



**SUFFOLK
UNIVERSITY**
MADRID CAMPUS

**STAFF
HANDBOOK**

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1. Introduction & Purpose

The following Handbook is a resource provided to all new employees (faculty and staff) to aid them in their integration into Suffolk University Madrid Campus (SUMC) as well as to inform them of the ethical standards expected of them. All members of SUMC must behave with integrity and professionalism, following all applicable laws, and represent SUMC values and principles. The institution is driven by the power of education, inclusion, and engagement to change lives and positively impact communities. Through the provision of this Handbook, we aspire to:

- To facilitate the integration of the new employee into SUMC and its culture.
- To provide the new employee with better knowledge of SUMC.
- To favor internal communication.
- To guide the general administrative procedures of SUMC.
- To inform of the standards that employees are expected to reach.
- Facilitate the resources for the correct solution of the different labor problems.
- Collaborate in the social and personal integration of new employees.
- To assist in the first steps at SUMC.

The Suffolk University Madrid Campus Employee Handbook is to be interpreted in light of any Collective Bargaining Agreement, SUMC policies, and law. This Handbook will not include all possible situations a worker might face, and we expect each member of SUMCs to be able to use their discretion when acting.

1.1. Suffolk University Boston History

Founded to overcome barriers of income and discrimination, Suffolk University has a proud history enabling its students to become honored members of the academic community, the business world, the professions of accounting, public service, health, law, and the judiciary. In 1906, Gleason L. Archer founded Suffolk Law School to make knowledge of the law available to those denied access to legal education by virtue of social class, religion, or income. Archer had come to Boston from rural Maine to study law. The response was enthusiastic, eventually prompting him to initiate other programs.

The College of Arts and Sciences, founded in 1934, was one of the first institutions of higher education in New England at which a student could earn a Bachelor of Arts degree entirely through evening study. The study of sciences was strengthened after the Second World War. There are now nineteen academic departments in the College of Liberal Arts and Sciences offering over sixty programs of specialized study.

The Sawyer Business School was established to serve part-time undergraduate students in business in 1937. It expanded to include graduate study in business in 1948 and public administration in 1973. The School of Management offered New England's first Executive MBA program in 1978. An undergraduate major in computer information systems was developed in 1981. The School of Management now provides a strong framework for business and government management in one of the most dynamic and competitive urban centers in the U.S.A.

In recent decades, Suffolk University has continually updated and expanded its curriculum and buildings to fulfill its commitment to respond to the changing needs of its students and new developments in various fields of study. In 1999 the Law School moved to a new, purpose-built building, making it the most technologically advanced Law School in the world.

Suffolk University is located on historic Beacon Hill, near the State House, government agencies, the courts, and New England's medical, business, and financial centers. It has residences for out-of-town and international students, and the location is also ideal for commuting students.

A modern public transportation system provides ready access to Boston's libraries, museums, theaters, educational institutions, and diverse ethnicities.

Throughout its history, Suffolk University has sought to establish linkages with the business, public service, and legal communities which have reciprocated generously with financial support, internships, cooperative education positions, research opportunities, professional advice, and placements for graduates.

1.2. Suffolk University Madrid Campus

Suffolk University Madrid Campus started in 1996 aiming to provide an opportunity to learn an American-style education in Spain. SUMC is a campus of Suffolk University and as such it follows the same policies, and quality requirements, and has the same expectations as its American parent company. Still, we need to recognize that SUMC finds itself in a unique situation within Suffolk's group as the only international campus. SUMC has both American accreditation and official Spanish authorization, which imposes that SUMC follows another legislation and adapts to a different cultural setting.

SUMC offers the opportunity to study the first two years of your academic career at Madrid before easily transitioning to Suffolk Boston, do your exchange year within Suffolk, and it even offers a full undergrad degree, the degree of International Relations, and a minor in Spanish. The campus also offers Seminars and Summer programs to give a fuller student experience, allowing our students to develop an international outlook while being inspired by all the museums, history, and vibrant culture for which this world capital is famous. This is why SUMC today has around 270 students each year from all over the US, the EU, Asia, and Africa.

The address of the Madrid Campus is Calle de la Viña, 3 28003 Madrid, Spain; and its telephone is + 34 91 533 5935.

