

Handbook Revisions

A highlight in yellow represents revisions to the policy. For the complete policy, refer to the Employee Handbook (<http://www.csufasc.org/forms/HR/Handbook.6.4.12.pdf>). Please contact the Human Resources Department if you have any questions.

Our Services – Effective 1/3/18

CSU Fullerton Auxiliary Service Corporation (ASC) was incorporated on October 26, 1959 as a nonprofit public corporation for the purpose of promoting and assisting the educational mission of Cal State Fullerton. In fulfilling its mission, the ASC employs over 1,700 people as it performs a variety of services throughout the campus community. Specifically, it oversees commercial operations; educational grants and contracts for the University; is responsible for the fiscal administration for numerous University programs; acquired College Park to provide additional offices and classrooms for the University; and administers University Gables.

The CSU Fullerton ASC is a multi-dimensional organization created to provide a multitude of services, efficiently and effectively under the auspices of a single organization. The ASC returns a significant portion of its revenues generated through these programs to aid the University in achieving its educational mission. Visit our website at www.csufasc.org to learn more about our organization.

Introduction – Effective 12/18/17

If you have been looking for an organization to join with a solid future – you have clearly come to the right place. You are now a team member of a dynamic and successful organization. Our continued success can only come with good team members and teamwork. This means we are committed to the best possible employer-employee relationship.

There is so much truth to the saying “A business is only as good as the people who work for it.” Our public image is a direct reflection of your presentation and professionalism. To help you understand your role, this Employee Handbook outlines the policies and procedures that are the foundation of our organization.

It is essential that you read and understand all training materials. Understanding your job responsibilities will enable our customers to receive the professional service they deserve.

Your continued opportunity and advancement at ASC begins with our philosophy of promoting from within. Our Management Team is available to help in all areas and will always listen to your input.

Congratulations on your selection to join our team! This is an organization about serving people in higher education. I hope you will find working at the ASC to be an exciting and rewarding experience.

Charles D. Kissel
Executive Director

Occupational Disability Leave – Effective 1/1/17

All employees, regardless of classification, are eligible for Workers' Compensation in the event of an occupational injury or illness according to applicable state law.

If you experience an occupational injury or illness, you must immediately contact your supervisor or Human Resources Representative to ensure proper and timely medical care. Your supervisor or Human Resources Representative will arrange for first aid, emergency care or other medical care as is necessary based on your injury or illness. ASC can designate that you be treated by a specific medical provider for up to thirty (30) days following the date of injury or illness, or as otherwise required by state law.

Your supervisor or Human Resources Representative will file the appropriate State Report of Injury. Once your claim for Workers' Compensation benefits is approved by the Company's Workers' Compensation insurance carrier or the applicable state agency, you will be eligible for reimbursement of your medical expenses incurred because of the injury or illness and compensation as determined by state law if you are absent from work for an extended period of time.

You may supplement your state Workers' Compensation benefit by using any accrued paid time off including sick leave, personal floating holidays and/or vacation during your occupational disability leave, not to result in your receiving more than one hundred (100) percent of your gross base salary.

During an occupational disability leave, you must pay your insurance premium contributions to continue participation in the ASC benefit plans. It is your responsibility to confirm if your premium contributions may be continued through payroll deduction or if you will need to make alternative arrangements for payment. Please contact your Human Resources Representative or Payroll office. ASC service, vacation, sick leave, personal floating holidays and any other benefits that are based on length of service will continue to accrue during an approved disability leave of absence. If a designated holiday occurs while you are on occupational disability leave, it will not be paid to you.

The ASC deserves the right to inquire periodically as to the date of your return to work and you are required to provide an updated Certification to confirm your continued inability to return to work due to your disability.

When you are able to return to work, you are required to give the ASC at least one (1) weeks' notice by contacting your Human Resources Representative and mailing to him/her a doctor's certificate stating that you are physically able to return to the position that you held immediately prior to your disability leave with or without reasonable accommodation. This notice is important so that your return to work is properly scheduled.

