

Working at The Beach



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INTRODUCTION

Welcome to the Associated Students, Incorporated and congratulations on your recent appointment! We hope you will find your employment with us a rewarding and enjoyable experience.

The Associated Students, Incorporated (ASI) has prepared this handbook to provide you with an overview of the company's policies, procedures, and regulations. It is intended to familiarize you with important information about the ASI, as well as your privileges and responsibilities as an ASI employee. Although it is not a contract or a legal document, it is important that you read, understand, and follow the provisions of the handbook.

This handbook has been specifically prepared for use by student staff. It is an abbreviated version of the Associated Students, Incorporated Personnel Policies and Procedures Manual. The Personnel Policies and Procedures Manual is the principal document that governs the ASI's human resources management practices. If there is ever a conflict between the information contained in this handbook and the provisions of the Manual, the Manual will supersede. Each department supervisor has an updated copy of the Personnel Policies and Procedures Manual available for your reference. Responsibility for administration of the ASI's personnel program is delegated to the Human Resources Manager, extension 58875.

It is obviously not possible to anticipate every situation that may arise in the work place or to provide information that answers every possible question. In addition, circumstances will undoubtedly require that policies, practices, and benefits described in this handbook change from time to time. Accordingly, the ASI must reserve the right to modify, supplement, rescind or revise any provisions of this handbook from time to time as it deems necessary or appropriate in its discretion. You will, of course, be advised of any changes that occur through the issuance of personnel memoranda.

The ASI is constantly striving to improve its policies, the services and products that it provides its customers and its positive relationship with its employees. You are encouraged to bring suggestions for improvement to the attention of your supervisor or department manager. By working together, the ASI hopes that it will share with its employees a sincere pride in the workplace and in the programs and services that we are all here to provide.

KNOWING YOUR COMPANY

Major Operations

The Associated Students, Incorporated (ASI) was established in 1956 to provide those programs and services that the university could not afford to provide through the taxpayer-supported State University system. Since then, the ASI has grown into one of the largest student-run auxiliary organizations in the CSU system. Today our major operations include the following:

Association Management

The Association Management division performs the general administrative functions of the corporation. It includes the Office of the Executive Director, Business Office, Human Resources Office, Network Services, Development Office and ASI Archives. The Association Management division coordinates annual planning and budgeting processes, executes and monitors operating plans and budgets, analyzes ASI's financial condition, and arranges for independent audits of operations. They ensure compliance with laws and regulatory orders, as well as sound business practices, and advise governing bodies of legal and regulatory changes affecting ASI operations. Operations are funded by a combination of Associated Students and University Student Union fees, along with income from investments and operations.

Associated Students

The Associated Students division is comprised of those programs and services funded exclusively from Associated Students fees. It encompasses a wide variety of offices, including Government Operations, the Recycling Center, Student Media, Recreational Sports, and the Beach Pride Center. Through the Government Operations office, elected directors and officers represent the student body and advocate their interests in dealings with campus and government officials and in the management of the association's programs and services. This includes the provision of funding to over 200 clubs, Commissions, and organizations to provide educational, social, recreational and entertainment programs that improve the quality of students' out-of-class time. With the recent passage of the Beach Pride Referendum in 2000, the Associated Students acquired responsibility for the campus' Spirit programs and became the primary source of funding for Athletic Scholarships and the Recreational Sports program.

Child Development Center

The Isabel Patterson Child Development Center is a two-acre, State-licensed facility that provides developmentally appropriate childcare services for up to 240 children of CSULB students. In addition, the CDC provides training and counseling in parent effectiveness and serves as a vital academic resource for students enrolled in child development and early childhood education courses. As part of its commitment to educational access, the CDC actively represents and advocates the needs of student parents to both CSU agencies and governmental bodies. Childcare services and the ages served include:

- Infant Toddler Program: 6 months to 2½ years of age
- Preschool Program: 2½ years (and toilet trained) to kindergarten
- School-Age Program: kindergarten through second grade

University Student Union

This division is responsible for the management and operation of the University Student Union, a 177,000 square foot student center, providing food services, movies, concerts,

lectures, graphic art services, study areas, concerts and recreational opportunities. Amenities include a bowling alley, billiard tables, swimming pool, video arcade, and music listening lounge. The \$17 million USU Improvement Project, completed in 1998, provided over 24,000 square feet for meeting rooms, storage areas, student organization offices, retail space, and a student convenience center. The USU division is also responsible for the management and operation of the Soroptimist House, a lodge-type facility nestled in a quiet corner of campus. It serves as a pleasant, more intimate venue for meetings, wedding receptions, parties, concerts, conferences, and retreats.

How We Are Organized

The elected student government officers of the ASI preside over the management of the corporation, with oversight provided by university officials. Under the direction of the student body Vice President, the Associated Students Senate serves as the company's Board of Directors. The student body President functions as the Chief Executive Officer of the corporation, and the student body Treasurer serves as the Chief Financial Officer.

In keeping with its goal of developing student leadership ability, the ASI provides for student participation in program management through both elected representation and employment. Several ASI programs are guided by subsidiary boards, each with a voting student majority. These boards include the Student Media Board, the Child Development Center Board, and the University Student Union Board.

Student organization programs funded by ASI are conducted under the supervision of the university Office of Student Life and Development, a department of the university Division of Student Services. This office is located on the second floor of the University Student Union.

Our Relationship to the University

As an auxiliary organization, the ASI has been authorized to provide major campus programs and services that are integrated with and supportive of the university's educational mission. As with any auxiliary organization, this authorization is subject to the approval of the campus President. The Vice President for Student Services has been appointed by the President as his designee for all ASI matters, including final approval of the ASI budget. Programmatic oversight over all ASI operations and services has been delegated to the Associate Vice President/Dean of Students.

As the chief financial officer of the campus, the Associate Vice President for Financial Management is designated as custodian of all ASI funds and is responsible for ensuring that the ASI engages in sound business practices in compliance with all applicable fiscal regulations.

Who We Serve

Our principal customers are the students of CSULB, whose funding and support make our operations possible. We also strive to serve the needs of other campus community members, including faculty, staff and guests.

Every customer is entitled to:

- A friendly greeting
- Prompt and courteous attention under all conditions
- A "thank you" for using our services.

