

# CLIENT-SITE EMPLOYEES STANDARD OPERATING PROCEDURES

A Summary of Important Policies,  
Procedures, and Guidelines for External  
Employees, Provided by  
Your Employer



2017

## **CONTENTS**

<b>INTRODUCTION</b> .....	3
STATEMENT TO EMPLOYEES .....	3
ORGANIZATIONAL STRUCTURE .....	3
DEFINITIONS.....	4
Client/Customer .....	4
Contractor .....	4
Direct Labor .....	4
Indirect Labor.....	4
External Employees .....	4
Internal Employees .....	4
<b>ROLES, RESPONSIBILITIES, AND EXPECTATIONS</b> .....	4
FM TALENT (CONTRACTOR) .....	4
CLIENTS/CUSTOMERS .....	5
FM TALENT EMPLOYEES.....	5
<b>OPERATIONAL GUIDELINES</b> .....	5
COMMUNICATION PROCEDURES.....	5
Open-Door Policy .....	5
Company Communications.....	5
Communicating Absences/Attendance .....	6
PERFORMANCE MANAGEMENT .....	6
REPORTING AND COMPLAINT PROCEDURES .....	7
Non-Harassment and Discrimination Policy (Sexual and Other Unlawful Harassment) .....	7
Reporting A Threat or Act of Violence .....	7
All Other Employee Relations Issues .....	8
PROTECTING CLASSIFIED INFORMATION .....	8
TIME KEEPING.....	9

## INTRODUCTION

### STATEMENT TO EMPLOYEES

This document is an overview of FM Talent Source's Standard Operating Procedures (SOPs) and employment policies for those employees who conduct Client-facing work. We think it is important for our employees to have a clear understanding for the way the Company and its employees operate and interact with non-FM Talent representatives.

These SOPs do not in any way replace the guidelines in the Employee Handbook. Rather, these SOPs are meant to serve as an extension of the Company's Employee Handbook. FM Talent Source may alter, reduce, or eliminate the policies and practices described in this document in its sole discretion, with or without prior notice, subject to any federal, state, and locality laws. Further, these SOPs do not infer nor are they intended to represent any form of an employment contract. No representative of FM Talent Source has the authority to enter into any agreement to employ any employee for a specified period of time or to make a contract of employment, expressed or implied, that changes or modifies in any way the employment at-will relationship.

### ORGANIZATIONAL STRUCTURE

FM Talent provides services on a large number of contracts. Below are the FM Talent Project Managers and the Company contracts they are responsible for providing supervision over:

- **Devon White, Project Manager**
  - Contracts- Center for Disease Control and Prevention (CDC), Commodity Futures Trading Commission (CFTC), Centers for Medicare and Medicaid Services (CMS), DHHS Departmental Appeals Board (DAB), DOC Minority Business Development Agency (MBDA), HHS Assistant Secretary for Planning and Evaluation (ASPE), Millennium Challenge Corp, Metropolitan Washington Council of Governments (MWCOG), Naval Research Laboratory (NRL), Small Business Administration (SBA), US Department of Agriculture (USDA)
- **Lisa Alston, Project Manager**
  - Contracts- Department of Education, Department of Homeland Security (DHS), Defense Intelligence Agency (DIA), Food and Drug Administration (FDA), Government Accountability Office (GAO), National Institutes of Health (NIH), HHS Office of the National Coordinator for Health Information Technology (ONC), HHS Operational Service Division (OSD), Securities and Exchange Commission (SEC), Substance Abuse and Mental Health Services Administration (SAMHSA), Transportation Security Administration (TSA), US African Development Foundation (USADF)
- **Lynn Blyden/Kari Skelton, Project Managers**
  - Contracts- Department of Transportation (DOT), Walter Reed
- **Damon Manning, Project Manager**
  - Contract- Office of Head Start (OHS Washington DC)
- **Isaac Steward, Project Manager**
  - Contract- Office of Head Start (OHS New York)
- **Omari Franklin, Partner**
  - Contracts- Office of Head Start (OHS Texas), Combatting Terrorism Technical Support Office (CTTSO/ManTech)

## **DEFINITIONS**

### **Client/Customer**

Clients/Customers are characterized as a person, group, entity, or agency that receives contractual support from FM Talent. The Client/Customer defines the project objectives, schedule, and dedicated budget. Clients/Customers are not recognized as an employer.

