



EMPLOYEE HANDBOOK

Welcome to Contact 1 Inc.!

We are pleased that you have chosen to join our team of outstanding temporary employees. Contact 1 Inc. has been a trusted recruiting partner for DC area organizations since 1989. Our Staffing Division management team has 30 years of combined experience in temporary staffing. The hats they wear are sometimes staffing managers, supervisors, consultants, and sometimes counselors. They know the marketplace for temporary staffing and will tell you what to expect (or not) and share a laugh with you when the unexpected happens. They will guide you on the path to be an exceptional temporary employee and assist you with any bumps in the road. We work toward matching your skills and abilities with the needs of our client companies which include reputable and well known non-profits, international development firms, government contractors, hospitals, law firms and other professional service organizations.

We can provide assistance in your job search on three different levels:

- 1.) Find a position on a temporary basis that will help pay the bills.
- 2.) Help gain experience in a variety of companies to get a better idea of where you best fit.
- 3.) Assist with a long term or temporary-to-hire opportunity that is more in line with your career goals.

Our client companies call us because they need help. Please take your temporary position seriously, no matter the duties; sometimes short term assignments turn into full time employment opportunities!

The foundation of our success is our integrity and our respect for our employees, clients, candidates, and each other. We look forward to working with you and hope that you enjoy your experience with Contact 1, Inc.

Please read this Employee Handbook and sign the acknowledgement form in your pre-interview packet.

Sincerely,

Donna Burnett
President

Important Contact Information

Kendall Hill

(202) 822-8220 x103

khill@contact1inc.com

Nick Foley

(202) 822-8220 x107

nfoley@contact1inc.com

Nazuki Andoh

(202) 822-8220 x104

nandoh@contact1inc.com

Policies and Procedures

When an assignment comes in that fits your experience/skills we will contact you via email or call you. Please get back to us as soon as possible if you are interested as we will not be able to hold the opening. If two or more people are equally qualified, jobs are often given on a first-come, first-served basis.

Prior to your first day on the assignment, a detailed email will be sent to you by your Contact 1 Inc. supervisor with the address, directions, hours, suggested attire, timesheet, etc. Should you have any further questions regarding the assignment, please contact your supervisor through the contact information listed above.

The following list contains proper procedures for a new assignment. To ensure a successful placement, please follow the guidelines listed below and on the next few pages.

Suggested Attire:

Contact 1 Inc. strongly urges employees to dress professionally when reporting to assignments on your first day. It is better to be overdressed than underdressed.

- Unless otherwise directed, men should wear a shirt and tie and dress slacks. Often jackets or suits are required. Women should wear a blouse and slacks or a skirt cut below the knee – or – a suit for the office. Conservative dresses are also appropriate.
- T-shirts, athletic sneakers or flip flops should not be worn in the office unless there is prior approval.
- A business suit is always acceptable! If you are unaware of the clients dress policy you can never go wrong wearing a suit.
- After your first day you should follow the clients dress policy by matching your attire to fellow employees in the office. Be aware of “summer casual” or “casual Fridays” and ask questions about what is appropriate attire for each office.

Arrival:

- Arrive early on your first day and give yourself plenty of time to find your destination (traffic, metro delays, etc.). If in doubt, please call our office for specific directions.
- Always communicate your arrival and departure with your on-site supervisor.

(No) Personal Phone or Internet Use!

- Turn off your cell phone on the assignment and do not make personal calls except during designated breaks or lunches.
- Avoid being on personal email or on the internet for personal purposes while on assignment.

Running Late, Illness, or Vacation:

- Immediately call or email Contact 1 Inc. if you are running late to your assignment or if you are ill. We appreciate as much notice as possible so that we can alert the client company.
- If you need time off for any reason (interviews, vacation, etc.) please let us know as soon as possible so that we can coordinate your pre-planned absence with your on-site supervisor.

Giving Notice of Termination or Long Term Absence:

- Contact us if you are unable to finish your assignment, please give us as much notice as possible of pre-planned absences or if you find a new job.
- Giving advance notice when leaving a position allows us more time to refill the position and will reflect positively on a future reference from Contact 1 Inc!

