



*B.I.G. Enterprises, Inc.*

employee  
**handbook**

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## **B.I.G. Enterprises, Inc. Company Directory**

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### **Home Office**

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105 Paul Mellon Court Suite 15  
Waldorf, MD 20602

301.843.9380  
<http://www.bigenterprises.com>

Human Resource Office  
Job Opportunities  
Employee Relations  
Benefits & Pay Related

301.843.9380  
Matt Moroney  
Gina Datcher  
Gina Datcher

Payroll Administrator

301.576.1053  
John Palmer

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### **Life & Disability**

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Lincoln Financial

1.800.321.3497  
<http://www.jpfic.com>

Agent:

Patrick Mulkey

703.352.6467

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### **Health & Benefits**

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CareFirst Blue Choice

1.800.321.3497  
<http://www.carefirst.com>

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### **401(k)**

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The Hartford

1.800.339.4015  
<http://retire.hartfordlife.com>

Plan Advisor:

Chris Rainer

410.385.5650  
[christopher.rainer@lpl.com](mailto:christopher.rainer@lpl.com)

# 1. **HISTORY AND MISSION**

## 1.1. **History**

B.I.G. Enterprises, Inc. (B.I.G.) is a family-owned and operated business in which the strengths and interests of each member of our senior executive staff are consolidated under one umbrella organization. Founded as a sole proprietorship “side business” in 1994 and incorporated in 1999 with three employees, it has now expanded to a \$5 million corporation with offices in 3 states and employees and/or clients in 10 states.

President and founder, Barbara Schrader, utilizes her expertise in government contracting to pursue acquisition support, audit, business process engineering, and database design skills to expand the firm’s capabilities in business processes, including information technology and financial management. Barbara’s son, Gordon Schrader, capitalizes on his foundation in physical fitness to develop the premier personal training business in Charles County. Fred Bouser, Barbara’s brother, is headquartered in Kentucky and manages the construction, logistics and administrative support services.

B.I.G.’s goal is to serve its constituents—God, country, family, clients, employees, and community. B.I.G. believes that safeguarding the country’s financial base, while sharing its blessings with those less fortunate, will enable B.I.G. to likewise provide for themselves and their posterity. Specifically, B.I.G. provides a broad range of services that helps the country and community to be fit, both financially and physically. B.I.G.’s core competencies include acquisition support, both Government site procurement services and grant/contract closeout, financial and business process management consulting, and fitness consultation.

## 1.2. **Mission**

B.I.G.’s mission is to provide the highest quality service at the fairest possible price. We maintain our exceptional value by maximizing effectiveness and efficiency through dedication, innovation, and motivation. We focus on a team approach in every aspect of the business, which creates an atmosphere that is both energized and service-oriented.

At B.I.G. we place our commitment to each of our constituencies above the need for short-term profits. This guarantees the best value for our customers, permits us to attract the most valuable employees, and creates the optimal atmosphere for attaining both personal and professional excellence.

## 2. **HANDBOOK PURPOSE AND PRINCIPLES**

Employees are expected to acquaint themselves in full with the contents of this handbook in order to completely understand B.I.G.'s requirements, expectations, and methods of conducting human resource matters. It is B.I.G.'s policy to encourage employee participation in all matters that affect their work, and we welcome suggestions for improvement to these policies, employment practices, or working conditions.

It is the purpose of this handbook to promulgate our corporate approach to managing human resource matters, assist staff and management in understanding and complying with applicable employment laws, set forth general terms and conditions of employment with B.I.G., and maximize the efficiency and orderliness of operations. It is further intended that this handbook serve as a guide for employees in their routine work activities. Violations of this handbook can result in disciplinary action, up to and including termination, and may have legal consequences.

The twofold goal of distributing an employee handbook is (a) to ensure that our management, staff, clients and trading partners are treated with dignity and respect and (b) to secure the rights of the company and its stakeholders to function in a productive and profitable manner, without impediments caused by disruption, disloyalty, dishonesty or careless disregard for the welfare of the organization.

### 2.1. **At-Will Employment Policy**

Employees voluntarily enter into an employment relationship with B.I.G. and accordingly are free to resign at any time with or without cause or reason, and with or without prior notice. Similarly, B.I.G. may terminate this relationship at any time with or without cause or reason and with or without prior notice. However, employees need to give B.I.G. a two week notification period of resignation, or else they may be coded as ineligible for rehire. In accepting or continuing employment with B.I.G., employee agrees that the employment relationship is, and always has been, voluntary and at-will on both sides.

### 2.2. **Administration of Policies and Procedures**

B.I.G. believes that the most rewarding employment relationship results from the open, fair, and consistent interaction between staff and management. We cannot meet every desire and expectation of every employee and no business is free from day-to-day difficulties, but it is B.I.G.'s desire to foster effective policy dealings at all levels.

### 2.3. **Amendment of Policies and Procedures**

Amendments to this handbook are subject to change at B.I.G.'s discretion without prior notice. Upon amendment of any part of this handbook, B.I.G. will endeavor to use normal communication channels (i.e., e-mail, employee bulletin boards, newsletters, pay envelopes, etc.) to apprise employees of such changes and their effect, if any, in a timely fashion. Employees are encouraged to visit the company website, contact the B.I.G. Human Resource Office (HRO), or your project manager for updates.

## 2.4. **Management Prerogatives**

While our core principles demand fairness in all of our dealings, the failure of B.I.G. to exercise any prerogative or function in a particular way shall not be considered a waiver of B.I.G.'s right to exercise such prerogative or function in another manner or in a different situation. Furthermore, although we strive to address all shortcomings, particularly those with particular disciplinary ramifications, as quickly as practical, failure to warn, admonish, or enforce a provision reasonably made known to the employee shall not serve as basis for assuming such behavior to be accepted or not actionable.

## 2.5. **Employment Status Categories**

B.I.G. categorizes the status of employees in order to make distinctions in benefits and conditions of employment among employees and to aid in a better understanding of employment relationships with B.I.G. New or re-hire employees will serve a 90-day probationary period in order to assess their ability and adaptation. All employees are considered provisional staff during this period unless otherwise noted in their employment agreement.

- *Nonexempt* employees are covered by the Fair Labor Standards Act (FLSA). Such employees are entitled to overtime pay at 1.5 times their hourly rate, but only for pre-approved hours worked in excess of 40 hours per week. All overtime hours must be noted on that pay period's time sheet.
- *Exempt* employees are employees who are not covered by the FLSA. This exemption is based on the statute, which generally relies on work performed, the level of responsibility, and the independence of action. Generally, such employees are those occupying executive, administrative professional, outside sales, and certain computer-related positions. These employees are ineligible for overtime pay and other employment conditions as provided for in the FLSA. Payment of premiums or bonuses for work beyond normal duty hours does not create an obligation to make similar payments for future overtime, nor does compensation of one employee give rise to an obligation of B.I.G. to meet or exceed each employee's compensation competitively. Exempt employees need advanced approval for overtime and the hours must be noted on that pay periods time sheet.

## 2.6. **Safe and Secure Work Environment**

B.I.G. is committed to providing a safe and healthy workplace for all its employees. B.I.G. complies with all applicable requirements issued by the federal Occupational Health and Safety Administration and the state and implements a site-specific safety and health program for each of its facilities. The responsibility for the success of the safety and health program is shared by management and all employees working at B.I.G.

Employees are expected to take an active role in promoting workplace safety. If you witness an accident or an unsafe working situation, you must report it promptly to your manager or to the HRO. You should take note of where the fire extinguishers, first-aid kits, and emergency exits for your department/locations are placed.

Although the following details specific responsibilities, all team members are tasked with ensuring compliance with accident prevention and reporting.

*Supervisors* are responsible for ensuring that all incidents, accidents, and occupational diseases within their respective areas and/or scope of responsibility are reported, recorded, and investigated in accordance with this policy. Specifically, supervisors must complete a copy of the Worker's Compensation - First Report of Injury or Illness Form. Such reports are to be filed as soon as possible, but in no case more than 24 hours after the accident or incident.

*Employees* are responsible for notifying their supervisor of any accident or incident *when it occurs*, even if no medical attention is required. Employees also are responsible for cooperating with their supervisor and investigation teams in completing required reports.

Incident/Accident Report Forms are available from B.I.G.'s HRO. Supervisors must provide all of the information requested on the form. Copies of the form must be forwarded to the Payroll Department within 24 hours after the accident or incident.