### **Contractor**

The Contractor is the company hired by the Client/Customer to carry out the work. Under this definition, FM Talent Source is considered the Contractor. People who work for FM Talent are not considered Contractors. Instead, they are identified as Employees of the Contractor (FM Talent).

### **Direct Labor**

Direct Labor is defined as any time spent working on tasks or projects that are charged directly to a Client/Customer contract. An example of direct labor would be an employee who works on one of FM Talent's contracts with the Center for Disease Control and Prevention (CDC). All time worked on this contract is charged to the CDC.

### **Indirect Labor**

Indirect Labor applies to employees who do not conduct work in support of a Client/Customer contract. These are employees who provide support to the Company's Head Quarters (HQ) office (Human Resources, Payroll, Recruiting, Business Development, Operations, Proposals, etc.).

### **External Employees**

External Employees are assigned to temporary or contract projects. All employees who work at the client site/location are defined as External Employees. Since External Employees conduct work in support of a Client/Customer contract, they are also considered Direct Labor.

### **Internal Employees**

Internal Employees are those who work at FM Talent Source's Head Quarters (HQ) office and are not assigned to temporary or contract projects. Since Internal Employees do not conduct work in support of a Client/Customer contract, they are considered Indirect Labor.

## **ROLES, RESPONSIBILITIES, AND EXPECTATIONS**

The following information defines the roles, responsibilities, and expectations that exist between the Clients/Customers, Contractor (FM Talent), and Employees.

### **FM TALENT (CONTRACTOR)**

#### **FM TALENT SOURCE**

FM Talent is responsible for the actions of its Employees. No matter the Client/Customer contract, FM Talent is responsible for staffing the contract and supervising all Employees on the contract. Additionally, the Company has the following duties:

- Approving Employee time cards.
- Managing and resolving all employee relations issues involving FM Talent Employees.
- Approving leave requests of Employees.
- Performing performance evaluations of its Employees.
- Making hiring and firing decisions for its Employees.

## **CLIENTS/CUSTOMERS**

Clients/Customers of FM Talent are responsible for defining project objectives, schedules, and dedicated budgets. Clients/Customers are not responsible for supervising FM Talent Employees. Clients/Customers may, however, give direction to FM Talent Employees to ensure that the goals of the contract are met. Additionally, Clients/Customers do not conduct performance evaluations/ratings on FM Talent Employees. Overall, Employee supervision is strictly the responsibility of FM Talent.

## **FM TALENT EMPLOYEES**

Employees are not employed by the federal government. Employees are to identify themselves as FM Talent (Contractor) Employees instead of personnel of the Client/Customer. Employees may receive some direction from the Company's Clients/Customers. Any level of direction, however, is not considered as supervision. All supervisory functions strictly remain the responsibility of FM Talent. Additionally, Employees are expected to maintain the following responsibilities:

- Updating and submitting accurate time cards.
- Submitting requests for leave through their FM Talent supervisor while also communicating the request to their appropriate Client/Customer representative.
- Communicating or escalating all employee relations issues directly to their FM Talent supervisor.
- Actively participate in Company-required performance management processes.

FM Talent expects all employees who interact with Clients/Customers to be responsive to their requests and to treat them with respect. Employees should keep their social interactions with Clients/Customers on a professional level.

## **OPERATIONAL GUIDELINES**

### **COMMUNICATION PROCEDURES**

#### **Open-Door Policy**

FM Talent promotes an open-door policy. Employees are encouraged to communicate their suggestions or concerns regarding any aspect of their employment, the operations of the Company, or other matters relative to the working atmosphere. If an employee feels discussing the matter with his or her FM Talent supervisor is inappropriate or if the supervisor does address the suggestion or concern, the employee may bring the issue to the attention of the FM Talent Human Resources team or the Partners.

