

BIS EMPLOYEE HANDBOOK



Revised: January 1, 2011

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Purpose of Handbook

Birnbaum Interpreting Services (BIS) is a company committed to serving our clients in a timely and productive manner. In order to achieve this goal, we all need to work together as a team.

To help you understand how we all work together, we have prepared this Employee Handbook. It will answer any questions you may have regarding BIS and how we do things. Should you have questions regarding the content of this Handbook or certain policies and procedures, please ask your Supervisor, the Human Resources Director, or the President.

From time to time, these policies may be revised, or new policies may be added, at the sole discretion of the CEO and/or the President. If you do not understand any changes that may occur, please ask the Human Resources Director or the President.

Disclaimer of Non-Contractual Employment

This Employee Handbook is prepared to provide BIS employees with information and guidelines. It is **not** a contract of employment between BIS and its employees.

Only the CEO and the President have authority to enter into agreements with employees. No other managers or representatives of BIS have such authority, nor do they have authority to make agreements inconsistent with the contents of this Handbook.

BIS reserves the unilateral right to change, withdraw or add to these policies at any time, with the authorization of the CEO and/or the President.

If you have any questions regarding this Disclaimer or the contents of this Handbook, please discuss them with the Human Resources Director.

Employment-at-will

Each employee of BIS is an “at-will employee.” This means that you or the company can terminate your employment at any time, for any reason. Whenever possible, BIS will provide at least two (2) weeks written advance notice of any termination of employment, and BIS requests the same of our employees.



Notice of Revision

This Employee Handbook is a revised version of any previous Employee Handbook issued by BIS.

This Handbook supersedes and revokes all prior versions of any handbook, memo, bulletin, policy or procedure, on any subject prior to the date occurring below.

This revised Employee Handbook is effective January 1, 2011.

About BIS

Birnbaum Interpreting Services (BIS), a Deaf-owned corporation, was established by its founder and CEO, David S. Birnbaum, in 1995. BIS, a division of Stuart B. Consultants, Inc., has its headquarters located in Silver Spring, MD, and is one of the largest interpreting service agencies in the nation.

The company provides thousands of hours of sign language interpreting services per month to the Deaf and Hard-of-Hearing communities. The company has a database of sign language interpreters throughout the United States. With the expertise of certified/qualified interpreters and Deaf employees, the company offers a vast array of additional services such as staff training programs, sign language instruction, and consultation on communication access for the Deaf. BIS has been recognized by Forbes Magazine as one of the top 500 small business successes in the country, and has been repeatedly awarded the *Deloitte and Touché Technology Fast 500 Award*.

As Mr. Birnbaum states, “We have only touched the surface of access for Deaf people. I want to open-up the earth so that every area of communication between the Deaf and non-deaf can be totally accessible!”

Mission Statement

BIS is dedicated to equal communication access by providing the highest quality interpreting and related services, while maintaining a strong rapport with organizations serving the Deaf, Hard-of-Hearing, and hearing communities.



Vision Statement

Our vision is to consistently provide the best communication access ANYTIME, ANYWHERE.

Goals

- ❖ Exceptional customer satisfaction.
- ❖ Increase in the number of highly motivated interpreters holding advanced credentials.
- ❖ Expansion of the availability of VRI.
- ❖ Professional development opportunities for all BIS employees.
- ❖ Active participation in all communities.

Values

- ❖ Excellence through quality.
- ❖ Customer our top priority.
- ❖ Respect for everyone, including clients and competitors.
- ❖ Strong community relationship.
- ❖ Growth through change.
- ❖ Ongoing support and training of our staff.

Business Hours

BIS business hours are Monday through Friday, 7:30 a.m. to 5:30 p.m. ET. Employees generally work an 8-hour day between these hours (not including the half-hour lunch period). BIS' business phones are manned 8:00 a.m. to 4:30 p.m. ET, Monday through Friday excluding Federal Holidays.

Arrangements may be made to work other hours, subject to the availability and needs of BIS and our clients. Occasionally, it may be necessary to make a change in your usual work schedule to meet the needs of BIS. BIS will request any of changes in your work schedule as far in advance as possible.



Off- Site On- Call

Staff interpreters are not required to come to the home office either before or after their regularly scheduled assignments, but must remain available for other possible assignments. By definition, regular assignments mean any community or video interpreting jobs assigned by BIS Coordination. On any work days when a staff interpreter does not have any assignments, the staff interpreter is required to come to the office for a four hour period of their eight hour day and spend the remaining portion of their day in off-site on-call status. The actual timing of the four hour periods will be determined by BIS Coordination.

While in off-site on-call status, staff interpreters must be available and prepared at all times to receive and perform any reasonable job assignment from BIS Coordination. The staff interpreter is required to inform BIS Coordination when their last job ends and their general location, such as in the general vicinity of their home, office or last assignment in order to be available for any assignment given the hour and a half transportation timeframe previously established. Staff interpreters who are off-site and on-call will have a maximum time of fifteen minutes to respond to a communication from BIS Coordination about a pending assignment. The communication from BIS Coordination will initiate with a phone call and then follow with an email or text message if necessary. Staff interpreters in off-site on-call status are strongly encouraged to inquire with BIS Coordination about going to any nearby jobs where a fellow BIS interpreter is working who may benefit from an unofficial co-interpreter, mentor or observer.