There are no exceptions to this rule. Remember that we are going to see the same customers again and again. The entire success for our operations depends upon their satisfaction and appreciation for the kind and quality of service that we provide to them.

Equal Employment Opportunity

The ASI provides equal employment opportunities to all applicants and employees regardless of sex, race, color, religion, national origin, ancestry, pregnancy, age, sexual orientation, marital status, medical condition, or disability. Employment decisions will comply with all applicable laws prohibiting discrimination in employment. Equal employment opportunity will be extended to all

persons in all aspects of the employee-employer relationship, including recruitment, hiring, upgrading, training, promotion, transfer, discipline, lay-off, recall, and termination.

In addition, no program or activity administered by the ASI will exclude from participation, deny benefits to, or subject to discrimination any individuals solely by reason of his/her disability. The ASI further affirms that we provide reasonable accommodations in all facilities to known physical or mental limitations of any individuals.

Harassment and Discrimination

As part of its commitment to equal opportunity, the ASI strictly prohibits harassment of or discrimination against employees based on sex, race, color, religion, national origin, ancestry, pregnancy, age, sexual orientation, marital status, medical condition, or disability. This includes all forms of offensive or unwelcome physical or verbal contact that creates an offensive or hostile environment or interferes with an employee's ability to work.

Sexual harassment of all types is specifically prohibited. Sexual harassment of employees in the workplace is illegal, unacceptable, and will NOT be tolerated. Examples of sexual harassment include unwelcome sexual propositions or marriage proposals; unwelcome hugging, kissing, or other physical contact of a sexual nature; lewd gestures, remarks, or innuendoes; unwelcome discussion of sexual practices or anatomy; and sexually offensive posters, photographs, drawings, cartoons, jokes, stories, nicknames, or comments about appearance.

This policy applies to all supervisors of the ASI, as well as to co-workers, customers, and other persons at the workplace whom the ASI knows or has reason to know is violating this policy. All ASI personnel are expected to avoid any conduct that could be construed as harassment or discrimination by any employee. Appropriate corrective action will be taken against all offenders, including discipline or discharge of supervisors or employees who violate this policy.

If you believe you have been unlawfully harassed or discriminated against, you should bring the matter to the attention of management immediately, and provide a full and accurate report of the underlying facts. You are urged to report first to your immediate supervisor, but this is not required if you feel uncomfortable in doing so or if you believe your supervisor is violating this policy. In all cases, employees are free to report such problems directly to the ASI Human Resources Manager, USU-215. You will not be subject to any form of retaliation for reporting any violation or for participating in any investigation under this policy, provided you have done so truthfully and in good faith.

Confidentiality of Personnel Information

The ASI will not disclose any personal or confidential information unless you have consented to the disclosure of such information in advance. This information could include, but is not limited to, employment recommendations.

ASI Human Resources Committee

The ASI Human Resources Committee is responsible for recommending the classification of all ASI positions, for developing fair and equitable salaries, and for reviewing personnel policies to ensure they are in compliance with all laws and regulations.

Each year, the full-time staff of the ASI elects a staff representative to the Human Resources Committee. This representative serves to ensure that the needs and interests of both full-time and part-time staff are heard and considered during the Committee's meetings. If you have any concerns regarding personnel policies or procedures, you are encouraged to contact the representative. Consult with your supervisor for the name and extension of the staff representative.

GETTING STARTED

Student Employment

Student employees are hired on an hourly basis. When possible, your work hours are planned to coordinate with your class schedule. All student employees must carry a minimum of six units and maintain a cumulative grade point average (GPA) of 2.0. Students may work a maximum of twenty hours per week during the academic year and up to thirty-two hours per week during academic vacation periods. Your schedule will be worked out with your supervisor.

Students are employed for the duration of the program or activity to which they are hired. In most cases, this will coincide with the academic year. All such positions are vacated at the end of the spring semester. If you desire further employment, you must reapply. Upon receipt of a new application, you will be considered along with other applicants.

Student employees are considered part-time employees. Part-time employees are defined as those hourly-paid employees hired to work on a regular basis of less than 32 hours per week. Part-time employees are not eligible for any ASI-sponsored discretionary benefits.

New Employee Paperwork

By your first day of employment, you must have the following forms completed:

- Application for Employment
- Confidential Data Statement
- Personnel Action Form
- IRS Form W-4
- INS Form I-9
- Copy of Current Semester Class Schedule
- Safety Handbook Acknowledgment Form & Safety Checklist
- Employee Handbook Acknowledgment Form

Once completed, these forms must be submitted to the ASI Human Resources Office. Providing these forms on your first day of employment is necessary to ensure that you will be paid accurately and on time.

Employee Orientation

Each new employee is entitled to an orientation to their new job, which includes an introduction to the ASI, its history, mission, and operations. During this time, you should also receive safety training appropriate to your position. This orientation is normally conducted by your immediate supervisor.

As part of your introduction to the ASI, your supervisor should provide with you the following items in order to ensure that you receive adequate training and notification of corporate and departmental policies and procedures:

- ASI Student Employee Handbook
- ASI Employee Safety Manual
- Copies of any departmental training materials, including Desk Manuals, Operations Manuals, etc.

You are required to sign forms, acknowledging receipt of the above items. You are also responsible for giving these forms to the ASI Human Resources Office for inclusion in your personnel file.

Probationary Period

All new employees serve a probationary period of 280 hours of service commencing with their first day of employment. The 280-hour period may be extended one time up to an additional 280 hours of service by your supervisor if it is determined that an extension is desirable or appropriate. You may be terminated at any time during the probationary period if you fail to satisfactorily fulfill the duties and responsibilities of your position, as determined by your supervisor.

If you are hired or reclassified to a new position or assume an additional position with the ASI (concurrent employment), you must serve an additional probationary period measured from the effective date of promotion, reclassification, or appointment to the additional position.

Hours of Work and Workweek Defined

For purposes of determining overtime, the ASI workweek begins at 12:01 a.m. on Sunday and concludes at midnight on the following Saturday. There are two shifts: shifts between the hours of 6:00 a.m. and 6:00 p.m. are considered day shifts; shifts between the hours of 2:00 p.m. and 12:00 midnight are considered evening shifts. Normal office hours for ASI operations are Monday through Friday, 8:00 a.m. to 5:00 p.m.

