



## **EMPLOYEE HANDBOOK**

*Welcome to Contact 1 Inc.!*

We are pleased that you have joined our team of outstanding employees. Contact 1 Inc. has been a trusted recruiting partner for DC area organizations since 1989. Our management team has 30 years of combined experience in staffing. Among the many hats we wear are staffing managers supervisors, consultants, and counselors. We know the marketplace for jobs and will provide guidance and support as you navigate temporary employment and your personal job search. 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 law firms, trade associations, and other professional service organizations.

We can support your job search on multiple levels by helping you:

Find a position on a temporary basis that will help pay the bills.

Gain experience in a variety of companies to get a better idea of where you fit best.

Secure a long-term or temporary-to-hire opportunity that is more in line with your career goals.

Build skills and experience in your desired field.

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. You, our employee, are a critical part of our success. We look forward to working with you and hope that you enjoy your experience with Contact 1 Inc.

Sincerely,

Donna Burnett  
President

## **Important Contact Information**

### ***Director of Staffing & Recruiting:***

**Isabel Dorfman**

(202) 822-8220 x102

[idorfman@contact1inc.com](mailto:idorfman@contact1inc.com)

### ***Operations/Payroll Contact:***

**Nazuki Andoh**

(202) 822-8220 x104

[nandoh@contact1inc.com](mailto:nandoh@contact1inc.com)

### ***Communications & Outreach Manager:***

**Travis Arey**

(202) 822-8220 x109

[tarey@contact1inc.com](mailto:tarey@contact1inc.com)

## **Referral Bonus**

The greatest complement to our business is a referral. If you know of organizations looking to add staff or candidates looking for new opportunities, we'd be honored to receive your recommendation!

In our tiered Referral Program, the more you refer, the more you earn!

**Tier I** – Receive \$100 per referral for your first three referrals

**Tier II** – Receive \$150 per referral for your next three referrals

**Tier III** – Receive \$200 per referral for all future referrals

**Client Referrals** – Refer a new company with a staffing need and receive \$200 after we place an employee for 100 hours or more.

\*Each individual referral candidate must work 60 hours on a temporary assignment to receive the bonus!

## **Policies and Procedures**

When an opportunity comes in that fits your experience and skills, we will **call** you. If you are interested, please get back to us as soon as possible, as we will not be able to hold the opening.

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

The following list contains proper procedures for a new assignment. To ensure a successful placement, please follow these guidelines:

**Attire:**

We will provide you with specific instructions for each assignment. In general, our expectations are as follows:

*All attire should be pressed and wrinkle-free!*

**Women**

- ***Business professional.***
  - Examples: suit, dress & blazer, slacks, blouse & blazer and flats/heels. Heels should be less than 4 inches and free of zippers, grommets, etc. Pumps or peep toe are fine – nothing too strappy.
- ***Nice business casual.***
  - Examples: cardigan, dress, flats, blouse, slacks, heels, tights, button-down, skirt.
  - What not to wear: nothing too low, too short or too tight. Cropped dress pants are fine vs. Capri pants.
- ***Smart casual.***
  - Examples: nice jeans, blazer, blouse, flats; no rips/holes, no spaghetti straps or tanks. No sundresses or halters. Sleeveless is fine as long as you bring a jacket or sweater. No flip flops or sandals.

**Men**

- ***Business professional.***
  - Examples: dress shirt, tie, slacks/jacket, or suit with dress shoes.
- ***Nice business casual.***
  - Examples: button-down, belt, slacks, dress socks/shoes or loafers – no moccasins.
  - What not to wear: jeans, athletic gear - ankle socks, running shoes, t-shirts/short-sleeves, etc.
- ***Smart casual.***
  - Examples: nice jeans (no rips or holes), belt, polo or button-down, blazer/sport coat (optional). No flip flops, tennis shoes, or sandals.

**Arrival:**

Arrive at least 15 minutes 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. If you arrive more than 15 minutes early, please wait at a nearby coffee shop instead of the lobby at your scheduled assignment.

On the first day of your assignment, once you are settled, please call Contact 1.

**(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 require time off for any reason please let us know as soon as possible.