If you are on an approved FMLA leave and return to work immediately after the end of your approved FMLA leave, you will be returned to the same or an equivalent position with the same pay, benefits, and terms and conditions of employment, and with no loss in benefits accrued prior to the FMLA leave. Otherwise, and for a non-FMLA leave, we will make reasonable efforts to return you to the same or a similar job and at the same rate of pay held prior to your disability leave, subject to business needs that may exist.

If you neither return from work on your scheduled return date nor request, at least one (1) week in advance, an extension of the agreed-upon leave with appropriate medical documentation, you will be deemed to have voluntarily terminated your employment with the ASC.

In addition, failure to notify ASC of your ability to return to work or failure to return to work when scheduled by the Company will be deemed a voluntary termination of your employment with ASC.

Your continued absence from work because your leave must extend **beyond thirty (30) weeks** will normally be considered a voluntary resignation of your employment with ASC. The cessation or continuation of eligible benefits upon separation of employment is subject to the respective plan coverage's terms and conditions.

Family/Medical Leave – Effective 1/1/17

Under the federal Family and Medical Leave Act (“FMLA”) and the California Family Rights Act (“CFRA”), eligible employees are entitled to take medical leave and family care leave up to a combined total of twelve (12) weeks in any twelve (12)-month period.

To qualify for a medical leave or family care leave, an employee must have worked for ASC for at least twelve (12) months and must have provided at least 1,250 hours of service during the twelve (12)-month period prior to beginning each leave.

As determined by applicable law in effect at the time of said leave, a leave may be granted to an employee for the following reasons:

- (1) For the birth of a child or the placement of a child with the employee for adoption or foster care;
- (2) To care for a spouse, child or parent who has a serious health condition; or
- (3) For the employee's own serious health condition if the employee is unable to perform the essential functions of his or her job.

A “serious health condition” means an illness, injury, impairment, or physical or mental condition that involves: (1) inpatient care in a hospital, hospice or residential health care facility; or (2) continuing treatment or continuing supervision by a health care provider that also requires an absence from work or other regular daily activities of more than three (3) days.

Eligible employees are entitled to take family care and medical leave of absence up to a combined total of twelve (12) weeks in a twelve (12)-month period. Computation of the twelve (12)-month period is based on a rolling twelve (12) months. Leave for the birth, adoption or foster placement of a child must conclude within one (1) calendar year of the actual birth, adoption or placement. If both parents work for ASC, the parents' combined leave for the birth or placement of a child may not exceed twelve (12) weeks during any twelve (12)-month period.

An eligible employee may take intermittent leave or may work a reduced work schedule for a serious health condition of the employee's child, parent, spouse or for the employee's own serious health condition when medically necessary and if certified by a health care provider. If the need

for the leave or intermittent leave is foreseeable, the employee should consult with ASC and make a reasonable effort to schedule any planned treatment in cooperation with ASC, if possible, in order to minimize disruption to the workplace.

Group health insurance coverage will continue for eligible employees taking family care or medical leave under this policy under the same terms and conditions that applied before the leave commenced. To continue health insurance coverage, the employee must continue to make any premium contributions that he or she was required to make prior to taking leave. Premium payments are due monthly and should be made payable to ASC and mailed or delivered to the Human Resources department. If an employee fails to pay his or her portion within thirty (30) days of the due date of a premium, his or her health insurance coverage may be canceled. In such cases, employees will be notified at least fifteen (15) days before coverage terminates.

Employees on family care or medical leave do not accrue benefits including holiday pay while on unpaid leave. Employees will not accrue vacation and sick pay while on unpaid leave. Vacation and sick pay will begin accruing when the employee returns to work. An employee who takes a family or medical care leave of absence will not lose any seniority earned prior to the commencement of family care or medical leave.

Family care and medical leaves are unpaid. An employee who is granted a family or medical care leave of absence will utilize any accrued but unused paid time off benefits (*i.e.*, vacation and sick leave) during the period of the leave if they elect benefits associated with Paid Family Leave (PFL) or State Disability Insurance (SDI) benefits. See Coordination of Benefits for additional information on this policy. Any portion of a leave that occurs after all paid time off benefits have been exhausted will be without pay.