B.I.G. pays the entire amount of the workers' compensation insurance premium that provides benefits to employees who experience an accident or injury in connection with B.I.G.'s employment. Benefit entitlements are governed by state laws. If employees have questions concerning their rights or benefit amounts, they should contact the HRO or the public information officer at the State Workers' Compensation Appeals Board.

*A fundamental element of a positive work environment is that it be free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, B.I.G. prohibits the possession, transfer, sale, or use of such materials on its premises.*

## **2.7. Office Keys, Special Access, and Job Responsibilities**

Employees who are assigned keys, given ID cards/badges, or other special access or assigned job responsibilities in connection with the safety, security, or confidentiality of records, material, equipment, or items of monetary or business value will be required to use sound judgment and discretion in carrying out his/her duties and will be held accountable for any wrongdoing, negligence, or acts of indiscretion. No employee is permitted to duplicate any key or any identification badge issued by the company or its clients. Violations of these rules will result in immediate dismissal.

B.I.G. has established general requirements, restrictions, procedures, and other safeguards that are necessary for safeguarding classified information in conformity with the National Industrial Security Program (NISPO). These procedures are outlined in a manual entitled Security Standard Practice Procedures (SSPP). If at any time you are given access to classified data outside of your need to know or beyond the level you are authorized, or for any other industrial security concerns, please contact your Facility Security Officer (FSO).

## **2.8. Confidential Information**

Confidential information regarding B.I.G., its clients, suppliers, or employees in any form shall not be divulged to anyone other than persons who have a right or need to know or are authorized to receive such information. It is the duty of every B.I.G.

employee to use utmost discretion in revealing personal or confidential data, history, events, or communications. When in doubt as to whether certain information is or is not confidential, prudence dictates that no disclosure be provided without first clearly establishing that such disclosure has been authorized by appropriate management personnel. This basic policy of caution and discretion in handling confidential information extends to both external and internal disclosure.

All salary and compensation information is confidential. Disclosure of compensation, benefits, or other specifics of your agreement with B.I.G. will be grounds for immediate termination. Any discussion of terms of employment with a client, potential client, or competitor within a job assignment will be grounds for immediate termination, and may have other civil or criminal consequences.

Outside B.I.G. offices employees must use utmost care when discussing company or client business information. In order to maintain confidentiality when disposing of any sensitive but unclassified material, it is important to shred the material or use another approved method of disposal.

Confidential information obtained as a result of employment with B.I.G. is not to be used by any employee for the purpose of furthering any private interest or as a means of making personal gains. Use or disclosure of such information can result in civil or criminal penalties, and all employees involved can expect to be prosecuted to the full extent of the law for any breach of security or confidentiality.

## 2.9. **Property**

All intellectual property used by B.I.G. employees over the course of their employment remains exclusive, protected, and privileged of B.I.G., with all rights reserved. Copying or transferring of actual B.I.G. intellectual property data or concepts design is strictly prohibited.

Desks, magnetic media, and other storage devices may be provided for the convenience of employees but remains the sole property of B.I.G. Accordingly, desks and other storage devices, as well as any articles found within them, can be inspected by B.I.G. principals at any time, either with or without prior notice. Be advised that while working on a client site, B.I.G. employees will be subject to the client's rules and regulations regarding such inspections.

Materials, furnishings, equipment, tools, company-confidential literature, technical, or quality control manuals, or other documents of a sensitive nature shall not be removed from B.I.G. without authorization from a corporate principal. Office supplies and equipment are not for personal or home use. An employee is expected to exercise the highest care in his/her use of B.I.G. property and to utilize such property only for approved purposes. The employee is responsible for all B.I.G. property assigned to him/her.

Corporate purchases will be coordinated through the corporate office. B.I.G. staff members are not authorized to purchase supplies or to make any commitment in the name of B.I.G. unless authorized in writing by a corporate principal.

## 2.10. **Equal Employment Opportunity and Affirmative Action**

It is B.I.G.'s policy to employ, retain, promote, terminate, and otherwise treat any and all employees and job applicants on the basis of merit, qualifications, character, and competence. This policy shall be applied without regard to race, color, sex, national origin or ancestry, age, marital status, pregnancy, or physical or mental handicap.

It is prohibited for any employee of B.I.G. to refuse to hire, train, promote, or provide equitable employment conditions to any employee or applicant, or to discipline or dismiss an employee solely on the basis of such factors, except in the case of a bona fide business necessity or purpose.

In order to maintain respect in the workplace, B.I.G. employees must avoid statements, jokes, or blatantly offensive conduct regarding race, color, religion, national origin or ancestry.

Nothing in B.I.G.'s equal employment opportunity policy is intended to be interpreted as preventing B.I.G. from considering values, relationships, lifestyles, and character in making employment decisions. Any incident or situation that you believe violates this policy or creates concern about our corporate position on EEO should be brought to the immediate attention of your supervisor or to any corporate principal.

## 2.11. **Harassment**

### **B.I.G. has a zero-tolerance policy for harassment of any form.**

Sexual harassment may include a wide range of behavior and employees should always keep in mind that what is acceptable behavior to some people is unacceptable behavior to others. Sexual harassment is defined as unlawful discrimination on the basis of sex and can be seen when: (a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual; or (c) such conduct has the purpose or effect or unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Other examples of harassment include, but are not limited to, telling sexist jokes; offensive language; and displaying sexually suggestive objects, pictures, or posters. Even behavior that is not specifically intended to offend an individual can be considered offensive and may create an intimidating or offensive hostile work environment.

No employee shall directly or indirectly: (a) threaten or insinuate that another employee's refusal to submit to sexual advances will adversely affect that employee's relationship with B.I.G., work status evaluation, wages, advancement, assigned duties, or any other condition of employment; (b) promise, imply or grant preferential treatment in connection with another employee engaging in sexual conduct; or (c) abuse the dignity of another employee through insulting or degrading sexual remarks or conduct.

Any incident of perceived harassment should be reported as quickly as possible, in confidence, to their immediate supervisor or any corporate principal for an immediate

investigation to be conducted. Every effort will be made to promptly investigate any allegation of harassment in as confidential a manner as possible and appropriate action will be taken where warranted.

## **2.12. Workplace Violence/Anger Resolution**

B.I.G. does not tolerate acts of workplace violence committed by or against employees. B.I.G. strictly prohibits employees from making threats or engaging in violent acts. This is a zero-tolerance policy, meaning that B.I.G. will promptly discipline or terminate any employee found to have violated this policy.

Prohibited conduct characterized as workplace violence includes, but is not limited to injuring another person physically; engaging in behavior that creates a reasonable fear of injury in another person; possessing, brandishing, or using a weapon while on B.I.G. premises or engaged in B.I.G. business; intentionally damaging property; threatening to injure an individual or damage property; and committing injurious acts motivated by, or related to, domestic violence or sexual harassment.

B.I.G. will seek the prosecution of all those who engage in violence on its premises, by or against its employees while they are engaged in B.I.G. business. B.I.G. will make available anger resolution assistance for employees seeking consultation. Please contact your HRO for more information.

## **2.13. Drug-Free Workplace**

Employees are expected and required to report to work on time and in appropriate mental and physical condition for work. It is our intent and obligation to provide a drug-free, healthy, productive, safe, and secure work environment.

The unlawful manufacture distribution, dispensation, possession, or use of a controlled substance (except a prescribed drug that is taken under the direction of a physician and which does not impair your job performance to threaten safety) on B.I.G. premises or while conducting B.I.G. business is absolutely prohibited.

B.I.G. recognizes drug dependence as an illness and a major health problem. B.I.G. also recognizes drug abuse as a potential health, safety, and security problem. An employee who appears to be unfit to perform his/her job duties as determined by B.I.G. management may be relieved of his/her duties and required to submit to a medical examination and/or test. Employees needing help in dealing with such problems are encouraged to use our health insurance plan as appropriate and/or to contact our HRO.

Employee's must, as a condition of employment, abide by the terms of the above policy and report any conviction under a criminal drug statute for violations occurring on or off B.I.G. premises while conducting B.I.G. business. A report of a conviction must be made within 5 days after the conviction, which is a requirement mandated by the Drug-Free Workplace Act of 1988.

Compliance with this policy is a condition of employment, including submitting to any inspection, examination, or test not prohibited by statute.

## 2.14. **Other Employment**

B.I.G.'s goal is to maximize career opportunities and to encourage healthy lifestyles. Secondary employment is discouraged for full time employees, for the sake of the employee as well as the company. Employees are not permitted concurrent employment with a company that is in the same line of business as B.I.G. or is in any way in competition with B.I.G. Employees who have their own businesses must disclose such information to their cognizant B.I.G. principal in accordance with its Conflicts of Interest policy.

