



# **BINGHAMTON AUXILIARY SERVICES CORPORATION EMPLOYEE HANDBOOK**

Version 2  
Sept. 1, 2023

## Table of Contents

About the Lane - Starke Tennis Center

About the Handbook

Section 1: INTRODUCTORY POLICIES..... 6

Equal Employment Opportunity Practice

Statement of At-Will Employment Status

Alcohol, Other Drugs, and Tobacco Policies

Our Philosophy on Customer Service

Dealing with Displeased Customers

Section 2: RECRUITMENT AND EMPLOYMENT PRACTICES ..... 8

Job Openings

Hiring Procedures

Employment Eligibility

Personnel File

Disclosure of Employee Information (FOIL)

Workers Compensation, Accidents and Accommodation

References

Personal Data Changes

Section 3: JOB DUTIES AND CLASSIFICATIONS..... 10

Job Descriptions

Full-time, Benefited and Salaried Staff Employees

Identifying Exempt vs. Non-exempt Employees

Pay Transparency

Section 4: WORKING HOURS AND SCHEDULES ..... 11

Work schedules

Meal & Rest Periods

Breaks for Nursing Mothers

Time Keeping Requirements

Standard Work Week/Time and Attendance

Section 5: COMPENSATION GUIDELINES..... 12

- Your Paycheck
- Direct Deposit
- Overtime
- Holiday Pay
- Sick Pay
- Leaves of Absence
- Jury Duty

Section 6: EMPLOYEE DEVELOPMENT..... 14

- Staff Training Guidelines
- Seminars, Lectures, Training Programs
- USTA Safe Play / Child Protection
- American Red Cross CPR/AED/FA Certification
- Annual Compliance Training
- Professional Development

Section 7: PERFORMANCE EVALUATIONS..... 16

- Performance Evaluations
- Progressive Corrective Action Policy

Section 8: TERMINATIONS AND REDUCTIONS IN WORKFORCE ..... 16

- Layoffs and Reductions in Workforce
- Job Abandonment
- Resignations

Section 9: WORKPLACE CONSIDERATIONS .....17

- Preventing Harassment in the Workplace
- Resolving Allegations of Discrimination, Harassment, Retaliation
- Prohibition Against Retaliation
- Drug Free Workplace Policy

- Conflicts of Interest
- Non-Compete Clause
- Nepotism
- Gifts
- Solicitation and Distribution
- Raising Concerns & Reporting Violations
- Zero Tolerance for Retaliation
- Proper Reporting
- Workplace Safety
- Workplace Violence
- Section 10: SAFETY AND SECURITY .....22
  - Information Security
  - Data Security Guidelines
  - Special Considerations Related to the Internet
  - Electronic Communications
  - Property
  - Keys
  - Photo Identification
  - Social Media Policy
  - Emergency Communications
  - Emergency Chain of Contact
  - Communicating with the Media
  - Accident/Incident Forms
  - Accident/Incident Reporting Guidelines/Instructions
- Section 11: STANDARDS OF CONDUCT.....30
  - Personal Standards
  - Customer Service Expectations
  - Reporting Absence or Tardiness
  - Attendance and Punctuality

Conduct Code, Behavioral Standards and Prohibited Conduct

Corrective Action

Ethics

Section 12: ADDITIONAL EMPLOYEE INFORMATION.....33

Lost and Found Protocol

Facility Related Damage

Locker Issues

Telephone Use / Personal Cell Phone Use

Employee Perks

Section 13: ACKNOWLEDGEMENT OF RECEIPT.....34

**APPENDIX**

- Organizational Chart

- Contact Information

- Research Foundation Employee Manual can be found here:

<https://www.rfsuny.org/media/rfsuny/documents/hr/Employee-Handbook.pdf>

- Confidentiality Agreement

- Accident/Incident Form

*Employee Handbook Updated 9/1/2023 by DE*

*Binghamton University Lane - Starke Tennis Center \* BASC Mill Street, LLC \* Updated 9/1/2023*

## About the Binghamton University Lane - Starke Tennis Center

Home of the Binghamton University Bearcats Men's and Women's Division I Varsity Tennis teams, the Lane - Starke Tennis Center (LSTC), formerly known as the Binghamton Tennis Center (BTC) provides the campus and community a spacious, clean and well-designed facility for high performance junior tennis training, dynamic adult tennis programming, and recreational play in addition to supporting our competitive varsity collegiate teams.

### History of the Club:

The Binghamton Tennis Center and surrounding hilltop area has a tennis history steeped in tradition. The Highland Racquet and Riding Club was founded in 1966, located on the Hotchkiss mansion property adjacent to the current facility. The original "Masters" tennis tournament was held here for four years and included such greats as Rod Laver, Pancho Gonzales, and Billie Jean King.

In 1970, two outdoor courts and a pool were added, and the Mill Street Racquet and Riding Club was founded. Two additional indoor courts were added in 1974, as well as a lounge and locker rooms. In 1976, the facility then became part of Broome Racquet Club, a corporation that consisted of three separate tennis facilities. Its name changed to Broome Racquet East.

In 1983, the Binghamton Tennis Center achieved independence from the Broome Racquet Club. Our ownership and management continued to serve the local tennis community.

In May 2022, the Binghamton Tennis Center was purchased by Binghamton University and is managed by Binghamton Auxiliary Services Corporation (BASC Mill Street, LLC).

### About the Handbook

The purpose of this Employee Handbook (Handbook) is to inform you about the policies, responsibilities, procedures, guidelines, benefits and work rules that apply to you as an employee of Binghamton Auxiliary Services Corporation, Mill Street LLC at the Lane - Starke Tennis Center (LSTC).

We believe employees are the key to our long-term success and understand the importance of a positive working environment. A positive environment is accomplished by maintaining, communicating and adhering to the organizational policies. The policies create a positive, productive and meaningful work environment, where teamwork is the norm and pride is evident. The policies also enhance our culture of compliance. They ensure that our day-to-day actions and behaviors are consistent with the mission and goals of the Binghamton Auxiliary Service Corporation and Binghamton University.

This Handbook applies to all classifications of employees of LSTC whether the employee is full time, part time, salaried or hourly, exempt or non-exempt.

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

Do not consider this handbook your only source of information about the LSTC and your job. In fact, we want you to make every effort to learn as much as possible about the policies, procedures and objectives applicable to your job and function through your manager and fellow employees.

## **Section 1: INTRODUCTORY POLICIES**

### Equal Employment Opportunity Practice

LSTC is an equal employment opportunity employer and prohibits discrimination based on race, color, religion, creed, sex, sexual orientation, gender identity or expression, age (over 18), national origin or ancestry, citizenship, disability, military or veteran status, marital status, familial status, domestic violence victim status, predisposing genetic characteristics/genetic information, an employee's or dependent's reproductive health decision making, as well as any other trait protected by applicable federal, state, or local laws.

The LSTC will not tolerate unlawful discrimination in any employment practices, including, but not limited to, advertising, recruitment, hiring, promotion, demotion, transfer, compensation, training, discipline, and layoffs or separation from employment. Any employee who engages in discriminatory conduct will be subject to disciplinary action, up to and including termination of employment. Employees must report any discriminatory behavior immediately.

The LSTC is committed to a diverse and inclusive workplace, where each person is valued for his or her unique experiences, abilities, and viewpoints.

To assure equal employment opportunities to qualified individuals with disabilities, the LSTC will provide reasonable accommodations to such individuals where needed during the application/hiring process or to perform the essential functions of their positions, except where doing so would pose an undue hardship. If you believe that you need a reasonable accommodation during the application/hiring process or to perform the essential functions of your position, please notify your supervisor.

In addition to the other forms of unlawful discrimination, the LSTC will not discriminate or take any retaliatory personnel action against an employee based upon an employee's or dependent's reproductive health decision making.

An employee should bring any concerns relating to these policies to their Human Resources office. An employee may also bring a civil action in any court of competent jurisdiction and seek remedies including monetary damages such as back pay, benefits, liquidated damages, and reasonable attorneys' fees, as well as injunctive relief and/or reinstatement. An employee may be entitled to a separate award of civil penalties if an employer retaliates against the employee by discharging, suspending, demoting, or otherwise penalizing an employee for: (a) making or threatening to make, a complaint to an employer, co-worker, or public body, that rights under this law have been violated; (b) causing to be instituted any proceeding under or related to this law; or (c) providing information to, or testifying before, any public body conducting an investigation, hearing, or inquiry into a violation of a law, rule or regulation.

