or within the scope of his/her

employment, has knowledge of or observes a child whom the employee knows, or reasonably suspects, to have been the victim of child abuse or neglect, he/she must report the suspected abuse to the campus police department as soon as practically possible. In addition, the employee must complete a SS 8572 form within 36 hours of receiving the information concerning the incident and transmit it to the campus police department and UGC Human Resources. As a condition of employment, all UGC employees are required to sign a written statement which states that the employee knows his/her legal reporting obligations and will comply with them.

WHISTLE BLOWER PROTECTION

UGC employees are prohibited from engaging in any improper governmental activities or activities that create significant threats to the health and/or safety of the campus community in the performance of their work duties. UGC employees and applicants for UGC employment should be free to report waste, fraud, abuse of authority, violation of law, or threat to public health at the UGC without fear of retribution. No individual who makes a protected disclosure or participates in an investigation concerning allegations of improper governmental activity or the existence of a condition that may significantly threaten the health or safety of employees or the public shall for that reason be subjected to personnel action in addition to any penalty or civil liability provided by law. Employees or applicants for employment who believe that they have suffered reprisal, retaliation, threats, coercion or similar acts for having made a protected disclosure may file a written retaliation complaint with their supervisor, manager or directly with the UGC HR Department. The complaint alleging retaliation must be signed by the complainant and contain a sworn statement that the contents of the written complaint are true or believed by the complainant to be true, under penalty of perjury.

SECTION 15 **CONFLICT RESOLUTION**

The Conflict Resolution Policy is to provide employees with a formal procedure for the resolution of problems arising in the course of their employment in a fair and orderly fashion if such problems cannot be resolved informally. The employee should first discuss the problem with their immediate supervisor. If the meeting does not resolve the problem, the problem should be stated in writing to the immediate supervisor or unit manager. If the employee is not satisfied with the supervisor's written response, the employee may appeal in writing to higher levels of authority. To assist in writing a complaint, the employee may request a copy of the Conflict Resolution Policy and Form from UGC Human Resources. UGC Human Resources maintains an open door policy for employees to voice work-related concerns.

SECTION 15 **PERSONNEL RECORDS**

RIGHT TO REVIEW

Employees have a right to inspect certain documents in their personnel file - in the presence of a UGC HR Representative at a mutually convenient time. A written request should be presented to a representative of Human Resources to review records. Copies of documents are not permitted with the exception of documents that have been previously signed by the employee. An employee may add their version of any disputed item to the personnel file.

EMPLOYEE REFERENCES OR VERIFICATIONS

All requests for references or employment verifications must be directed to Human Resources. No other manager, supervisor or employee is authorized to release references or employment verifications for current or former employees. Generally, UGC's practice relating to references or employment verification for current or present employees is to confirm the employee's name, position title, dates of employment, rate of pay, and whether or not the employee is eligible for re-hire. This policy is not intended to interfere with the ability of unit manager to issue letters of reference when requested by individual current or former employees. Letters of reference, if so written, are voluntary and should not be written on UGC letterhead.

CHANGE OF PERSONAL RECORD INFORMATION

It is each employee's responsibility to keep Human Resources updated whenever a change of address, telephone number, emergency contact or other important personal information has been changed.

SECTION 17 **RECREATIONAL ACTIVITIES AND MISCELLANEOUS PROGRAMS**

UGC or its insurer will not be liable for the payment of workers' compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty recreational, social or athletic activity that is not part of the employee's work-related duties.

TAX DEFERRED ANNUITIES AND MUTUAL FUNDS

Employees may withhold a portion of their income for a Tax-Sheltered Annuity (TSA). Money withheld in a TSA is not taxed as income until it is withdrawn (usually at retirement). If an employee is interested in participating in a TSA, UGC Human Resources may be consulted for more details.

SECTION 18 **ACKNOWLEDGEMENT OF RECEIPT**

Acknowledgement of Receipt: I acknowledge that I have received the UGC Employee Handbook and that I understand its contents.

By signing this document I understand that it is my responsibility to read the employee handbook. I also understand that the employee handbook is intended only to provide information, it is not a contract and it can be modified at any time.

Employee Name

Employee Signature

Date