## 2.15. **Employee Records**

All employee records are considered confidential and the property of B.I.G. Employee records and files will therefore be available or disclosed only to those persons who are authorized by B.I.G. to have access to them on a need-to-know basis, or such other persons authorized by B.I.G. under legal rights to review or obtain applicable parts of such records. Employees wishing to obtain specific information may, upon reasonable advance notice, inspect their own employee files during normal office hours. However, such records must be reviewed in the HRO with a HRO representative present and may NOT be removed or altered without the consent of B.I.G.'s president.

Employment references for B.I.G. employees (current or previous) will be handled solely by the HRO. All requests for information pertaining to current or former employees shall be directed to the HRO for response. No one other than the HRO or B.I.G. principal is authorized to give employment references regarding B.I.G. employees. It is the responsibility of the employee to ensure requests for references are coordinated with the corporate principal. Employees departing under adverse circumstances will be given the opportunity to include a statement in their employee file.

Up-to-date personal information is necessary for a number of reasons, including ensuring the administration of your employee benefits. It is the employee's responsibility to notify the payroll administrator of any change in their pertinent information. Changes in status can be e-mailed or submitted on an "Employee Status Change Form." In addition, employees should notify the HRO and payroll administrator of any changes that would affect his/her employee benefits or the company's ability to contact the employee quickly. B.I.G. may periodically request all employees to update this information.

## 2.16. **Employee Resume Preparation**

The resumes of all employees and key management personnel are utilized on an ongoing basis in the preparation of proposals, as well as to support promotion and career opportunities. They must be current and complete at all times, documenting professional experience, systems knowledge, customer contacts, and other items of importance in the employee's background of capabilities. New employees shall update their resume within two weeks of employment and forward an electronic copy to the HRO. Employees are expected to update their resumes at least once annually.

## 2.17. **Business Dress Policy**

B.I.G. employees, regardless of position or title, should reflect our high professional standards. Maintaining proper business attire is part of each employee's job, and failure

to maintain proper dress and decorum may be grounds for dismissal. Employees working on customer sites should conform to the customer's dress code while also maintaining a professional image indicative of the B.I.G. culture, which includes a neat, clean, and well-groomed appearance at all times. Although B.I.G. encourages business casual dress at our corporate location and client-site as authorized by the client, professional dress is required for off-site meetings, when visitors are anticipated, or for any occasion as requested by the supervisor.

Dress-down days, business casual and other exceptions are privileges. B.I.G. reserves the right to require business professional attire or to mandate uniforms or specific dress for any individual or group. Hair should be clean and neatly groomed at all times. Most client site assignments include standards of conduct that may specify dress or other matters related to dress and decorum. In the event of contradicting standards, the employee is expected to adhere to the higher standard of conduct.

*Business casual* attire is considered:

- Chino-, khaki or "dockers-" style pants
- Collared shirt (tucked in)
- Dresses (modest, not low-cut or more than 3 inches above the knee)
- Button-down shirt
- Dress pants
- Dress sandal (not "beachwear")
- Polo shirt
- Suit/pantsuit/ties
- Leather-type shoe (heels, flats, etc.)

*Business professional* attire is considered:

- Men: Sport coat with slacks and tie
- Women: Sport coat with slacks or skirt

*Inappropriate* attire is considered:

- T-shirts (including logo merchandise)
- Casual or walking shorts of any kind (may be permitted at client site in the event of special activities)
- Any attire exposing midriff, upper thigh, cleavage, or undergarments
- Any attire that is tight enough to call attention or cause distraction in the workplace

It is understood that the dress code outlined above is NOT all-inclusive. The items listed should help set the general parameters for proper business attire and allow the employee to make intelligent judgments about items that are not specifically addressed.

Managers are responsible for addressing issues and concerns regarding appropriate attire within their departments. Management also reserves the right to require an employee who is dressed inappropriately to go home, on the employee's own time, to change into appropriate clothing before returning to work. This may include clothing with logos or slogans that may be offensive, political, or create disruption. Continued abuse or in-adherence to the dress policy may result in disciplinary action.

### 3. **WORK HOURS AND SCHEDULES**

#### 3.1. **General Hours of Work**

B.I.G. strives to offer a work environment conducive to creativity and productivity. However, freedom and flexibility must be balanced against control and accountability. Therefore, all policies on work hours are subject to supervisor/client discretion. Client core hours and work hour policies must be strictly adhered to.

The work week begins on Monday and ends on Sunday. B.I.G.'s core work hours are 8:00 a.m. to 6:00 p.m., Monday through Friday, except holidays. B.I.G. encourages flexible schedules in which the employee elects a fixed schedule within company or client core hours, typically 9:00 a.m. to 3:00 p.m. Employees must obtain prior approval from their Program Manager to establish a compressed schedule or to work in excess of 40 hours per week. Each employee working 8 or more hours must take a non-paid lunch period in addition to the required 8 hour work day, per Government regulations.

If working a modified schedule (outside the B.I.G. core work hours), employee must establish a method to account for time worked and try to avoid ongoing reading or researching; instead focus on a deliverable work product.

*Work-from-home and telecommuting must be under a strictly accountable arrangement and approved by a B.I.G. principal, even if authorized by a supervisor or the client. Employees must refer to their employee agreement to ensure eligibility.*

#### 3.2. **Leave/Attendance**

Employees are expected to report to work on time each day. Consistent attendance and punctuality are imperative to the efficient and smooth operation of B.I.G.'s business. B.I.G. has established leave policies for those periods of time an employee is unable to attend work. Unnecessary absenteeism and tardiness is expensive, disruptive, and places unfair burden on other employees and supervisors. Two or more unexcused/unexplained absences or tardiness in a given time sheet period may result in disciplinary action, up to and including termination.

If you are going to be late or absent for any reason, you must contact your supervisor or the next highest manager directly as far in advance as possible of your regular starting time. The customer will be notified in accordance with project policies. You will need to explain why you are going to be late or absent and when you expect to return to, or arrive at, work. Leaving a voice message is not adequate notification.

B.I.G. policy for notification of absence is as follows:

- For planned or scheduled absence, reasonable advanced notification should be given to both B.I.G. and client points of contact. The preferred method is via e-mail, copying the Government client representative, the B.I.G. project manager, the B.I.G. corporate representative, and the payroll manager. You should also provide a follow-up reminder to the agency point of contact, and to the on-site representative and/or colleagues if applicable, 2 days before the scheduled absence.

- If you are out for the day for emergency, sick leave, or unscheduled annual leave, you must notify the client representative via telephone that you will be out, and advise them when they can expect you to be back to work. If you will not return as anticipated, or if you are out for more than 3 consecutive days, you should re-contact the client. You must also notify the B.I.G. project manager or designated on-site representative.
- Whenever possible, you should ensure the client is aware of the absence. Leaving a voice message or advising an administrative assistant or other subordinate does not serve this purpose. If you are not able to reach your primary contact with the agency, please contact B.I.G.'s corporate representative and advise them of your attempt to notify the appropriate Government representative.
- Unless otherwise advised, Paul Thornley is the corporate representative and John Palmer is the payroll manager. If you have questions or concerns about who your project manager or site representative is, please contact Paul Thornley at (301) 843-9380.
- If you plan to be absent from your work area for more than an hour on Government business, i.e. meetings or coordinating with other agency contacts, or will be leaving the client site for more than a half hour, i.e. for personal business outside your scheduled lunch break, you should make certain either your B.I.G. site manager or senior colleague, or your client representative, is advised of where you will be and when you can be expected to return. If you have critical work in progress or an imminent deadline, it is your responsibility to ensure the work will be completed in a timely manner, and that the cognizant client manager will be able to obtain status and/or assurance that the deadline will be met. Although each client environment will be different and our corporate approach favors an individualized approach to project management, it reflects badly on B.I.G., and may result in a request for termination of the assignment, if the client is left without confidence that critical assignments are certain to be completed as required.
- If the entire staff at a given location will be away from the office, i.e. for Government-provided training, it is important that you contact your corporate representative.
- Requests for overtime should follow the same pattern as scheduled absence. It is imperative that the Government client, the payroll manager and the B.I.G. corporate representative approve any time in excess of forty hours per week.