### Statement of At-Will Employment Status

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

### Alcohol, Other Drugs, and Tobacco Policies

Binghamton University is a tobacco and smoke free campus. The use of tobacco and any smoking products is prohibited on all University property - including the Lane - Starke Tennis Center. This policy applies to the entire University community and is applicable 24 hours a day, seven days a week. The unauthorized use of tobacco products, alcohol or other drugs is expressly prohibited on LSTC property.

### Our Philosophy on Customer Service

The Lane - Starke Tennis Center emphasizes superior service to those we serve. LSTC employees have one of the most important parts to play in that emphasis. You have the most consistent and prolonged contact with our customers. You can make the difference in how positively LSTC is viewed. As an employee, your most important responsibility is giving excellent service to the customer. You have more power to create either good or bad will than any other person. No matter how pleased a customer may be with the service, program or facility, you provide the customer's lasting impression. LSTC's reputation is in your hands. Your role as a LSTC employee is a demanding one, and you are vitally important. Your job calls for a special combination of skills and traits; you must be sincere and friendly, use sound judgment, employ unflinching tact, work with strict accuracy and be endowed with patience and honesty. Finally, you must have the ability to work rapidly, positively and effectively under pressure and scrutiny.

### Dealing with Displeased Customers

There are two ways to react to a customer who is displeased: defensively or helpfully. And, there's a world of difference in the results. You may receive criticism when you really aren't at fault. But it only does harm to get defensive and explain that you are not the person to blame. It wastes time and makes the customer even more upset. Never take complaints personally – and don't make excuses. Instead concentrate on being helpful to resolve the issue. Listen, be sympathetic, and do what you can to solve the problem. If it's something that you can't resolve, get a supervisor to assist the customer. People really appreciate the person who understands their complaint and goes the extra mile for them. An upset person doesn't really care whether you're at fault or not. What he or she really cares about is to be heard and finding resolution to the problem. Just be helpful, and always give the customer the attention you would expect if the roles were reversed.



## **Section 2: RECRUITMENT AND EMPLOYMENT PRACTICES**

### Job Openings

Full-time, salaried position openings are generally posted for a minimum of five working days on the Binghamton University Research Foundation HR website. Notices to other organizations and advertising in other places shall be determined jointly by the hiring authority and BASC leadership. All posted positions are filled on a competitive basis. Employees must meet the specified minimum qualifications and apply in writing in accordance with the position announcement to be considered for a position. Hourly positions filled through promotions, or within the same job family and within the specific unit, do not require posting but may be posted at the discretion of the Executive Director.

### Hiring Procedure for Full-time, Salaried and Benefitted positions:

The BASC leadership shall appoint a search committee to interview and make recommendations for all management positions. Offers of employment for salaried, benefited positions must be approved by BASC leadership and RF Human Resources before an offer commitment can be made. Appointment letters will be prepared by RF Human Resources and must be approved by the Executive Director of Auxiliary Services or his/her designee. The complete hiring procedure can be found in the RF Employee Manual.

### Hiring Procedure for Part-time, Hourly positions:

Non-management positions require approval for recruitment by the hiring supervisor and the next higher level of supervision. Offers of employment for hourly positions must be approved by BASC leadership before an offer commitment can be made.

### Employment Eligibility

The LSTC complies with the Immigration Reform and Control Act of 1986, as amended, and other federal laws that require employers to verify that all employees are authorized to work in the United States, regardless of citizenship status. All new employees are required to complete an Employment Eligibility Verification form (Form I-9) and produce documents establishing identity and authorization to work at the time of hire.

### Personnel File

Each employee will have an official personnel file which is a permanent and confidential file. Depending on your employee classification, the file will be maintained by the RF Human Resources office or the BASC and is their property. Upon request, current and former employees are generally permitted access to the information in their personnel file. A staff member in the Human Resources office will accompany you should you wish to review your file.

We want you to be aware that certain sensitive information may be withheld from inspection, except where such restrictions are prohibited by law. This sensitive information includes, but is not limited to, third-party references, confidential management documents or plans and information on security or criminal investigations.

In addition, any protected information, e.g., an information subpoena, about an employee that is maintained in any format may also be held in strict confidence, unless there is a legitimate business need or legal reason to provide it to another person or organization.

## Disclosure of Employee Information under Freedom of Information Law

The Research Foundation complies with New York's Freedom of Information Law (FOIL) and provides, upon request, records within its possession.

While the organization is very sensitive to the disclosure of personal information, the organization may be required to provide certain employment-related documents. For example, FOIL may compel disclosure of basic employee information, such as name, title, work address, and salary.

There are certain exceptions to the FOIL disclosure requirement, and the organization will apply those exceptions where appropriate. Additionally, certain types of information (e.g., social security number, home address) are not subject to disclosure unless otherwise required by law.

Please note that personnel information may also be subject to disclosure in other circumstances (e.g., to law enforcement or governmental entities, during an administrative proceeding, or in litigation).

Employees can visit the [RF Website](#) or contact the Records Access Officer at [FOIL@rfsuny.org](mailto:FOIL@rfsuny.org) for more information regarding FOIL.

## Workers Compensation, Accidents, Accommodations:

Employee's Role:

1. Get first aid or other treatment.
2. Notify your supervisor as soon as possible regarding your injury.
3. Inform the medical provider that you believe injuries are work-related.
4. Complete the accident report (s). Delays in reporting may adversely affect your claim.
5. If you are unable to report for work due to the accident, be sure to notify your supervisor and Human Resources that your absence is the result of your occupational injury.
6. Return to work as soon as you are able, with proper authorization from Human Resources. You will be required to provide a note from your physician authorizing your return. Any return to work with restrictions will require permission from both Human Resources and your supervisor prior to your return.
7. Many Walk -In Centers and Primary Care facilities will not provide medical documentation or follow up care with a Workers' Compensation injury and will refer you to another facility. To avoid delays in your Workers' Compensation case, it is suggested that you go to one of the two local facilities that handle Workers' Compensation injuries for treatment. UHS Occupational Medicine Lourdes Occupational Health 33 Mitchell Avenue 320 N Jensen Rd Summit Building Suite #11 Binghamton, NY 13903 Vestal, NY 13850 607-762-2333 (p) 607-762-3320 (f) 607-251-2170 (p) 607-251-2012 (f). Prescription Information Prescriptions should be filled without a copay by pharmacies by contacting CVS Caremark (866-493-1640)

## References

All requests from prospective employers for references should be directed to the appropriate Human Resource office. Generally, offices will respond to reference requests by providing dates of employment and positions held. References given by employees are considered personal and not on behalf of the LSTC. If a LSTC employee provides a written reference, it cannot be on LSTC letterhead.

## Personal Data Changes

Any changes in your name, address, telephone number, emergency contact, marital status, number of withholding exemptions, direct deposit information, beneficiaries, or other pertinent information should be reported to Human Resources as soon as possible so your records can be promptly and accurately updated.

## **SECTION 3: JOB DUTIES AND CLASSIFICATIONS**

### Job Descriptions

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

### Full-time, Benefited, Salaried Employees

Certain positions and/or classifications are identified as "regular benefited" status. Regular benefited employees are generally scheduled to work up to eight hours per day, or forty hours per week. However, this status does not guarantee any employee a minimum number of hours of work per day or per week and work shifts are scheduled according to business needs. Regular benefited, salaried employees qualify for a robust benefit plan which is referenced in the Research Foundation Employee Handbook. All employment with LSTC is at-will.

### Identifying Exempt VS. Non-exempt Employees

Non-exempt employees are generally scheduled to work eight hours per day for five (5) days per week and receive overtime for all hours worked in excess of eight (8) hours per day or forty (40) hours per week and are required to observe meal and rest periods. Exempt employees typically include executive, managerial, and certain professional/administrative staff, and are exempt from the New York and Federal overtime requirements, and from mandated meal and rest periods.