Any unpaid or paid portions of this policy shall be added together and will not extend the 12-week total leave period limitation allowed under the family and medical leave policy.

Employees who need to take family care or medical leave should contact the Human Resources Manager as soon as they learn of the need for leave, even when they do not know the precise dates that leave will begin. If foreseeable, at least thirty (30) days' notice is required. For events that are not foreseeable thirty (30) days in advance, but are not emergencies, the employee must give notice within two (2) working days of learning of the need for the leave. If ASC determines that the notice was inadequate, it may require the employee to delay his or her leave. If circumstances of the leave change and the employee is able to return to work earlier than indicated, the employee is required to notify Human Resources at least two (2) working days prior to the date he or she intends to return to work. Similarly, if an employee learns he or she will be unable to return to work on the date previously indicated, the employee is responsible for applying for an extension and furnishing a medical recertification for an extension, prior to the date that the leave expires.

An employee taking leave for the serious health condition of a family member or for his or her own serious health must provide ASC with certification from a health care provider on ASC's form, within fifteen (15) calendar days of ASC's request. Failure to provide a satisfactory medical certification may result in the denial of leave.

In cases of a leave for the serious condition of an employee, ASC may require the medical opinion of a second health care provider at its own expense, chosen by it to substantiate a medical

certification. If the second opinion is different from the first, ASC may require the opinion of a third health care provider (also at its own expense) jointly approved by both ASC and the employee. The opinion of the third health care provider will be binding on both ASC and the employee.

If an employee requests an extension of leave beyond the time estimated by the health care provider, ASC will require recertification of the employee's or the family member's serious health condition. ASC also requires employees taking leave for their own serious health condition to present a Doctor's Release before returning to work. In no event will a leave be extended beyond the maximum twelve (12)-week period.

You may not be employed with any employer, other than ASC, during your leave of absence. Outside employment during your leave will result in immediate termination.

When an employee is able to return to work, he or she should give ASC at least two (2) weeks' notice. This is important so that the employee's return to work is properly scheduled.

Under most circumstances, ASC will reinstate employees to their former or equivalent position if they return from leave within twelve (12) weeks. Exceptions, however, may occur as permitted by law. For example, ASC cannot guarantee reinstatement if the employee is a salaried employee and among the highest paid ten (10) percent of all employees within a seventy-five (75) mile radius and reinstatement would cause substantial and grievous economic injury, or if the employee would have been subject to layoff or job elimination had the employee not taken leave. Employees should also understand that they have no greater right to reinstatement or to other benefits of employment than if they had continued to work during their leave.

Employees who do not return to work immediately upon the expiration of an approved leave of absence or within the maximum period allowed for the family care and medical leave will be considered to have voluntarily terminated from ASC.

Your continued absence from work because your leave must extend **beyond thirty (30) weeks** will normally be considered a voluntary resignation of your employment with ASC. The cessation or continuation of eligible benefits upon separation of employment is subject to the respective plan terms and conditions.

Equal Employment Opportunity – Effective 4/1/2016

ASC is an equal opportunity employer and is committed to an active nondiscriminatory policy for all employees. It is the ASC's policy that all employees and applicants shall receive equal consideration and treatment. All recruitment, hires, transfers and reclassifications will be made on the basis of the qualifications of the individuals for the positions being filled regardless of race, color, creed, religion, ancestry, sex, gender, gender expression, gender identity, pregnancy, sexual orientation, age **for individuals over forty years of age**, medical condition, veteran's status, **genetic information**, marital status, national origin and physical or mental disability or any other consideration made unlawful by federal, state or local laws. Indeed, the ASC's policy of equal employment opportunity applies to all aspects of employment, including recruitment, hiring, training, compensation, benefits, promotion, transfer, discipline and termination. It is the duty of every employee to help maintain a work environment that promotes this policy.