Rest & Meal Periods

Part-time employees are entitled to a 10-minute rest period if the scheduled workday is at least four hours in duration. Rest periods should be taken away from your work area and should be at the mid-point of each work period. Rest period time does not accumulate and cannot be used at a different time.

An employee may not work more than five (5) hours without a minimum meal period of thirty (30) minutes, except when a work period of six (6) hours will complete the day's work the meal period may be waived by mutual consent of the employer and employee. Employees must be relieved of all duty during their meal period or it shall be considered an "on duty" meal period and counted as time worked. "On duty" meal periods require an employer/employee written agreement and may be revoked in writing at any time, and they must be related to business necessity.

All rest and meal periods are certified on the back of your attendance card. Any missed rest and meal periods are paid according to state law. Consult with your supervisor to schedule your rest and meal periods.

Attendance Reporting

Student employees normally record their attendance on the Student Employee Attendance Report card. In some cases, however, a time clock may be used. In either case, falsifying attendance information may result in disciplinary action, up to and including termination. Consult your supervisor for instructions on how to report your attendance.

Identification Badges

Those employees whose jobs require routine contact with the campus public are required to wear identification badges. In such cases, an identification badge will be provided to you. It is your responsibility to follow your supervisor's instructions regarding the wearing of your badge. Generally, however, you may not wear your badge unless you are on the job.

Keys

Supervisors shall initiate requests for keys needed by employees to perform their jobs. The employee is responsible for all keys issued to him/her. Lost keys must be reported immediately to the USU Maintenance Office (55204), or to the immediate supervisor if employed at a location other than the University Student Union. Duplicates keys will be issued and/or locks changed as determined necessary, and a replacement fee will be charged. Recurring loss of keys by an employee may result in disciplinary action.

Upon termination of employment with the ASI, all keys issued must be returned. Return of keys will be documented on the employee's Property Clearance Form, which must be completed prior to release of the final paycheck.

Student employees who fail to return keys or fail to pay for lost keys in accordance with this policy will be referred to the Dean of Students for possible disciplinary action, which may include having a hold placed on the student's university records.

Parking

Students are required to pay for on-campus parking. Permits may be purchased for the semester or for the entire year through the University Business Office. All parking and driving regulations are to be followed when on campus. Parking citations will be issued for infractions. Since citations are processed through Long Beach Municipal Court, unpaid citations could result in serious legal consequences.

The ASI is a participant in the university's Trip Reduction Plan filed with the South Coast Air Quality Management District. It is the goal of this plan to improve air quality through the development of commuter transportation alternatives. As part of this plan, student employees of the ASI are eligible for such incentives as subsidized bus passes, car pool inducements, etc. Contact Parking Administration at extension 54146 for further information.

Eating Areas

There are a number of food service facilities available in the Union building. The largest is the Student Union Food Court located off the Main Lobby on the Plaza level. The Food Court features Subway Sandwiches, El Pollo Loco, and Carl's Jr. In addition, the University Student

Union houses the Press Room Coffeehouse and Round Table Pizza on the first floor. Robek's Juice and Coffee Bean & Tea Leaf are located on the second floor near Friendship Walk.

Telephone Calls

All business calls should be handled in a prompt, professional and courteous manner. At a minimum, you should greet the caller appropriately ("Good Morning" or "Good Afternoon") and state the name of your department (for instance, "USU Games Area").

Employees are instructed to keep all personal phone calls to a minimum. Furthermore, employees may be charged for personal calls made with company phones. Friends and relatives should be discouraged from calling during work hours unless there is an emergency. Under no circumstances should you make or charge a long distance call to the ASI unless it is work related and approved by your supervisor.

Appearance and Dress

Neatness and cleanliness in appearance are absolutely necessary at all times. Shoes must be worn at all times and should provide adequate protection for the type of work performed. Clothing should be neat and clean. Employees are requested to dress modestly, in good taste, and appropriate to the requirements of the position. If there are any questions as to what constitutes proper attire within your department, consult your supervisor.

Radios and Headphones

Employees working in most areas may listen to radios provided the volume is regulated to avoid disturbing fellow employees and interfering with customer interaction. Employees may not wear headphones while at work.

Credit Union

ASI employees are eligible for membership in the Long Beach School Employees Federal Credit Union. Contact the Credit Union at (562) 598-9007 or (714) 893-5111 for further information. You can also visit their web site at www.lbsfcu.org. Savings plans and loan repayments may be made through payroll deductions.

EMPLOYEE CONDUCT

Employee Conduct and Work Rules

Whenever people are required to work together for any purpose, they need certain guidelines to govern their personal conduct and relations. The ASI considers adherence to work rules to be an important responsibility. They are a necessary part of managing our business so that employees can be treated fairly and work safely and effectively. These rules apply to all employees.

Violation of the rules identified below may call for some form of disciplinary action. In some cases, the action may result in either verbal or written warnings, suspension, or discharge. In serious cases or cases where an employee has previously violated the same rules or is not performing at an acceptable level, the employee may be subject to immediate discharge. It is necessary to point out that the types of misconduct identified below are merely examples of

conduct that may lead to disciplinary action. They are not a complete list of all types of conduct that can result in disciplinary action, up to and including discharge.

Misconduct Resulting in Immediate Discharge

Violation of any of the following rules, because of their severity, may result in immediate discharge without a warning:

1. Obtaining employment based on false or misleading information, or falsifying information or making material omissions in any documents or records.
2. Destruction or damage to ASI property or supplies, or to the property of another employee, a customer, or a visitor.
3. Theft, unauthorized possession, or inappropriate removal from ASI premises of any property that belongs to the ASI, another employee, or a customer or visitor.
4. Bringing or possessing firearms, weapons, or any other hazardous or dangerous devices on ASI property or during on-duty time without proper authorization.
5. Absence of three or more days without authorization.
6. Possession, distribution, sale or use of alcohol or any unlawful drug while on duty or while on ASI premises, or reporting to work or operating an ASI-owned vehicle under the influence of alcohol or any unlawful drug.
7. Physical or mental unfitness to perform the essential functions of the position occupied.
8. Conviction of a felony.
9. Conviction of any misdemeanor involving moral turpitude.
10. Sexual harassment.
11. Unauthorized access to, possession, or use of information determined to be confidential.