### Pay Transparency

Employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, (c) consistent with the LSTC's legal duty to furnish information, or (d) as otherwise required by law.

The LSTC may not ask an applicant about his/her salary history information, including compensation or benefits, nor will the LSTC rely on an applicant's salary history information as a factor in determining whether to interview or offer employment or in determining what salary to offer. Additional protections under local laws may also apply.

## **SECTION 4: WORKING HOURS AND SCHEDULES**

### Work Schedules

The LSTC will maintain hours of operation consistent with the change of seasons and variety of programs, services and instruction offered at the club. Hours will be set in periods of time in advance. Operational work hours are determined by the requirements of the club. Supervisors will assign the individual work schedule according to business needs. Employees are expected to report to work on time as scheduled and ready to perform their work. LSTC reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, alter or change work schedules, or assign additional job responsibilities. All employment with LSTC is at-will and there is no guarantee that non-exempt employees will receive a minimum number of hours of work per day or per week. Employees who are not on the clock may not wear their uniform in the unit.

### Meal and Rest Periods

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

### Breaks for Nursing Mothers

In accordance with Section 206-c of the New York State Labor Law, employees who are nursing are eligible for at least 20 minutes of break time every 3 hours for up to 3 years after the birth of a child to express breast milk. You may use scheduled meal or rest breaks, accrued leave time or work before or after your work shift to make up this time. Employees must give notice of intent to use this benefit, preferably before returning after a birth. Reasonable efforts will be made in order to provide the employee with a location, in close proximity to their work area, to express milk in privacy.

### Timekeeping Requirements

Employees are required to report accurate working hours for each pay period they work. All supervisors are responsible for accurate timekeeping records. End of pay period approval and sign offs are due to next line supervisors according to the deadlines outlined on the Payroll Calendar. All overtime work must be approved in advance by a supervisor. Unauthorized overtime is against LSTC's policies. Employees who work unauthorized overtime are subject to disciplinary action up to and including termination.

Employees are not permitted to perform work while off the clock. Working off the clock is against LSTC's policies. Both employees who may feel compelled to work off the clock, and their supervisors, are subject to corrective action up to and including termination.

Hourly employees are required to utilize the Club Automation timekeeping system. When dressed in your staff shirt and prepared to commence work, employees must clock in at the beginning of their scheduled

shift, clock out and back in from meal break, and clock out at the end of their shift. If you make a mistake on the time clock, please notify your supervisor immediately so the record can be corrected. Errors should only be corrected for the current payroll period. Therefore, please check with your supervisor if you suspect an error has occurred that needs to be corrected. Your supervisor will show you how to clock in and out for work in your particular area.

Salaried employees must accurately complete time reporting documents. If you are an exempt employee, you will complete an exception report for each calendar month. Rather than recording each hour worked, daily exceptions to time worked are recorded on this report.

Employees who inaccurately report their time or falsify their time records are subject to disciplinary action up to and including termination of employment.

#### Standard Workweek/Time and Attendance

For exempt employees, the workweek period extends from Saturday at 12:00 a.m. to Friday at 11:59 p.m. Within this work week period, with either a 37.5-hour or a 40-hour standard workweek as the basis for full-time employment (1 full time equivalent [FTE]).

Your supervisor will inform you of the hours for your standard workweek and will notify you of any changes in the standard workweek. Your supervisor will also establish and inform you of the hours you will work each day. It is important for the normal conduct of business that you work as scheduled.

### **SECTION 5: COMPENSATION GUIDELINES**

#### Your Paycheck

The pay cycle is biweekly, meaning every two weeks, or 26 pay periods per year. We make every effort to ensure our employees are paid correctly. Occasionally, however, inadvertent mistakes can happen. When mistakes do happen and are called to our attention, we will promptly make any correction that is necessary. Please review your pay stub each pay day to make sure it is correct. If you believe a mistake has occurred or if you have a question, please contact your supervisor.

Your salary may be reduced for certain types of deductions, such as: your portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or voluntary contributions to a 401(k) or pension plan.

### Direct Deposit

Employees should have all or a portion of their net pay directly deposited into a financial institution account. For additional information or assistance, contact the appropriate Human Resource office.

### Overtime

Non-exempt employees may be eligible for overtime pay in accordance with applicable law and are required to complete a timesheet each pay period, accurately recording the hours worked each day during that period. Overtime must be arranged with your supervisor in advance. Employees who work unauthorized overtime may be subject to corrective action up to and including separation of employment.

### Holiday Pay

Holiday pay is paid at the employee's regular rate of pay.

### Sick Pay

Sick leave is accrued at a specific rate based on the number of hours worked. Sick pay is paid at the employee's regular rate of pay. Sick time will not count toward hours worked to determine overtime eligibility in the week the sick time was taken.

If an illness exceeds three consecutive workdays, written notice from a physician as medical evidence of your illness and/or medical certification of your fitness to return to work may be required before returning to work. In cases where sick leave has been misused, corrective action will be taken.

### Leave of Absence for Service in the Uniformed Services

Employees in the Armed Forces, National Guard, and military reserves will be provided with leave to fulfill their military obligations, including active duty, participation in drills and other equivalent training, reserve training, instruction, annual full time training duty, active duty for training or other annual training. You may choose to use accrued vacation, holiday or personal leave credit or be put on leave without pay for the period of your military duty. You may be entitled to re-employment rights and retention of full seniority benefits for all prior service upon re-employment in accordance with state and federal law.

Temporary employees may not be eligible for reinstatement following military leave, and reinstatement may not be required for other employees in some circumstances. As with other leaves of absence, failure to return to work or to reapply within applicable time limits may result in separation of employment. Spouses of members of the armed forces who have been deployed during a period of military conflict are allowed ten (10) days unpaid leave when that employee's spouse is on leave from the armed forces.

For additional information, on leave for service in the Uniformed Services please contact your Human Resources office.

### Additional Types of Leaves of Absence for Full-time, Salaried and Benefited Employees

Employees may request additional information on types of leaves by contacting your Human Resources office.

## Jury Duty

If you are called to jury duty, you will receive the necessary time off with full pay to fulfill this civic obligation. You should request jury duty leave from your supervisor in advance and provide him or her with the necessary documentation (jury duty voucher).

## **SECTION 6: EMPLOYEE DEVELOPMENT**

### Staff Training Guidelines

Training of staff will be facilitated by area supervisors on a regular and on-going basis, or as needed. Staff training sessions are mandatory. Every effort will be made to conduct training at mutually convenient times.

All staff will be trained to handle emergency procedures including fire, bomb threat, power outage, as well as medical emergencies. Training includes notification of the proper emergency responder, LSTC/BASC personnel, and completion of incident/accident reports. Supervisors may identify the need to organize staff in-service training sessions throughout the year. Participation in in-service training is encouraged as a part of continued staff training, in specialized areas.

### Seminars, Lectures, Training Programs

It is often desirable for employees to attend training programs, seminars, conferences, lectures, meetings or other outside activities for the benefit of the LSTC and/or the individual employee. Attendance at such activities may be required by LSTC or requested by individual employees, and may be paid by LSTC. However, attendance will not be considered an officially authorized activity unless prior written approval from the respective supervisor has been provided. To obtain written approval, employees wishing to attend an activity must submit a written request to their supervisor detailing all relevant information, including date, hours, location, cost, expenses, nature, purpose and justification for attendance. Where attendance is authorized by the LSTC, customary and reasonable expenses may be reimbursed upon submission of proper receipts. Customary and reasonable expenses generally may include registration fees, materials, meals, transportation and parking. Reimbursement opportunities regarding these expenses should be discussed with your supervisor in advance of attendance.

### USTA Safe Play /NYS Child Protection

The safety and security of all LSTC participants, especially minors, is of the utmost importance to our operations. All employees who will be, or are anticipated to be, in contact with minors are required to complete the USTA Safe Play training or the NYS Child Protection Training.

Safe Play is the USTA's comprehensive athlete safety program consisting of education, screening, reporting tools and policies for appropriate conduct in tennis. The USTA works with the U.S. Center for SafeSport and the United States Olympic & Paralympic Committee to develop Safe Play policies, procedures and educational resources to support the USTA Safe Play program.