#### **Company Communications**

FM TALENT SOURCE

FM Talent's primary means of communicating with its Employees is through their individually assigned Company email address. It is important for Employees to understand that their Client/Customer email account is meant to be used for communication between the Employee and his/her Client/Customer. Communications between FM Talent and its Employees should remain separate and independent from communications between Employees and Clients/Customers. Unless immediate attention is needed, FM Talent will avoid reaching out to Employees through their Client/Customer email. (\*\*\*)*See "Notes/Exceptions" Below*(\*\*\*)).

FM Talent will sometimes communicate important company messages and announcements to its Employees through their FM Talent email account. Employees are expected to check their Company email account at least once per week to stay up to date on Company priorities or deadlines. Additionally, Employees are expected to respond to any Company communication that requires their attention and/or action. Employees are expected to maintain continuous communication with their FM Talent supervisor using their Company email.

**\*\*\*Notes/Exceptions\*\*\***

*Because of the security restrictions on some government internet servers, the Company understands that some Employees may not have access to their FM Talent email account while at the Client/Customer site. In this case, FM Talent will authorize the Employee to communicate with the Company using his/her Client/Customer email during working hours. These Employees are still expected to check their Company email at least once per week outside of the office.*

### **Communicating Absences/Attendance**

The Company recognizes that on occasion, an absence or tardiness may be unavoidable. If an absence from work cannot be avoided, Employees are expected to notify both their FM Talent supervisor and Client/Customer representative by phone or email. Additionally, it is important for Employees to understand that all requests for leave as well as planned late arrivals and early departures must be approved by their FM Talent supervisor. Clients/Customers cannot authorize or approve these requests.

### **PERFORMANCE MANAGEMENT**

It is the company's philosophy that regular communication regarding an Employee's performance is important in setting goals, assessing performance, and establishing areas for improvement. Supervisors and Employees are encouraged to discuss job performance and goals on an ongoing basis. It is important for Employees to be aware that FM Talent's Performance Management process (to include all aspects and phases) is conducted strictly as an internal function. While the Company does encourage Employees to seek feedback and input from Clients/Customers, the actual process of Performance Management strictly involves the working relationship between FM Talent Employee and their supervisor. As such, Client/Customer employees or representatives will not take part in any aspect of the actual management and evaluation of FM Talent Employees' performance and work.

FM Talent's Performance Management process is meant to be a collaborative effort between the Company's Employees and their supervisor. It is our intent for Employees to maintain a level of autonomy over their performance objectives. Moreover, we intend for our Employees to drive the process with the help and input of their supervisor.

## REPORTING AND COMPLAINT PROCEDURES

It is FM Talent's utmost priority to ensure that it promotes a work environment that is free of harassment (including that of a sexual nature), discrimination, violence or threatening behavior, and all other behavior that can create a hazardous or hostile workplace environment. The Company will act quickly to investigate all reports that are made by Employees. The Company will not allow any acts of retaliation, intimidation, or discipline against any Employee who, in good faith, files a report or complaint on such situations or behaviors.

When in doubt, don't hesitate. Report the behavior immediately!

### **Non-Harassment and Discrimination Policy (Sexual and Other Unlawful Harassment)**

FM Talent is committed to preventing discrimination and harassment (including that of sexual nature). The Company will not tolerate such treatment of its Employees by anyone including supervisors, non-management Employees, Clients/Customers, visitors, vendors, or any other business contacts (\*\*See "Notes" Below\*\*). All FM Talent Employees of the Company are responsible for maintaining a workplace free of such behaviors. In order to properly handle these situations, Company management needs to be informed of the issue. It is the Employee's responsibility to bring these kinds of problems to the attention of FM Talent management so that the Company can take necessary and quick steps to correct the issue.

If any Employee experiences, witnesses or becomes aware of such conduct in the workplace, they should immediately report it to their FM Talent supervisor, the Human Resources team, and one of the Partners. The Human Resources team can be reached by phone at 301-495-4956 or by email at [chase\\_engel@fmtalent.com](mailto:chase_engel@fmtalent.com) or [nicol\\_rainey@fmtalent.com](mailto:nicol_rainey@fmtalent.com). It is important for Employees to report these issues as soon as possible. Early reporting enables the Company to quickly address the issue and avoid further consequences.