Staff interpreters are reminded that their guaranteed eight hour workday comes within the BIS regular business hours of 7:30am to 5:30pm. No matter what a schedule may look like during the day, it is the responsibility of each staff interpreter to check their schedules online after 4:30pm each evening. If there are any scheduling changes after that time, the staff interpreter will be informed by BIS Coordination by phone. In addition, since staff interpreters will generally no longer be required to come into the office before their assigned shift, staff interpreters must be prepared to receive early morning schedule changes with phone calls starting as early as 6:30am. The fifteen minute response time is still required in such a situation. Staff interpreters are reminded to use extension #802 during the hours from 4:30pm to 9:00pm and 5:30am to 8:00am to notify Coordination of any changes in availability.

Should staff interpreters need to use any of their work hours for personal reasons, leave hours should be used for this purpose. Staff interpreters should not rely on their off-site on-call time as a means of fulfilling personal needs such as doctor appointments, hair stylists, etc.



If for any reason a staff interpreter in off-site on-call status does not respond to BIS Coordination within the required fifteen minutes or is not able to take a job within the hour and a half transportation timeframe, the staff interpreter will be placed on leave for the off-site on-call period and will receive a written warning of policy violation. A second infraction within a six month period will cause a staff interpreter to no longer be able to participate in this benefit for thirty days. Any additional infraction of this policy will result in the complete removal of the staff interpreter from this benefit.

This policy will not be in effect on designated training days.

After-Hours Contact Policy

802 is the voice mailbox that is used for any “emergency” outside of regular business hours herein defined as 8:00 a.m. to 4:30 p.m. ET Monday through Friday excluding Federal Holidays. An emergency is defined as any instance where you will be unable to fulfill your community assignment as posted from the online system that is to occur before or during the next business day. Since the emergency line (802) is made available 24/7/365 to both our clients and staff, we prefer that you call before 9:00pm ET or after 5:30am ET unless the issue pertains to an assignment that occurs between those times. The emergency line (802) can be reached by calling the main number (301) 587-8885 and following the prompts for a scheduling emergency (Press 1) and then after hours (Press 2) or by following the prompts to dial by extension (Press 2 and then enter 802) Either of these options will connect you directly with the emergency on-call coordinator. If the emergency on-call coordinator is unavailable you will be forwarded to a voicemail prompt that will state “You have reached the emergency on-call coordinator for Birnbaum Interpreting Services. Unfortunately, I am not available to take your call, but please leave a message and I will return your call within 15 minutes.” If you do not hear this exact message, somehow you were misdirected to the wrong voicemail box and your message will not be received in a timely manner.

Examples of when you need to call 802:

1. For calling out sick or are otherwise no longer available to cover your community assignment.
2. When you are running late.

Please note that the online system does experience temporary service interruptions from time to time. Whenever possible please attempt to reconnect at a later time to obtain your job information before calling 802.

Emergency Closing

It is the policy of Birnbaum Interpreting Services (BIS) that all BIS offices will remain open during periods of inclement weather unless ordered closed by public safety authorities. In this regard, BIS personnel are expected to report for work as scheduled. During periods of inclement weather, employees may determine if they cannot come to work. In this case, those employees must use proper call in procedures (see Business Hours and After Hours Contact Policy in the Handbook) and will be responsible for using their leave balances (or leave without pay) to account for missed hours.

In the case of inclement weather, community interpreters will need to follow the on-line scheduling system as usual and will be notified of any changes that occur after 4:30pm the business day before. In all cases, interpreters must call the BIS office, if upon arrival they determine their assignment has been canceled. Interpreters will then either be re-directed to another assignment or sent to the BIS office.

VRS, VRI and customer service are considered essential as they are a 24/7 service to the Deaf and Hard of Hearing communities. These services must always be covered either by additional staffing or shifting personnel via the different call centers.

Classifications of Employment

Full-time Employee: A full-time employee is one who is scheduled to work 40 hours per week. These employees are eligible for all employee benefits, some contingent upon completion of a 60-day review period.

Part-time Employee: A part-time employee is one who is scheduled to work less than 40 hours per week on behalf of BIS. These employees working 32 to 39 hours per week are eligible for limited employee benefits, as described herein.

Contractual Employee: A contractual employee is one who is hired for special projects and/or short-term periods. These employees work on an assignment-by-assignment basis, and are not eligible for employee benefits.

Equal Employment Opportunities (EEO)

BIS provides equal employment opportunities to all employees. We do not discriminate in our employment practices on the basis of the following: race, color,



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religion, sex, national origin, ancestry, age, marital status, physical or mental disabilities, sexual orientation, arrest or conviction record, or membership in the National Guard, the state defense force, or any other reserve component of the military forces of the United States or individual states therein.

In addition, this policy of equal opportunities applies to all terms and conditions of employment. This includes, but is not limited to, hiring, placement, promotion, termination, layoff, leaves of absence, and compensation.