Adults who have regular contact with or authority over a minor athlete in USTA programs, events, or tournaments must be in compliance with Safe Play. This includes background screens and education about preventing misconduct in sport.

The SafeSport training must be completed on an annual basis. The training is a four-part cycle that consists of the US Center for SafeSport's 90 minutes "Core Center for SafeSport Training" and 30-minute "Refresher 1", "Refresher 2" and "Refresher 3" courses. The Safe Play Policy acknowledgment and background screening are required every two years.

Non-instructional staff will participate in the NYS Child Protection Training.

#### American Red Cross CPR/AED/FA Certification

CPR/AED and First Aid certified staff are crucial to any organization. In case of an emergency, the availability of a CPR/AED/FA certified employee could make the difference between life and death for a participant or colleague.

All employees of the LSTC are required to be certified in Adult/Child CPR/AED and First Aid. Certification is valid for 2 years. Whenever possible, the LSTC will provide opportunities for staff to be certified on site.

#### Annual Compliance Training

The goal of compliance training is to assist in the organization's endeavors, fulfilling its responsibilities to participants in an ethics-based environment that is compliant with applicable laws, rules and regulations and in which the public trust is maintained.

The list below identifies the required training that employees MUST complete to comply with State law. Employees may be subject to additional training based on a specific type of work performed.

- Preventing discrimination and harassment
- Workplace Violence Prevention
- Preventing Sexual Harassment and Sexual Misconduct
- Right to Know/Contingency Plan
- Internal controls and PCI compliance (limited scope)
- Bloodborne Pathogen (to be covered in conjunction with other safety trainings)

#### Professional Development

The BASC and LSTC are committed to supporting and facilitating learning, growth and development for our staff. Whenever possible, we will encourage and engage staff in professional development offerings, wellness sessions, and technical training for various job duties. Our goal is to maintain our reputation of being the premiere tennis facility in the southern tier.



## **SECTION 7: PERFORMANCE EVALUATIONS**

### Performance Evaluations

Employees should receive formal annual performance evaluations and should be prepared to receive regular and on-going job performance feedback. Evaluations will be prepared any time warranted - to document both poor performance and outstanding performance. Supervisors will prepare evaluations and discuss the contents of those evaluations with the respective employee. The type of performance evaluations may vary depending upon length of service, job position, past performance, changes in job duties or performance issues.

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

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

### Progressive Corrective Action Policy

The LSTC will use progressive corrective action to address an employee's work performance issues and/or inappropriate behavior, including non-compliance with policies and procedures. The intent of progressive corrective action is to help employees correct their issue(s) to become successful, productive workers. Progressive corrective action provides managers and supervisors with a consistent and fair process for handling disciplinary issues.

## **SECTION 8: TERMINATIONS AND REDUCTIONS IN WORKFORCE**

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

### Layoff (Reduction in workforce)

Under some circumstances LSTC may need to restructure or reduce its workforce. If it becomes necessary to restructure our operations or reduce the number of employees, the LSTC will provide advance notice, if possible, to help minimize the impact on those affected. Generally, employees subject to layoff (which may be seasonal) will be informed of the nature of the layoff and the foreseeable duration of the layoff. In determining which employees will be subject to layoff, the LSTC will take into account among other things, operational requirements, the skill of each individual impacted, their respective productivity, ability and past work performance, and where feasible, the employee's length of service.

## Job Abandonment

Failure to report to work on any scheduled day or during any scheduled period is unacceptable, and unless later excused, will result in corrective action. An absence of 3 consecutive scheduled workdays or more constitutes job abandonment and is considered a voluntary resignation. All LSTC owned property, including, but not limited to keys, uniforms, identification badges, electronic devices, etc. must be returned immediately upon separation of employment.

## Resignations

The LSTC requests a written notice of resignation be provided to an employee's supervisor at least two weeks before their last day of work. The notice should state the last day the employee will be working and the reason for leaving. All LSTC owned property, keys, uniforms, identification badges, electronic devices, etc., must be returned on the last day of employment or sooner if requested by the LSTC.

## **SECTION 9: WORKPLACE CONSIDERATIONS**

### Preventing Harassment in the Workplace

The LSTC prohibits sexual harassment and harassment because of race, color, religion, creed, sexual orientation, gender identity or expression, age, national origin or ancestry, citizenship, disability, military or veteran status, marital status, familial status, domestic violence victim status, genetic characteristics/genetic information, an employee's or dependent's reproductive decision making, or any other trait protected by applicable federal, state, or local law. Any such harassment will not be tolerated.

Any employee who engages in harassing conduct will be subject to disciplinary action, up to and including termination of employment.

Sexual Harassment is defined as unwelcome conduct that is either of a sexual nature, or which is directed at an individual because of that individual's sex when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment, even if the complaining individual is not the intended target of Sexual Harassment.
- Such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to or rejecting of such conduct is used as the basis for employment decisions affecting an individual's employment.

A sexually harassing hostile work environment consists of words, signs, jokes, pranks, videos, photographs, intimidation, or physical violence which are of a sexual nature, or which are directed at an individual because of that individual's sex.

Sexual Harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory statements or images, or sexually discriminatory remarks made by someone which are offensive or

objectionable to the recipient, which cause the recipient discomfort or humiliation, or which interfere with the recipient's job performance.

Sexual Harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment or any other terms, conditions, or privileges of employment. This is called "quid pro quo" harassment.

Sexual Harassment can occur between any individuals, regardless of their sex or gender. This policy applies to employees, paid or unpaid interns, and non-employees, including independent contractors, and those employed by companies contracting to provide services in the workplace. Harassers can be a superior, a subordinate, a coworker, or anyone in the workplace including an independent contractor, contract worker, vendor, client, customer, or visitor.

Prohibited harassment on the basis of race, color, national origin, ancestry, religion, disability, marital status, age, sexual orientation, gender identity or expression, citizenship status, status as a victim of domestic violence, or any other protected basis, includes behavior similar to sexual harassment, such as:

- Verbal conduct such as threats, epithets, derogatory comments, or slurs;
- Visual conduct such as derogatory posters, photographs, cartoons, drawings, or gestures;
- Physical conduct such as assault, unwanted touching, or blocking normal movement; and
- Retaliation for reporting harassment or threatening to report harassment.

As a LSTC employee, you are required to avoid engaging in conduct that inappropriately interferes with your colleagues' work performance or that creates an intimidating, hostile, or offensive work environment.

#### Resolving Allegations of Discrimination, Harassment, and Retaliation

When a person believes that he or she has been the victim of discrimination or harassment or has observed discriminatory or harassing behavior, they should report their concerns to their appropriate Human Resource office.

The Binghamton University Sexual Harassment Prevention Policy includes procedures for reporting and investigating reports of sexual harassment in the workplace. Supervisors and managers who become aware of or observe any discriminatory, harassing, or retaliatory conduct must immediately report such conduct to Human Resources. Failure to do so may result in disciplinary action up to and including termination of employment.

#### Prohibition Against Retaliation

The LSTC prohibits retaliation against anyone for reporting violations or potential violations of policy or misconduct, utilizing the procedure for filing a complaint for participating in an investigation of discrimination, harassment, or other misconduct, or engaging in legally protected activities. To the extent possible, the confidentiality of complaints will be maintained.

Employees who make intentionally false reports of alleged discriminatory, harassing or retaliatory conduct, or other violations will be subject to disciplinary action. If you believe you have been subjected to retaliation, you must notify your Human Resource office, or Office of Compliance Services. Any

employee who retaliates against an individual who reports under this policy or participates in an investigation will be subject to disciplinary action, up to and including separation of employment.

The LSTC may use any level or combination of progressive corrective action steps, up to and including separation of employment, and may proceed directly to termination of employment under certain circumstances. All employees, including supervisors and managers, are subject to progressive disciplinary action.

