

# **PARTICIPANT (STUDENT) HANDBOOK**



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# ***AIB INTERNATIONAL***

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## **COMPANY DESCRIPTION**

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The American Institute of Baking was founded in 1919 by the North American wholesale and retail baking industries as a technology transfer center for bakers and food processors. The original mission was to “put science to work for the baker.” That basic theme is still central to all programs, products, and services provided by AIB to baking and general food production industries worldwide. The organization currently serves many segments of the food processing, distribution, foodservice, and retail industries and is well positioned in the following areas: Audit Services, Food Safety Education, School of Baking, and Research and Technical Services.

AIB International employs over 230 persons; more than 100 in Manhattan, Kansas, with the remainder located worldwide. AIB’s staff includes experts in the fields of baking production; research related to experimental baking, cereal science, and nutrition; food safety and hygiene; occupational safety.

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## **MISSION STATEMENT**

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AIB International is committed to protecting the safety of the food supply chain and delivering high value technical and educational programs.

Through rigorous independent inspections, superior audits and training, and shared expertise we will empower our clients to lower their business risk and strengthen their reputations.

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## **EDUCATION STATEMENT**

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AIB International is committed to creating an educational environment which maximizes the technical training and managerial skills of individuals for future service to the baking and food industries around the world.

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# ***POLICY***

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## **STATEMENT OF PURPOSE**

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This handbook explains the rules and regulations of AIB's domestic companies. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if a participant has questions concerning the applicability of a policy or practice, he/she should address specific questions to the appropriate office (Education or Food Safety Education), Human Resources or the Vice President of Administration.

This handbook is designed to provide information that will help you to be successful during your stay with us in Manhattan. By understanding the resources available to you as well as the rules and regulations, you can be assured that the AIB staff is committed to removing all obstacles to learning.

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## **EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION POLICY**

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In accordance with the Civil Rights Act of 1964, AIB International will make no discrimination in any phase of employment or student admission on the basis of race, color, religion, gender, or national origin. AIB International will make no discrimination because of age and prohibits discrimination against qualified disabled persons or any other protected characteristic as established by law. Also in this regard, participants are expected to conduct themselves without discrimination toward fellow participants and AIB employees.

Any participant with a disability that needs classroom accommodation, access to technology, or other assistance in AIB's courses should contact the appropriate office (Education or Food Safety Education).

All enrollment and employment decisions will be made on a non-discriminatory basis. Qualified applicants and employees will receive consideration for employment, promotion, transfer, training, compensation, termination, and physical activities without regard to race, creed, color, national origin, gender, age, disability, or any other protected characteristic as established by law.

As part of its traditional policy of fair dealing and recognition of the individual's ability, AIB International is an equal opportunity employer and complies with all applicable state and federal laws.

Any participant who has a question or concern regarding any type of discrimination or harassment is encouraged to bring it to the attention of his/her instructor, the appropriate office (Education or Food Safety Education), or Human Resources.

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## **POLICY PROHIBITING SEXUAL HARASSMENT**

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The Equal Opportunity Commission has issued guidelines setting forth the Commission's interpretation regarding sexual harassment. These guidelines are consistent with AIB International's long-standing policy that conduct creating an intimidating, hostile or offensive learning / working environment will not be tolerated and those violating this practice may be subject to disciplinary action up to and including immediate dismissal.

Any behavior, whether verbal, non-verbal, or physical, constitutes sexual harassment if a person is intimidated by the threat that any academic or employment decision may be affected by an unwillingness to tolerate or accept sexual attentions; a person is required to tolerate or accept sexual attentions as a condition of academic continuance or employment; or the behavior creates an environment that is intimidating, hostile, or offensive for members of one sex. Inappropriate behavior includes, but is not limited to, comments, suggestions, jokes or derogatory remarks based on sex; physical behavior such as unwanted touching, pats, squeezes, repeatedly brushing against someone's body, or impeding or blocking normal work or movement; visual postings of sexually suggestive or derogatory pictures, cartoons or drawings; and unwanted sexual advances.

Any participant who feels that he/she has been or is being subjected to sexual harassment is encouraged to immediately identify the offensive behavior to the harasser and request that it stop. Anyone not comfortable in addressing the matter directly with the harasser, or if this has been done and the behavior does not stop, should immediately contact his/her instructor, the appropriate office (Education or Food Safety Education), or Human Resources.

All sexual harassment complaints will be investigated and necessary steps taken to prevent further acts of harassment. To the fullest extent practicable, complaints and the terms of their resolution will be kept confidential.