#### **\*\*\*Notes\*\*\***

*The above reporting procedures shall be consistently applied, regardless of whether the behavior is being committed by a FM Talent Employee or an individual who is not employed by the Company. This includes Clients/Customers, visitors, vendors, or any other business contacts. Although External Employees generally work at a client site location, they are expected to report any issues of harassment or discrimination, first and foremost, to the FM Talent team.*

### **Reporting A Threat or Act of Violence**

The Company is committed to providing a workplace that is free of violence. Threats, threatening language, or any other acts of aggression or violence made toward or by any Employee, Client/Customer, visitor, vendor, or any other business contact will not be tolerated. Additionally, all FM Talent Employees share responsibility in identifying and reducing threatening or violent behaviors and situations. In order to effectively handle these situations, Company management needs to be informed of the issue. It is the Employee's responsibility to bring these kinds of problems to the attention of FM Talent management so that the Company can take necessary and quick steps to correct the issue.

Any Employee who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, should immediately report the behavior to their FM Talent supervisor, the Human Resources team, and one of the Partners. The Human Resources team can be reached by phone at 301-495-4956 or by email at [chase\\_engel@fmtalent.com](mailto:chase_engel@fmtalent.com) or [nicol\\_rainey@fmtalent.com](mailto:nicol_rainey@fmtalent.com). Employees must assume that any threat is serious. Any Employee who feels threatened and believes that he/she needs protection should immediately inform his/her FM Talent supervisor as well as a Client/Customer representative. Any threat reported to a supervisor must be brought to the attention of the Partners and Human Resources team.

In light of the above reporting procedures, the Company recognizes that some situations may require immediate emergency response. Under such circumstances where emergency responsiveness is necessary, Employees should immediately report the issue to a Client/Customer representative so that immediate intervention can be taken. The Employee should report the issue to their FM Talent supervisor, the Human Resources team, and one of the Partners once the situation enables him/her to do so.

### **All Other Employee Relations Issues**

Similar to the reporting and complaint procedures listed above, Employees are expected to communicate all other employee relations issues, first and foremost, internally to their FM Talent supervisor, the Human Resources team, and one of the Partners. Although External Employees generally work at a client site location, their primary and initial points of contact for all employee relations issues are the previously-mentioned individuals. Unless the situation poses immediate danger or emergency action, Employees are expected to refrain from reporting issues directly to Client/Customer personnel.

### **PROTECTING CLASSIFIED INFORMATION**

The recent disclosure of U.S. Government documents by WikiLeaks has caused damage to the US's national security. On January 11, 2011, the Acting Undersecretary of Defense (Intelligence) directed the Defense Security Service (DSS) to notify cleared companies of their obligations to protect classified information and to follow established and authorized procedures for accessing classified information. As a contractor, FM Talent Source must ensure that its cleared Employees and consultants protect classified information and the integrity of US government data within IT systems in accordance with applicable laws, national and DOD policies, contracts, and agreements. FM Talent Employees who work at government installations are reminded that they are to follow the security requirements of the host installation.

Unauthorized disclosures of classified documents (whether in print, on a blog, or on websites) does not alter the documents' classified status or automatically result in declassification of the documents. To the contrary, classified information, whether or not already posted on public websites or disclosed to the media, remains classified and must be treated as such, until it is declassified by an appropriate original classification authority. As such, we remind our employees of the following obligations with respect to protecting classified information:

- FM Talent employees shall not access classified information unless they have:
  - Received a determination, by an appropriate authority, that they are eligible for access to classified information,
  - Signed an approved nondisclosure agreement,