Americans with Disabilities Act (ADA)

BIS complies fully with the Americans with Disabilities Act, as well as state laws, which require BIS to make reasonable accommodations for disabled individuals in our workplace. We are committed to treating physically or mentally disabled individuals without discrimination in any area of work, including pre-employment, application, hiring, supervision and evaluation. Administration treats all medical information and records concerning disabilities as strictly confidential.

If you are disabled, you have a right to request BIS to make reasonable accommodations in order to help you overcome the limitations posed by your disability to accomplish your work. Your request for accommodation must be made during your employment interview, based upon the job description of the position desired. If you are disabled after the start of your employment with BIS, submit your request for accommodation to the Human Resources Manager.

Life - Threatening Illnesses in the Workplace

BIS employees with life-threatening illnesses often wish to continue their normal pursuits, including work, to the extent allowed by their condition. BIS supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, BIS will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. BIS will take reasonable precautions to protect such information from inappropriate disclosure. Management and employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action up to and including termination of employment.

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Employees with concerns or questions about life-threatening illnesses are encouraged to contact the Human Resources Director for information and referral to appropriate services and resources.

HIPAA Privacy Rule

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 include a federal regulation called the Privacy Rule, which was issued to protect the privacy of certain medical information that may identify an individual. Any medical information that may identify an individual is known as protected health information (PHI).

As a government contractor and provider of interpreting services, BIS is considered a “hybrid” entity under HIPAA regulations. Due to the nature of our services and according to the law, we are obligated to apply appropriate safeguards to ensure the confidentiality of protected health information. BIS is committed to respecting the privacy and confidentiality of individually identifiable health information. Therefore, we are asking all employees (contract and staff) for your full cooperation in maintaining full confidentiality and not discussing any medical information you are made privy to in the course of your interpreting assignments. There are stiff penalties imposed by the U.S. Department of Health and Human Services for knowingly and wrongfully disclosing individually identifiable health information. Failure to comply with the HIPAA Privacy Rule could be grounds for disciplinary action up to and including termination of employment. For more information regarding this policy, please contact the Human Resources Director.

Religious Accommodation

BIS permits religious observances and practices that do not offend or harass co-workers or clients, and that do not create unreasonable interference with productivity or other purposes or objectives of BIS.

BIS permits reasonable requests for dress and grooming associated with an employee's religious practices.

Employees who want time away from work for religious observance may make a request for time off using personal or vacation hours as payment for time away from work. Requests made in accordance with the leave request policy are normally granted unless the needs of the business require your attendance.

Harassment

BIS expects all employees to act in a courteous, respectful manner toward other staff members, and our clients. Conduct, which creates an intimidating, hostile or offensive working environment, will not be tolerated.

BIS expressly prohibits any form of unlawful harassment of employees and co-workers based on race, color, religion, creed, gender, national origin, age, marital or Veteran status, sexual orientation, or the presence of handicaps or disabilities.

BIS expressly prohibits any form of harassment that interferes with the ability of any employee to perform his or her job duties.

Should you engage in such conduct towards another worker, a client, or to the public with which BIS deals, you will be subject to disciplinary action up to and including termination.

Sexual Harassment

BIS prohibits employees from doing anything that intimidates insults, coerces or harasses another employee, a visitor, vendor, a client or a prospective client. This policy specifically prohibits an employee from engaging in any intimidating, insulting, coercive or harassing behavior that is sexual in nature.

Examples of prohibited conduct include, but are not limited to:

- ❖ Spoken/Signed or written comments relating to a person's sex.
- ❖ Any unwelcome advance or contact of a sexual nature.
- ❖ Sexually oriented comments about a person's body or behavior.
- ❖ Showing or displaying pornographic or sexually explicit objects or illustrations in the workplace or while performing duties for BIS.
- ❖ Sexually offensive comments, jokes or innuendoes.
- ❖ Offensive behavior repeated or continued after a clear request has been made to stop.

In addition, BIS prohibits unwelcome sexual advances, requests for sexual favors, and all other verbal or physical conduct of a sexual or otherwise offensive nature, when:

- ❖ Submission to such conduct is made either explicitly or implicitly a term or condition of a person's employment.
- ❖ Submission to or rejection of such conduct by a person is used as the basis for employment decisions affecting the person.
- ❖ Such conduct has the purpose or effect of unreasonably interfering with the person's work performance or creating an intimidating, hostile, or offensive working environment.

An employee who violates this policy is subject to discipline, up to and including termination.

Harassment/Sexual Harassment Complaint Procedure

Each of us are responsible for creating an atmosphere free of discrimination and harassment, whether of a sexual nature or otherwise. Further, each of us is responsible for respecting the rights of co-workers.

If you believe you are being intimidated, insulted, coerced, harassed or sexually harassed, or have witnessed this behavior directed to another employee, you are requested to file a complaint with the Human Resources Director or the President.

The Human Resources Director will investigate the complaint in a discreet and confidential manner. All persons involved in the complaint and the investigation will keep all information related to the complaint and the investigation confidential. Individuals involved will discuss the matter and information involved in the complaint and investigation only with persons who have a need to know.