### 3.3. **Unauthorized Absence**

An employee who is absent from his/her assigned work location without official leave approval from supervisory personnel for a full work day shall provide a detailed written reason for such absence (which may include authorized documentation) and, regardless of stated reasons, may be subject to disciplinary action, up to and including termination.

Unauthorized absences preclude any opportunity for a client-site position, may violate the terms of a security clearance, and may jeopardize your position with B.I.G.

### 3.4. **Compensatory Time**

Any compensatory time (or comp time), other than offsetting hours within the same pay period, should be kept to a minimum, and is only approved under special circumstances. Normally B.I.G. will identify periods in which compensatory time is available, e.g. to cover a peak workload or vacancy. B.I.G. may enforce various conditions on the use of comp time, depending on the specific situation.

All comp time must be approved in advance by your direct report (CO or branch manager), project manager, and B.I.G. headquarters (John Thornley or John Palmer).

Non-exempt employees are not eligible for comp time. If exempt employees who are authorized flexible work schedules have minor changes (less than 5 hours), they should try to offset within the same pay period, with their on-site manager's approval. If necessary, they may work extra hours in one pay period and offset by working and charging less the next pay period. However, we do expect changes in schedule to be used with discretion. All employees are required to establish and maintain a set schedule. Excessive fluctuation may result in B.I.G. mandating fixed work hours at the manager's discretion.

## 4. TIME MANAGEMENT AND REPORTING PROCEDURES

The B.I.G. corporate motto is *Business success earned with Integrity and administered with Generosity*. Accurate reporting of time is a critical component and every staff member is expected to contribute to the efforts of B.I.G. in this regard, through diligence in charging labor in an accurate and timely manner.

It is the employee's responsibility to understand and comply with this policy in full. Project managers and corporate principals have the added responsibility of accounting not only for his or her own time, but also for communicating policies and procedures to subordinates, oversight of subordinates' compliance with time keeping, managing projects to ensure that time allocated to the project or indirect account is utilized in a prudent manner, and informing superiors in a timely manner if hours allocated to the task or project are not sufficient to meet the projected workload.

If at any time any staff member has a question, problem, or issue concerning this policy or any labor charging matter, he or she should contact the cognizant B.I.G. principal.

### 4.1. Fundamentals of Time Management and Reporting

Each employee must complete his or her time sheet accurately and on a daily basis, charging time precisely as worked, including all hours worked whether compensated or not. Time should be rounded to the nearest one-half hour (.5) increment. Absent instruction to the contrary, hourly or administrative staff will round up, managers will round down, and those charged to a project will adjust their performance to ensure their effort for the day falls within these guidelines.

Before starting a new assignment, employees are to obtain from their supervisor a project name/number and the maximum number of hours that may be worked on the assignment without supervisor approval. Client site staff is generally required to keep an electronic "daily log-in". If unable to do so, or working in the telecommute of client site directly report make a brief record of time and activity, and transfer hours to the time card as soon as you return to the office. Do not prepare in advance.

Travel and expense charges must be approved in advance. Travel time must be charged to the same project as the work associated with that travel. If one trip is utilized for more than one purpose, coordinate an appropriate allocation of time to each project with both managers.

Hours in excess of project allocation must nevertheless be charged to the project. The B.I.G. project manager will coordinate with corporate principal to resolve any overage by modification of the contract or segregation of overrun costs.

Time sheets are due by close of business of the 16<sup>th</sup> or 1<sup>st</sup> day of each month.

Time sheets should be prepared in blue or black ink in accordance with time sheet instructions.

#### 4.2. **Time-Keeping Responsibilities**

It is the responsibility of every staff member:

- To record hours as worked and not in advance of the actual performance of the work;
- To sign the time sheet at the end of the pay period, ensure that corrections, if any, are properly accomplished, provide a brief explanation of each correction in the remarks sections of the time sheet (or on the back of the time sheet, if necessary), and initial each explanation and correction;
- To be certain in the event of travel or leave that the time sheet is made available to the appropriate supervisor in time to meet the schedule detailed in this policy; and
- To review all corrections made by a supervisor or other appropriate person in the staff member's absence, and to certify (by initialing the explanation in the remarks section) that the corrections are accurate.

A corporate principal will designate managers with time sheet responsibility. Each manager is responsible for the following:

- To ensure that his or her staff know and understand the policies and procedures contained in this manual;
- To ensure each subordinate is provided the contract charge number, task, labor category, and department if applicable;
- To ensure that staff members are always aware of the correct contract account numbers or indirect account numbers to charge for the work they are performing, and where applicable, the maximum number of hours that may be worked on an assignment without further approval;
- To ascertain that the time sheet of each staff member is accurate, completed on a daily basis, and submitted on time;
- To verify the accuracy of the information entered on the time sheet by each staff member i.e. that the number of hours recorded and the account numbers charged are correct; and
- To verify the mathematical accuracy of the time sheet.

#### 4.3. **Correction Procedure**

If a staff member discovers an error, the following procedures for correcting the error apply:

- Delete the incorrect entry by drawing a single thin line in blue or black ink, through the error and place a footnote notation near the box containing the

deleted entry. Be careful not to obliterate the error. Do not erase or use correction tape/fluid;

- Enter the new data on the time sheet clearly and in such a manner as to avoid any misunderstanding as to where the new data belongs;
- Enter the reason for the change in the Remarks section and identify by a corresponding footnote; and, if applicable,
- Initial each correction and each footnote explanation in the Remarks section.

If a supervisor discovers an error, the following procedures for correcting the error apply:

- If the supervisor discovers an apparent error, the discrepancy shall be brought to the attention of the staff member. If the staff member agrees that there is an error on the time sheet, then the staff member should correct the error as described above.
- If the matter cannot be resolved between the staff member and the supervisor, then the problem must be referred to the appropriate corporate principal.
- If the suspected error appears to be an omission or an obviously incorrect entry, and the staff member cannot be reached, then the supervisor will correct the error on a copy of the time sheet for the staff member using the procedures described above. The matter should be resolved with the staff member immediately upon his or her return and the staff member must initial the change; if the staff member cannot be reached, then the supervisor will refer the time sheet to the corporate principal, who will correct the error on a copy of the time sheet for the staff member using the procedures described above. The matter should be resolved with staff member immediately upon his or her return and the staff member and supervisor must initial the change.

#### **4.4. Procedures for Staff on Company Travel or Personal Leave**

Staff members and managers who will be away from their normal work place at the end of a pay period shall make arrangements that will ensure their time sheets are submitted in an accurate and timely manner. If circumstances permit, the employee should fax the time sheet, providing the original upon return. An e-mail to the supervisor providing the information required on the time sheet is acceptable, but must be followed with an original within one business day after return. If neither fax nor e-mail is feasible, the following are suggested procedures to ensure proper payment and timekeeping. Failure to provide an acceptable method for reporting time and attendance may result in the corporate principal executing an interim time sheet on behalf of the employee.

Staff members planning to be away from the office on leave or uncompensated absence should complete their time sheet through the day of their departure, and leave written authorization for the manager to sign on behalf of the employee at the end of the pay period.

NOTE: All travel time and expenses must be charged to the correct project name/ number, including annual leave as applicable. Company travel must be recorded as follows:

- Time that is performed on project-related travel will be charged to the appropriate project name/number.
- Time spent working on other company business during travel must be charged to the correct project name/number, i.e. overhead or G&A account.
- Procedures for recording of and compensation for travel outside of normal business hours must be coordinated before departure. In absence of alternate instructions, the employee will record time and can expect compensation in accordance with rules set forth in the joint travel regulations. However, if contract provisions or client policies offer more favorable compensation, the employee may include the additional hours, which will be recorded against the project, provided the allow ability of the additional billing is coordinated with the supervisor in advance of travel.

Emergency absence will be handled as noted above: if the employee is able to provide authorization via fax or e-mail, a time sheet will be completed on the employee's behalf. Otherwise a corporate principal will prepare an interim time sheet.

NOTE: the interim time sheet may not include holiday, leave, or compensatory time unless the employee has made arrangements in advance.

*Supervisors are responsible for implementing an appropriate procedure which will ensure that the requirements of this section are fully satisfied in their absence, and that subordinates are apprised of the procedures and point(s) of contact.*

#### 4.5. **Floor Checks**

Floor checks are designed to ensure the integrity of time keeping procedures and practices. Such floor checks consist of unannounced interviews of staff members and an examination of their present or past time sheets, which may be performed by supervisors or by DCAA auditors. The following are questions that every employee must be prepared to answer:

- Is the time sheet readily available?
- How does the staff member correct errors on the time sheet? Who authorizes the correction(s)?
- Is the time sheet complete up to today's date?
- Is the time sheet completed for the remainder of the week?
- What job is the staff member working on today? What account is he or she charging today?