- Demonstrated a need to know the information, and
- Received training on the proper safeguarding of classified information and on the criminal, civil, and administrative sanctions that may be imposed on an individual who fails to protect classified information from unauthorized disclosure.
- FM Talent employees shall not remove classified information from official (government or company) premises or disclose it without proper authorization.
- Except as authorized by U.S. Government policy and procedures, FM Talent employees shall not, while accessing the web on unclassified systems (i.e., systems not certified and accredited to process classified information, including BlackBerries or other smartphones), access or download documents that are marked as classified (including classified documents publicly available on Wikileaks.org or other websites), as doing so risks putting classified information on unclassified IT systems. Such downloading or accessing of classified information may constitute a security violation and shall be processed as such by the Company and DSS.
- This requirement applies to accessing or downloading classified information that occurs using company-owned unclassified computers or employees' personally owned computers that access unclassified government systems, either through remote Outlook access or other remote access capabilities that enable connection to government systems.
- This does not restrict access to unclassified, publicly available news reports (and other unclassified material) that may discuss classified material, as distinguished from access to the underlying classified documents available on public websites or otherwise in the public domain.
- FM Talent employees who believe they have inadvertently accessed or downloaded classified information from a public website via an unclassified IT system, or without prior authorization, shall contact the Company's Facility Security Officer (FSO), Omari Franklin, by phone at 301-495-4956 or by email at [omari\\_franklin@fmtalent.com](mailto:omari_franklin@fmtalent.com). Employees can also contact the Company's Assistant FSO, Chase Engel, by phone at 301-495-4956 or by email at [chase\\_engel@fmtalent.com](mailto:chase_engel@fmtalent.com).

## **TIME KEEPING**

Federal and state laws require FM Talent to keep an accurate record of time worked in order to calculate Employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties. A standard work day is 8 hours of time performing work. Time worked does not include lunch breaks. Please refer to the examples that follow:

*Jane arrives to the office at 8:00am and leaves the office at 4:30pm. Halfway through the day, she takes a 30-minute lunch break.*

In this example, Jane spent a total of 8.5 hours at the office (8:00am – 4:30pm). Because she took a 30-minute lunch break, her actual time worked was 8 hours.

*Sean arrives to the office at 8:30am and leaves the office at 4:30pm. Halfway through the day, he takes a 1-hour lunch break.*

In this example, Sean spent a total of 8 hours at the office (8:30am – 4:30pm). Because he took a 1-hour lunch break, his actual time worked was 7 hours. Sean must work 1 additional hour in order to reach the standard 8 hours worked for this day. This would mean that he would have to work until 5:30pm in order to make up for his 1-hour lunch break.

Employees' timesheets must be approved by their supervisor. Timesheets are to be submitted for

approval by close of business on the last day of each reporting period (every other Friday). Timesheets must be completed by close of business the same day worked. If this is not possible, time entries should be completed by 10 a.m. the following morning. Please refer to the FM Talent Employee Handbook regarding unique time keeping circumstances.

Employees are required to enter their time in their timesheet rounded to the nearest quarter hour to ensure accuracy and to keep the company in compliance with federal and agency auditing requirements. Refer to the quarter hour time keeping conversion charts below for additional insight on rounding time to the nearest quarter hour. Full-time non-exempt employees are required to have their timesheets reflect 80 hours at the end of each pay period. If you actually work less than 80 hours in a pay period, the remaining hours must be accounted for on the timesheet either through PTO, leave without pay, or a combination of the two.

**Hours Worked Rounding Example**

<b>Total Time Worked</b>	<b>Timesheet Quarter Hour Roundup Conversion</b>
8hrs – 8hrs, 7mins	8hrs
8hrs, 8mins – 8hrs, 15mins	8.25hrs
8hrs, 16min – 8hrs, 22mins	8.25hrs
8hrs, 23mins – 8hrs, 30mins	8.5hrs
8hrs, 31mins – 8hrs, 37mins	8.5hrs
8hrs, 38mins – 8hrs, 45mins	8.75hrs
8hrs, 46mins – 8hrs, 52mins	8.75
8hrs, 53mins – 9hrs	9hrs

**Arrival/Departure Time Quarter Hour Calculation**

<b>Actual Time</b>	<b>Quarter Hour Conversion</b>
7:54am – 8:00am	8:00am
8:00am – 8:07am	8:00am
8:08am – 8:15am	8:15am
8:16am – 8:23am	8:15am
8:24am – 8:30am	8:30am
8:31am – 8:37am	8:30am
8:38am – 8:45am	8:45am
8:46am – 8:53am	8:45am
8:54am – 9:00am	9:00am