Following the investigation and with recommendation to the President, BIS may take any corrective action that BIS deems appropriate to the findings of the investigation and the best interests of BIS and the individuals involved. Action taken by BIS may include (but will not be limited to) counseling, warning, transfer, demotion, or termination.



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If after investigating a complaint of harassment, BIS determines that the complaint is NOT valid due to an employee having provided false information regarding the complaint, disciplinary action may be taken against the individual who maliciously filed the complaint or the individual who gave the false information.

Violation of this policy may result in discipline, up to and including termination.

If an employee who files a complaint is not satisfied with the conclusions of an investigation or with actions taken during or following an investigation, may ask the President to review the matter and make a final decision.

Problem Resolution

Good communication between co-workers and between employees and management is important in our workplace. You are encouraged to speak freely to your Supervisor regarding matters affecting your job. We welcome your ideas and suggestions. And we want to be aware of any problems and concerns you may have.

However, in any workplace, misunderstandings and problems sometimes occur between employees, or between an employee and management. Because such misunderstandings and problems can have an adverse impact on the quality of the employment relationship and on the quality of our service to our clients, BIS desires to assist employees in resolving and eliminating misunderstandings and problems at work.

Each of us, regardless of position, is expected to treat co-workers with respect and in a fair and just manner at all times. If at any time an employee believes he or she is not being treated fairly or with respect, or if an employee suspects that a mistake has been made in the administration of a policy, practice or condition of employment, the employee has the responsibility to inform management so that management can resolve the matter promptly and effectively.

Supervisors and Managers have the responsibility to address all questions, concerns, problems or grievances raised by employees, no matter how insignificant or trivial they may seem. They also have the responsibility to investigate such matters and to give responses to employees as promptly as possible.

BIS will not tolerate any form of retaliation against an employee who uses this problem resolution procedure. Any employee or member of management who retaliates against an employee for using this procedure will be subject to discipline, up to and including termination.

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NOTE: This Problem Resolution policy is merely a guideline. Implementing this procedure does not in any way prevent, limit or delay BIS' right to take disciplinary action, including immediate termination, without prior warning or notice to an employee, when BIS believes such action is appropriate.

The Procedure

To promptly and effectively resolve problems, conflicts and complaints, employees may use the following guidelines:

First, make an attempt to resolve a problem, conflict or complaint in an informal, verbal discussion between yourself and the other party involved.

Second, if you cannot reach an acceptable resolution through an informal, verbal discussion, you should then address your problem, conflict or grievance with your Supervisor. If the issue is with your Supervisor, discuss the issue with the Human Resource Director or the President.

Third, if you are not satisfied with the problem resolution, you then may submit a written letter of appeal to the President. This letter should include an explanation of your problem, conflict or grievance, recommendations from the previous meetings, reason for appeal and your suggestion for resolution.

Within five business days of receiving your letter, the President may have a personal visit with you. Subsequent meetings, with all parties involved, may occur.

Within 10 business days of receiving your letter, the President will make a decision regarding your problem, conflict or grievance. This decision is final.

Copies of all statements, information relating to the statements and decisions will be placed in a separate file maintained by the Human Resource Director. No copies will be filed in your personnel file.

Drug and Alcohol Use Policy

It is the policy of BIS, as well as the desire and ongoing commitment to hire and employ qualified individuals to work in a safe, healthful and efficient work



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environment which is free of alcohol or drug abuse. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. Compliance with this policy is a condition of continued employment at BIS.

While on BIS premises no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger themselves or other individuals in the workplace. Employees are encouraged to inform their supervisor or the Human Resources Director if prescribed medication being used will in any way impair performance ability.

Although BIS does not conduct pre-employment drug testing or random drug testing, BIS does reserve the right, where reasonable suspicion exists of alcohol or illegal drug use, to have the employee escorted from the premises and conducting on-the-spot testing. Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their supervisor or the Human Resources Department to receive assistance or referrals to appropriate resources in the community.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program through BIS' health insurance benefit coverage. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all BIS policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause BIS any undue hardship.

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If an employee refuses to seek treatment or continually does not respond to treatment; or if indication of the employee's alcohol or chemical dependency persists, the situation will be handled by BIS as any other which adversely affects job performance.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Human Resources Department without fear of reprisal.

Disciplinary Action Procedure

In an effort to maintain high professional standards within the company, the administration has found it necessary to develop disciplinary action procedures. These procedures will operate in conjunction with the policies and procedures as set in the employee handbook. This procedure will simply serve as a system to monitor compliance with company policies and procedures.

Policies and procedures are established to treat everyone equitably. BIS strives to provide an environment to treat each employee fairly. When someone breaches a policy, appropriate action needs to be taken. Therefore, any time an employee breaches a policy, they will receive a written warning from their supervisor or company administrator. Each employee will be allowed no more than three (3) written warnings within an annual review period. After the third warning, disciplinary action will follow. The specific disciplinary action to be taken will be based upon the nature and severity of the warnings, and may include termination.

Illegal action by any employee will result in immediate disciplinary action up to and including termination.