- What instructions (oral, written) are there for the staff member to complete the time sheet?
- Does the staff member ever work overtime for which he or she does not get paid? If yes, is that time recorded on the time sheet?

#### 4.6. **Expense Reports**

Accurate and proper expense report preparation is another key component in meeting our motto of *Business success earned with Integrity and administered with Generosity*. The purpose of these procedures for expense report preparation is to ensure accurate and proper expense report preparation and to provide a foundation for the reimbursement of travel and other expenses incurred by employees during travel conducted in support of official company business.

It is B.I.G.'s policy to reimburse employees for ordinary, necessary, and reasonable expenses when authorized in advance and directly supporting or pertaining to the transaction of company business. Employees are expected to exercise prudent business judgment regarding expenses covered by this policy. All staff members must read, understand, and be familiar with these procedures to ensure timely reimbursement of expenses incurred by employees.

Expenses that may be reimbursed include, but are not limited to, local travel, long distance travel, meals and incidentals, and the purchase of materials and supplies. The employee is required to complete a travel advance notification before undertaking travel with reimbursable expenses anticipated to exceed \$300. An advance notification may also be prepared for trips anticipating less than \$300 in reimbursable costs. The purpose of the notification is threefold:

- To serve as a mechanism for providing the employee sufficient cash or credit to ensure sufficient resources to fully accomplish the goal of the trip;
- To ensure management is aware of and has budgeted for the anticipated cost; and
- To ensure there is a clear understanding between management and employee of what is and is not allowable and compensable. Employees incurring costs more than 10% above the advance notification without communicating the change to the appropriate corporate principal may have reimbursement denied.

These forms must be submitted with employee's time sheet. The expense report should cover the same time period as the employee time sheet. It is imperative that the Accounting Department receive the expense reports in a timely manner to ensure accurate client billings, proper recognition of corporate expenses, and accurate assessment of cash flow. Untimely submission of expense report may result in significantly delayed or forfeited reimbursement.

#### 4.7. **Responsibilities and Enforcement**

Each and every staff member is responsible for complying with time-keeping and expense-reporting procedures. Employees submitting expenses that are not in compliance with these policies risk delayed, partial, or forfeited reimbursement. Cases of significant abuse may result in disciplinary action, up to and including termination. Willful or repeated falsification of time sheets or expense reports will result in termination and may lead to other civil or criminal actions as well.

Supervisors are responsible for understanding these procedures, not only for the preparation of their own expense reports, but also for reviewing and approving expense reports of their subordinates.

Questions or concerns about time sheet procedures, pay and benefits, recording and use of leave, uncompensated time, or other time or expense reporting or compensation issues should be referred to the immediate supervisor or payroll administrator. At the employee or supervisor's request, questions or issues may be directed to the corporate principal. Managers are expected to comply with all such requests by employees without repercussion; staff members are expected to include their supervisor in all such communications unless otherwise provided or authorized by statute, corporate policy, employee bargaining agreements, or other applicable regulation, since a common understanding of both process and procedure is key to maintaining an effective team environment.

## **5. COMMUNICATIONS**

B.I.G. reserves all rights permitted by law to monitor or record voice, e-mail, or internet recordings or usage. Telephones, computers, software, and equipment at B.I.G. are B.I.G. property. Exclusive personal use is prohibited. Client-site locations are governed by the client's Standards of Conduct.

### **5.1. Communication Channels**

We are always looking for new and improved ways to keep communication channels open. We want employees to feel free to tell us about their personal recommendations for improvements, as well as any problems they may be experiencing on the job.

To facilitate better communication with employees, B.I.G. may, from time to time, distribute memos, e-mails, or insert messages into employee pay envelopes. In addition, we utilize the B.I.G. and FIT-Life websites to post important notices. It is each employee's responsibility to check the websites frequently.

### **5.2. Standards of Communication**

Reports and presentations should be viewed as opportunities to reinforce the image of B.I.G. as well as present information to our clients. Reports and presentations to clients such as proposals, etc., must conform to the highest standards of professional communication. It should be understood that all written and oral communications of B.I.G. staff members must meet accepted professional standards of correctness, style and appropriateness. Employees assigned to client-site locations should always first provide reports and deliverables to B.I.G. management for review. For executive presentations, B.I.G. has corporate resources available to assist with services, supplies or technology.

### **5.3. Internal and External Electronic Communication**

B.I.G. has established this policy to provide all employees with effective, consistent standards with regard to the use of electronic systems provided by the company. B.I.G. provides and maintains the following forms of electronic communication, messaging agents and electronic facilities: internal and external electronic mail (e-mail), telephone voice mail, Internet access, and computer hardware and software. As a condition of providing the previously identified communications access to its employees, B.I.G. places certain restrictions on workplace use of the same.

The internal communication systems, as well as the equipment and data stored, are and remain at all times the property of B.I.G. and/or the client. Accordingly, all messages and files created, sent, received or stored within the system should be related to B.I.G. business and are and will remain the property of the company and/or the client.

B.I.G. reserves the right to retrieve and review any message or file composed, sent or received for any purpose. The company reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages. It should be noted that although a message or file is deleted or erased, it is still possible to recreate the message. Therefore, ultimate privacy of messages cannot be assured to anyone.

Although electronic mail and voice mail may allow the use of passwords for security, confidentiality cannot be guaranteed. All passwords must be disclosed to the company.

When utilizing e-mail, etiquette is important. Use these guidelines:

- Use professional language. Never send abusive, harassing, threatening or ethical oriented messages, even in jest.
- E-mail to a client or employee should follow the same formality as a business letter. It should be treated as a formal document with proper business standards being followed. Spelling, grammar and punctuation should be checked.
- Use common sense about what you say or send. You cannot control who will ultimately read it. Confidentiality is a misnomer and privacy does not exist. A good rule of thumb is "Never write anything in an e-mail that you would not want to become public knowledge".
- Ensure that messages are deleted or saved; the server should not be used to permanently store messages.

The content of e-mail and voice mail messages for any file may not contain anything that would reasonably be considered offensive or disruptive to any employee. Offensive content would include, but is not limited to, sexual comments or images, racial slurs, gender-specific comments or any comments that would offend someone on the basis of their age, sex, sexual orientation, religious or political beliefs, national origin, or disability. B.I.G. employees are not to initiate, retain or forward chain mail messages or those implying negative consequences for those who do not comply with its admonitions.

While B.I.G. encourages employee use of the Internet, its use is restricted to the following:

- To communicate with employees, vendors, or clients regarding matters within an employee's assigned duties;
- To acquire information related to, or designed to facilitate the performance of regular assigned duties; and
- To facilitate performance of any task or project in a manner approved by an employee's supervisor.

Each employee given access to B.I.G. or B.I.G. client information technology is responsible for reviewing and complying with corporate Information Technology policies. Internal computer systems at B.I.G. locations may be monitored to ensure policy adherence.

Any employee or the B.I.G. Network Administrator who discovers a violation of this policy shall notify the supervisor, the Director of Human Resources, or corporate principals of such violation. Any employee who violates this policy or used the electronic systems for improper purposes shall be subject to disciplinary action up to and including termination.

#### 5.4. **Personal Telephone Calls and Mail**

The office telephones are a vital part of our business. Please refrain from excessive use of B.I.G.'s telephones for personal use. Personal calls on client phones should be limited to emergency or necessary situations. Personal long-distance calls may NOT be charged to the client under any circumstances. Use extreme caution with unknown area codes as there may be hidden charges. Phone calls and conversations at B.I.G. may be monitored as provided by law.

All mail received at B.I.G. locations are subject to be opened by the office; however, efforts will be made not to open mail marked "Personal."

## 6. **EMPLOYEE PERFORMANCE AND CONDUCT**

### 6.1. **Code and Standards of Conduct**

B.I.G. subscribes to ethical behavior beyond reproach, with respect to issues such as client confidentiality, professional relations, legal matters, conflicts of interest and the like. In order to provide an atmosphere within which all employees can work comfortably together to achieve B.I.G. goals, employees are required to comply with general B.I.G. Code of Conduct as well as site-specific standards of conduct. Unethical actions, or the appearance of unethical actions, are unacceptable under any circumstances and WILL NOT be tolerated. An obligation rests with every employee of B.I.G. to render honest, efficient, and courteous performance of duties. Employees will therefore be responsible and held accountable for not only adhering to all B.I.G. policies, rules, directives, and procedures prescribed by B.I.G. through supervisory or management personnel, but also to a higher standard of loyalty, respect, integrity, and commitment. Every employee is also charged with reducing or diffusing hostility, bullying, gossip, and other counterproductive behavior.