No participant will be subject to any form of retaliation or discipline for reporting or pursuing a sexual harassment complaint.

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## ***PROCEDURES***

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### **ACADEMICS**

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#### **CLASS HOURS**

Normal class hours are 8:00 AM to 5:00 PM, Monday through Friday. Lunch hours are one hour or as designated by the instructor for specific laboratories or classes. Occasionally instructors will require participants to arrive early or stay late.

## ABSENTEEISM

Participants are expected to report to class whenever scheduled. All subjects within a resident course are mandatory; all participants are required to attend courses as full-time students. When a participant has accumulated 24 hours of unexcused absence he/she will be placed on mandatory probation. Excessive absenteeism and/or tardiness may result in disciplinary action, up to and including dismissal from the program.

If a participant knows that they will not attend class, or is unable to attend class, they should contact the appropriate office (Education or Food Safety Education; 785-537-4750) as soon as possible, so that instructors may be notified. Failure to provide proper notification of an absence, lateness, or early departures from class may result in disciplinary action, up to and including dismissal. Baking students are expected to fully participate in the scheduled lab cleanup. Failure to participate will result in the dropping of a letter grade in bread lab and/or cake lab.

Unless prior approval is given by an instructor, any missed material (lecture or lab) is the student's responsibility for quiz and test purposes. Make-up quizzes or exams should be taken as soon as possible. Class scores (grades) may be reduced because of absenteeism.

## ACADEMIC HONESTY

Participants are expected to perform all work honestly and without unauthorized assistance. Cheating will not be tolerated. Use of cell phones or other personal electronic devices will not be allowed during an exam. Participants are not allowed to use digital cameras and/or camera phones to make copies of tests, quizzes, and exams. The use of audio recordings is prohibited during exam reviews. A breach of academic honesty is subject to grade loss, and/or a grade of XF (indicating failure due to violation of the honor code), and/or possible dismissal.

## GRIEVANCE POLICY

AIB International seeks to promote an educational environment that values communication, fair treatment, and respect among participants, faculty, and staff. Despite these efforts, differences of values and goals between individuals and groups may occasionally lead to circumstances that require a process for resolving these issues.

Participants are encouraged to first discuss the problem with the individual(s) involved. In the case of a grade or course-related grievance, the participant should first address the concern to the course instructor.

If not satisfied with response of the individual(s), or if the participant is unable, for any reason, to discuss the matter with the individual(s) involved, a participant may address their grievance to the appropriate Vice President (Education or Food Safety Education).

If a participant wishes to have their grievance considered beyond the Vice President, they may address their grievance to the Student Grievance committee, which is composed of the AIB International Human Resource Administrator and a class officer.

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## DRESS CODE

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AIB International has established an image of professionalism and wishes its participants to reinforce this image. If participants fail to comply they will be asked to leave and return properly dressed.

Bakery whites or company uniforms are preferred in the classroom, although business casual dress is acceptable. Not considered appropriate are: torn or faded clothing; clothing designed specifically for sporting activities (including T-shirts or shorts); clothing designed as sleepwear; or clothing more appropriate for leisure (including jeans) or evening wear.

Bakery whites or company uniforms are required in ALL laboratories. If whites or uniforms are not available, participants need to wear lab coats. To prevent possible injury, participants and employees working in ALL laboratories and production areas (pilot plant or bakeshop) will be required to wear closed footwear.

It is important that all participants try to minimize offensive body odors by bathing often, using deodorant, and laundering clothes frequently.

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## **PILOT PLANT / BAKESHOP RULES**

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No one is to enter the baking areas (cake and sweets goods lab, bread and rolls lab, and cookie and cracker pilot plant) except on official business. Wearing appropriate head covers (hair-nets) is mandatory in the production areas. Long hair must be contained. Beards, mustaches that extend below the corner of the mouth, and long sideburns require wearing a beard net.

To prevent possible injury, anyone in baking areas will be required to wear closed footwear.

Bakery whites or company uniforms are required. Shirts with snaps, not buttons, are preferred. If whites or uniforms are not available, participants need to wear lab coats. Nothing is to be carried above the waist (i.e., pencils or glasses); items should be carried in your pants pockets or in proper holders on the belt.

No jewelry, necklaces, rings (other than plain wedding bands), earrings, watches or bracelets are allowed. No fingernail polish nor false fingernails shall be worn.