According to the policies and procedures as set in the employee handbook the following is a list of categories of possible, but not limited to, written warnings:

- Not being available or accessible via phone/pager/cell during business hours
- Not communicating with the office about job cancellations or changes

- Use or under the influence of drugs or alcohol
- Inappropriate employment outside the company
- Abuse or excessive personal use of office equipment
- Inappropriate behavior or conduct disrupting the workplace atmosphere
- Breach of the RID Code of Ethics/not maintaining appropriate confidentiality
- Lateness reported/not punctual according to company standards
- Inappropriate appearance, hygiene, or dress
- Timesheet fraud
- Transportation reimbursement fraud
- Submitting an incomplete or inaccurate timesheet or (expense voucher) according to timesheet instructions
- Abuse of leave requesting
- Abuse of half hour lunch time periods
- Egregiously not maintaining one's goals and objectives
- Not checking voicemail regularly
- Inappropriate use of non-interpreting hours
- Abuse or not returning library resource materials

Each incident will be dealt with on a case-by-case basis by the employee's supervisor in consultation with the Human Resources Director. The employee will have the opportunity to dispute any incident.

Outside Employment

BIS Employees are permitted to engage in outside work or hold other jobs, subject to certain restrictions outlined below. Employees must obtain approval before accepting any outside employment.

- (1) Employment in any capacity at another local sign language interpreting agency by any full-time BIS employee (interpreter or office staff) is grounds for immediate dismissal. Local is defined as a geographic area where BIS is currently doing business.
- (2) Activities and conduct away from the job must not compete, conflict with or compromise BIS interests or adversely affect job performance and the ability to fulfill the responsibilities to BIS. Employees are prohibited from performing any services on nonworking time that are normally performed by info@BISworld.com • www.BISworld.com • www.BISVRS.com • www.BISVRI.com



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BIS. This prohibition also extends to the unauthorized use of any company tools or equipment and the unauthorized use or application of any confidential information. In addition, employees are not to solicit or conduct any outside business during BIS paid working time.

- (3) Employees are cautioned to consider carefully the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel or refusal to work overtime or different hours. If outside work activity causes or contributes to job-related problems, it must be discontinued, and, if necessary, normal disciplinary procedures will be followed to deal with the specific problems.
- (4) In evaluating a request for outside employment, Supervisors and members of Management will consider whether the proposed employment:
 - May reduce the employee's efficiency in working for the company
 - Involves working for an agency that does a significant amount of business with BIS, such as major contractors, suppliers and customers.
 - May adversely affect the company's image.
- (5) Employees who have accepted outside employment may not use paid sick leave to work on the outside job. Fraudulent use of sick leave will result in disciplinary action up to and including dismissal.

The following applies to interpreters only:

Authorization for certain ad hoc assignments will be given on an assignment-by-assignment basis. These assignments include those that present an opportunity that BIS can not offer (e.g., interpreting for a cruise) or present professional growth and development in an area BIS can not offer at the time (e.g., theatrical interpreting). To receive authorization, the employee must do the following first:

- Be sure that the entity is not another sign language interpreting agency
- Check with coordination that the client is not a current client of BIS
- Request that the outside entity place a request with BIS; BIS will in turn place the employee on the assignment outside of normal business hours for the interpreter.
- After doing the previous steps, employee must fill out an Outside Employment Request Form and submit it through their supervisor to the President and then on to Human Resources before the assignment for approval.

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Personal Marketing Prohibited

Marketing or promoting one self for direct hire to a client of BIS at any time is strictly forbidden. This clause extends for a one-year period within the Metro DC area after the termination in writing of employment with BIS. Do not distribute business cards unless they are provided by BIS. BIS creates official company business cards for use as an employee of the company. Feel free to request these from the office at any time. Any interpreting requests from consumers or anyone at a client site must be processed through the BIS office. You may encourage the client to list you as one of their preferred interpreters. You will be contacted by the office once we receive the request.

Use of Office Equipment

Use of BIS Equipment: Employees are not to remove from the workplace any discs, CDs, tapes, electronic data storage devices, office supplies, or any other equipment/property belonging to BIS. No software may be installed on company equipment unless provided by the company. Any deviation from this policy requires authorization.

Employees who are authorized to work with confidential information on BIS' computers will keep such information confidential. Other employees are not to access such information, and if, inadvertently, they gain access to confidential information, they are to immediately exit from the document or program and keep such information confidential.

Viruses: When using BIS' computers and any other company-provided equipment, employees should protect equipment from viruses to the best of their ability. Do not open attachments sent from individuals that you do not know. Viruses need to be reported to the BIS IT Department.

Monitoring of Employee Use of BIS Equipment: Employees need to be aware that they do not have a legal right to privacy when using BIS' computers or any other company-provided equipment and they should not expect such privacy. BIS reserves the right to monitor company equipment at any time, with or without warning.

BIS also reserves the right to inspect and monitor any incoming and outgoing correspondence:

- Received or sent by an employee to or from the company's premises
- Received or sent using company equipment
- Received or sent via a messenger/service that is paid for or subsidized by BIS.

