



B.I.G. Enterprises, Inc.

Business Success earned with Integrity administered with Generosity

STANDARDS OF CONDUCT

DEFINITIONS:

TPOC - Technical Point of Contact, previously defined as Government POC (Direct-Report), Contracting Officer's Representative (COR), Contracting Officer (CO), Quality Assurance (QAE/QAP) or other official who directly benefits from, authorizes and/or monitors your services.

Site Lead - Project Manager, Senior staff member, or other B.I.G. employee assigned to client site.

Corporate Management - B.I.G. Headquarters staff - Program Manager or Principle - Barbara Schrader or Gordon Schrader unless otherwise identified; Eric Neuman and John Palmer are authorized in our absences.

HRO - Human Resources Officer - Gina Datcher

Payroll Manager - John Palmer

GENERAL:

The following Standards of Conduct are designed to complement ethical behavior, professional judgment, personal courtesy, and general respect. They are neither inclusive nor absolute; we expect all staff to contribute to the welfare of the company, the client, and their B.I.G. colleagues and to demonstrate the highest personal values and professional excellence.

Work Ethics - All staff are expected to provide a fair day's work for a fair day's pay. Employees are expected to arrange their personal lives in a manner that will permit them to arrive on time, and once on site, to function in an effective professional manner. Your timesheet **MUST** accurately reflect both hours dedicated to B.I.G. and/or client tasks with minimal personal distractions.

B.I.G. and Client Resources - Computers, phones, facsimile, copy machines, and other property are all accessible to you for business purposes only and should not be used for personal gain. Using Government and B.I.G. phones for personal use should be restricted to urgent or critical matters. Personal calls or cell phone usage may be allowed if the client has no objection. However, they should be limited and made during personal breaks and outside the office. All internet usage should be for business purposes only. Surfing the internet for personal gain such as shopping, games, instant messenger, Facebook, MySpace, internet email, or similar sites are not permitted and may be grounds for immediate termination.

Scheduled Leave - All requests for leave should be submitted within two days prior to your request and should be coordinated with your TPOC, your Site Lead, and if applicable Corporate Management and HRO. Advanced leave and leave without pay (LWOP) require advanced authorization and are normally not granted except in unusual circumstances, as set forth in your employee agreement, FMLA, or other statute. All leave is available at the end of each pay period in which it is accrued. If you are uncertain about your leave balance you may contact the HRO.

Emergency Leave - In the event of unscheduled emergency leave for part or all of the day, you must notify your TPOC and Site Lead. This includes anticipated absence of more than one hour for official meetings or training, combined lunch and breaks. If you will be absent for more than one day you must notify Corporate Management, HRO, and Site Lead directly. Voice mail notification is acceptable for the TPOC unless you have a meeting or other urgent matter that requires rescheduling. Email should only be used at the TPOC preference. Voice and email are unacceptable means of

notification for Corporate Management, HRO and Site Lead unless certain conditions prevent direct connect.

Work Schedule¹ - B.I.G. encourages alternate and compressed work schedules, however, we do not permit "maxi flex" schedules that vary from day to day regardless of clients policies. B.I.G. staff members are to establish a schedule within the core hours of 9:30 am to 3:30 pm. Compensatory time is available where permitted by law and acceptable to both TPOC and Site Lead. It must be recorded separately on your Time and Attendance (T&A) worksheet and signed off by the Site Lead. Employees are not entitled to "make up" for absences during scheduled work hours and all changes in work schedules are to be coordinated with the Site Lead. The Law generally requires that all employees are to be given a thirty minute break free from their work responsibilities which is notated as unpaid time.² For those positions where B.I.G. staff members perform schedule-driven duties, prompt arrival is critical. Your TPOC and Site Lead should be notified of tardiness in excess of fifteen minutes except in extreme circumstances. If your TPOC and Site Lead are unavailable, you should notify the HRO. Failure to report within these time constraints is and will be considered Absent Without Leave (AWOL) and is subject to termination.

Overtime - All overtime must be approved in advance. In the event a non-exempt employee works unscheduled overtime without prior approval it should be annotated on the timesheet by the Site Lead and the employee should be counseled. It is the responsibility of the Site Lead to make the Corporate Management, HRO, and the Payroll Manager aware of all offenses.

Timesheets - Timesheets are **REQUIRED** to be completed at the close of each business day. The Site Lead should be advised of the location of your timesheet at all times in the event of your absences. Failure to submit your timesheet at close of business of the pay period end date will result in delay of pay and/or disciplinary action.