#### Drug-Free Workplace Policy

The LSTC will maintain a drug-free workplace. In connection with the LSTC's drug-free workplace compliance efforts, please note the following requirements:

- The University's Drug-free workplace Policy can be found here: <https://www.binghamton.edu/operations/policies/policy-629.html>.
- Employees must, as a condition of employment, report any criminal conviction under a criminal drug statute for violations occurring on the LSTC premises or while conducting LSTC business. A report of a conviction must be made to the employee's supervisor within five days of the conviction.
- Within 30 days of the date the LSTC learns of any employee's conviction, it will discipline the employee, up to and including separation of employment. Any employee who is not terminated will be required to satisfactorily participate in and complete a drug abuse assistance or rehabilitation program.

The LSTC will make ongoing, good faith efforts to maintain a drug-free workplace by implementing the above requirements. If you have any questions or need additional assistance regarding our drug-free workplace compliance efforts, contact your supervisor or the appropriate Human Resources office.

#### Conflicts of Interest

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

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

#### Non-Compete Clause

Beginning immediately upon employment with the LSTC, employees agree not to engage, directly or indirectly, as an individual, partner, principal, agent, employee or independent contractor while employed in any activity that competes with, or is substantially similar to the tennis-related services offered by the LSTC. This includes, but is not limited to the provision of coaching, instruction, training, lessons, clinics,

tournaments, ladders and all tennis-related activities and services. The terms of this non-compete agreement are restricted to areas within, and extends 75 miles from the LSTC, including sites sponsored by and designated by the LSTC.

Employees acknowledge that LSTC operates the preeminent tennis facility in Broome County, New York and that the LSTC is allowing employees access to members and potential members, access to training/professional development and all other considerations for the purposes of providing tennis services including but not limited to tennis coaching, instruction, training, or any other services related to the sport of tennis. Rare exceptions must be approved in writing by the BASC Executive Director.

Employees acknowledge and agree that this non-compete restriction is necessary to protect the LSTC from irreparable harm to the legitimate business interests of the LSTC. Failure to comply will result in corrective action, up to and including termination and may result in legal action and/or financial consequences.

#### Nepotism

LSTC employees must not have any involvement in the hiring, termination, or supervision of a spouse, domestic partner, significant other, family member, dependent, member of household, or business partner. LSTC employees will show no favoritism or give special preference in assigning court times, referring clients, performing work for, or assigning work to those represented above. Failure to comply will result in corrective action, up to and including termination.

#### Gifts to Employees from Non-LSTC Sources

No LSTC employee or representative, shall, directly or indirectly:

- Solicit, accept, or receive any gift having more than a \$15 value, whether in the form of money, service, loan, travel, lodging, meals, refreshments, entertainment, discount, forbearance or promise, or in any other form, under circumstances in which it could reasonably be inferred that the gift was intended to influence him/her, or could reasonably be expected to influence him/her, in the performance of his/her duties or was intended as a reward for any of these actions on his/her part; or
- Permit the solicitation, acceptance, or receipt of any gift from any person doing business with or contemplating a business relationship with the LSTC to a third party including a charitable organization, on such employee's designation or recommendation or on his/her behalf, under circumstances where it is reasonable to infer that the gift was intended to influence him or her.

#### Solicitation and Distribution

The LSTC guidelines on solicitation and distribution are established in order to maintain an environment free from distracting solicitation. As such, employees are not permitted to engage in solicitation or to distribute literature during their work time or at any other time if such distribution or solicitation interferes with other employees' work activities.

The only exception is that the LSTC may, at the discretion of the Executive Director, authorize the solicitation of funds, goods, or services for charitable purposes.

You should be aware that persons not employed by the LSTC may not, without prior authorization, solicit, sell, or distribute merchandise, services, or literature in LSTC for any purpose at any time.

If you receive a request to post advertisements, distribute flyers/applications, or send anything to our membership base, please refer these requests to:

#### Raising Concerns and Reporting Violations

As LSTC employees and representatives, we have a responsibility to speak up if we believe someone may be engaged in improper conduct. Suspected violations of the law or our policies must be addressed as soon as possible—before significant consequences develop.

If you know of, or have good reason to suspect, an unlawful or unethical situation, a violation of policies or believe you are a victim of prohibited workplace conduct, do not conduct your own investigation. Instead, report the matter immediately to your supervisor or Human Resources.

#### Zero Tolerance for Retaliation

The LSTC will not tolerate the harassment or victimization of individuals who raise concerns or participate in investigations of potential violations of law or policies. If you think that you or someone else has been threatened, intimidated, excluded from participation, humiliated, or treated inequitably due to reporting a complaint, participation in an investigation or review, or otherwise, report the matter through one of the channels listed above.

#### Proper Reporting

Individuals are encouraged to report concerns regarding perceived misconduct. This does not mean you must be certain that a violation is taking place; you just have to believe based on what you have witnessed first-hand, that the information you are providing is accurate. It is a violation to knowingly make false accusations when reporting.

#### Workplace Safety

As an employee, you have access to the LSTC for work purposes. If you become involved in an accident on the job, report it immediately to your supervisor and complete the accident report form provided by your supervisor. This report is the basis for correcting any safety hazards, complying with insurance requirements, and protecting employees from future injury. Should you have concerns about the safety of your work environment, discuss your concerns with your supervisor.

#### Workplace Violence

The LSTC is committed to maintaining a workplace that is free from behavior that is considered harassing, abusive, disorderly, disruptive or violent.

Acts or threats of physical violence, including intimidation, physical harassment, and/or coercion, which involve or affect LSTC employees or that occur on LSTC property or in the conduct of LSTC business off LSTC premises, will not be tolerated.

This prohibition against threats and acts of harassment or violence applies to all persons involved in LSTC operations, including, but not limited to, employees and those acting on behalf of or working with LSTC

employees, including temporary employees and independent contractors, and anyone else on LSTC property or conducting LSTC business off property.

If a manager or supervisor receives information that an LSTC employee has engaged in a threat or violent action, he or she should notify the Executive Director of Auxiliary Services or the appropriate Human Resources office so the appropriate policies and procedures can be followed. If there is an immediate threat to the health and safety of any individual, please contact law enforcement.

Retaliatory action against anyone who has made a complaint of workplace violence, who has reported witnessing workplace violence, or who has been involved in reporting, investigating, or responding to workplace violence is a violation of the LSTC guidelines. Those individuals found responsible for retaliatory action will be subject to disciplinary action, up to and including separation of employment.

## **Section 10: SAFETY AND SECURITY**

### Information Security

To fulfill the mission of the LSTC, it is essential that authorized users have access to LSTC data and information technology resources to accomplish tasks related to their jobs. Authorized users must use resources and data in a responsible manner. If your job-related duties require access to Confidential Information, you must take extra precautions to protect the data, consistent with the requirements outlined in the Confidentiality Agreement.

Confidential information includes information regarding member profiles, financial transactions or any proprietary or license technology, any information that specifically identifies or describes an employee or an employee's protected health information; organizational information, which if disclosed or released, would potentially expose the LSTC to legal, financial, competitive, or other non-beneficial risks.

Due to the level of risk that unauthorized access to, or loss of data poses to the LSTC and BASC, users should take all reasonable precautions to mitigate the risk of such unauthorized access or loss. At a minimum, users must:

- Not share computer logon and password or personal information with anyone, including supervisors, immediate colleagues, or administrative support staff;
- Not sign on with their account to grant others access to privileged resources;
- Not use someone else's ID and/or password; and
- Change temporary passwords assigned by an administrator.

Employees must report suspected violation(s) of this policy to their supervisor/manager.

### Data Security Guidelines

The LSTC takes steps to ensure that sensitive information remains confidential yet is available when needed. All records, data, and information that are created in the course of business, including without limitation, e-mail, memoranda, spreadsheets, internet usage, and other documents or files, whether actual paper documents or in electronic form, are and remain the exclusive property of the LSTC.

The LSTC reserves the right to monitor the use, storage, and dissemination of such information, your work issued electronic mail, and an issued electronic device, such as your desktop computer, laptop, cellphone, etc., at any time and without advanced notice. Every employee has a professional and ethical responsibility to treat this information as confidential and to ensure such information is not improperly disclosed.

Except as required in the performance of your duties for the LSTC, you may not use or disclose any confidential information and must, when you leave the LSTC, return all copies (including electronic copies) of documents, notes, computer disks, flash drives, external hard drives, etc. which contain such confidential information.