This right extends to all internal and external mail, messages, instant messages, electronic correspondence, electronic bulletin board accounts, national electronic messaging service accounts and any other correspondence service that is paid for or subsidized by BIS. Inspection of incoming and outgoing messages or mail may occur at any time, with or without notice.

Monitoring under this policy may proceed without the employee's knowledge. The CEO and President are the only persons permitted to authorize such monitoring. The monitoring itself will be done by the Human Resources Director who will report any and all findings to the CEO and President. They will keep confidential any information obtained from such monitoring and share it only with persons who have a need to know. If, during such monitoring, it is discovered that an employee has violated the policies and procedures of BIS, the employee may discipline up to and including termination.

Cell Phone Reimbursement Policy

BIS allows full time, eligible employees to file reimbursement for cell phones on a monthly billing basis for using their personal cellular phone in conjunction with day-to-day business activities at work and while on company business. BIS and employees must be able to remain in touch with those necessary to conduct business.

This practice is applicable to all full-time employees whose job “requires” the use of a cellular phone to conduct BIS business as determined by BIS Management on a case-by-case basis and reviewed periodically.

\$15.00 will be reimbursed to Staff Interpreters not required to have a cell phone
 \$40.00 will be reimbursed to Staff Interpreters
 \$70.00 will be reimbursed monthly to Supervisors
 \$125.00 will be reimbursed to Senior Managers and above

Any cell phone reimbursement expense report that has not been submitted to the Accounting Department within 60 days of the billing date will be reimbursed retroactive to a maximum of 60 days. All cell phone reimbursements must be submitted within 60 days of the billing date. Please ensure you submit all reimbursements timely to Accounting.

In the interest of the safety of our employees and other drivers, BIS requires employees to comply with all applicable laws while driving. BIS assumes no liability for mishaps or loss of equipment involved while using your cellular phone.

Lost, Damaged and Stolen Property

BIS provides employees with certain equipment and property to assist them in performing their job duties when outside the workplace. Employees who are provided with BIS-owned equipment or property, or who take BIS-owned equipment or property away from the workplace, have a responsibility to protect the equipment or property from being lost, damaged or stolen.

All employees are to immediately report all lost or stolen equipment or property to the President.

If the equipment or property, placed in the care of an employee, or taken away from the workplace by an employee, is lost, damaged or stolen because of the employee's negligence or willful disregard, the employee will pay BIS an amount equal to the replacement value or repair cost of the equipment or property.

The employee will make arrangements to pay BIS the amount owed. If the employee and BIS can not agree on a payment plan, BIS will take whatever legal steps are available to recover the value of the loss from the employee. These steps may include deductions from the employee's pay as permitted by federal or state law.

Employee Parking

Employee parking is limited at our main office. Employees who do not have a building parking permit are required to park in Visitor's Parking spaces. If none are available, you may park in a regular space, and sign out a parking permit from the parking coordinator. Remember to return the permit at the end of each day.

Employees are expected to comply with this policy. Failure to do so may result in the towing of your vehicle at owner's expense.

Recording Work Hours

BIS complies with applicable laws that require BIS to maintain records of the hours worked by employees. Falsification of your timesheets may result in disciplinary action, up to and including termination.

To ensure that accurate records are kept and that you are paid in a timely manner, you will record your hours worked on the BIS timesheet. This includes any overtime hours, vacation leave, sick/personal leave, holidays, overhead or leave without pay.

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All employees are required to fill out their timesheets on a daily basis to provide accurate record keeping. BIS' work week always starts on Monday and ends on Sunday.

Each employee receives a customized timesheet for each payroll period. Sign your timesheet, and turn it in timely to your supervisor or designee. Original timesheets are due by close of business on the Wednesday after the payroll period ending date, unless it is stipulated differently by the accounting office. Faxed or copied timesheets will not be accepted. The due date is very important as it affects several parties when you do not turn your timesheet in timely. If your timesheet is received after this due date, you may not receive payment until the next pay period or you may be issued a paper check in lieu of direct deposit.

Your timesheet must reflect what you actually work to the nearest quarter hour—not what you were scheduled to work with the exception of VRI calls which are recorded in five minute increments. If you have questions about how to complete your timesheet, please check with your Supervisor or Accounting personnel.

Please be complete, accurate and neat; total rows and columns carefully. Double-check the math. Time keeping policies are on the back of each timesheet. These policies must be followed.

Definitions: "Charge #"	-	Customer Account Number
"Job #" or "Request #"	-	Database Assignment Number
"Job Name"	-	Client Name

The database system is totally separate from the payroll/accounting system. You must use the accounting assigned "Charge #" on your timesheet. Use only one line per "Charge #" per pay period. If you work multiple days for the same client, use ONE line for all days and indicate the number of hours worked for each day.