Misconduct Resulting in Progressive Discipline

Infractions of the following rules will, depending upon the severity of the offense and all pertinent facts and circumstances, result in disciplinary action, including a verbal or written warning, suspension, or discharge:

1. Unsatisfactory job performance.
2. Fighting or provoking a fight, whether verbal or physical, on ASI time or premises.
3. Insubordination, including refusal, without proper justification, to do assigned work or to perform work in the manner described by a supervisor.
4. Noncompliance or disregard of any established safety rule.
5. Frequent or excessive tardiness or absence from work, or an employee's work area.
6. Falsifying or destroying any timekeeping record.
7. Leaving ASI premises or one's job during working hours without notification or without obtaining permission.
8. Engaging in any action that endangers others, ASI property, or disrupts work.
9. Smoking in restricted areas, or where no smoking signs are posted.
10. Harassing, threatening, intimidating or coercing any other employee.
11. Using racial, ethnic, sexist or homophobic slurs or epithets while on duty or while on ASI premises.
12. Failing to abide by set standards for lunch and break periods, and working unauthorized overtime.

Business Ethics and Conduct

The ASI strives to maintain the highest standards of ethical conduct in the performance of its business affairs. Any person or organization conducting business under the auspices of the ASI is expected to comply with the following policy. This applies to all directors, officers, employees, and volunteers of the ASI and its subsidiaries. You must familiarize yourself with this policy so that you can readily distinguish any act or proposed act that would constitute a violation. Violations of this policy may result in disciplinary action, including dismissal and criminal prosecution.

Under this policy, you are accountable for your own actions. The ASI never has and never will authorize any employee to commit an unethical act. Consequently, it is not possible to justify your participating in an act by saying it was directed by someone in a position of higher authority. In such cases, it is incumbent upon you to report the individual who directed or ordered the activity, even if it is your supervisor. If you have doubts regarding a questionable situation or practice, you should immediately consult your supervisor or the ASI Controller, USU-220. Our policy strictly prohibits any reprisal against you for reporting a violation or suspected violation in good faith.

1. The ASI supports fair competition based on quality, service, and price. We conduct our business affairs honestly, directly and fairly and do not engage in price fixing, misrepresentation of our products or services, commercial espionage, bribery or extortion.
2. You are responsible for acquiring sufficient knowledge of and observing the applicable laws and regulatory orders of the jurisdictions in which the ASI operates.
3. You must never give preference or favor to a customer or supplier in exchange for anything of personal benefit to you, your friends, or your family. Such situations could interfere with your ability to make decisions in the ASI's best interest.
4. Confidential information must not be divulged except in strict accordance with established policies and procedures. The obligation not to divulge confidential information is in effect even though material may not be identified as confidential, and the obligation continues after employment with the ASI has ended.
5. All cash and bank account transactions must be handled so as to avoid any question or suspicion of impropriety. You are personally accountable for ASI funds and property over which you have custody and control.
6. It is improper for you to use your position within the ASI to solicit political contributions from other employees for the purpose of supporting a political candidate or initiative, or influencing legislation. It is also improper for you to make a political contribution in the name of the ASI or any of its subsidiaries.
7. Unlawful activities committed on ASI premises or while on ASI business will not be condoned and can result in disciplinary action, including dismissal and criminal prosecution. The ASI reserves the right to inspect any property that you may be using for the storage of your personal effects when presented with reasonable cause to suspect wrongdoing. This includes desks, lockers, file cabinets, and vehicles owned by the ASI.

All employees are responsible for compliance with these rules. You should be alert to possible violations of this policy anywhere in the ASI and are encouraged to report such violations promptly. Reports should be made to your supervisor or the ASI Controller, USU-220. You will be expected to cooperate in any investigation of violations.

Disciplinary action under this policy will be coordinated with the ASI Human Resources Administrator. The overall seriousness of the matter will be considered in setting the disciplinary action to be taken against the individual. In addition, individual cases may involve reimbursement of losses or damages, referral for criminal prosecution, or civil litigation. Disciplinary action may also be taken against directors, officers, or supervisors who condone, permit, or have knowledge of illegal or unethical conduct by those reporting to them and do not take corrective action. Disciplinary action may also be taken against employees who make false statements in connection with investigations of violations of this policy.

Fraud Policy

The ASI strictly forbids the commission of any illegal activity by the directors, officers, employees, and volunteers of the ASI and its subsidiaries. This prohibition extends to and includes activities that might be perpetrated for the *benefit* of the ASI.

The terms defalcation, misappropriation, and other fiscal irregularities covered by this policy include, but are not limited to:

- Any dishonest or fraudulent act

- Forgery or alteration of any document or account belonging to the Associated Students, Incorporated
- Forgery or alteration of a check, bank draft, or any other financial document
- Misappropriation of funds, securities, supplies, or other assets
- Impropiety in the handling or reporting of money or financial transactions
- Profiteering as a result of insider knowledge of ASI activities
- Disclosing to other persons securities activities engaged in or contemplated by ASI
- Destruction, removal or inappropriate use of records, furniture, fixtures, and equipment; and/or
- Any similar or related irregularity

If there is any question as to whether an action constitutes fraud, you should contact the ASI Controller for guidance.

If you suspect or discover a dishonest or fraudulent activity, you must notify the ASI Controller immediately. Do not attempt to personally conduct investigations or interrogations. You may remain anonymous. All inquiries concerning the activity under investigation should be forwarded to the ASI Controller. All information received in connection with an investigation will be treated confidentially. The person reporting a suspected fraudulent activity **MUST NOT** contact the suspected individual in an effort to determine facts or demand restitution, or discuss the case with anyone unless specifically asked to do so by the Controller.

Retaliation against an employee who has, in good faith, reported a violation or suspected violation is strictly prohibited. You are further prohibited from participating in any cover-up of suspected wrongdoing or engaging in any form of retaliation against witnesses.