If there is any kind of accident, even a cut finger, notify the instructor or lab assistant immediately. Only special, colored, metal-detectable bandages shall be used to cover small cuts and injuries. Authorized bandages are available from the first aid box located in the guest lounge.

No drinking, chewing gum, or eating of product not produced in the bakeshop is allowed. No rowdiness or horseplay is allowed.

Ice from the ice machine located in the bread and roll lab is for lab use only. Personal use of the ice is not allowed, as this could be a contamination risk to product made in the bakeshops.

Ingredient/product storage areas used by the bake labs are not to be used for storage of personal items. These areas include all dry, refrigerated, and freezer storage used by the bake labs. Similarly, ovens used in these bake labs are not to be used for personal food items.

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## **DRUG USE AND POSSESSION OF CONTROLLED SUBSTANCES**

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Participants are expected and required to report to class on time and in appropriate mental and physical condition for learning. It is our intent and obligation to provide a drug-free, healthful, safe and secure learning environment.

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance on AIB premises is absolutely prohibited. Violations of this policy will result in disciplinary action, up to and including dismissal and may have legal consequences.

AIB International recognizes drug dependency as an illness and a major health problem. Participants needing assistance in dealing with such problems are encouraged to seek help, as appropriate. Conscientious efforts to seek such help will not jeopardize any participant's grade and will not be noted in any student record.

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## **VIOLENCE IN THE WORK-PLACE**

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AIB International believes in and supports zero tolerance for violence, including verbal and nonverbal threats.

Participants are to report violent incidents to their instructors or Human Resources promptly. No reprisals will be taken against participants for reporting or being a victim of violence.

Incidents will be investigated and necessary steps taken to prevent further acts of violence. To the fullest extent practicable, complaints and the terms of their resolution will be kept confidential. Conduct that creates a hostile or violent learning / working environment will not be tolerated and those violating this practice may be subject to disciplinary action up to and including dismissal.

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## **PARKING**

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Participants park in the unmarked parking lot stalls in the rear of the building. Participants should not park personal vehicles in the stalls marked "visitor" or "reserved." The stalls marked "reserved" are for AIB vehicles. Handicap accessible parking stalls are located at the front and rear entrances.

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## **VALUABLES**

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Participants are cautioned not to bring excessive amounts of money or valuables with them to school. AIB International cannot accept responsibility for articles or money lost or stolen.

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## **GENERAL BUILDING RULES**

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### **SMOKING**

Per Manhattan City Ordinance, smoking is prohibited within any public building and within 20 feet of any entrance or air intake vent to buildings. Any person wishing to smoke may do so in designated areas only.

### **DOORS**

All outside doors are to be closed at all times, and all except the front door are locked at all times. Access by non-employees / non-participants will only be allowed through the main entrance at the front of the building. Participants will be issued a key fob programmed to unlock any door between the hours of 7:00 AM to 5:00 PM. Keys are not to be loaned to or used by any other

individual, as each fob is registered in the name of the appropriate participant. Key fobs must be returned to the Education office prior to graduation.

Doors located on main hallways and designated as fire doors are not to be propped open.

## EATING

Participants may bring their lunches. Participants should clearly mark their names on their lunches when storing them in the guest lounge refrigerator. The refrigerator will be cleaned out each Friday after 3:30 PM to avoid accumulation of food that may spoil. The guest lounge has a microwave for heating of food. Participants are to place garbage and lunch papers in the receptacles provided.

Coffee and tea are furnished at no charge to the participants. No outside food or drink vendors, except those authorized through the Administration Office, will be allowed in the building.

## PETS

AIB International does not allow animals to be brought into the building.

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## **BAKERY PRODUCT DISTRIBUTION**

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Participants are to have the first choice of bakery products. Please take only what is necessary for your own use.

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## **COMPUTER AND INTERNET USE**

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If you have your own personal computer, you can use it at AIB International. When needed for class, AIB provides laptop computers with software for participant use. Computers connected to the internet are available in the computer room and the library. Participants are welcome to use these computers during class breaks. Wireless internet is available; the network to use is air2.

Unacceptable use of Internet resources includes, but is not limited to, the following items: participation in any illegal activity; harassing any individual; libeling, slandering, using discriminatory language, or profanity; uploading, downloading, displaying, or distributing in any manner, material which others may find offensive; and knowingly interfering with communication, computer, or Internet resources. Participants violating this policy may be subject to federal and/or state law consequences, loss of access rights to the system, and/or disciplinary action up to and including dismissal.