MATH TIPS:

Daily hours by Charge Number = Hours Regular and Hours Overtime	(right columns)
Daily & Period Totals = All Hours by Day	(bottom row)
Total Hours Regular = Generally 80 Hours/Period	(bottom row, 1 st column)
Total Hours Overtime = Hours worked > 40 Hours/week	(bottom row, 2 nd column)

Transportation Reimbursement and Reporting

BIS will reimburse you for expenses you incur on behalf of the company. Such expenses include mileage for travel, lodging, meals, and small office supplies. You must have prior approval from a company official for all reimbursements other than

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normal travel expenses. Record normal travel expenses in the online scheduling system. Record other expenses on an Expense Voucher. Attach a receipt or explanation for each expenditure and submit with your timesheet by the appropriate due date. Expense vouchers are due by close of business on the Wednesday after the payroll period ending date, unless it is stipulated differently by the accounting office.

When reimbursable transportation expenses are incurred, they must be reported to BIS within two (2) consecutive days. Employees reporting expenses after this period WILL NOT be reimbursed. Paid receipts should be submitted when possible.

To report mileage or expenses:

1. Log into the STAFF INTERPRETER interface to the online scheduling system.
2. Click on REPORT MILEAGE from the main menu on the left.
3. Click on link "Click to edit below" on the appropriate row of the assignment for which you are trying to report transportation.
4. Fill in the online form on the bottom with the appropriate miles, other expense type, and other amount total. NOTE: The "other expense type" is a text field only for text items such as "bus", "metro", or "taxi."
5. Click SUBMIT.
6. Repeat for each individual assignment.

Note: Calculation of allowable expenses depends on whether the client has agreed to pay transportation or not. This information will be relayed to you along with your job information online by looking at the MILEAGE PAID field (i.e., Yes/True or No/False).

When the client pays transportation: The client has already agreed to pay an 80 mile or \$25.60 maximum per assignment (unless your job information tells you otherwise; some clients have placed a ten or fifteen dollar cap on their allowable transportation expenses). Therefore, report what you have incurred up to the maximum amount via the online system. If the amount legitimately exceeds the maximum transportation allowed, report the maximum via the online system as normal. Then report the overage on a separate Local Expense Voucher Form.

When the client does NOT pay transportation: BIS employees are reimbursed for every assignment that occurs during normal business hours. However, BIS can not reimburse for normal commuting expenses according to IRS ruling. Therefore, when a client does not reimburse for transportation, employees are only allowed to be reimbursed beyond their normal commute (what they would normally travel to the office from their home). Employees need to determine how many miles they live from the office and/or how much the commute would

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cost if they were to take public transportation to the office. This commuting amount would then be deducted from the total commute to determine the allowable expenses to be reported and reimbursed. Then use the online system to report your transportation as normal. If the amount legitimately exceeds the maximum transportation allowed, report the maximum via the online system as normal. Then report the overage on a separate Local Expense Voucher Form.

What is your normal commute? Your normal commute is the distance you travel (if driving) or the fares you pay for public transportation when going from your home to your regular workplace. Your regular workplace is where you go to work on a regularly scheduled and ongoing basis. As examples, for on-site interpreters, your regular workplace is the assignment location(s); for floating interpreters and office staff, it is BIS' Silver Spring office; for full-time on-site interpreters, their regular workplace would be the client site.

Note: On-site interpreters may have more than one regular work location if they support more than one client or are also assigned to work in the office. When an interpreter is first assigned to an on-site job, a determination will be made within 30 days as to whether or not it will become an indefinite assignment, and therefore the interpreter's commute.

Failure to report transportation within two (2) consecutive days will result in no reimbursement. Please keep this policy in mind when you have an assignment. We advise you to report expenses after you are finished with assignments during the same day.

Examples:

1. Total miles - normal commute to office = allowable mileage reimbursed
70 miles (roundtrip)- 40 miles (roundtrip) = 30 miles allowable
2. Total Metro - normal commute to office =allowable transportation
\$3 (roundtrip) - \$5 (roundtrip) = \$0 allowable

Overtime

Overtime is paid to non-exempt employees for all hours worked in a pay status in excess of 40 hours per workweek. Overtime pay is one-and-one-half times your regular hourly rate of pay.

Overtime work requires the employee's acceptance of excess hours, and approval by your supervisor before it is worked.



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Holiday and approved vacation/sick leave hours are NOT included as hours worked in a pay status for the purposes of calculating overtime hours.

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Payday

Employees are paid every two weeks, on the second Friday following the end of the two-week pay period. If that Friday is a holiday, or in cases of emergency, employees will be paid on the proceeding Thursday. BIS publishes a pay schedule annually, including company observed holidays. All timesheets must be submitted according to this schedule. Schedules can be requested through the Accounting Office.

Employees are paid via direct deposit. The direct deposit system electronically deposits your net pay at your own bank. You will receive a printed payroll record via mail on payday from the Accounting Office. The payroll record is a summary of your hours worked, gross pay, and the deductions withheld. Your expense reimbursement will also be included, if applicable.

Terminating employees will receive their final paycheck on the next regularly scheduled pay date.

Payroll Advances

BIS discourages any advancement of pay to employees and any exception to this policy will require an extraordinary or emergency situation, on a case-by-case basis and must be approved by the President or his designee. Employees are encouraged to use their banking institution or other resources whenever loans are needed. Any advance against future earnings should be considered an unusual request and granted only under extreme circumstances.