This policy is not intended to infringe upon your right to engage in protected concerted activity under Section 7 of the National Labor Relations Act, and to discuss the terms and conditions of your employment.

#### Special Considerations Related to the Internet

Employees should exercise caution when disclosing documents, employee information, including personal health information, social security numbers and addresses, spreadsheets, data or other information over the Internet and be sure to take appropriate measures to secure and protect data.

Any libelous statements, infringement of copyrighted materials, unlawful harassment, misrepresentations or commitments made via Internet communication could expose you and the LSTC to liability.

Access to and use of the LSTC's network, computers, devices, internet, email, and other digital media and platform is for work purposes. Personal use of the internet should be minimized.

#### Electronic Communications

The LSTC provides computer and telephone equipment and related facilities for the purpose of conducting business. The LSTC reserves the right to review electronic communications and information stored in a computer or exchanged over LSTC provided systems, including without limitation e-mail, voice mail, and/or stored e-mail or voice mail messages, at the LSTC's discretion without prior notice. Use of LSTC provided systems shall be considered consent to monitoring.

Employees are expected to conduct their electronic communications in the same professional and respectful manner as all other internal or external communications. Employees may not use RF computer facilities to conduct illegal activities of any sort or in violation of LSTC's policies and procedures, including without limitation infringement of copyrighted materials or harassment.

If accessing the LSTC internal systems remotely, the same responsibilities and requirements apply as if you were working at the office and employees should take measures to ensure LSTC data is protected and secure. Employees who violate this policy may be subject to corrective action up to and including separation of employment.

#### Property

During your employment with the LSTC, you may be issued certain equipment to enhance your ability to perform your job. Such equipment may include, without limitation, a desktop or laptop computer, cell



phone, or other technical devices, security access device, telephone, ID cards, and other property (“equipment”). This equipment is owned by the LSTC. If your employment ends for any reason, you must return, in good condition and repair, all LSTC equipment in your possession on or prior to your separation date or as soon as practicable after your separation date. Damage or theft of LSTC-issued equipment may result in corrective action up to and including separation of employment.

#### Keys

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

#### Photo Identification

All employees shall be issued an Employee ID and should be able to produce said Employee ID when required. This identification is for the protection of the individual employee, as well as the organization, in matters of security and will be used to verify an employee’s authorization to perform their job duties. ID cards will also be used as part of the card access system which will allow for entrance to the facility.

#### Social Media Policy

This policy establishes a set of rules and guidelines for any activity and participation in “social media” by LSTC employees. These rules are intended to be adaptable to the changes in technology and norms of online communication and behavior and may be amended at any time, for any reason, without notice to users.

Nothing contained within this policy is intended to interfere with employee rights under the National Labor Relations Act, including but not limited to employees’ right to discuss the terms and/or conditions of their employment, or other laws protecting lawful job related activities, nor would it be interpreted or applied so as to interfere with employee rights to self-organize, form, join, or assist labor organizations, to bargain collectively through representatives of their choosing, or to engage in other concerted activities for the purpose of collective bargaining or other mutual aid or protection, or to refrain from engaging in such activities.

For purposes of this policy, the term “social media” applies to any web-based and mobile technologies, in use now or developed in the future, that enable individual or entities to disseminate or receive information, communicate, or otherwise interact, and includes, without limitation, email, texting, messaging, social networking, blogging, micro-blogging, bulletin boards, and so on, through providers such as Facebook, LinkedIn, Instagram, Twitter, SnapChat, YouTube, TikTok or others. The term “users” refers to employees.

#### Exercise Responsibility Online:

- You are personally responsible for any of your social media activity conducted with a LSTC/BASC or Binghamton University email address or on the website or page, and/or which can be traced back to a company domain, and/or which uses the company’s Information Systems and/or which expressly or implicitly identifies you as an employee of the company.
- If from your post in a blog or elsewhere in social media it is clear you are an employee, or if you mention the company, or it is reasonably clear you are referring to the company or a position

taken by the company, and also express a political opinion or an opinion regarding the company's positions or actions, the post must specifically note that the opinion expressed is your personal opinion and not the company's position. This is necessary to preserve the company's good will in the marketplace.

#### Follow Existing Policies and Terms of Use:

Observe and follow (i) existing company policy and agreements, such as our Employee Handbook and your Employment Agreement(s) with the Company, if applicable, (ii) the policies of the particular online/social networking venue, and (iii) applicable law. This means that you are prohibited from using social media to post or display comments about coworkers or supervisors or the company that are vulgar, obscene, threatening, intimidating, or a violation of the company's workplace policies against discrimination, harassment, or hostility on account of age, race, religion, sex, ethnicity, nationality, disability, or other protected class, status, or characteristic. Thus, the rules in the company's Employee Handbook, including its Electronic Communication Policy and anti-harassment and discrimination policies apply to employee behavior within social media and in public online spaces.

Most websites, including Facebook and others, have rules concerning the use and activity conducted on their sites. These are sometimes referred to as "Terms of Use." You must follow the established terms and conditions of use that have been established by the venue and not do anything that would violate those rules. Do not post any information or conduct any online activity that may violate applicable local, state, or federal laws or regulations. Any conduct which under the law is impermissible if expressed in any other form or forum is impermissible if expressed through social media.

#### Be Respectful and Mindful of Privacy and Confidentiality, And Think Before Posting:

- Before sharing a comment, post, picture, or video about or from a friend or colleague through any type of social media, it is a good practice to be courteous and first obtain his or her consent.
- It also is inappropriate to use or disclose the company's confidential or proprietary information in any form of social media. For purposes of this Policy, company confidential or proprietary information includes but is not limited to financial information, future business performance and business plans, business and brand strategies, information which is or relates to company trade secrets. All company rules regarding company confidential or proprietary information and personal information, including the company's written information security program, Confidential Information Policy and Non-Disclosure Agreement, apply in full to social media, such as blogs or social networking sites. For example, any information that cannot be disclosed through a conversation, a note, a letter, or an e-mail also cannot be disclosed in a blog. Sharing this type of information, even unintentionally, can potentially result in harm to the individual, harm to the company's business, and ultimately you and/or company being sued by an individual, other businesses, or the government.
- Before posting any online material, ensure that the material is not knowingly false; instead, try to be accurate and truthful. If you find that you have made a mistake, admit it, apologize, correct it and move on. You should never post anything that is maliciously false.
- Before posting a comment or responding to a blog, think before sending. If you are unsure about the effects of the post or other online action, reach out to your supervisor for some assistance, particularly when unsure about a response to another employee or a client.

#### Use Your True Identity:

- When participating in any social media, be completely transparent and disclose your true identity for your personal protection. Additionally, when commenting on or promoting any company product or service on any form of social media, you must clearly and conspicuously disclose your relationship with the company to the members and readers of that social media.

#### Manage Your Expectation of Privacy:

- Consistent with the company's Electronic Communications Policy, the company may access and monitor its Information Systems and obtain the communications within the systems, including email, Internet usage, and the like, with or without notice to users of the system, in the ordinary course of business when we deem it appropriate to do so. As such, when using such systems, you should have no expectation of privacy with regard to time, frequency, content or other aspect of your use, including the websites you visit and other Internet/Intranet activity. The reasons the company accesses and monitors these systems include but are not limited to maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; and complying with legal and regulatory requirements.

#### Interact On Your Time:

- The company respects the right of any employee to participate in social media, such as maintaining a blog or participating in online forums. However, to protect the company's interests and to oversee employees' focus on their job duties, employees must avoid excessive use of social media during working time. "Working time" includes the time during which employees are actually scheduled to work, but does not include scheduled rest periods, meal breaks and other specified times when employees are not working.

#### Identify Any Copyrighted or Borrowed Material with Citations and Links:

- When publishing any online material through social media that includes another's direct or paraphrased quotes, thoughts, ideas, photos, or videos, always use citations and link to the original material where applicable.

Should you have any questions about this policy, please see your supervisor or the Executive Director.