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## **PERSONAL CELLULAR PHONES**

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Participants should set personal cell phones on the silent mode during class hours to avoid disturbing others. Texting, watching videos, or other use of smart phones or other personal electronic devices are not allowed while in class or laboratory. Participants who disrupt class with cell phone use (classroom or laboratory) are subject to point loss from their grade.

If a participant receives an emergency call, it will be routed to the appropriate office (Education or Food Safety Education) and participants will be taken out of class to handle the emergency.

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## **MISCELLANEOUS - AIB**

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### **PARTICIPANT HEALTH AND WELL-BEING**

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As the industry's professional development center, AIB International has designed the resident courses to be demanding. These courses combine the academic rigor of a university with the discipline and time requirement of a full-time job. You can expect to spend a minimum of 8 hours in class/laboratory and 2-4 hours preparing homework each day. We strongly recommend that participants do not attempt to hold any part-time jobs while attending school.

We offer the following tips in managing your health while you are here. Focus on concepts and skills, and do not expect to memorize every detail. Maintain a constant sleep schedule, based on your needs. You can get more restful sleep during the night by assuring the sleeping area is dark, quiet, and comfortable; limiting alcohol consumption, caffeine consumption, and worry is also helpful. Watch your weight – with all of the wonderful baked goods, it is easy to get larger. We want you to enjoy the baked products but we recommend maintaining your weight through proper diet and exercise. Drinking plenty of water is also helpful.

If you become ill and need to lie down for a short period of time while at AIB, notify an instructor, lab assistant, or office staff who will direct you to the wellness room.

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### **LATE HOMEWORK**

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Homework is due no later than 8:00 AM on the assigned day. Anytime after that, and up to 8:00 AM the next morning, 20% of the total value will be subtracted from the grade. Each additional day late is another 20% deduction of the initial point value.

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### **IF YOU FAIL AN EXAM**

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If you fail an exam you may take a make-up exam, which will be similar to, but not the same as, the original test. Your maximum score will be limited to one point less than the lowest passing grade in the class for that exam. Baking students are allowed a maximum of two make-up exams per subject area (bread, cake, management, or science). No make-up tests on final exams are allowed.

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## TRANSLATIONS

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All resident courses are taught in English. Those participants for whom English is a second language are encouraged to bring a translational dictionary. Only paper (not electronic) translational dictionaries will be allowed when taking exams, quizzes, and tests.

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## LOCKERS

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Lockers are available to all participants. Lockers are assigned by the Education office. Participants are expected to provide their own locks. Locks and contents must be removed at the conclusion of the course. AIB International reserves the right to dispose of any items left in lockers after the conclusion of the class.

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## MAILBOXES

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Mailboxes are provided for the Baking Science and Technology participants in the guest lounge; all incoming mail will be sorted into these boxes. Management Development participant mail is distributed by the instructors.

All personal messages will be placed in the mailboxes, or distributed in the same manner as mail. Other pertinent (general) information will be posted on the appropriate bulletin boards.

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## GRADUATION CEREMONIES

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Graduation ceremonies are part of each course. You are expected to attend the awarding of certificates ceremony to ensure successful completion of your course. Invite your friends and relatives, bring your cameras, and celebrate the occasion with visiting members of the baking and food industries.

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## ***MISCELLANEOUS – OUTSIDE AIB***

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## KSU RECREATIONAL SERVICES FACILITIES

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Participants are eligible to use the Recreational Services facilities (rec. complex and/or pools) at Kansas State University. You may purchase a monthly pass by presenting your AIB International student identification card (or you may pay-as-you-go). For more information see [www.recservices.k-state.edu](http://www.recservices.k-state.edu).

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## **DRINKING AND DRIVING**

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The alcohol laws of Kansas are among the strictest in the United States. Minimum age to consume any alcoholic beverage is 21. Open containers of alcohol are prohibited outside of private buildings and licensed on-premises alcohol sellers. An open container is prohibited inside any motor vehicle, unless it is a licensed limousine or mass-transit vehicle. Public intoxication is prohibited. Kansas' maximum blood alcohol level for driving is 0.08%. (Thus, don't drink and drive).

Ordinarily, DUI is a misdemeanor in Kansas, although the third DUI conviction becomes a felony. Refusal to take a chemical test (i.e. breathalyzer) when so requested by a law enforcement officer who has probable cause will result in a one-year suspension of the suspect's driver's license.