Progressive Discipline Process

In order to provide a fair method of disciplining employees, the ASI has established a formal progressive discipline procedure. Discipline may be initiated for various reasons, including, but not limited to, violations of work rules (see above) or poor job performance. The severity of the action generally depends on the nature of the offense and the employee's record, and may range from verbal counseling to immediate dismissal.

A normal progressive discipline procedure consists of:

1. Verbal counseling.
2. First written warning.
3. Final written warning.
4. Discharge.

Any or all of these steps may be utilized, depending upon individual circumstances and the nature of the infraction. Moreover, exceptions or deviations from the normal procedure may occur whenever the ASI deems appropriate. Probationary employees may be terminated without advance notice for any violation of work rules (see above) or for poor job performance.

Conflict Resolution

The ASI wishes to provide each employee with fair and impartial treatment. We have established a procedure to allow employees an opportunity to voice any work-related concerns they might have. The purpose of this policy is to provide an avenue for the identification and resolution of differences between an employee and the corporation regarding wages, hours, or working conditions. The following steps are available to all employees for the settlement of a grievance:

- Step 1

You should first attempt to resolve any problems or conflicts with your immediate supervisor within five days of the incident that gave rise to the problem.

- Step 2
If this process does not resolve the conflict, you should consult with the Director of your particular division (i.e., University Student Union, Child Development Center, Administrative Services, etc.)
- Step 3
If the conflict is still not resolved, you may file a written complaint within forty-five calendar days of, but not more than one calendar year after, the occurrence of the incident that gave rise to the problem.

You may have the assistance of another person, who may be a co-worker or any other person of your choosing, in preparing or presenting the complaint. Complaint forms and instructions are available in the ASI Human Resources Office, USU-215.

The ASI encourages all conflicts to be resolved at the Step 1 level. However, the following exceptions are recognized as instances where you may file a complaint without first meeting with your immediate supervisor:

- If you suspect or have proof that a federal or state law or a Trustees' or campus regulation is being violated or is about to be violated.
- If a safety hazard exists that threatens the health of an employee or customer.
- If the grievance directly involves the immediate supervisor and you can reasonably demonstrate that she or he may not be able to deal objectively with the situation.

Employees are assured there will be no reprisal for using the Conflict Resolution procedure.

Conflicts of Interest

The ASI desires to avoid situations in which actual or potential conflicts of interest may exist. To implement this objective, we attempt to avoid placing you in assignments that involve actual or potential conflicts of interest, or where you will be working with relatives or individuals with whom you reside, leading to potential complaints of favoritism, lack of objectivity, or morale and dissension problems.

In keeping with this policy, all relatives of employees (both natural and in-law) and individuals with whom employees reside will not be eligible for employment with the ASI in any situation where:

1. Potential problems of supervision, safety, security or morale exist
2. Personal relationships may create an actual or potential conflict of interest; or
3. Personal relationships may cause disruption, or create a negative or unprofessional work environment.

If two employees become subject to the restrictions of this policy after they are hired, one or both of the employees must seek a transfer or reassignment that eliminates the actual or potential conflict of interest as specified in this policy.

Non-Fraternization

The ASI also desires to avoid misunderstandings, complaints of favoritism, possible claims of sexual harassment and the employee morale and dissension problems that can result from certain other relationships between employees. For that reason, all employees are prohibited from fraternizing or becoming romantically involved with other employees when, in the opinion

of the ASI, their personal relationship may create a potential conflict of interest, cause disruption, create a negative or unprofessional work environment, or present concerns regarding supervision, safety, security or morale. This policy includes relationships between employees and students engaged in the executive, legislative or judicial branches of student government.

You should also bear in mind that the ASI maintains a strict policy against unlawful harassment of any kind, including sexual harassment.

GETTING PAID

Job Classification & Compensation

Student assistant positions fall into one of four classification levels based on the position's job description. Student positions are reviewed utilizing the Student Wage Classification Criteria. This review is conducted by the student assistant's supervisor and reviewed by the Human Resources Administrator.

In most cases, student assistants will begin at the minimum rate of the hourly wage scale for their position. When warranted by extenuating circumstances, exceptions are made in order to remain competitive in attracting and retaining qualified student personnel. Furthermore, if a supervising and subordinate position in the same department fall into the same wage range, the supervisor will begin at a higher wage than the subordinate.

Upward reclassification to a new position level shall automatically raise an incumbent's wage to no less than the minimum rate of the new range. Should reclassification involve more than one position within the same classification, any percentage differential between two or more incumbents will be maintained.

All student assistants hired on or after July 1, 2002, receive a probationary evaluation upon completion of 280 hours of service measured from their initial date of employment with the ASI. All students are evaluated using the Student Assistant Performance Appraisal form. Evaluations will occur according to the following schedule:

First Evaluation	Upon completion of 280 hours of service in the same job
Second Evaluation	Upon completion of an additional 400 hour of service in the same job (at least 680 hours total)
Additional Evaluations	Upon completion of each additional increment of 520 hours of service in the same job (at least 1200 hours total for third evaluation)

Merit increases become effective upon the completion of the required hours of service. Supervisors should contact the Human Resources Office for verification of students' accumulated hours of service.

Student assistant employees hired prior to July 1, 2002, remain on the preceding time-in-service policy. They serve a 180-day probationary period, are eligible for a merit increase after six (6) months of satisfactory service, and become eligible again on their first anniversary date and annually thereafter.

All students who score 2.50 or better on the appraisal will be eligible for a merit increase of up to 5% at that time. In no instance shall a merit increase exceed 5%. This criterion applies to both compensation policies.

Upon adoption of a new wage scale, existing student employees will be paid the nearest comparable rate within the newly defined range. If an existing student assistant's new range is determined to be less than his or her current rate, his or her wage will remain the same without eligibility for the next merit.

Pay Days

Payroll checks are disbursed semimonthly for payroll periods ending on the 15th and the end of the month. Student employees are paid one pay period in arrears. Work performed between the first and the fifteenth of the month is compensated on the 25th day of the month. Work performed between the sixteenth and the end of the month is paid on the 10th day of the month.

If a payday falls on a weekend, checks will be released on the preceding Friday. All employees of the Associated Students may pick up payroll checks after 9:00 a.m. at the ASI Business Office, the CDC Office (CDC employees), and Recycling (RC employees). If you are unable to pick up your own paycheck, you may have it picked up by a fellow employee or relative, provided you have given written permission to that person to do so. Checks not picked up after three days will be mailed to the address indicated on your payroll check.