#### Emergency Communications

##### Emergency Chain of Contact

This plan outlines the actions and communications to take place at the following levels. All staff members involved in the emergency response must do the following:

- A. Communicate information promptly, accurately, and completely at each communication link.
- B. Keep a brief communication log outlining the date, time, contact, subject, action, responsibility, and phone number of each communication. It is important to relay/record only facts in your communication log. Avoid speculation or opinion in this written record.
- C. Restrict external communication about the emergency to those parties vital to the emergency response and refer any outside inquiries (i.e., media) to the Director. Please ensure that any

incident involving the emergency chain of contact is reported to the next in the chain of command ONLY. Informing those not involved in the emergency may negatively impact the proper flow of information to the afflicted parties. CAUTION- be wary of those who call “just to ask a few questions” and/or who identify themselves by name and not by agency.

- D. Finally, the family of any victim of an accident or incident has the right to know the situation before any information is released to the media and before the information can reach them in a distorted form through second-hand sources. That notification will be handled by the Executive Director.

#### All employees:

Generally, any employees are called to stabilize the situation and activate the emergency response plan.

- A. Attend to the wellbeing of the injured or ill persons. With the assistance of another staff member, notify/activate EMS, if necessary, immediately.
- B. Limit the possibilities for further injury to people or extensive property damage.
- C. Begin the documentation process- complete the online Accident/Incident Report.
- D. Notify an appropriate supervisor or next in command.

#### Supervisors:

Act as the emergency coordinator, facilitating local emergency response and gathering complete documentation regarding the incident if present. Notifies the Executive Director.

#### Executive Director:

The primary media spokesperson. Designates a representative to notify parents, guardians, or relatives, etc. Oversees an incident/accident investigation. *\*\* When in doubt as to whether a situation warrants this level of response, start the notification sequence, and get advice from the next in command.*

Please Note: Not all emergencies will require the full implementation of this plan. Implementation is appropriate when:

- A. *Adequate response to an emergency is beyond the resources of the LSTC staff.*
- B. *When the emergency involves death, serious injury, or serious potential for either.*
  - a. *When the emergency is life threatening (i.e., difficulty with breathing, chest pain, broken bone, etc....) or has the potential to be life threatening and/or serious injury.*
- C. *When the media is, or expected to be, involved in reporting the emergency.*

#### Communicating with the Media

The public's perception of LSTC/BASC/Binghamton University influenced by news coverage. Talking to the media is talking to the public. In the public's mind, news is often more believable or credible than advertising. Media coverage is an effective way to help inform people about the LSTC's aspirations and accomplishments, thereby fostering understanding and support for the organization. \*Note: The University newspaper, Pipe Dream, is considered a media outlet.

*What should you do if contacted by the media regarding LSTC programs or facilities?*

- When you are working, you are a representative of LSTC. Therefore, any comments should be reflective of the mission of the organization, not a personal opinion.
- Obtain the reporter's name and publication or broadcast station and his or her phone number. Ask: What is the story about? What is the information they are requesting? What is their deadline?
- An appropriate spokesperson from LSTC/BASC will return the reporter's message. Refer **ALL** requests to a supervisor. Call your supervisor immediately and make them aware of the request. If needed, call your supervisor at home or on their cell phone.
- Be positive and friendly.

### Accident/Incident Forms

The following information will provide guidelines and instructions regarding the Accident/ Incident Report Forms (see Appendix).fc

Reporting - General Guidelines

- Each form must be accurately and completely filled out by a staff member either during or immediately after an altercation/disturbance, damage, or injury.
- For all theft related issues, direct the victim to the front lobby desk, where the desk staff on duty will complete the necessary report.
- It is very important that the form is filled out with a thorough and factual account of the details regarding the injury/accident/incident. *Opinions regarding the accident/incident should not be included on this form* but may be submitted on a separate piece of paper when deemed necessary.
- Completed forms should be submitted immediately to your supervisor, The supervisor will then notify the Executive Director of the injury/accident/incident if significant, and they will then decide if the injury/accident/incident warrants notification of the Executive Director or other entities. **\*\*In the event of an injury or situation of a serious nature staff should notify their supervisor immediately. Examples of possible situations include:**
  - life threatening condition
  - significant injury (with or without ambulance transport)
  - large scale altercation/ fight
  - notification of police
  - substantial facility damage

Always err on the side of caution. If you are unsure whether an event is serious or not, make the call to your supervisor. If you cannot reach your supervisor, call the next in line supervisor. Continue calling professional staff until you *actually* speak to someone.

### Specific Instructions for Form Completion:

**Step 1:** Complete the box on top of the form by checking the "Program" & "Reason for Report" and filling out the date, time, and location of the accident/incident and your name and phone number.

**Step 2 - Person(s) Involved:** Record the name, BU ID#/B (if applicable), address, email, and phone number of person(s) involved. Indicate whether or not they were injured, and if so the nature of the injury.

**Step 3 – Witness (es):** Record the name and phone number of the witness (es) and their narrative account of the accident/incident.

**Step 4 – Injury:** If this form is being completed as the result of an injury:

- Record whether or not Ambulance was called, the time of the call, and the time of their arrival.
- Indicate whether or not the injured person requested ice and the time it was requested. Requesting ice is NOT considered acceptance of medical attention!!
- Regardless of whether or not ice is requested, if an ambulance was not called and/or the injured person refuses medical attention from the staff the injured person must provide their signature and the date in this section.
  - By signing and dating this section of the form the injured person is acknowledging that they have been advised to get medical attention and have refused, and that they take all responsibility for the injury and further injury that may occur as a result of this lack of medical attention or continued participation.

**Step 5 – Damage:** If this form is being filled out as a result of damage:

- Check what was damaged and give a description of damage and how it was identified.
- Record whether or not UPD (University Police)/Police were notified
- Indicate whether or not the damage resulted from actions of the “person(s) involved”, and if so, list which ones.
- Record replacement cost if known.

**Step 6 – Altercation/Disturbance:** If this form is being filled out as a result of an altercation/disturbance:

- Check the nature of the disturbance, and if “other” please list.
- Indicate whether or not UPD/Police was notified.
- Record a description of the incident, being sure to adhere to the “Reporting- General Guidelines” listed above.
- In the event of a theft, please be sure to indicate what was taken and from where – be as specific as possible (locker #, cubby, court #, etc.).

**Step 7 – Staff Narrative of Injury/Care Given/Damage/Altercation/Disturbance:**

- Complete staff narrative, being sure to adhere to the “Reporting- General Guidelines” listed above.

**Step 8 – For Office Use Only:**

- Manager/University Liaison will follow-up with those involved in an accident/incident via phone, e-mail, or letter within 1 week of the accident/incident and record all follow-up actions taken.

## SECTION 11: STANDARDS OF CONDUCT

### Personal Standards

Each employee is a representative of the LSTC. It is important for employees to use common sense in their dress and appearance and they are expected to present a positive and professional attitude at all times. Each employee must report to work properly groomed and wearing clothing appropriate to their position and job function. Clothing should be neat and clean. Avoid clothing that might create a safety hazard, is a distraction in the workplace, or is offensive to others. If an employee reports to work with inappropriate attire, supervisors may ask the employee to change into acceptable attire, and in that case an employee may be required to go back home, change clothes, and then return to work.

Each LSTC employee will be issued a staff shirt to be worn on shift, during special events or when representing LSTC at public events. Employees will have the opportunity to purchase additional branded items, if they wish to have more than one item. Professional employees and Front Desk Staff will also be issued a name tag. The expectation is that the name tag will be worn during work shifts. Employees are responsible for their own name tag after issuance.

### Customer Service Expectations

LSTC exists to provide exceptional service. All employees are expected to be polite, courteous, professional, prompt and attentive to every customer. Our customers are defined as students, faculty, staff, club members, vendors, visitors and the general public. When a situation arises where the employee does not feel comfortable or capable of handling any problems that may arise, the supervisor should be called immediately.

### Reporting Absences or Tardiness

Supervisors will provide instructions for reporting absences according to procedures established by the LSTC. If an employee is unexpectedly unable to report to work, or when an employee expects to be more than 15 minutes late, that employee must notify their supervisor. Such notice should be given as far in advance as possible so that the supervisor can obtain a replacement or reschedule the department's work. Employees also must inform their supervisor of the reason and expected duration of any absence.

