



Code Of Conduct



The Stations Department works as a team to serve our Long Island customers who, on many occasions, are also our neighbors, friends and families. We also serve customers from out of state as well as out of the country. All customers deserve our best efforts, this includes our behaviors while at work, how we treat each other and how we respect our workplace. The Stations Department has made it very easy for you to be successful in your daily duties by explaining our expectations in this Code of Conduct document. It is easy and simple to understand, however if you have any questions reach out to any department manager, leader or supervisor. All employees are required to always abide by this Code of Conduct:

- SD-001 Always be respectful to all other employees, vendors, and customers - follow the respectful workplace policy. Always cooperate with fellow employees.

- SD-002 Swipe in and out for every tour you work unless it's a double and you remain at the same location for both tours. Your swipes are used to complete your weekly payroll, it is required that you swipe in and out for all tours you work. If you do not have your pass to swipe you must hold your ID by the clock and take a picture with the clock showing the date and time. Send that to your manager for proper record keeping due to no pass.

- SD-003 Report to work on time, you are required to stay on property for your whole tour unless it's during your scheduled meal period or you are required to travel to multiple locations. Do not leave before your tour is complete unless a supervisor or manager has approved it.

- SD-004 Do not swipe in and out for key call pickups or drop offs: your swipes must be at the location you work in for the day not at the key pick up or drop off locations.

- SD-005 Always work safely, even unsafe situations can be handled safely, discuss with your supervisor for the safest way to work if you encounter an unsafe situation. Follow applicable safety rules and wear proper personal protective equipment while working.

- SD-006 Take corrective action to ensure all customers and fellow employees are safe and secure. Take corrective actions to ensure all LIRR assets are safe and secure. Contact police for emergencies (911) and then contact MTAPD to advise of issue 718-558-3000.

- SD-007 Behaviors prohibited while on LIRR property (on or off duty) include but are not limited to:
 - a) Fighting
 - b) Gambling
 - c) Harassing others



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- d) Stealing
- e) Vandalism
- f) Sabotage
- g) Illegal Activities
- h) Tampering with any equipment so it no longer works as intended. This includes any safety devices.
- i) Dishonest or Unauthorized Activities
- j) Firearms- on person or property
- k) Weapons of any type - on person or property
- l) Alcohol or drug use

- SD-008 Defiant, insubordinate, or disrespectful behavior towards supervision at any time will result in discipline. This includes profane gestures or language.
- SD-009 All equipment that is given to you to complete your tasks is only to be used for work-related duties. You are prohibited from borrowing LIRR equipment for use outside of work activities.
- SD-010 While working (excluding authorized meal periods) you are prohibited from reading any materials (newspapers, books, magazines etc.) other than work-related materials.
- SD-011 While working you are prohibited from watching videos on your phone or on any electronic device unless it's work related.
- SD-012 While working you are prohibited from engaging in social media on any electronic device.
- SD-013 While working you are prohibited from engaging in video calls and phone calls with anyone unless authorized to do so for work related items (vendors, banking industry, customers, court inquisitions, video conferences).
- SD-014 While working you are prohibited from using headphones, earbuds or any other listening device that inhibits your ability to properly hear what is required for your job duties.
- SD-015 When using the Public Address system at stations your messages must be clear and concise and business related. Messages that do not pertain to LIRR business are prohibited.



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- SD-016 While “on the clock” (being paid- this includes meal periods and breaks) you are prohibited from the following:
- a) Sleeping or assuming the position of sleep, except during emergencies when your tour of duty has extended past 16 hours and permission has been given by authorized management official. You are prohibited from having bedding supplies on LIRR property unless it is for when you have been authorized to sleep while on duty.
 - b) Standing around waiting for others or chatting and not working unless directed by supervision who will be giving you direction.
 - c) Playing cards or other games (includes on your phone or device).
 - d) Watching television or movies on any type of device unless authorized by authorized management official.
 - e) Listening to music on any type of device.
- SD-017 Familiarize yourself with all corporate and department rules, regulations, codes, polices, and procedures. If you have any questions please contact your supervisor or manager.
- SD-018 Immediately report accidents or incidents to your supervisor. If you cannot contact your supervisor call the crew office (718-558-7374) and they will help contact the manager on duty.
- SD-019 During an emergency follow the direction of the Fire Wardens, Local and MTA PD, Firemen and/or supervision.
- SD-020 Report all dangerous, hazardous or defective conditions (including damage to Kronos clocks) to your supervisor. Do not factiously report unsafe situations. If you are qualified to handle the situation, do so and report it to your supervisor when completed.
- SD-021 You cannot exchange duties unless a supervisor authorizes it, you cannot substitute others in your place.
- SD-022 If you are a represented employee you must notify the crew office at least one hour prior to the beginning of your tour if you are unavailable due to illness or injury, this includes FMLA instances.
- SD-023 Per the Corporate Alcohol and Substance Abuse Policy (MED-005) all employees who are out 30 calendar days or more for any reason must report to medical for a drug/alcohol test as part of the return to duty physical examination. If you are convicted of violating a criminal drug or alcohol statute in or out of the workplace, including NYS Vehicle & Traffic Law and Penal Law, you must report the arrest or conviction to a manager within five (5) days of the arrest or



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- conviction. Failure to report may result in disciplinary action, up to and including dismissal.
- SD-024 When changing your phone or home address you are required to immediately give BSC notice (portal or form) and provide written notice to LIRRSTATIONSDEPTFORMS@LIRR.org to advise of changes.
- SD-025 Except where designated, smoking, vaping or use of electronic cigarettes is strictly prohibited in all LIRR facilities, on platforms and in stations in close proximity to customers, trains and equipment.
- SD-026 Dishonesty of any kind is strictly prohibited. This includes but is not limited to: employee records and time slips. Employees must get approval from their manager before working overtime.
- SD-027 Employees must notify their supervisor or the MTAPD if they encounter a breach of security. This is identified as a suspicious person, activity, out of place items or equipment, unattended bags or boxes or luggage, unrecognizable powders, chemicals or containers. You know your area if something looks “out of place” report it to a supervisor, manager, police officer.
- SD-028 All employees must participate in trials and investigations of any kind relating to LIRR work issues.
- SD-029 While on duty you must commit yourself exclusively to the LIRR and the services you are hired to complete. You are prohibited from engaging in non-LIRR business activities or personal enterprises while on duty. For all dual employment you must apply for approval under the Dual Employment Policy (EMPL-009).
- SD-030 Railroad business is not to be discussed with anyone outside the LIRR except under approval from the Law and Public Affairs departments. Do not share any documents, pictures, purchase orders, meeting minutes, payroll, personal or personnel information with any outside the LIRR unless permission is granted by a railroad official.
- SD-031 Follow recognized chain of command in your area and the department concerning railroad business. If you encounter a problem, please give your supervisor and manager the opportunity to assist you before seeking assistance outside the department.
- SD-032 All fraudulent behaviors or suspicion of fraud, even when there is an ongoing investigation, must be reported to a supervisor immediately.



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Any supervisor or manager who knowingly permits conduct, which is prohibited by the Code of Conduct, may be subject to appropriate discipline, up to and including dismissal.

This Code of Conduct is a guideline and is not intended to be a comprehensive document. Stations Department employees are required to also comply with applicable Federal and New York State statutes and regulations, collective bargaining agreements, departmental policies and procedures, MTA policies and procedures as well as all LIRR corporate policies.

In the event of an inconsistency, the most stringent standard or collective bargaining provision, whichever is applicable, will prevail.

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8/20/25- New document