The nearest metro stations are:

Vicente Aleixandre (line 6) - Take the exit "Paseo de Juan XXIII". Once you exit the subway onto the street, turn around. You should see a photocopy center on your left. Walk downhill on this same sidewalk. Turn left on the street after Calle de la Poeta Ángela Figuera which is Calle Sierra (the street sign is missing). Walk up this street until you reach an intersection of five streets. Counting from the street on your left, Calle de la Viña is the third one. The white fence on the right-hand side marks the Suffolk University Madrid Campus building.

Guzmán El Bueno (line 7) - Take the exit "Maestro Ángel Llorca". Keep walking on this same street, Maestro Ángel Llorca. Take the first street on your right, Poeta Ángela Figuera, and then the first street on your left, Avenida del Valle. Cross to the other side of this street. Stay on Avda. del Valle until you get to the third street on the right, Calle de la Viña. The white fence on the left-hand side marks the Suffolk University Madrid Campus building.

1.3. Suffolk University Madrid Campus Values

Suffolk University Madrid Campus is founded on the conviction that studying in a foreign context is not only exciting and challenging, but can frequently release new personal and intellectual potentials to a student's professional advantage. Spanish and other entering students are offered a form of instruction that prepares them in the General Education

requirements necessary to transfer in good academic standing to Suffolk University Boston. Furthermore, such students acquire study skills, intercultural awareness, and intellectual self-reliance to function successfully on the home Campus. This is consistent with Suffolk University's stated commitment to "providing an integral educational experience that builds confidence and empowers our students to become successful contributors to our global world." (Quotation "Suffolk University Mission Statement").

1.4. University Policies

All employees are to follow all applicable University policies, regardless of their inclusion in this Handbook; however, the most relevant policies are:

- Acceptable Use (technology)
- Alcohol Use & Marijuana Prohibition for University Events
- Attendance and Punctuality Policy
- Bias Incidents & Hate Crimes Policy
- Compliance Training Policy
- Conflict of Interest
- Emergency Notification System
- Employee Chosen Name Policy
- Employment Policy
- Internet Privacy
- Legal Disclaimer
- Non-Discrimination Against Discrimination and Harassment
- Procedures on Sexual Misconduct
- Religious Accommodation
- Responsible Computer User Policy
- Service Animals
- Smoke-free Workplace
- University Mark Use Guidelines
- Violence Prevention Policy
- Workplace Attire Policy
- Written Information Security Program (WISP)
- Whistleblower Policy

SUMC employees are also expected to read and observe all Suffolk policies which can be found on Suffolk's University webpage. These are subject to be updated and changed so, it is still the employee's responsibility to keep updated on the policies.

1.5. Orientation

SUMC welcomes you and hopes that you have a long and prospective career as part of its family. SUMC through this Handbook pretends to provide you with appropriate guidance and information as a new member of our community and to ensure you have a resource to solve your questions and doubts during your time with SUMC.

2. Employees' relationships with their coworkers and managers

2.1. Positive work environment

SUMC understands that work is one of the places where people spend the most time and job fulfillment is one of the main indicators of well-being. This makes it of incredible importance to foster a positive environment where respect, professionalism, and mutual aid are practiced. In SUMC we are a team, and we are to trust and cherish our coworkers as a way to facilitate and provide opportunities for their professional and human development. In SUMC we understand that Diversity and inclusion is one of the elements that made Suffolk successful and is the task of all of us to promote it in our daily work and within our teams.

2.2. Work-Life Balance

In today's environment of 24/7 access to communications, it is also important that you maintain a balance between your personal life and work life. This is not only good for you; it is good for the University, as employees with balanced lives are typically the most productive and satisfied.

While you may have to work outside normal hours, you should, in general, be able to adequately meet your responsibilities during normal business hours. If your work responsibilities are regularly creeping into your personal time, typically through text messages, e-mails, or telephone calls, please discuss with your supervisor how you might minimize these interruptions and competently complete your job duties within normal business hours.

Employees and managers are encouraged to minimize situations where matters that can be appropriately addressed during normal hours are referred to employees or colleagues during off hours due simply to the ease of access to 24/7 communications such as email.