In those rare cases when an employee is unable to reach their immediate supervisor, they should contact their second level supervisor. Unforeseen absences due to emergencies or other uncontrollable circumstances must be reported as soon as possible along with an estimate of when the employee expects to return to work.

In cases where more than a one-day absence occurs, an employee is required to provide a daily status to their supervisor. Planned absences must be arranged in advance and approved by your supervisor. All absences are subject to supervisory approval.

Instances of failure to call-in may be grounds for corrective action and can result in termination of employment. If an employee fails to report for work without any notification to the employee's supervisor for a period of three consecutive working days, the LSTC will consider that employee has resigned without notice as of the close of the business on the third day, pursuant to the job abandonment policy found on page 17.

## Attendance and Punctuality

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

## Conduct Code, Behavioral Standards and Prohibited Conduct

The Employee Behavioral Standards & Conduct Code has been established to:

- Provide a uniform system of disciplinary actions. This will allow for fair and consistent treatment for every employee.
- Allow management to track disciplinary actions taken with specific individuals. This will allow management to recognize trends with employees who may have a problem and assist or support that individual in making necessary changes or adjustments.
- Allows for documentation by management in the event that disciplinary measures lead to probation or termination of an employee.

The LSTC maintains a clear expectation that our employees will represent the LSTC/BASC/Binghamton University and themselves in a socially responsible manner both on and off the job. Employee actions at or away from the employment site may have an impact on their ability to perform their job within LSTC, especially if socially unacceptable behavior or actions affect the employee's ability to deal with the public trust. If, in the opinion of the supervisor and/or the Executive Director, the public actions including social media, of an employee have a negative effect on the delivery of LSTC programs and/or services, disciplinary action including termination, may be taken against the employee.

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

- Theft, dishonesty, including fraudulent or destructive use of LSTC/BASC/University property.
- Fraud in securing LSTC employment.
- Falsification of time records.
- Conviction of any felony under Federal or New York State Law.
- Unsatisfactory performance.
- Failure to cooperate with reasonable work schedule requests.
- Sleeping during work hours.
- Consuming drugs, alcohol or being intoxicated while wearing a LSTC uniform or being on premises.
- Excessive or unauthorized absences or tardiness.
- Unauthorized leaving of work areas prior to the end of the scheduled shift.



- Failure to return to work, on a timely basis, following breaks, lunch breaks, training classes and/or following a leave of absence.
- Not reporting to work after being released by a doctor following an approved leave of absence.
- Insubordination (failure to recognize or accept the authority of a manager or administrator).
- Fighting, intimidating, threatening other persons or provoking such action.
- Physical or mental unfitness for the position.
- Unsafe or hazardous work actions.
- Violation of LSTC/BASC/Binghamton University policies or procedures.
- Bearing of firearms or other weapons while on premises.
- Making threats or engaging in violent activities.
- Any action that affects the welfare of other employees or the service of the LSTC.
- Violation of the Non-Compete clause as outlined on page 19.

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

### Corrective Action

Corrective action may consist of verbal warning, written warning, suspension and/or immediate discharge, or any combination of these steps, depending on the specific situation. All corrective actions will be documented and discussed with the employee.

- Verbal Warning Record is a form that management fills out when a violation by an employee needs to be documented for record keeping purposes. A Verbal Warning does not go into an employee's permanent file unless a pattern of behavior develops, however all violations should be addressed by the supervisor. **If two Verbal Warnings are issued for the same/similar offense**, the employee will be notified by management that the next violation will warrant an Employee Counseling Form.

- Employee Counseling Form is used when a violation that warrants a written warning has taken place, or when three consecutive Verbal Warnings have been issued for the same/similar offense. This form is kept in the employee's permanent file for the remainder of their employment. The employee and management will fill out and sign the form. The supervisor will review and sign all Employee Counseling Forms. The final action is left to the discretion of the supervisor. *\*Note: Even if an employee fails to sign the form for whatever reason, it will still be accepted and filed in their employment file.* **Acquiring two Employee Counseling Forms within a year will result minimally in a term of probation, to be determined by the supervisor.**

### Ethics

The LSTC's Ethics Policy is based on three fundamental elements: (1) to create and maintain a culture of honesty and high integrity, (2) to evaluate the risks of fraud and implement the processes, procedures and controls needed to eliminate or reduce the opportunities for fraud, and (3) to develop an appropriate oversight process. It is the responsibility of the entire LSTC management team to implement and monitor these activities.

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

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

## Section 12: ADDITIONAL EMPLOYEE INFORMATION

### Lost & Found Protocol

Items that are lost or left in the building should be turned in to the Front Desk (in the lobby). Items are held in this location for a short duration of time (usually not more than a month ). Items that are not claimed within a month will be discarded or donated to charity. LSTC does not have the ability to store items long term.

\*Lost items of **significant value** (wallets, purses, cell phones, jewelry) not claimed by the end of the night need to be reported to University Police. UPD will send an officer to the LSTC for the lost items. These items should be locked in the safe until UPD arrives. Anyone looking to claim one of these items should be directed to University Police.

Personal items that are left in rented lockers at the end of a membership term will be removed from lockers and held no longer than 1 month. Items will be either discarded or donated to charity. If a patron is attempting to claim an item from Lost & Found, please do your best to verify that the item belongs to them. For example, look for a name or identifying mark. Have the patron describe the item to you in detail first. Then you should go and look to see if the item has been turned in. DO NOT allow patrons to go through the Lost & Found Basket themselves.

### Facility Related Maintenance or Damage

In the event of significant facility related damage/or a maintenance issue (i.e., broken doors/windows, water leak, etc.), staff should contact their supervisor immediately to update them on the situation. Complete the appropriate Accident/Incident form. If the situation warrants **closing** a program area, staff should post signage (neatly written or printed from the computer) indicating the closure and contact their supervisor for further instruction.

#### Locker Issues

If there is an issue (i.e., jammed, bad combo, incorrect use) with a locker in the building staff should do their best to assist the patron(s) in resolving the situation. If necessary, staff can contact a manager for further instruction. Be aware, there may be situations where a patron will need to return the following day to claim their items. Some problems cannot be resolved immediately.

#### Telephone Calls/Personal cell phone use

LSTC telephones are for official business only. Personal calls at work should be held to a minimum. Excessive incoming and outgoing calls may result in corrective action by your supervisor.

#### Employee Perks

Aside from being compensated for time worked, employees of LSTC will be offered the following perks:

Staff will be issued an appropriate staff shirt (and nametag) for free. If additional shirts or nametags are desired or a replacement is required, a fee will be charged (replacement cost).

Positions requiring CPR/AED/FA Certification will have the opportunity to certify for free through Binghamton University.

Current staff members receive membership at no cost for the duration of their tenure, and have the ability to book court time that is available on the day of (during regular business hours); booked no more than 2 hours in advance, unless approved in advance by the general manager. All other court time must be paid and all services, instruction, lessons, tournaments, and programs require paid registration. Staff memberships are non-transferable and have no redemption value.

All members of the LSTC staff fall under the LSTC's organizational membership of the USTA. In addition, those who are teaching tennis will be reimbursed for their individual membership with proof of purchase.

### **SECTION 13: ACKNOWLEDGEMENT OF RECEIPT**

Acknowledgement of Receipt: I acknowledge that I have received the LSTC Employee Handbook and that I understand its contents. By signing this document, I understand that it is my responsibility to read the entire employee handbook and abide by its contents. I also understand that the employee handbook is intended only to provide information; it is not a contract, and it can be modified at any time.

---

Employee Name

---

Employee Signature and DATE

**SECTION 13: ACKNOWLEDGEMENT OF RECEIPT OF UPDATED HANDBOOK (duplicate for file)**

Acknowledgement of Receipt: I acknowledge that I have received the LSTC Employee Handbook and that I understand its contents. By signing this document, I understand that it is my responsibility to read the entire employee handbook and abide by its contents. I also understand that the employee handbook is intended only to provide information; it is not a contract, and it can be modified at any time.

I understand that the Handbook has been updated to better clarify expectations of employees. Of note is the addition of the "Non-Compete Clause" on Page 19.

---

Employee Name

---

Employee Signature

---

Date