### **Giving Notice of Termination or Long-Term Absence:**

If for some reason you are unable to finish your assignment, please call Contact 1 Inc. immediately. We would appreciate as much advance notice as possible.

### **Unexpected Changes in Responsibilities:**

Be flexible on assignments. Contact 1 Inc. will provide as much information about your assignment as possible. If your responsibilities change substantially, please contact your staffing manager.

**During this time of the covid-19 pandemic, many of our clients are mandating telework for an unspecified period of time. If this is an option or a requirement you will be informed of the specifics as each assignment is offered**

## **Weekly Timesheets**

### **Time Entry Instructions:**

To enter time, please follow the simple instructions below. There is also a video for you to view at the following URL: <https://www.youtube.com/watch?v=V9NXAat17sU&feature=youtu.be>

1. By the day of your assignment, you should receive an email from timesheets@contact1inc.com with a link (<https://contact1inc.bbo.bullhornstaffing.com/Login/>), login username, and password to enter the system. ***(If you don't receive an email by the end of your first day, please contact Nazuki at [nandoh@contact1inc.com](mailto:nandoh@contact1inc.com).)***



**CONTACT 1 INC**

Username:

Password:

Remember me on this computer

[Forgot Password](#)

**Log in >>**

- Once you log in, select the date on the calendar for the week you want to enter hours and select BLANK TIMESHEET and CREATE. **(NOTE: The calendar will default to the current week, so if you are entering hours for the previous week, make sure you select that date on the calendar.)**

Timesheets

TIME PERIOD: -

TIMESHEET STATUS: Not Created

TOTAL HOURS: -

TOTAL EXPENSES: -

Days

May 2018

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
|    |    | 1  | 2  | 3  | 4  | 5  |
| 6  | 7  | 8  | 9  | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 |    |    |

Create Timesheet

Create a new timesheet:

- Blank Timesheet
- Copy Previous Timesheet
- No Hours (this will automatically approve the timesheet with no hours and cannot be undone)

Create

- If you have multiple assignments, select the name of the assignment from the drop-down at the top of the portal.
- Select the day on the left sidebar. Enter your time in for the day and your time out for lunch. Then, when your workday is done, enter your time out. Once your time is entered for the day, you can log out, and your hours will be saved automatically.

Candidate, Test

Active Placement ▶ Timecard Tester (Test Co)

Timesheets

Expenses

TIME PERIOD: 06/04/2018 - 06/10/2018

TIMESHEET STATUS: In Progress

TOTAL HOURS: 7:50

TOTAL EXPENSES: \$0.00

Days

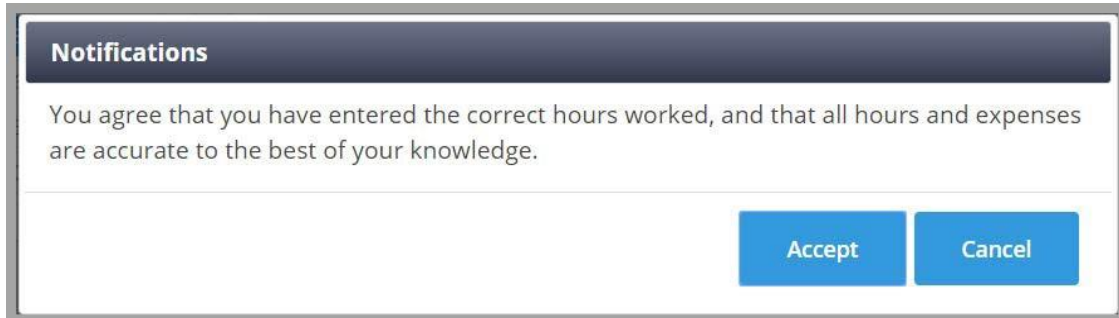
June 2018

| Mo | Tu | We | Th | Fr | Sa | Su |
|----|----|----|----|----|----|----|
|    |    |    | 1  | 2  | 3  |    |
| 4  | 5  | 6  | 7  | 8  | 9  | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 |    |