Access to a support animal may be deemed to be a reasonable accommodation, based on the same individualized analysis required by the required interactive process. “A support animal is one that provides emotional, cognitive, or other similar support to a person with a disability, including but not limited to, traumatic brain injuries or mental disabilities, such as major depression.”

Policy Against Harassment – Effective 4/1/2016

ASC is committed to providing a work environment that is free of sexual harassment, as well as other unlawful harassment based on such factors as race, color, creed, religion, ancestry, sex, gender, gender expression, gender identity, pregnancy, sexual orientation, age, medical condition, veteran’s status, genetic information, marital status, national origin and physical or mental disability. In keeping with this commitment, ASC maintains a strict policy that prohibits unlawful harassment of employees by managers, supervisors or co-workers and unlawful harassment of students by any ASC employee. Visitors to the campus and workers employed by the University, by other auxiliaries, or by other public or private organizations engaged in business with ASC are expected to comply with this policy. The purpose of this policy is to (i) familiarize ASC’s employees with the definition of unlawful harassment and the forms it can take; (ii) confirm that unlawful harassment will not be tolerated and is contrary to the standards of conduct expected and required of ASC’s employees; and (iii) make clear that employees who engage in unlawful harassment are subject to possible disciplinary action which may include discharge. ASC also provides regular training to its supervisors and managers regarding this policy.

Timekeeping – Effective 4/29/2015

Time sheets are used as a means of accurately recording hours worked and calculating pay. All employees must submit an electronic time sheet bi-weekly according to the payroll calendar using the automated Time Clock Plus system. All hours must be entered according to the published time sheet entries due dates listed on the payroll calendar.

Non-exempt employees are required to record the time when they start work, leave for lunch, return from lunch and when they leave at the end of the day. Exempt salaried employees are not required to record their start and stop times but must list their “exceptions” for each pay period. Exceptions may include but are not limited to vacation and/or sick and leave without pay.

Time entries must be approved by both the employee and manager by the end of the pay period before the approval deadline according to the payroll calendar. Employees are responsible for ensuring the accuracy of their own time sheets. If an employee disagrees with their timesheet, the employee has the right to dispute their timesheet by submitting a written dispute the ASC Payroll Department.

Altering, falsifying, or tampering with a timesheet may result in disciplinary action, up to and including termination. It is strictly forbidden to tamper with another employee’s timesheet.

Personal Leaves of Absence – Effective 7/1/2014

After an employee has completed at least one (1) year of continuous employment, an unpaid personal leave of absence for a specified period of time that is no longer than one (1) month may be granted, at ASC’s discretion. Requests for a personal leave of absence must be presented in

writing to the Human Resources Manager at least 10 days in advance, whenever possible. Your request will be considered on the basis of our staffing requirements, the reasons for the leave, as well as your performance and attendance record. Before taking an unpaid leave any accrued vacation and CTO must be exhausted.

Holidays

The President of the University establishes the academic schedule and holidays for the University and ASC generally observes the same holidays. If the campus is open on a scheduled holiday and ASC's employees are scheduled to work, those employees will be paid for that day and given credit for the holiday. All full-time regular and part-time benefited employees are eligible to receive holiday pay, but they must be actively working with ASC on the date that the holiday is actually observed, as established by the University's academic calendar to qualify for holiday pay. No holiday pay will be credited for all employees who are on unpaid leave status.

*note no change to the policy. Only clarification to be actively working.

Sick Pay- Effective 7/1/12

Full-time employees begin accruing sick pay on the first day of employment and will earn eight (8) hours of sick leave credit for each month of service. Part-time benefited employees accrue six (6) hours of sick leave credit for each month. Sick pay is accrued on a daily basis and employees do not accrue sick pay during unpaid leaves of absence.