Long Term Planning:

- Be flexible on assignments. Often those that are flexible and are willing to take on new, more demanding (or less demanding) roles in an office are given further opportunities. However, if your job description changes drastically (you were sent to answer phones and now you are doing accounting, etc.) let us know immediately.

Weekly Timesheets

Contact 1 Inc. timesheets may be found here: <http://www.contact1inc.com/wp-content/uploads/2016/12/Timesheet-2016.pdf>. Use one timesheet per position (in rare cases where there are multiple jobs) per week.

Calculating Your Hours:

- Subtract your lunch time from your total hours worked each day.
- Please get advance approval from both your on-site supervisor and Contact 1 Inc. for overtime.

Deadlines:

- Please fax (202-223-5343) or email timesheets (nandoh@contact1inc.com) by **6PM FRIDAY**.
- Officially our work weeks are Monday through Sunday. On rare occasions when you may be asked to work over a weekend, use the same timesheet to track your weekend hours. Send (fax or email) the timesheet to us by **6PM FRIDAY**.

Please Note:

- Timesheets received after the payroll cut-off time will be processed the following week and paid the next pay period.
- A paycheck will be issued only when Contact 1 Inc. has a signed or verified timesheet.
- It is good practice, in case of any errors, to keep your weekly timesheets until you get paid.

Weekly Payroll**Paycheck Delivery:**

- Paychecks are mailed unless asked to be picked up. Please contact the office and inform us that you would like to pick up your paycheck by Tuesday at the latest.

Direct Deposit:

- Direct Deposit is available for all Contact 1 Inc. employees.

Please Note:

- Contact 1 Inc. cannot be held responsible for mail delivery. If you elect to have your checks mailed, give 5-7 business days to receive your check. If you do not receive your check after ten business days Contact 1 Inc. will write you a check minus \$35.00 for the cost of payment stoppage on your original check.
- On holidays and during inclement weather payroll will be delayed by one business day.

Contact 1 Inc. Benefits**Health Insurance:**

Contact 1 Inc. is considered a small business under the Affordable Care Act and does not offer health insurance to its employees. To obtain health insurance, you must do so through your DC or state insurers.

Vacation Bonus:

Contact 1 Inc. offers a vacation bonus – consisting of up to 35 hours of pay – after completing 1500 hours of work. In order to receive a vacation bonus all 1500 hours of work must be completed within one calendar year through Contact 1 Inc. Please keep track of your hours and contact your supervisor to request your bonus once you reach 1500 hours. You must request the bonus within 60 days of becoming eligible.

Sick Leave:

Contact 1 provides paid leave to employees for their own or family members' illnesses or medical appointments and for absences associated with domestic violence or sexual abuse. Paid leave accrues at the beginning of your first assignment and can be used after 90 days from the first day of your assignment.

Contact 1 employees accrue 1 hour of paid leave per every 43 hours worked (0.023 hrs for every hour worked) and your total accrued may not exceed 5 days in a calendar year. Paid sick leave carries over from year to year but at the end of your employment with Contact 1 Inc., your leave is not subject to be paid out.

When you are on an assignment, you are there to fill a need so if you do need to take a sick day, it is important to notify Contact 1 as soon as possible so we may work with the client and provide additional support if needed.

Referral Bonus:

Make some extra cash; refer one of your friends! We always appreciate referrals! Should the referred person work more than 100 hours you will receive a \$25 bonus on your next paycheck.

Commuter Benefits:

After you begin an assignment, you may allocate funds from your paycheck to your SmarTrip card. This benefit is an incentive to reduce your monthly commuting expenses for transit and you will be allowed to put up to \$255 per month towards this and it will be deducted pre-tax from your paycheck.

This benefit will only be available if you are currently working on an assignment and we will be continually updating this as we go along so please make sure that your paycheck will cover the amount that you want allocated. There may be times when we will reach out to you to make sure that allocating funds is an option. To enroll, please contact our office so we may discuss what your options are and how it can get set up.