The following are examples of unacceptable behavior or conduct that may result in termination without further notice, and should not be viewed as an exhaustive list of offenses:

- Giving false information on employment application, time sheets, personnel, or other B.I.G. documents or records
- Unauthorized use or possession of B.I.G. or client property, weapons, or explosives. Unauthorized use or possession of property belonging to other staff
- Fighting, throwing things, practical jokes, or other disorderly conduct which may endanger the well-being on any employee or B.I.G. operations
- Engaging in illegal acts or dishonesty of any kind, fraud, theft or sabotage, or violating criminal laws on B.I.G. or client premises
- Threatening, intimidating, coercing, using abusive or vulgar language, or interfering with the performance of other employees
- Insubordination to include neglect of or refusal to perform duties or comply with supervisor directives or B.I.G. policies
- Damaging or destroying Company property through careless or willful acts
- Negligence in observing fire prevention and safety rules
- Engaging in such other practices as B.I.G. management determines may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of the Company, its employees or clients

## 6.2. **Fraud, Waste, and Mismanagement**

B.I.G. encourages all employees to report suspected instances of improper conduct in regard to fraud, waste and mismanagement. Specific examples of the types of behavior to report are as follows:

- Cost/labor mischarging/travel fraud
- Defective pricing
- Bribery and acceptance of gratuities
- Significant cases of mismanagement
- Conflicts of interest
- Time, attendance, or overtime abuse
- Theft and abuse of B.I.G. or client property

Disciplinary action for violation of this policy may be taken against any or all of the following employees:

- Any employee who authorizes or participates directly in actions which are a violation of U.S. laws or this policy
- Any employee who has deliberately failed to report a violation or deliberately withheld relevant and material information concerning a violation of this policy
- The violating employee's supervisor(s), to the extent that the circumstances of the violation reflect inadequate supervision or lack of diligence
- Any employee who attempts to retaliate, directly or indirectly, or encourages others to do so, against any employee who reports a violation of this policy

B.I.G. recognizes that this policy is not all inclusive and is not intended to be all inclusive of every incident that may occur and reserves the right to respond accordingly in the best interest of B.I.G.

## 6.3. **Business Code of Ethics**

It is the policy of B.I.G. to conduct all of its business affairs in strict compliance with applicable laws and with a strong commitment to the highest standards of ethics. B.I.G. has a duty to conduct its business affairs within both the letter and the spirit of the law. All employees, at all levels, are expected to adhere to this policy and comply with all applicable laws in a manner that excludes considerations of personal advantage or gain.

## 6.4. **Relations with Government Personnel**

Federal, state, and local government departments and agencies have regulations concerning acceptance by their employees of entertainment, meals, and gifts from firms

and persons with whom the departments and agencies do business or over whom they have regulatory authority. Employees may not give, or offer to give, to such government employees any entertainment, meal, or gift regardless of value.

#### **6.5. Relations with Non-Government Personnel**

Employees who make, and supervisors who approve, expenditures for meals, refreshments, or entertainment must use discretion and care to ensure that such expenditures are in the proper course of business and could not reasonably be construed as bribes or improper inducements.

#### **6.6. Receipt of Items by Employees**

Employees may accept meals, refreshment, or entertainment of nominal value in connection with business discussions. It is the responsibility of every employee to ensure that his or her acceptance of such meals, refreshments, or entertainment is proper and could not reasonably be construed as an attempt by the offering party to secure favorable treatment.

#### **6.7. Equal Employment Opportunity**

B.I.G. is an equal opportunity employer. B.I.G. supports all legal and contractual EEO or affirmative action requirements and does not tolerate harassment or discrimination against individuals or groups.

#### **6.8. 90-Day Probation Period**

B.I.G. HR policies include an initial 90-day orientation/probation period for new employees. Successful transition out of probationary status is automatic at the end of 90 days, unless a specifically identified deficiency creates a basis to require an extension of the probation period. It is the employee's responsibility to initiate the 90-day evaluation sufficiently in advance of the ending of the 90-day period to accommodate the HRO and payroll administrator. Raises and benefits will commence on the next pay period after the successful 90-day probationary period.

The initial 90-day orientation period is an intrinsic part of the employee selection process. Generally, this period will be utilized to train and evaluate the employee's effective adjustment to the specific assignment, such as work tasks, conduct, observance of rules, attendance, and job responsibilities. At the end of this 90-day period, B.I.G. will make a determination to (a) remove employee from probation status, (b) extend probation period, or (c) terminate employment. A decision to extend the probation period will be based on documented shortcomings, specific breaches of standards of conduct or other actionable behavior. Performance reviews may occur at any time during this period.

Notwithstanding the provisions of B.I.G.'s 90-day probation period policies, B.I.G. reserves the right to terminate at will and without advance notice the employment of any employee. Any circumstance leading to an extension of the probation period will be documented to the employee in writing (in hard copy or e-mail), to include at a minimum the reason for the extended probation period; the length or terms of the extension; and correction required to successfully move out of probationary status. These deficiencies will generally be of the nature or magnitude as would constitute termination for cause,

such as absent without leave, insubordination, or time sheet violations. However, client dissatisfaction, serious deficiency in skills or performance, and failure to pass required security vetting may also be the basis for an extended probation period.

#### **6.9. Conflict Resolution Procedures**

B.I.G. purposes to provide an effective way for employees to communicate problems at work to B.I.G.'s management, and to ensure that all employees have the right to voice their concerns. Therefore, an informal grievance procedure has been established for the benefit and use of the employees. When employees believes a work condition or treatment is unjust, inequitable, a hindrance to effective operation, or creates a problem, they are encouraged to discuss the condition or treatment in accordance with *Section 5.1, Communications*.

#### **6.10. Disciplinary Policy**

B.I.G. makes every effort to place employees in an environment where they will be successful, and to make mentoring, counseling, and other proactive and rehabilitative resources available. However, in situations where disciplinary action becomes necessary, we will endeavor to minimize the adverse impact on the company, the employee and the impacted stakeholders, bearing in mind the circumstances under which it occurred, your duties, your seniority, and your overall work record, including any prior misconduct.

In order of severity, discipline may take many forms, including, but not limited to: verbal counseling or warning, a written warning or reprimand, probation or suspension, or immediate discharge. Keep in mind, however, that B.I.G. has no obligation to use any one or more of these forms of discipline prior to discharging employees. Any one or all of these steps can be omitted as B.I.G. deems appropriate in its discretion. The use of progressive discipline as precondition to termination thus is discretionary, in B.I.G.'s judgment, and B.I.G.'s decision in every case is final and binding on all concerned, including the disciplined employee and all other persons or entities involved in any way, directly or indirectly, to the extent permitted by statute or other express written agreement.

## **7. COMPENSATION**

### **7.1. Paydays/Time and Manner of Payment**

Paydays will be on the 5<sup>th</sup> and the 20<sup>th</sup> of each month. If the 5<sup>th</sup> or the 20<sup>th</sup> of the month falls on a Saturday, pay will be distributed on the preceding Friday. B.I.G. strongly encourages use of direct deposit. If you lose your paycheck or it is stolen, please contact the payroll administrator as soon as possible. There may be a delay of up to 30 days for a replacement check. Questions about payroll errors should be brought to the attention of the payroll administrator and they will be corrected as quickly as possible. Please keep your address of record updated through the B.I.G. Employee Contact Form provided in the following forms.

### **7.2. Salary Review**

B.I.G. strives to emphasize individual performance and recognition. A salary review based on performance merit will be conducted in conjunction with the employee's annual performance review. Employee salaries can also be reviewed whenever warranted by promotion, demotion, or substantial changes in the level of responsibility or type of work performed. Please forward any "kudos" – e-mails, memos or other indications of exemplary performance by any B.I.G. staff member. It is not 'unethical' to drop a hint if you feel you have gone above-and-beyond and the client or constituent would be amenable to acknowledging your contribution.

### **7.3. Employee Referrals**

Employees of B.I.G. are the Company's greatest assets. In our attempt to hire the best-qualified individuals to fill open positions, we want to encourage referrals from our existing employee base. Potential new clients or new business opportunities are also of significant value. B.I.G. endeavors to reward all "above and beyond" contributions, but especially employee or client referrals.