Policy Against Harassment – Effective 1/1/2012

ASC is committed to providing a work environment that is free of sexual harassment, as well as other unlawful harassment based on such factors as race, color, creed, religion, ancestry, sex, gender, gender expression, gender identity, pregnancy, sexual orientation, age, medical condition, veteran's status, genetic information, marital status, national origin and physical or mental disability. In keeping with this commitment, ASC maintains a strict policy that prohibits unlawful harassment of employees by managers, supervisors or co-workers and unlawful harassment of students by any ASC employee. Visitors to the campus and workers employed by the University, by other auxiliaries, or by other public or private organizations engaged in business with ASC are expected to comply with this policy. The purpose of this policy is to (i) familiarize ASC's employees with the definition of unlawful harassment and the forms it can take; (ii) confirm that unlawful harassment will not be tolerated and is contrary to the standards of conduct expected and required of ASC's employees; and (iii) make clear that employees who engage in unlawful harassment are subject to possible disciplinary action which may include discharge. ASC also provides regular training to its supervisors and managers regarding this policy.

Employees are encouraged to report incidents of inappropriate or unwelcome conduct whenever it occurs. Employees and students are not required to wait for the conduct to be repeated or to worsen. Any incident of unlawful harassment by any ASC employee or any other person conducting business with ASC should be reported promptly to the employee's supervisor, manager and/or to a Human Resources Representative, who will arrange for an investigation of the matter. The employee is free to complain either verbally or in writing. Managers who receive complaints or who observe harassing conduct are required to immediately inform a Human Resources Representative. An employee may contact Human Resources directly and is not required to complain first to his or her supervisor.

Equal Employment Opportunity – Effective -1/1/2012

ASC is an equal opportunity employer and is committed to an active nondiscriminatory policy for all employees. It is the ASC's policy that all employees and applicants shall receive equal consideration and treatment. All recruitment, hires, transfers and reclassifications will be made on the basis of the qualifications of the individuals for the positions being filled regardless of race, color, creed, religion, ancestry, sex, gender, gender expression, gender identity, pregnancy, sexual orientation, age for individuals over forty years of age, medical condition, veteran's status, genetic information, marital status, national origin and physical or mental disability or any other consideration made unlawful by federal, state or local laws. Indeed, the ASC's policy of equal employment opportunity applies to all aspects of employment, including recruitment, hiring, training, compensation, benefits, promotion, transfer, discipline and termination. It is the duty of every employee to help maintain a work environment that promotes this policy.

Organ Donor Leave – Effective 1/1/12

ASC will grant to an employee paid leaves of absence to assist with organ or bone marrow donation.

A leave of absence not exceeding thirty (30) business days to an employee who is an organ donor in any one (1) year rolling period, for the purpose of donating his or her organ to another person.

A leave of absence not exceeding five (5) business days to an employee who is a bone marrow donor in any one (1) year rolling period, for the purpose of donating his or her bone marrow to another person.

Pregnancy Disability Leave – Effective 1/1/12

ASC will maintain group health insurance coverage for up to a maximum of 4 months if such insurance was provided before the leave was taken and on the same terms as if the employee had continued to work. Employees will be responsible for and expected to arrange for direct payment of their portion of the group insurance premiums for themselves and their dependents during that time. The employee may be required to reimburse ASC for premiums paid during the PDL if the employee fails to return to work following the completion of the PDL.

Vacation Accrual – Effective 1/1/12

The maximum number of vacation hours per employee is up to 320 hours. When vacation accrual reaches its maximum entitlement at any time of the year, it ceases. Therefore, employees with 320 vacation hours will stop accruing vacation hours until their leave balance is reduced below 320 hours. All accrued but unused vacation hours will be paid to the employee upon separation of employment with ASC at the employee's current rate of pay.

Occupational Disability Leave – Effective 1/1/12

Your continued absence from work because your leave must extend beyond 52 weeks will normally be considered a voluntary resignation of your employment with ASC. The cessation or continuation of eligible benefits upon separation of employment are subject to the respective Plan terms and conditions.

Personal Leaves of Absence – Effective 1/1/12

Before taking an unpaid leave any accrued vacation and CTO must be exhausted.

Family Medical Leave – Effective 1/1/12

Your continued absence from work because your leave must extend beyond 52 weeks will normally be considered a voluntary resignation of your employment with ASC. The cessation or continuation of eligible benefits upon separation of employment are subject to the respective Plan terms and conditions.