To register and set up a SmarTrip® card account, click here:

<https://smartrip.wmata.com/Account/Create>

Client Confidentiality

As an employee of Contact 1 Inc, you may be privy to confidential client information including, but not limited to, documents, credit card and personal information. Treat all information belonging to the client as confidential and safeguard it accordingly; such information may only be used for the intended business purpose. Follow the rules and regulations our client has in place pertaining to the handling of confidential information so as to protect the privacy of all involved. No confidential information may be given out without the prior written consent of the client.

Equal Employment Opportunity

Effective Date: (1/1/2013)

Contact 1 Inc. is an Equal Opportunity Employer. Employment opportunities at Contact 1 Inc. are based upon one's qualifications and capabilities to perform the essential functions of a particular job and free from discrimination because of race, religion, sex, national origin, age, veteran status, disability, genetic information, or any other characteristic protected by law.

This Equal Employment Opportunity policy governs all aspects of employment, including, but not limited to, selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Contact 1 Inc. strongly urges the reporting of all instances of discrimination and prohibits

retaliation against any individual who reports discrimination or participates in an investigation of such report. Appropriate disciplinary action, up to and including immediate termination, will be taken against any employee who violates this policy.

Sexual and Other Unlawful Harassment

Effective Date: (1/1/2013)

Contact 1 Inc. is committed to a work environment in which all individuals are treated with respect. Contact 1 Inc. expressly prohibits discrimination and all forms of employee harassment based on race, color, religion, sex or sexual orientation, national origin, age, disability, military or veteran status, or status in any group protected by state or local law.

Sexual harassment is a form of discrimination and is prohibited by law. For purposes of this policy sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment. Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment may include a range of behaviors and may involve individuals of the same or different gender. These behaviors include, but are not limited to:

- Unwanted sexual advances or requests for sexual favors.
- Sexual or derogatory jokes, comments, or innuendo
- Unwelcomed physical interaction
- Insulting or obscene comments or gestures
- Offensive email, voicemail, or text messages
- Suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal sexual advances or propositions.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements
- Any other visual, verbal, or physical conduct or behavior deemed inappropriate by the company

Harassment on the basis of any other protected characteristic is also strictly prohibited.

Complaint Procedure:

Contact 1 Inc. strongly encourages the reporting of all instances of discrimination, harassment, or retaliation. If you believe you have experienced or witnessed harassment or discrimination based on sex, race, national origin, disability, or another factor, promptly report the incident to your

Contact 1 Inc. supervisor. If you believe it would be inappropriate to discuss the matter with your Contact 1 Inc. supervisor, then contact Donna Burnett, President of Contact 1 Inc. Any reported allegations of harassment or discrimination will be investigated promptly, thoroughly, and impartially. Any employee found to be engaged in any form of sexual or other unlawful harassment may be subject to disciplinary action, up to and including termination of employment.

Retaliation Prohibited:

Contact 1 Inc. expressly prohibits retaliation against any individual who reports discrimination or harassment, or assists in investigating such charges. Any form of retaliation is considered a direct violation of this policy and, like discrimination or harassment itself, will be subject to disciplinary action, up to and including termination of employment.

Nature of Employment

Effective Date: (1/1/2013)

Employment with Contact 1 Inc. is "at-will." This means employees are free to resign at any time, with or without cause, and Contact 1 Inc. may terminate the employment relationship at any time, with or without cause or advance notice. As an at will-employee, it is not guaranteed, in any manner, that you will be employed with Contact 1 Inc. for any set period of time.

The policies set forth in this employee handbook are the policies that are in effect at the time of publication. They may be amended, modified, or terminated at any time by Contact 1 Inc. except for the policy on at-will employment, which may be modified only by a signed, written agreement between the President and the employee at issue. Nothing in this handbook may be construed as creating a promise of future benefits or a binding contract. Nothing in this handbook intended to create any type of contractual obligations between Contact 1 Inc. and any of its employees.