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## **CELL PHONES AND DRIVING**

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The city of Manhattan and the state of Kansas now require drivers to use hands-free devices if using a cell phone while driving. Texting while driving is not allowed.

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## **SMOKING IN PUBLIC**

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Within Manhattan, smoking is prohibited in any public building and within 20 feet of any entrance or air intake vent to buildings. Any person wishing to smoke may do so in designated areas only. The state of Kansas prohibits smoking in all enclosed, indoor workplaces and all outdoor areas within ten feet of an entryway to a public building.

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# ***SAFETY***

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## **MEDICAL EMERGENCIES**

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In case of medical emergency, a participant or instructor should notify the switchboard operator so that assistance may be secured. The operator will notify the Vice President of Administration, Human Resources, and/or the Chief Engineer.

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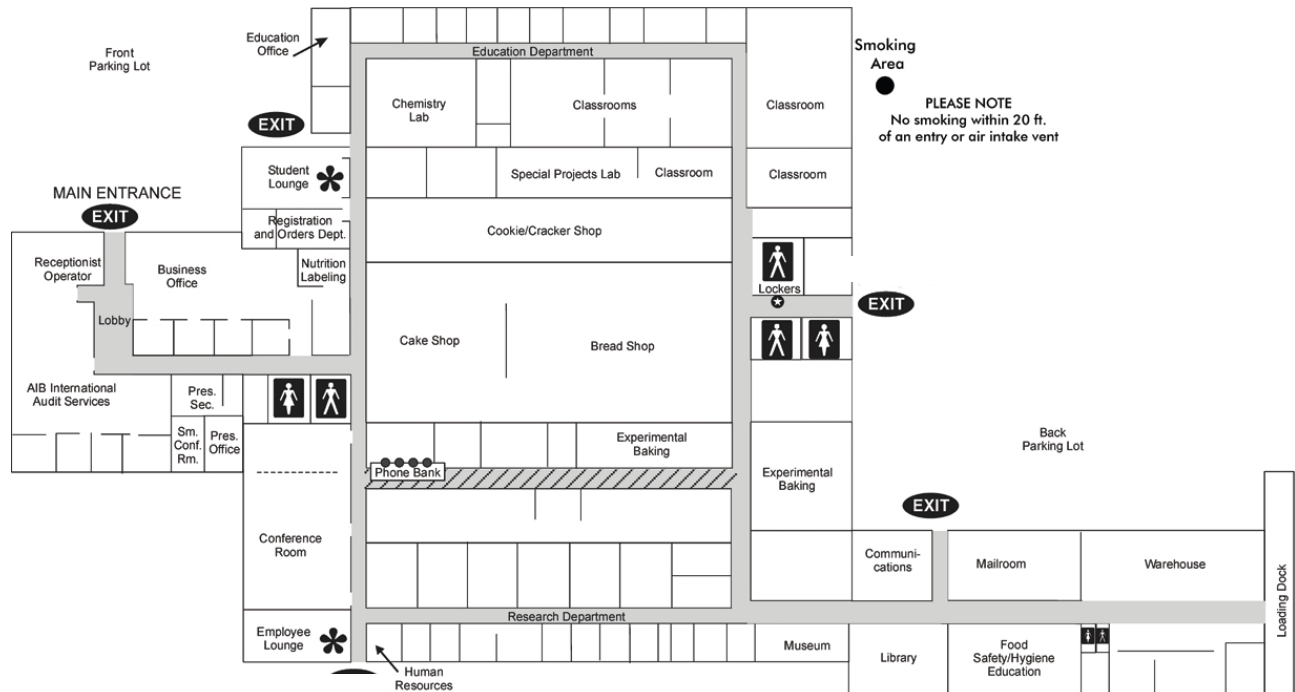
## **TORNADO**



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When the National Weather Service issues a tornado warning, an announcement will be given over the paging system to take cover. All participants, employees and other occupants will

proceed to the hallway located near the center of the building between the Conference Room and the Experimental Bakery. They should remain in that area until the all-clear signal has been given.

## BUILDING MAP – NOTE TORNADO SHELTER



-  VENDING MACHINES (snacks and drinks)
-  TORNADO SHELTER (hallway)

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## FIRE

In case of a fire, the switchboard operator should be notified to sound the alarm and call the fire department. The operator will notify the Vice President of Administration and the Chief Engineer. Everyone must evacuate the building immediately by following the nearest exit sign to an exit from the building.