Payroll Checks

Payroll checks are issued for work periods completed and in no instances do they represent advance payment. Accordingly, paychecks will not be released prior to the paydays specified above. If you anticipate being absent on a payday, you can make arrangements to have your paycheck picked up by another individual per the above instructions, or have the ASI Human Resources Office mail the check to your home.

Overtime Pay

Student employees are paid overtime at the rate of one and one-half times the hourly rate of pay. Overtime is due for all hours worked in excess of eight in one day and/or forty in one week. Additionally, the first eight hours worked on the seventh consecutive day of work in any one workweek shall qualify for overtime. Double time is due for all hours worked in excess of twelve in any one workday and for all hours worked in excess of eight on the seventh consecutive day in any one workweek, as the workweek is defined.

All overtime work must be authorized in advance by your supervisor. Because unauthorized overtime is against ASI policy, employees who work unauthorized time are subject to disciplinary action.

Working on A Holiday

If you work on a State-recognized, paid holiday, you are entitled to double-time monetary payment for all hours worked. However, working on days designated as Corporate Holidays entitles you only to regular payment for hours worked on a straight-time basis.

Emergency Closure

Part-time employees are paid only for those hours they actually work. If you are unable to work due to an emergency closure of your place of employment, you will not be entitled to compensation.

Callback Time

You are entitled to callback time if you are ordered to work after completing a normal work shift, or if you are called back on an authorized day off. A minimum of four hours work time is paid provided you were called back to work without being notified prior to the completion of your

original work shift, or if notified prior to the completion of your work shift, the work began more than three hours after the completion of your original work shift.

When you are working on a callback basis and the job requires more than four hours, you will be paid on an overtime basis for the additional hours.

When staff meetings and training sessions are regularly scheduled on your normal workday, but outside your normal work shift, you will be compensated at your regular rate of pay for the first eight (8) hours of your work schedule and overtime for hours in excess of eight (8) hours.

Payroll Deductions

Student employee wages are subject to automatic payroll deductions for Federal and State income taxes and State Disability Insurance (SDI). Social Security (FICA) and Medicare taxes are also deducted from your payroll check during those times when you are not enrolled in a sufficient number of units to be considered exempt (e.g. summer months). Voluntary deductions may be authorized by employees for authorized credit union shares and loan payments. For further information, contact the ASI Human Resources Office at extension 57304.

Wage Garnishment

A garnishment is a court order requiring the corporation to remit part of an employee's wages to a third party in payment of a just debt. The ASI is required by law to recognize Abstracts of Judgment, Federal Notices of Levy, Court Orders of Assignment, and State Franchise Tax Board Levy Notices against employee wages and will accordingly deduct authorized amounts from an employee's paycheck.

The ASI believes that employees are responsible for their own debts. Garnishments cause considerable paperwork and expense for the ASI. Although the ASI understands that a wage garnishment can happen to anyone, you are strongly encouraged to resolve your financial problems before this situation occurs.

Performance Evaluation

The purpose of the performance evaluation is to let you know how well you are performing your assigned job duties, and whether your performance should be improved in any way. Evaluations are reviewed in a private meeting between you and your immediate supervisor. You will have the opportunity to see the written evaluation, sign the evaluation form, provide a written response, and receive a copy. Another copy will be placed in the your personnel file. Refer to the section entitled **Getting Paid**, on page 12, for the policy that applies to you.

TAKING TIME OFF

Vacation and Sick Leave

Student employees do not earn or accumulate paid vacation or sick leave. As a result, time taken off is time off without pay.

You are responsible for contacting your supervisor directly if you are unable to come to work due to illness or wish to take time off for vacation. You must notify your supervisor of your absence prior to your scheduled work time. Failing to contact your supervisor directly and in a timely manner may result in your absence being considered "absence without leave" and could result in your being discharged.

Consult with your supervisor to determine your department's preferred method for handling vacation and sick leave notification.

Absence without Leave

Any employee who is absent from work for three consecutive working days without his/her supervisor's approval is considered to have resigned. The date of termination is the last working day or the last day of any approved absence.

Informal Leave of Absence without Pay

Your supervisor may approve an informal leave of absence without pay for up fifteen days, subject to approval of the division Director. Requests for such leaves are usually approved when an emergency situation precludes your work attendance.

Formal Leave of Absence without Pay

Several types of formal leaves of absence are available for eligible employees under both federal and state law and the ASI's personnel policies. The types of leave that are available include medical leave, family care leave, and public safety leave. All leaves of absence are provided to student employees on an unpaid basis. If a leave is granted, you may be eligible for reinstatement to the same or a comparable position when you return to work.

Requests for formal leave of absence must be submitted on the appropriate form and must be signed by both your supervisor and the appropriate Director before your leave begins. Requests for extending your leave must be submitted in writing and must be approved in writing by the appropriate Director before the extended period of your leave begins.

Misrepresenting reasons for applying for a leave of absence may result in disciplinary action, including termination.

Contact the ASI Human Resources Administrator at extension 58875 for further information regarding eligibility and procedures for requesting a formal leave of absence.

BEING PROTECTED - STUDENT BENEFITS

Workers Compensation Insurance

All employees are covered by Worker's Compensation Insurance for injuries or illness arising out of, and during, the course of employment. Worker's Compensation Insurance includes complete medical care and temporary disability payments.

When you suffer a work-related injury or illness in the performance of your duties, you must report it to your supervisor within twelve hours. Within 24 hours of your supervisor's knowledge of the injury, he or she must provide you with both the "Employee's Claim for Workers' Compensation Benefits" form and an informational brochure. Your supervisor must also complete the "Supervisor's Report of Accident". Both the Employee's Claim and Report of Accident forms must be submitted to the ASI Human Resources Office within 48 hours of the supervisor's knowledge of your injury or illness.