Note to Managers:

Please respect appropriate time boundaries with those you supervise. While you may text or e-mail at times that are convenient for you, please specify your expectations about a response. For example, you might say, "When I text or e-mail you outside normal business hours, I do not expect a response until the next business day, except if I explicitly ask for an immediate response." However, if you have concerns that an employee is not meeting his or her obligation to perform occasionally required off-hours work, please discuss it with management.

2.3. Leadership roles

It is possible that in the scope of your activities you might need to assume a leadership role, take decisions, or direct third parties, being those other employees or students. In SUMC therefore we want to underline the importance of always acting in alignment with the SUMC Code of Conduct, policies, and values. You should always aim to create an environment of trust where all the members of the team row in the same direction, always respecting the co-workers' work-life balance as previously underlined.

2.4. Employment of Relatives and Domestic Partners

For this policy, "relatives" include spouse/domestic partner, children, foster children, siblings, siblings-in-law, parents, aunts, uncles, cousins, nieces, nephews, or grandparents. A "domestic partner" is generally defined as a person with whom you are in a committed relationship and who shares a home or living arrangement.

Your relatives and those of your spouse/domestic partner may be hired by Suffolk University if:

- you are not involved in the hiring decision process.
- the persons concerned will not work in a direct supervisory relationship with you.
- the employment will not create an actual or apparent conflict of interest or other difficulties in University operations, as determined by Human Resources.

2.5. Workplace Concerns

There may be times when you feel the need to express concerns or complaints formally. The following procedures are intended to provide a fair and unbiased review of workplace concerns. If your complaint is regarding harassment, discrimination, or retaliation, you should contact your Manager.

For other concerns, it is best for you to first comment on them with your manager. However, if your manager is unable to resolve your concern, your concern is about your manager, or you do not feel comfortable approaching your manager, there are other options. You may schedule a time to discuss your concerns with your manager's manager to address the issue. Alternatively, you may contact the Human Resources Office in Boston for advice and consultation on how to frame your concerns constructively and advocate for resolution.

3. Employees' relationship to society and university culture

SUMC is a community with people from all over the world where many cultures, political inclinations, religions, gender expressions, and other differences add to SUMC's diversity. To maintain this heterogeneity and recognize the medley we embody we will provide some rules which aim to maintain harmony and self-expression.

3.1. Workplace Attire

Suffolk recognizes the range of clothes that individuals utilize, however in the workplace all clothes should be neat, clean, and professional. Any garment worn for religious purposes, to honor cultural traditions, or associated with medical treatment is allowed unless it counters safety standards. No guidelines can cover all contingencies, so employees must exert a certain amount of judgment in their choice.

3.2. Employee-chosen name policy

The Suffolk University community recognizes that the staff may use names other than their legal names to identify themselves, the University wherever possible will use the chosen first name in addition to the person's legal last name. The person's chosen name shall be used in all University communications and reporting, except where the use of the legal name is required. Staff will have access to both the legal and chosen name of employees choosing to exercise this option.

The purpose of the chosen name policy is to foster a campus environment that is inclusive and that encourages self-expression as well as recognizing people's self-identity. Please be advised that designating a chosen name in the University's records is not the same as legally changing your name through the court system. Employees who change their legal names should inform the University so it can be updated.

3.3. Political Activities

Suffolk University encourages civic engagement and political involvement, including campaigning for candidates or issues. However, your political activities must be kept separate and distinct from the activities of the University, and you may not use University resources, brand name, work time, or actions that would involve Suffolk for political purposes.

3.4. Alcohol and Drugs at the Workplace

Employees may not be at work while impaired by alcohol, marijuana, medication, or an illegally obtained substance. If you are found to have reported working while impaired, you will be subject to corrective action up to termination and be escorted from the University and/or the activity or event. Recurring incidents will result in termination of employment.

Employees should not consume any illegal substances, and the consumption of alcohol will be limited only at events where it is permitted. Consumption will be done in light of personal responsibility and with measure. This consumption should never reach the point of impairment and will not be accepted as an excuse for conduct that violates Community Standards or other University policies. If it reaches the point of impairment the previously underlined measures will be taken, in addition to any others considered by your manager. For further information check the university policy on “**Alcohol use and marijuana prohibition policy for university events**” on the Suffolk University Webpage.

4. Employees’ relationship to Suffolk

4.1. Employment at Suffolk University Madrid Campus

Employment at SUMC will be under any of the types of contracts provided for in Spanish labor legislation and in accordance with the applicable Collective Bargaining Agreement.