All participants and staff members of the Education Department are to meet in the northeast corner of the small parking lot across the street (north) of the main entrance. All participants and staff members of the Food Safety Education Department are to meet in the northeast side of the back parking lot (parking area closest to the locker rooms).

Fire extinguishers are located throughout the building; however, only trained staff will be expected to use these.

The building is equipped with an automatic sprinkling system and an in-house alarm. In the event of fire or explosion, it is essential that all occupants evacuate the building at once.

# FIRE EXIT MAP

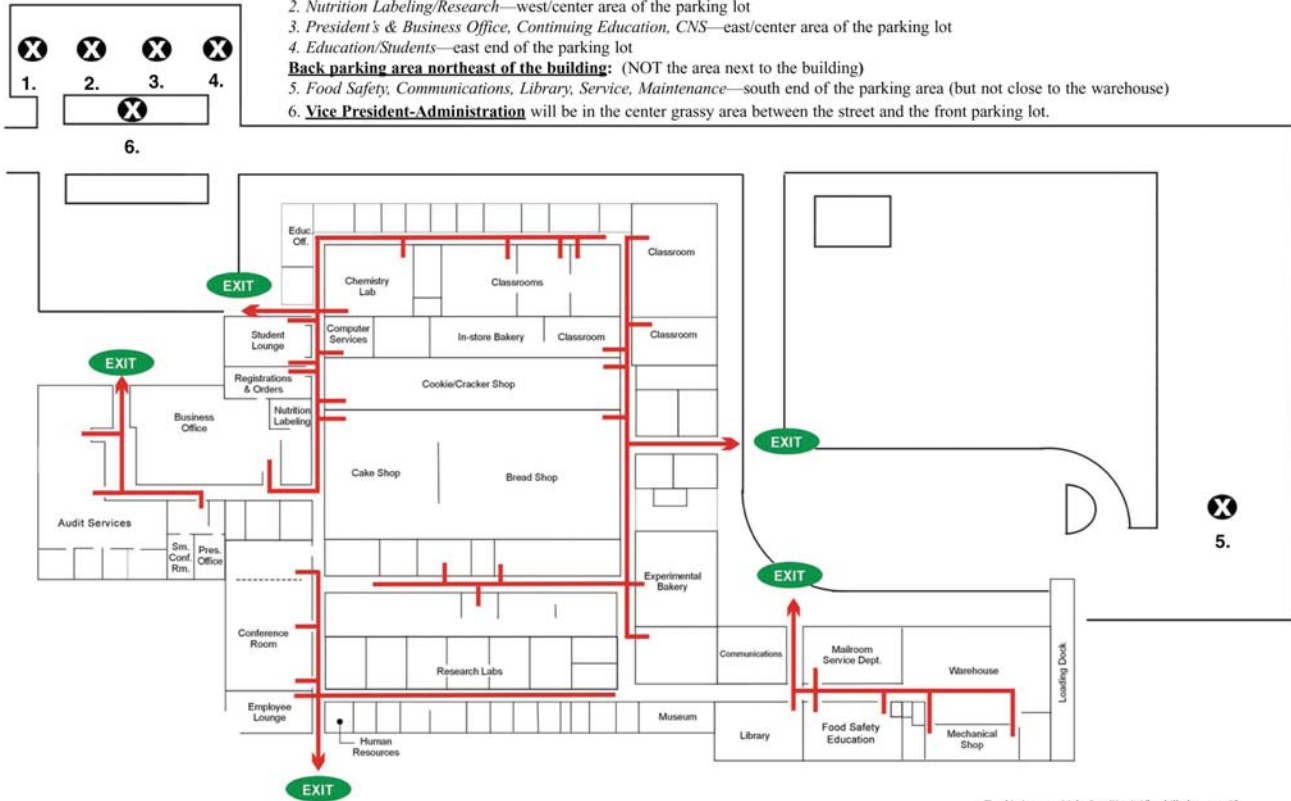
**Assigned meeting areas:**

**Parking lot across the street from the front entrance:**

1. *Audit Services*—west end of the parking lot
2. *Nutrition Labeling/Research*—west/center area of the parking lot
3. *President's & Business Office, Continuing Education, CNS*—east/center area of the parking lot
4. *Education/Students*—east end of the parking lot

**Back parking area northeast of the building:** (NOT the area next to the building)

5. *Food Safety, Communications, Library, Service, Maintenance*—south end of the parking area (but not close to the warehouse)
6. **Vice President-Administration** will be in the center grassy area between the street and the front parking lot.



## FIRE EVACUATION PROCEDURE

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