Hours

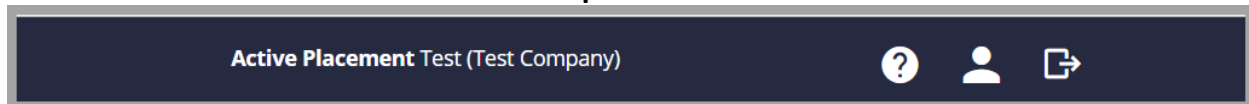
| Date         | Time In | Time Out | Lunch (min) | Total Hours |
|--------------|---------|----------|-------------|-------------|
| Mon 06/04/18 | 8am     | 5pm      | 70          | 7:50        |
| Tue 06/05/18 |         |          | 0           | 0:00        |
| Wed 06/06/18 |         |          | 0           | 0:00        |
| Thu 06/07/18 |         |          | 0           | 0:00        |

5. When you entered all hours for the week, select SUBMIT TIMESHEET and a disclaimer will pop up.
6. Select ACCEPT to validate your hours. (If you submit by mistake, you can select the UNSUBMIT button, and you can edit the timecard, provided it has not been approved.)



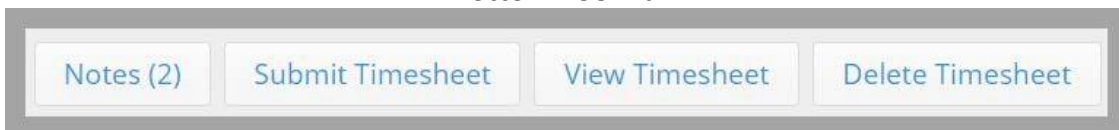
7. Once your time has been submitted, an email will be sent to your approver for review.
8. Once your time has been approved, you will receive an email notifying you of approval.
9. If your time is rejected, you will receive an email with instructions to correct the entry.

#### Top Tool Bar



1. If you need help, you can always select the question mark at the top of your screen, and you will be directed to the wiki, where you can type in key words to find help.
2. The person icon will allow you to change your password.
3. The rectangle with the arrow will allow you to log out.
4. Once your time is entered for the day, you can log out, and your hours will be saved automatically.

#### Bottom Tool Bar



1. If you have need to add a note to your timecard for any reason, use the NOTES button; this will be seen by your approver, Contact 1, and the client invoice.

2. The View Timesheet button will allow you to view your timesheet as a PDF, which you can download and save or print if necessary.
3. If you want to delete your timesheet, you can do so, provided it hasn't been approved. (This is helpful if you accidentally enter your hours in the wrong week.)

**Deadlines:**

Please submit your completed timesheet by **6PM FRIDAY**. This will give enough time for your on-site supervisor to approve your timesheet in a timely manner.

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. Please inform us by 6pm on Friday that you will need to turn in your timesheet after your weekend assignment.

**Please Note:**

Timesheets approved 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 an approved or verified timesheet, so please reach out to your supervisor to make certain your timesheet has been approved.

If you know that your on-site supervisor will be unable to approve your timesheet, please make arrangements with your supervisor to have an alternate approver and have your supervisor inform us.

**Weekly Payroll, EmployDrive/iSolved Employee Access, and Tax Forms****Payroll/Paychecks*****Direct Deposit***

- Direct deposit is highly recommended and paychecks are deposited every Thursday, unless specified otherwise. To set up direct deposit, please email Nazuki ([nandoh@contact1inc.com](mailto:nandoh@contact1inc.com)) with the following information:
  - Bank Name
  - Account Type
  - Routing Number
  - Account Number

***Check Pick Up***

- If you plan to pick up your check at the Contact 1 Inc. office, please contact us by Wednesday evening to make appropriate arrangements.
- When you come to pick up your check, please bring your photo ID.

**EmployDrive/iSolved Employee Access**

After you have been entered into our payroll system, you will receive an email regarding how to access the EmployDrive/iSolved self-service portal. Once activated, you will be able to access your pay statements and W-2s (once they become available).

## **Tax Forms**

***Please inform us immediately with a change of address when you have moved to a different state.***

- If you are currently working for us, we will email you the appropriate tax forms and once completed, you may return them electronically.
- If you are currently not working with us, we will still need notification of your updated address so that we can mail your W-2.