4.1.1. Initial Employment

As a new employee, you are joining a diverse, inclusive group of staff who are committed to Suffolk’s vision and mission.

The probationary period will be different depending on your position and Collective Bargain Agreement, and will be as follows:

- Six (6) months for workers with a university or degree qualification, or officially recognized as equivalent.
- Two (2) months for the rest of the Employees.
- One (1) month for Interns.

4.1.2. Employment Outside of Suffolk

Employment outside the University must not create a conflict of interest or interfere with your job performance or responsibilities with Suffolk University. It will be of special relevance to keep in mind any possible complications these double functions might have and to consult Suffolk University’s “**Conflict of Interest Policy**”.

4.1.3. Voluntary Separation from Employment

If you choose to resign from your position at Suffolk University, please give your manager written notice. Your notice period should be 30 business days, allowing you adequate time to wrap up your work and transition your responsibilities.

Your date of separation will be your last day worked. You may not use your vacation time to extend your date of termination beyond the last day worked.

4.1.4. Work-related Injuries/Illness

Should you sustain any work-related injury or illness, you must report it to your manager. All employee work injuries/illnesses should be reported within 24 hours from the time a claim/incident occurs.

4.2. Work Hours and conditions of Employment

4.2.1. Payment

Suffolk University's pay period for all employees is monthly based, to be processed between the 25th and the last day of the month. Accordingly, the University will pay the monthly salary due to its employees based on work done within the first five days of each month.

The transfers are directly deposited into your bank account. It is your responsibility to verify that your account details are correct in Workday/SUMC local RRHH records.

Suffolk University complies with the salary basis requirements of the Labor and Social Security Code and Collective Bargain Agreement regarding the types of reductions that may be made from the pay. If an employee believes that an improper reduction has been taken from his or her pay, the employee should immediately report the reduction to the Financial Manager, and, if it is found true the University will reimburse the improper reduction.

4.2.2. Employment Relationship

To determine eligibility for benefits and overtime status and to ensure compliance with laws and regulations, Suffolk University classifies its employees as shown below. Suffolk may review or change employee classifications at any time.

Full-time Employees:	Employees are paid monthly on a salaried basis.
Part-Time Staff:	Employees whose standard hours are a minimum of 21 but less than 30 hours, generally, are eligible for the benefits offered to full-time employees except for a life insurance policy and the <i>Cheques gourmet</i> .

4.2.3. Work Week/Hours of Work

SUMC standard business hours are from 8:00-21:00 from Monday to Thursday. On Fridays, the campus is open on a limited schedule from 10:00-13:30. The standard workweek is 39 hours for a full-time employee, and the workday is from 8:00-16:00, or, 9:00-17:00, or, 10:00-18:00, Monday to Thursday, and 8:00-15:00 on Friday.

In addition, all University work, especially student-oriented work, may require you to work outside standard working hours, which will be done in accordance with the applicable Collective Bargaining Agreement and current labor regulations.

4.2.4. Vacations

All staffers have the right to enjoy their vacations for 30 natural days or 22 working days, unless their Collective Bargaining Agreement or contract states a higher number of days.

4.2.5. Attendance and Punctuality

You are expected to arrive on time, ready to work, every day you are scheduled to work. If you are unable to arrive at work on time, or if you will be absent for any portion of your scheduled work hours, you must contact your manager as soon as possible.

It is your responsibility to inform your supervisor of the time you have been absent. If you do not report to work or do not call to inform your supervisor of your absence for three or more consecutive days, the University may impose disciplinary action, up to and including dismissal, for breach of the applicable Collective Bargaining Agreement and current employment regulations.

4.3. Obligations towards Suffolk University Madrid Campus

4.3.1. Employee Records

Employee files are maintained by the Human Resources Office and are considered confidential. As the parent company of SUMC from Massachusetts SUMC will keep an “employee record” that will follow the format of the group. This record is defined by Massachusetts Law as:

A record kept by an employer that identifies an employee, to the extent that the record is used or has been used or may affect or be used relative to that employee’s qualifications for employment, promotion, transfer, additional compensation, or disciplinary action.

Your manager and other University officials will only have access to your employee record to the extent it is reasonably necessary for university business.

In any case, applicable data protection regulations will be respected.