Unless a "Designation of Personal Physician" form has been previously completed, all injured employees are referred to:

Memorial Occupational Medical Services
450 E. Spring Street, Suite 8
Long Beach, CA
(562) 933-0085
8:00 a.m. to 11:00 p.m. Monday - Friday
9:00 a.m. to 9:00 p.m. Saturday and Sunday, or

Long Beach Memorial Medical Center Emergency Room
2801 Atlantic Avenue
Long Beach, CA
(562) 933-2133

Your treating physician should be instructed to send a diagnostic report to your supervisor as soon as possible. This report should include any work restrictions or time off required. You may not return to work following a job-related injury or illness without a medical release.

An employee who is permanently disabled may receive a settlement based on applicable Worker's Compensation Law. Benefits are payable to surviving dependents if death results from a work related injury. While absent on work-related disability leave, student employees are guaranteed reinstatement to the same or a comparable position when they return to work.

Unemployment Insurance

Under certain conditions, students whose employment with the ASI is terminated may be eligible to receive unemployment insurance benefits. Unemployment claims are filed with the Employment Development Department, which will advise you on eligibility for benefits.

Disability Insurance

Disability insurance is payable when you cannot work because of sickness or injury not caused by the job, or when you are entitled to temporary Worker's Compensation at a rate less than the daily benefit amount.

The rate of the employee's contribution for State Disability Insurance (SDI) is determined by state law each calendar year and is automatically deducted from your paycheck. The amount of benefits paid to you through SDI depends upon the amount of wages paid to you during a twelve-month base period. To apply for State Disability Insurance benefits, obtain a claim form from the Employment Development Department office by telephone, letter, website, or in person. Your doctor or hospital may also have forms available.

Information on Social Security benefits must be obtained from the Social Security Administration.

Student Health Insurance

Although not provided as an employee benefit, the ASI does make available to all currently enrolled students an individual health insurance plan that may be purchased at student expense on either a semester or annual basis. The plan requires that students utilize the Student Health Center, when feasible, for minor injuries or illnesses (unless work related). In addition, the ASI sponsors a fee-for-service dental plan available on an annual basis. Information brochures and application forms for both plans may be obtained from the ASI Administration Office, USU-220 or by calling extension 54994.

CHANGES IN STATUS

Change of Personal Information

If you have a change of address, telephone number, or name, you must complete a Personnel Action Form and submit it to the ASI Human Resources Office. This is especially important for changes of address since W-2 forms are always mailed to your last known address.

Resignation

Student employees are requested to give their supervisors at least two weeks notice of their intent to resign their positions. You are requested to submit your resignation in letter form addressed to your supervisor. The letter should state your reason for leaving and the effective date.

Upon the effective date of resignation, you are expected to return all ASI-furnished items, such as keys, uniforms, equipment, and identification badges. Arrangements for clearing any outstanding debts with the ASI and to receive final compensation are also made at this time.

Exit Questionnaires

Each employee who leaves the ASI, regardless of the reason, is provided with an Exit Questionnaire. This questionnaire allows you to express your views on your work with the ASI and on the job requirements, operations, and training needs of your position. All responses on the Exit Questionnaire are kept strictly confidential.

STAYING SAFE AND HEALTHY

Drug Free Workplace

Due to the prevalent use of illegal drugs in our country and the hazards they pose in the workplace, not only to the abuser but also to co-workers and the general population as well, the ASI strictly prohibits the manufacture, distribution, use, dispensation or possession of illegal drugs in the workplace.

It is the responsibility of any ASI employee convicted of a criminal drug offense occurring in the workplace to notify the Human Resources Administrator within five (5) calendar days of the conviction.

Appropriate action may be taken against any ASI employee convicted of a criminal drug offense occurring in the workplace which may include disciplinary action up to and including termination, and/or the requirement of satisfactory participation in a drug treatment program (at the employee's expense) as deemed necessary by the division Director.

To further enhance this effort, a drug-free awareness program has been established to inform ASI employees of the dangers of drug abuse in the workplace, and the availability of drug counseling and rehabilitation programs. This program is designed to assist all ASI employees. Any employee who desires further information should contact the ASI Human Resources Administrator at extension 58875.

Student Assistance Program

The ASI recognizes that members of our staff may experience a wide range of problems that, though not directly related to job functions, may have an effect on work performance. Most often these difficulties are overcome independently. However, the ASI understands that some personal problems - for example, family difficulties, alcoholism, drug dependency, and other health related problems - may require help and guidance to resolve. The ASI believes that it is in the best interests of the employee, the employee's family, and the corporation for the ASI to make this assistance available.

The Student Assistance Program (SAP), through individual professional consultation, assists you in identifying the nature of the difficulties being experienced and in obtaining support through referral to the appropriate services. The services of the SAP are available to all students on a voluntary basis. Individual participation in the SAP is kept strictly confidential.

If personal problems are affecting your work performance, you may be referred to the SAP by a supervisor and/or Director. This action would be taken because the ASI is committed to helping you resolve problems that interfere with your job performance. The ASI is committed to providing alternatives to disciplinary action and termination. It is hoped that if you are referred, you will cooperate fully with the course of action so that your work performance is improved and your employment with the ASI continues.

Students may obtain additional information regarding the Student Assistance Program by contacting the Student Health Center at (562) 985-4771.

Smoking Regulation

Tobacco smoke is a major contributor to indoor pollution and a significant health hazard. Therefore, in accordance with Section 19262 of the Government Code, smoking is prohibited in the working environment of the Associated Students, Incorporated offices and facilities, except those specifically designated as smoking areas.

Occupational Safety and Health

The Associated Students, Incorporated complies with the California Division of Occupational Safety and Health, whose purpose is to assure safe and healthy work conditions.

Injury and Illness Prevention Program

The ASI considers accident prevention to be primary importance in all phases of its operations and administration. It is the intention of the ASI to provide safe and healthy working conditions and to establish and insist upon safe practices at all times by all employees.

The prevention of accidents is an objective affecting all levels of the organization and its activities. It is, therefore, a basic requirement that each supervisor make the safety of employees an integral part of his or her regular management function. It is equally the duty of each employee to accept and follow established safety regulations and procedures.

You are expected to assist management in accident prevention activities. Unsafe conditions must be reported. Fellow employees that need help should be assisted. Everyone is responsible for the housekeeping duties that pertain to their jobs.

Any injury that occurs on the job, even a slight cut or strain, must be reported to your supervisor as soon as possible. In no circumstance, except an emergency, should an employee leave a shift without reporting an injury that occurred.