## 8. **BENEFITS AND LEAVE**

B.I.G. strives to provide the best, most equitable and cost-effective benefits for employees in recognition of the influence employment benefits have on the economic and personal welfare of each employee. Employees should likewise recognize that the total cost to provide the benefit program described herein is a significant supplement to each employee's pay, but also at substantial cost to the company. Abuse of benefits or failure to cooperate in cost-saving initiatives will ultimately reduce the benefits available to the individual and/or the group. Benefits and leave will be available to regular, full time employees after the 90-day probation period.

### 8.1. **Holidays**

B.I.G. offers all regular federal holidays as time off with pay for most full time employees. However, office closures where government employees may be given administrative leave or special holiday pay are not generally reimbursed to B.I.G. For situations where the client absorbs the cost, we will compensate the employee. We try to minimize the impact of requiring employees to take annual leave especially where unsafe conditions may exist, by offering work at an alternate location. If losing a day of pay is critical, you should endeavor to reserve sufficient leave, and/or request opportunity to accrue compensatory time.

Those otherwise eligible for holiday pay must meet the following conditions: at work for the full day before and after the holiday, off with pre-arranged leave (day before or day after or both), or out sick with a doctor's note, if requested by supervisor or management.

Official B.I.G. Holidays are:

New Year's Day	Labor Day
Martin Luther King Jr. Day	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

Employees working at a customer site will observe the customer's holidays, unless otherwise authorized in writing.

If a full time employee is on leave without pay, FMLA, or other non-paid leave status for any part of the day before or after a holiday, the employee will not be paid for the holiday.

### 8.2. **Annual Leave**

B.I.G. believes both the employee and B.I.G. benefit from scheduled time away from work for rest, relaxation, and personal pursuits in order to return to work in a revitalized condition. With this belief in mind, employees are strongly encouraged to utilize their

accrued annual leave each year. Annual leave is also to be used for all paid time off from work not otherwise covered under other paid leave as defined in this Handbook. In order to provide for such absence without concern for pay continuation, B.I.G. has provided the option for paid annual leave based on B.I.G.'s Schedule of Compensation.

Employees eligible for annual leave accrue leave at the end of the pay period in which it is earned, contingent upon the employee being actively employed. Unless otherwise provided by amendment or specific employment agreement, annual leave will be accrued based on date of service and in accordance with B.I.G. standard benefits and the individual's employment agreement, currently 3 hours and 20 minutes.

Those employees working under "prevailing wage," SCA, Davis Bacon, or an environment otherwise controlled by statute or contract, will be entitled to benefits stipulated by the controlling statute or provision, and may receive additional special benefits. The fact that one individual or group of employees receives special benefits does not entitle others to the same unless required by statute.

Employees may carry forward to the next calendar year a maximum of one (1) year's accrual (i.e., if you accrue 2 weeks per year, you may carryover 80 hours; if you accrue 3 weeks per year, you may carryover 120 hours; if you accrue 4 weeks per year, you may carryover 160 hours). Any accrued hours in excess of 1 year's accrual will be forfeited unless a written waiver is granted. Current employees are "grandfathered" for leave already accumulated, but must utilize future accrued leave in accordance with the above schedule.

Employees must be certain annual leave does not interfere with the on-going operations of their division. "Key employees" in the same department/division may not take annual leave at the same time. Therefore, employees are strongly encouraged to submit their completed Leave Requests as far in advance as possible. Approval shall be granted on the basis of work requirements and the probability of managing such a work interruption with minimum disruption.

Any leave requested in excess of hours previously accrued must be approved in advance by the B.I.G. President.

### **8.3. Sick or Emergency Leave**

Employees will accrue 1 hour and 40 minutes of leave at the end of each pay period, prorated for periods of leave without pay starting after their initial 90-day probation period. Sick leave is to be used for illness or medical, dental, or vision preventive or maintenance appointments. Sick leave may also be used for approved emergencies such as unanticipated closure of the work site, or family emergencies, jury duty, and other non-discretionary absence.

B.I.G. reserves the right to require appropriate documentation for sick leave.

Abuse of leave, i.e., excessive, unplanned absences, or making false statement to secure or explain leave are grounds for termination.

Sick leave may be taken in increments of 1 hour. Employee must notify their B.I.G. supervisor and client site direct report immediately if unable to come to work due to

illness. Once a period of sick leave exceeds two consecutive days, employee may be requested to submit a doctor's note indicating the reason for their absence. If a doctor's statement is not provided, such sick leave may be denied and an employee may be required to use any accrued annual leave or leave without pay. Employees may carry forward to the next calendar year all accrued but unused sick leave. Upon termination, no payment is made for unused sick leave.

#### B.I.G. Leave Policy:

In accordance with B.I.G. policies and employment agreements, all employees are encouraged to make up time lost due to minor schedule changes resulting from weather-related absences.

They are also authorized to use sick leave for absence due to inclement weather or office closure, and anyone who is not on probation or performing under a formal counseling agreement may obtain up to 4 hours of advanced sick leave to cover involuntary absences without prior permission. It is recorded as sick leave on the time sheet. If advanced sick leave is required, the employee is to e-mail John Palmer and copy their site lead or manager as well as their HR lead, as soon as they are aware of the need for this consideration. If our managers have any concerns with the request, they must notify us promptly, within one business day if it is at the end of the pay period.

Leave without pay may be permitted with advanced authorization by a corporate principal. Flexible work schedules are encouraged to avoid leave without pay. Leave is not attributed until the end of the pay period and may be prorated for periods of leave without pay. A maximum of 1 year's accrual of annual leave will carry over to the following year if unused. Upon termination or resignation with 2 weeks notification, 50% of unused annual leave will be paid to Employee, less a reduction for leave without pay, reduced billable hours, and any annual or sick leave taken during the last month of performance. Payment for accrued leave will be made on the payroll date following the payday for the last date of employment (at least 2 weeks after termination) unless otherwise required by statute. Note that this is a client site assignment, and there may be early dismissals that apply to Federal hires and/or building closures that may affect ability to report to work. Accrued sick leave is available for these and other "non-discretionary" absence to include inclement weather and personal emergencies.

We will make every effort to provide additional flexibility and consideration for our managers and site leads.

B.I.G. needs to know if making up time or working extra hours of compensatory (comp) time in anticipation of such situations becomes a problem with the client.

#### Background and Principles:

At B.I.G. our highest priority is taking care of our high-performing staff. We make every effort to provide an environment conducive to personal health and welfare, including safety considerations. However, just as health and safety are necessary for individuals to thrive, productivity and profitability are necessary for the company to survive.

Our first line of defense is to establish contracts where we are not tied to hourly billings. We have had a great deal of success in negotiating fixed price contracts and

other creative arrangements that prevent “snow days” from becoming an issue, but we still have a few contracts that are tied strictly to hourly billings for work that must be performed Government site.

In those cases we work diligently and effectively to identify solutions that anticipate and mitigate the inevitable situations in which planned work schedules must be altered. In most cases, if everyone understands and supports our approach, the vast majority of our staff will be able to accommodate minor changes in work due to closure for inclement weather and similar events without any loss of pay or extreme hardship, and we further incorporate “safety nets” for those requiring special consideration.

Any manager or employee needing special consideration, assistance, or clarification is requested to contact John Thornley, Eric Neuman, Paul Thornley, or Fred Bouser, preferably via e-mail. Our policy is to be assertive with clients to protect our employees as well as to minimize disruption and the need for accommodation that is detrimental to B.I.G. Our goal is to be flexible but practical in identifying the best solutions for all.

#### Policy and Procedures:

B.I.G. employees are expected to anticipate some situations in which office closures, travel or safety concerns, jury duty, and other considerations beyond the control of the employee or B.I.G. will limit their ability to work their established schedule. We offer annual leave, sick leave and flexible work schedules which, taken together, will generally prevent these situations from resulting in unavoidable loss of pay.

Government-site employees are encouraged to adjust their work schedule to make up the time, preferably by the end of the following pay period. The employee is responsible for coordinating schedule changes with the project manager or site lead as well as their Government-site direct report. Although our pay stubs show this as “sick leave”, it is approved for use in any reasonable and necessary involuntary absence.

In those cases where there is undue risk or hardship in spite of these policies, the employee is to contact their HR lead to work out alternate arrangements, which may include advanced sick leave or work from another location.