4.3.2. Reference Requests/Employment Verification

The Financial Manager can provide employment verification, including confirmation of dates of employment, job title, and other information, for all active and separated employees. All reference requests should be directed to Kristina Petrovic, at kpetrovic@suffolk.edu, which will only share other information if the employee provides a signed release of information, and such disclosure does not contravene any law.

5. Code of conduct

5.1. The expectations of Suffolk

This collection of expectations comprises the Suffolk University Code of Conduct for staff. These are expectations we hold ourselves to, and all Suffolk University staff are expected to conduct their work considering the same expectations. The main tenants are:

- to strive for excellence
- to exercise the highest integrity in all aspects of work
- to be open, flexible, realistic, and understanding
- to demonstrate professionalism and trustworthiness as a representative of Suffolk University
- to understand and follow the policies and procedures of Suffolk University

We aim to be guided by six behaviors, with corresponding expectations of ourselves for each behavior:

<i>Behavior</i>	<i>Expectations</i>
Engagement and Social Responsibility	<ul style="list-style-type: none"> • Embrace responsibility for our work. • Work responsibly and collaboratively. • Be transparent in decisions impacting our community. • Act ethically, professionally, and collaboratively. • Receive constructive feedback.
Integrity	<ul style="list-style-type: none"> • Perform all professional responsibilities with the highest sense of integrity. • Respect and empower our community. • Maintain objectivity; be free of conflicts of interest in professional responsibilities. • Uphold our profession’s technical and ethical standards. • Strive continually to improve competence and quality of services. • Create an open and supportive environment where others are comfortable sharing questions and concerns.
Communication	<ul style="list-style-type: none"> • Openly share expertise and experience to assure individual and team success. • Pursue transparency and open communication. Provide constructive feedback to your colleagues, including supervisors. • Seek support when needed. • Use technology responsibly and professionally.
Diversity, inclusion, and respect for others	<ul style="list-style-type: none"> • Respect the unique cultures, strengths, viewpoints, and experiences of others. Welcome and support people of all backgrounds and identities. • Show compassion and tolerance. • Promote an inclusive community, building a culture of cooperation among diverse groups.
Create opportunities and help others succeed	<ul style="list-style-type: none"> • Actively and respectfully participate in community discussions and activities. • Reach out to others who appear to be struggling. • Seek ways to contribute to the success of others. • Help other members of the community achieve their career goals.
Student-centered Focus	<ul style="list-style-type: none"> • Provide a student-centered experience. • Promote improving conditions for learning so that all students experience a safe, supportive environment. • Provide support enabling students to realize their full potential.

- Establish a network of services and supports, ensuring student success by creating a safe and supportive learning environment.

We strive for a sense of community in which the individual growth of all members is advanced through the cultivation of mutual respect, tolerance, and understanding. We all are working towards a common goal, and our ability to excel depends on a collegial environment.

Conduct that is determined by the University to be inappropriate may be subject to disciplinary action up to unpaid suspension or termination of employment.

5.2. Prohibited Conduct

The following types of conduct constitute violations of the SUMC Community Standards and will be subject to action and sanctions as outlined in the Student Conduct System.

5.2.1. Acts of Dishonesty

- Furnishing false information to a University representative or law enforcement, fire, or other agency.
- Misrepresenting oneself as another or possession or alteration of an ID card or instrument of identification.
- Forgery, alteration, or misuse of any University document, including admissions documents and/or recommendations, other record or instrument of identification.
- The possession, creation, use and/or distribution of false identification.

5.2.2. Personal Conduct

- Violation of any law, code of conduct, or contractual obligation.
- Conduct that affects the student's suitability as a member of the University community.
- Participation in the disruption or obstruction of teaching, research, administration, living or other University activities.
- Attempted or actual theft, removal, damage, alteration, or vandalism to space and/or property, including lounge furnishings, of the University or others.
- Failure to comply with the request of a manager or law enforcement, fire, or other public officials acting in the performance of their duties, or failure to identify oneself to these persons when requested to do so.
- Unauthorized possession, duplication, or use of keys or access cards to any University premises or tampering with locks.
- Failure to abide by the Policy Against Gambling.
- Conduct that is lewd or indecent such as streaking, public urination, public defecation, or public nudity.
- Failure to abide by the Scheduling University Events Policy, as applicable to SUMC.
- Failure to abide by the Solicitation Policy, as applicable to SUMC.
- Inappropriate communication with members of the SUMC community.
- Failure to abide by the Posting Policy, as applicable to SUMC.
- Unauthorized use of the Suffolk University name, logo, mascot, or other symbol.
- Unauthorized use of Suffolk University directories.