Dress - All B.I.G. employees are considered to be professionals. At all times you should maintain excellent personal grooming and hygiene, and wear business or business casual attire unless otherwise stated by Corporate Management. Acceptable business or business casual attire for ladies should consist of dresses, skirts, or slacks/khakis with a collared shirt, blouse, B.I.G shirt, or sweater with dress shoes or dress sandals. Acceptable business or business casual attire for men should include dress slacks/khakis, polo, button-down shirt, B.I.G. shirt, or dress shirt. However, proper business attire is expected for scheduled meeting regardless of any "casual day" customs. Examples of unacceptable attire for both male and female would be torn or tight-fitting clothing, tank tops, t-shirts, low cut blouses, exposed midriffs, shorts, sweatpants, jeans, flip-flops, or athletic shoes. All fitness staff should wear long Bermuda style shorts, warm-up pants and jackets, polo shirt or site specific t-shirts and athletic shoes should be clean and in good condition.

Poise and Decorum - While cordial relationships with clients are encouraged, extended socializing is unacceptable and sets for an unprofessional environment. In the event conflict arises between yourself, TPOC, Site Lead, or another B.I.G. employee it is unprofessional to become hostile or to use email as a means of communication nor is it permissible. In the case of extreme conditions and you are unable to resolve this matter you should contact Corporate Management.

Unauthorized or Unperformable Requests - If you believe your TPOC has requested work that is outside the Scope of Work and your ability to perform you should first verify that you have understood the initial request. Once the request has been confirmed, if you still have questions as to whether it is part of your contractual responsibility or if you are unable to comply, either because of existing workload or lack of training, you should immediately contact your Site Lead. In the event your Site Lead is unavailable, please contact Corporate Management and HRO. If your site lead is unable to resolve this matter, he/she will contact Corporate Management. If additional skills or training are required, please contact Corporate Management or Linda Gragg, our Director of Training.

¹ Not applicable to HAWC or other sites where hours of operation are dictate by client.

² FIT-Life, HAWC, or other sites where hours of operation are dictated by client.

Respect and Authority – Respect should be given and shown to Corporate Management, Site Lead and TPOC at all times. Unless otherwise stipulated the Site Lead does not possess the authority to hire, terminate, or promote any employee. However, Corporate Management has full authority with regards to time and attendance and is authorized to counsel as well as document acceptable and unacceptable performance. All these factors can and will be considered with respect to Performance Reviews, promotions, salary increases, bonuses, and other incentives.

Kudos – All favorable emails, memos or other indications of exemplary performance should be directed to Corporate Management and HRO. It is not unethical to hint if you feel you have performed tasks that are award winning and the TPOC is willing to acknowledge your success.

Non Disclosure Agreement – It is the intention of B.I.G. employees to protect and prevent access to and disclosure of nonpublic information to anyone other than employees of the United States Government who have a need to know. The term nonpublic includes: (1) information routinely exempt under the Freedom of Information Act (FOIA) or protected from disclosure by statute, executive order, or regulation; (2) information designated as confidential by an agency; and (3) information that has not been disseminated to the general public and not authorized for release to the public upon request. If the contractor employee is in doubt as to what constitutes “nonpublic information,” they are obligated to seek clarification from the agency’s contracting personnel. Therefore, employees shall not seek access to nonpublic information beyond what is required, and those who have access to nonpublic information shall not use that information for personal gain.

Confidential and Proprietary Information – During the term of this Agreement, and solely as a result of the performance of the services pursuant to this Agreement, the Transcriptionist (MT), Quality Assurance (QA) or Account Manager may be given access to certain Confidential Information, as hereinafter described. “Confidential Information” shall mean all information not of general knowledge in the industry relating to business now or ever conducted by B.I.G. Enterprises, Inc. including without limitation, B.I.G. lists and goodwill in relation to its MT or other clients, staff, or other resources. In addition, “Confidential Information” shall mean any confidential information of B.I.G. learned by the Transcriptionist/QA staff/Account Manager in the course of providing services to B.I.G. Enterprises, Inc. The B.I.G. Associate agrees that it shall not, during the term of this Agreement and for one year thereafter (or any statutory or regulatory time frame if longer), disclose or use in any manner whatsoever, any of the Confidential Information without prior written consent of B.I.G. Enterprises, Inc. principal (Barbara Schrader, Isaac Schrader, Gordon Schrader, or individual specifically delegated by a named principal), which as the case may be, shall be entitled to withhold in its sole discretion. B.I.G. Associate agrees to maintain the confidentiality of Protected Health Information (“PHI”) furnished to or acquired by B.I.G. Enterprises Associate in the provision of services under the Agreement and to use and further disclose such information only as necessary to provide the services or as otherwise directed by B.I.G. Enterprises, Inc. or as required by law.