#### 8.4. **Jury and Witness Duty**

B.I.G. encourages employees to fulfill their civic responsibilities by serving jury and witness duty when required. However, employees are expected to minimize disruption or inconvenience to the company’s operations. Employees may use annual or sick/emergency leave. Sick/emergency leave will require official documentation for payment.

Employees must notify their immediate supervisor upon receipt of a jury summons or subpoena to serve as a witness as soon as possible. Employees must attach a copy of such notice to their time sheet. Employees are required to return to work during all periods in which this is feasible, especially for any whole days in which jury attendance is not required. “Key employees” may be required to request a “Key Employee Exemption” if the service causes harm to B.I.G. operations.

## 8.5. **Military Service**

Regular full-time employees may use annual or sick/emergency leave or leave without pay for required service in the active military reserve (Air Force, Army, Coast Guard, Marines, Navy, or National Guard).

## 8.6. **Family and Medical Leave**

B.I.G. is a family-owned and operated business that places a high premium on family relationships. B.I.G. will abide by all applicable statutory requirements for family and medical leave. Even if not required by regulation, B.I.G. will endeavor to offer job protection during Leave Without Pay (LWOP) for family medical emergencies or to provide care for a newborn/newly adopted child. We request the cooperation of all team members to ensure client or project objectives can be met without terminating or replacing the incumbent employee.

## 8.7. **Leave of Absence**

Regular full- and part-time employees may be granted leave of absence subject to the sole discretionary approval of the B.I.G. President. The employee must provide a statement in writing indicating the duration of the absence and whether a continuation of benefits is desired. If so, the cost of any such benefit may be deducted from the employee's last paycheck. Periods of LWOP will generally not be counted toward probation or length of service benefits.

## 8.8. **Leave Without Pay**

Excessive use of the LWOP option where cases are not exceptional or an emergency will be subject to disciplinary action up to and including termination.

## 8.9. **Group Health Care Plan**

Specific types of coverage and benefit payment schedules are described in B.I.G.'s Schedule of Compensation and Benefits and associated health care plan booklets available to all eligible employees from the HRO.

Employees are eligible the first day of the month following 90-day orientation period. If an employee does not enroll at the time of eligibility, enrollment at a later date may be limited by plan requirements. Enrollment in health care creates an additional 90-day commitment. Any employee voluntarily separating from B.I.G. or terminated for gross misconduct must repay the cost of health care benefits accumulated in the 90 day period subsidized by B.I.G.

All health care benefits terminate on employee's date of separation, i.e., last day worked. The employee will be extended the opportunity to continue on B.I.G.'s health care plans (COBRA) as required by statute. Unless otherwise stipulated by law or express written agreement the employee must elect COBRA coverage within 30 days of separation. It is the employee's responsibility to pay the premium for this coverage; to ascertain amounts due; and ensure the HRO has received payment within 5 calendar days after stated due date.

#### **8.10. Health Care Continuation Rights (COBRA)**

The purchase price of continuing coverage is the full cost of the premium B.I.G. pays plus 2% for administrative costs. If extended coverage is made available for disabled employees or family members, the cost is 150% of B.I.G.'s group premium rate.

B.I.G. will provide only the minimum COBRA benefits/considerations required by statute, and will fully exercise any rights available, including termination for failure to make prompt payment of premiums or notifications of change of address, status or other factors affecting eligibility.

All employees must inform the HRO within 60 days of a divorce or legal separation or when a dependent child reaches 18 year of age, if no longer in school, or 21 years of age, if still in school.

If you have any questions regarding your COBRA eligibility, contact the Payroll Administrator.

#### **8.11. 401(k) Plan**

B.I.G. sponsors a pension/profit-sharing plan to assist employees in planning for their retirement. A tax deferred/401(k) savings plan has been established for B.I.G. employees. Regular full-time employees who are 21 or older will be eligible for the plan subject to plan requirements. Eligibility begins on March 1 or September 1 after one year of employment. B.I.G. offers a company match, and may also offer profit-sharing. Both are subject to the plan's vesting schedule.

The cost for administration of the Plan is paid entirely by B.I.G. The Summary Plan Document outlines the plan details and may be obtained from the Payroll Administrator 90 days before the employee's first anniversary.

#### **8.12. Educational Assistance Program**

In an effort to encourage individual growth, B.I.G. employees who have completed their 90-day probation period may be eligible for reimbursement of tuition or training expenses.

Attendance at B.I.G.-sponsored training must be approved in advance, including a training plan or schedule, coordinating any absence with their program manager. Upon approval, a subsidized Educational Assistance Program Agreement will be executed, which may include stipulations for minimum achievements and/or continued employment with B.I.G.

In the event an employee fails to achieve the required grade, score or proficiency, or terminates voluntarily, the employee's reimbursement will be taken from his/her paycheck as set forth in the Educational Assistance Program Agreement.

The Educational Assistance Program Agreement will set forth the specific cost elements to be reimbursed, i.e., tuition, fees, travel, salary by exception only, along with an estimated ceiling amount.

### 8.13. **Inclement Weather**

B.I.G. expects all employees to anticipate inclement weather and other emergency conditions preventing safe transit or access to their job location. In the event of inclement weather, employees must use their own discretion when deciding whether they will be late or unable to report for work at all. Those employees working at client sites will follow the decision of the customer.

Employees are encouraged to schedule compensatory time in advance where such absence can be predicted or immediately thereafter if practical. Requests to make-up lost hours should be discussed with their immediate supervisor. If lost hours cannot be made up, the employee may code the time to any accrued annual leave balance. If no annual or emergency leave balance is available, the employee must take this time as leave without pay, unless special leave is requested and approved.

## 9. **EMPLOYMENT SEPARATION**

### 9.1. **Resignation**

An employee leaving employment with B.I.G. must submit a written resignation letter, stating the date of termination and specific reason(s) for the resignation. A full two (2) weeks notice is recommended and failure of the employee to give such notice will eliminate any discretionary pay or benefits. It will also be noted on the employees' service record. It may also result in the denial of future employment by B.I.G., and/or the employee being identified as "not eligible for rehire."

### 9.2. **Discharge**

B.I.G. strives to provide all employees with fair and reasonable conditions of employment at all times. However, in order to carry out its business obligations and priorities in the most efficient manner possible, B.I.G. adheres to the principles of at-will employment whereby B.I.G. and employees alike can terminate the employment relationship at any time and for any reason.

All separating employees must complete out-processing at their client site location, and/or B.I.G. headquarters as stipulated by the Program Manager or written notice of dismissal. It is the employee's express obligation to return all B.I.G. and client property to include, but not limited to, ID badges, keys, passwords, access codes, software, hardware, e-mail accounts, etc... At this time, security clearance and any other termination documents must be signed and all keys and other Company property (i.e., files, diskettes, keys, etc.) must be returned. An employee who terminates for any reason will receive their final paycheck electronically or via first class mail. If an employee has a negative annual leave balance upon termination, or other indebtedness, this negative balance will be deducted from his/her final paycheck.

### 9.3. **Separation Interviews**

Separation interviews are encouraged for all employees. During the separation interview, the employee must relinquish B.I.G. materials, i.e., keys, access card, parking pass, manuals, and any other materials that belong to B.I.G. or which were offered as a working condition benefit or requirement. Time sheets, completed through the last day worked, must be signed and submitted before or during the exit interview. In addition, if you hold a security clearance, you are required to meet with B.I.G.'s Security Officer for a debriefing.

### 9.4. **Compensation upon Employment Separation**

It is B.I.G.'s policy to pay terminated employees at the next regular pay period. Any property issued to the employee by B.I.G. must be returned prior to the last day of the scheduled pay period. It is the employee's responsibility to advise the HRO that (a) all client and B.I.G. materials have been returned, (b) all passwords and codes have been surrendered and will not be disclosed or used after termination, and (c) the employee has no other indebtedness to B.I.G., its staff or its clients.

Suggestions from all staff are welcome. Written or e-mailed suggestions should be forwarded to the Payroll Administrator, with a copy to their cognizant corporate principal.

## **10. CLOSING REMARKS**

While this handbook is designed to provide helpful information to employees, it is not to be construed as an employment contract of any kind. The statements contained in this handbook are intended to offer guidance and B.I.G. regulations, but do not modify the terms of employment. Any updates to this handbook can be found on our website [www.bigenterprises.com](http://www.bigenterprises.com) in full PDF form.

We wish you professional success and personal satisfaction in your new career with B.I.G. Enterprises, Inc!