- Participation in the disruption or obstruction of the free flow of pedestrian or vehicular traffic or participation in the disruption, obstruction, or interference with the duties of law enforcement, fire departments, or other public service agencies.
- Failure to comply with a published and/or distributed departmental policy or directive not specified in the Employee Handbook.
- Failure to abide by the Joint Responsibility Policy, as applicable to SUMC.

5.2.3. General Safety

- Trespassing, tampering with, and/or unauthorized entry to or use of SUMC premises or property including, but not limited to, roofs, elevators, or balconies.
- Creating or participating in a fire hazard or a situation that endangers others, including but not limited to: false reports of fire or bombs; possession of fireworks or other highly combustible items; failing to evacuate; use of candles (lit or unlit) or an open flame; blocking, propping, or obstructing doors, hallways, stairwells, or community areas; tampering with, misusing, covering, damaging, or removing fire safety equipment, as applicable to SUMC.
- Throwing objects from windows, roofs, or balconies or failure to abide by norms stipulated in SUMC policies.
- Failure to abide by the University Weapons Policy or Spanish laws governing weapons.
- Improper use of SUMC or SUMC-leased/rented vehicles.
- Possession or care of pets in SUMC property or Campus-sponsored housing.

5.2.4. Physical or Emotional Health

- Physical assault or verbal abuse, threats, intimidation, harassment, or coercion, including, but not limited to, any conduct that threatens or endangers the emotional/physical health or safety of oneself or another person.
- Any action that insults, stigmatizes, threatens, or endangers another individual or that subjects another person to physical or emotional injury, because of that individual's race, gender, gender identity, gender expression, genetic information, disability, age, marital status, religion, color, national or ethnic origin, military or veteran status, or other personal characteristic as protected by U.S. or Spanish law.
- Failure to abide by the Policy Against Discrimination and Harassment, as applicable to SUMC.
- Failure to abide by the Non-proselytizing Policy, as applicable to SUMC.
- Failure to abide by the Policy Against Hazing, as applicable to SUMC.

5.3. Our responsibility

As a member of Suffolk University, we believe and expect that all will follow the values of SUMC, as well as comply with the Code of Conduct. As an educational institution, we have a great moral imperative to serve as an example to our students, recognizing that we hold an obligation towards those who trust SUMC to educate them. We, therefore, demand that our workers behave morally, understand the trust that has been deposited onto them, and act ethically.

5.4. The reporting processes

If you find that an individual is involved with SUMC or has a relation in any way with the campus, and is not following the Code of Conduct, you will be expected to report them.

You can report this Online Incident Reporting Form available on the Suffolk University website: https://cm.maxient.com/reportingform.php?SuffolkUniv&layout_id=0, or, the Title IX Coordinator in the Office of Title IX, or the Vice President of Diversity, Access, and Inclusion, as applicable. The reporting will be anonymous. We protect Whistleblowers in SUMC, and if in doubt you can consult Suffolk's Whistleblower policy, available at the following link:

- <https://www.suffolk.edu/about/mission-history/policies-procedures/whistleblower-policy#:~:text=It%20is%20the%20policy%20of,%2C%20dishonest%2C%20unethical%20or%20fraudulent>

6. Periodic Reviews and Amendments

The Employee Handbook is subject to review and amendment on an ongoing basis. If changed the employees of SUMC will be informed of the revision or edition. Employees can also propose revisions and/or amendments if consulted to the HR and approved, these will later be considered by the Direction for later inclusion or rejection.

7. Disclaimer

Suffolk University reserves the right to determine the applicability of any policy to a particular situation and to depart from the guidelines contained in this handbook.

This Employee Handbook applies to all employees. Nothing in this Employee Handbook is intended to or creates an employment agreement, express or implied, including without limitation the creation of any obligation or right to the continuation of employment or any benefit for any period. Nothing contained in this, or any other document provided to the employee, is intended to be, nor should it be, construed as a contract.



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