## **Please Note:**

On Monday holidays and during inclement weather, payroll may 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.

### **Federal Contract Vacation and Sick Leave:**

In a government contract position, you are an employee of Contact 1. Contact 1 has a GSA Schedule that dictates pay rates and benefits.

All Federal Holidays (10) are paid; sick leave is accrued up to 7 days per year; two weeks' vacation is paid after one year (1920 hours) but does not accrue. The positions are contract positions for a specific amount of time. The government can end the position at any time, but that is rare.

### **Pre-Tax Commuter Benefits:**

This benefit is an incentive to reduce your monthly commuting expenses for transit. After you begin an assignment, you may allocate up to \$270 from your paycheck to your SmarTrip card. This will be a pre-tax deduction from your paycheck. Please contact Nazuki to discuss options and to enroll.

#### **Eligibility Requirements**

- You will be eligible to enroll after you begin your assignment.
- You must be currently working on an assignment.

## **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**

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**

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 or 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**

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 is intended to create any type of contractual obligations between Contact 1 Inc. and any of its employees.

# NOTICE TO EMPLOYEES

## New Benefit Available Beginning in July 2020

### Information on Paid Family Leave in the District of Columbia

Your employer is subject to the District of Columbia's Paid Family Leave law, which allows covered employees to receive paid time off for qualifying parental, family, and medical events. For more information about Paid Family Leave, please visit the Office of Paid Family Leave's website at [dcpaidfamilyleave.dc.gov](https://dcpaidfamilyleave.dc.gov).

#### Covered Workers

In order to receive benefits under the Paid Family Leave program, you must have worked for an employer in DC before you experienced a covered event. Your employer should have reported your wages to the Department of Employment Services and paid taxes based on the wages they paid to you. To find out if you are a covered worker, you can ask your employer or contact the Office of Paid Family Leave using the information below. Your employer is required to tell you if you are covered by the Paid Family Leave program. You should receive information about Paid Family Leave from your employer at these three (3) times:

1. At the time you were hired (if you were hired after January 2020);
2. At least once a year starting in 2020; and
3. If (in 2020 or later) you ever asked your employer for leave that could qualify for benefits under the Paid Family Leave program.

#### Covered Events

There are three (3) kinds of events for which you may be eligible for Paid Family Leave benefits. Each kind of leave has its own eligibility rules and its own limit on the length of time you can receive benefits in a year. No matter how many different types of leave you may take in a year, you may receive no more than **8 weeks** of Paid Family Leave benefits in a year. The three types of leave for which you may receive benefits are:

1. Parental leave - receive benefits to bond with a new child for up to 8 weeks in a year;
2. Family leave - receive benefits to care for a family member for up to 6 weeks in a year; and
3. Medical leave - receive benefits for your own serious health condition for up to 2 weeks in a year.

#### Applying for Benefits

If you have experienced an event that may qualify for parental, family, or medical leave benefits, you can learn more about applying for benefits with the Office of Paid Family Leave at [dcpaidfamilyleave.dc.gov](https://dcpaidfamilyleave.dc.gov).

#### Benefit Amounts

Paid Family Leave benefits are based on the wages you employer paid to you and reported to the Department of Employment Services. If you believe your wages were reported incorrectly, you have the right to provide proof of your correct wages. Effective July 1, 2020 through October 1, 2021, the maximum weekly benefit amount is \$1,000.

#### Employee Protection

The Paid Family Leave program does not provide job protection to you when you take leave and receive Paid Family Leave benefits. However, you may be protected against actions taken by your employer that are harmful to you if those actions were taken because you applied for or claimed Paid Family Leave benefits. When these harmful actions were taken because you applied for or claimed Paid Family Leave benefits, they are known as "retaliation." If you believe you have been retaliated against, you may file a complaint with the DC Office of Human Rights (OHR), which receives complaints at the following web address: [www.ohr.dc.gov](https://www.ohr.dc.gov).

For more information about Paid Family Leave, please visit the Office of Paid Family Leave's website at [dcpaidfamilyleave.dc.gov](https://dcpaidfamilyleave.dc.gov), call 202-899-3700, or email [does.opfl@dc.gov](mailto:does.opfl@dc.gov).