The Injury and Illness Prevention Program outlines the company's policies and procedures to maintain a safe and healthy work environment for all employees. Responsibility for

implementing the Injury and Illness Prevention Program is given to the Human Resources Manager. The Human Resources Manager will coordinate all efforts and oversee the enforcement of all corporate safety rules and practices. For a complete description of the program, consult the ASI Employee Safety Manual.

General Safety Rules

Safety rules are established for the well being of all employees. Each department and work unit has specific rules in addition to these General Safety Rules:

1. Maintain a safe working environment for you and your co-workers. If you have any doubts about the safe way to perform a task, ask your supervisor.
2. Always report unsafe working conditions to your supervisor. Employees are not expected under any circumstances to take unnecessary chances or to work under hazardous conditions without adequate safeguards. All employees have the right to report unsafe working conditions to their supervisor without fear of reprisal.
3. Walk, do not run. Use the handrail while ascending or descending stairs. Prevent slips and falls. Watch for spills or loose objects on the floor. Clean up spills immediately or report them to the Custodial department (Ext. 55203).
4. Wear proper clothing, including footwear, for your specific job. Know the specific requirements of your department and ensure that you are in adherence.
5. Lift properly. Keep your back straight. Do not twist when carrying or lifting a load. Do not attempt to lift heavy or unwieldy objects by yourself; get help.
6. Report any accident involving a personal injury on the job, no matter how serious, to your supervisor immediately.

First Aid Kits

Each work area should be equipped with a first aid kit and individuals in the area should be familiar with the items contained in that kit. It is the responsibility of each department supervisor to see that the first aid kits are well stocked and in strategic locations. The ASI Human Resources Office is available to assist in the locating and/or stocking of kits.

Emergency Procedures

The University has a detailed emergency plan that will be put into operation as needed. This program is coordinated through the campus Public Safety Department and covers such situations as earthquake, bomb threat, riot, fire, etc. Emergency situations that require the evacuation of the buildings should be reported directly to the Public Safety Department, extension 54101.

In addition, the University Student Union has established the following basic procedures for emergencies occurring within the building:

Fire

1. Immediately call Public Safety (call 911) and give fire location, your name and extension.
2. Contact the USU Administration Office (57871) to commence building evacuation procedures.
3. If you are not sure you can put out the flames with a fire extinguisher, leave the building immediately.
4. If you have been trained in proper methods and you are sure the fire can be put out with an extinguisher, use the fire extinguisher to put out the flames.

Bomb Threat

Immediately call the USU Administration Office (57871); state your name, location, and extension number. Repeat exactly what was said. Keep your phone line clear. Remain calm. Do not panic nor cause panic among others.

Earthquake

Move away from all areas with glass. Stand under a doorway or climb under a firm object (table, desk, etc.). Remain calm. Once shaking has stopped, begin emergency evacuation procedures.

Department of Public Safety

In addition to emergency services the campus Public Safety Department performs general security functions on campus. This includes primary law enforcement, traffic control, and investigation of criminal offenses committed within the jurisdiction of the department. On a twenty-four hour a day basis, the Public Safety Department will provide assistance in starting vehicles and will provide escort services in the evening hours to accompany an individual to class or to a car.

In Case of an Accident

- Obtain proper medical treatment for the injured. Call 911 for critical injuries or illnesses. Otherwise, offer to obtain first aid. DO NOT administer first aid yourself unless you have been trained and certified in how to do so. CPR SHOULD ONLY BE PERFORMED BY TRAINED RESCUERS.
- Notify your supervisor immediately. In the absence of your supervisor, contact the Human Resources Manager at extension 58875.
- Secure the scene of the accident, both to prevent further injuries and to aid in investigation.
- Assist your supervisor or the Human Resources Manager in completing the "Supervisor's Report of Accident" or "Report of Bodily Injury/Property Damage".

Accidents Involving Employees

In the event of an accident or illness, the first concern should be for the well being of the injured employee. Notify emergency response teams (call 911) if that appears necessary. If medical (but not emergency treatment) is needed, the employee should be referred to Memorial Occupational Medical Services, Long Beach Memorial Medical Center, or the employee's personal physician (refer to the section on "Workers' Compensation Insurance). Decisions to seek medical treatment should rest ultimately with the injured.

If an employee requires medical treatment, the employee must be given a completed Medical Service Order Form. Contact your supervisor or the ASI Human Resources Office (extension 58875). This form is to be taken to the medical treatment facility with the employee.

The Supervisor's Accident Report is to be completed by the supervisor of the injured employee as soon as possible after the injury. Accident reports are to be completed fully, giving specific attention to the section on the prevention of accidents. Assist your supervisor in completing this report.

In the event of a serious injury and any time that emergency personnel are called to the scene of an accident, the Human Resources Manager (58875) must be notified immediately.

Accidents Involving Customers

Accidents involving customers or guests of the ASI occurring on ASI-owned or leased premises should be handled in a manner consistent with accidents involving employees. In the event of such an accident, the first concern should be for the well being of the injured party. Notify emergency response teams (911) if that appears necessary. If medical (but not emergency) treatment is needed, trained ASI staff may offer first aid treatment. Decisions to accept first aid treatment, however, should rest ultimately with the injured.

The "Report of Bodily Injury or Property Damage" form, available from the ASI Administration Office, is to be filed for all occurrences causing injury and/or property damage to customers or guests. This report is to be completed by the supervisor of the area in which the accident occurred, NOT the injured party.

If a member of the public inquires about the procedures for filing a claim against the ASI for injury or property damage, refer them to the ASI Administration Office at (562) 985-4994. Do not attempt to negotiate or make promises to the injured party.

CONCLUSION

This handbook outlines policies concerning employment. It will be reviewed from time to time by management and is subject to revision as policy changes occur. You are encouraged to discuss any matter concerning your job with your supervisor or manager and to make suggestions for changes at any time.

Working for the Associated Students, Incorporated is an opportunity for an interesting, enjoyable, and profitable career. Many of our current full-time staff began their careers as student employees. Still others have taken the experience gained from ASI employment and applied it toward achieving leadership positions in business, government, and higher education. It is up to you to make the most of this opportunity.