For further information regarding payroll advances/loans, please contact the Accounting Department.

Access to Personnel Files

BIS maintains various personnel records for each employee. The records include such items as: the employee's application form, resume, performance reviews, disciplinary notices and memos, memos of commendation and achievement, test results, and other information concerning BIS-employee relationship. You may ask the Human Resources Director for an opportunity to view your personnel records. You are only

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allowed to look through your employee folder in the presence of the Human Resources Director.

Keeping Records Up-to-date

BIS establishes your personnel information file (different than your personnel record) when you begin employment at BIS. You also have an online employee profile to establish. This information needs to be kept current so that we can maintain a smooth-running operation at all times.

We will need to know if you have any changes in your name, address, telephone number, marital status, number of dependents and who to notify in case of an emergency in both areas. We also need to have this information in the event that we must offer continuation of health insurance to you or to qualified persons. You must report any of these changes to Accounting.

If you have a question regarding your personnel information file, please see the Human Resources Director or the Accounting Manager.

Workplace Atmosphere

We strive to maintain a friendly, congenial, and professional atmosphere at BIS. For health and safety reasons, our workplace is smoke-free.

Employees are expected to contribute to an atmosphere that is pleasant, productive and comfortable for all employees, as well as our clients.

Safety and Accident Prevention

Employee safety is a concern of BIS and to everyone working here. We are committed to providing a safe and healthy workplace for our employees. If you are injured while in a BIS office, you must report the injury immediately to the Human Resources Director. If you are injured while working outside a BIS office, you must report the injury immediately to Human Resources Director or your supervisor and the on-site contact.

Weapons and items that could potentially pose danger to another are prohibited in a BIS office.

If you are aware of any unsafe conditions in the workplace, immediately notify your Supervisor or the Director Human Resources.

Performance Reviews

Employee performance reviews provide an excellent opportunity for you and your Supervisor to discuss your performance and progress and offer you guidance for defining and reaching your performance goals. Each of the review periods are based on the employee's anniversary date of hire or promotion.

BIS conducts 3 types of reviews:

- A. **60-day Review:** All new employees must be reviewed 60 days after their official start date. Performance will be reviewed, company benefits that did not start on the first day of employment will begin, and your annual goals and objectives will be established for the next 10 months. Any questions or concerns about employment may be discussed during this review.
- B. **Midterm Review (MTR):** All employees will meet with their supervisor for a midterm review. The review is conducted at the mid-point of the annual review cycle. During this review, your progress on annual goals and objectives, and other concerns, will be discussed.
- C. **Annual Review:** All employees receive an annual review upon the anniversary of their start date or promotion. During this review, your performance on your annual goals and objectives will be determined. This performance review consists of four parts:
 - A self-evaluation of your goals and objectives.
 - Your supervisor's evaluation of your goals and objectives.
 - A review of verbal and written feedback from your personnel folder for the performance period.
 - The discussion between you and your Supervisor for a final ranking.

The results of this evaluation will determine your wage/salary increase, if any; however, good performance reviews are not a guarantee of job/career advancement or continued employment.

If you feel the need to discuss your work progress with your Supervisor, you may request a review at any time.



Job Posting and Promotion

Job openings at BIS are posted on the online community message board. If you feel that you are qualified to perform a posted job, you are encouraged to speak with the hiring Supervisor or the Human Resources Director.

Full-time employees are encouraged to refer qualified applicants to the BIS recruiting director. Full-time employees who refer an applicant for a certified interpreter position and the applicant is hired, will receive a \$400 award upon completion of the new employee's six month review period.

Job Reassignment

From time to time an employee may not be suitable in his or her position and may be discharged. However, instead of discharging an employee, BIS may, in its sole discretion, take other action.

For example, BIS may determine that it is appropriate to reassign or transfer an employee, or take other action in lieu of discharge. Reassignment is not used as a way to discipline employees.

Reassignment may be used as an alternative to discharge in instances in which a recently promoted employee cannot adequately perform new job duties after a sufficient trial period has elapsed. In some instances, job reassignment may be used as a method to permit further development of an employee's skills.

Terminating Employees

Employees who voluntarily terminate their employment with BIS are urged to give BIS no less than two weeks written notice prior to the termination date. Terminating employees will be entitled to payment of accrued vacation leave at their current hourly rate.

The ending of your employment with this Employer may occur in several ways, such as:

1. **Self-termination:** When you do not report to work for three (3) consecutive workdays, without notifying your Supervisor, you are self-terminated.
2. **Resignation:** When you initiate your own termination for any reason.

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3. **Release:** When BIS initiates your termination for any reason.

In the case of a release, BIS will try to give you two weeks advance notice, unless circumstances require less time or no notice.

Exit Interview

When you leave employment with BIS for any reason, you will have an exit interview with Human Resources. These interviews give you the opportunity to complete your personnel record, receive and complete any appropriate benefit forms, return all property belonging to BIS, and have any of your questions answered, and comment in private on your reasons for leaving. The interview will be at a time that is mutually convenient.

References

The Human Resources Director, the President and the CEO are authorized to respond to outside requests for information on current and former employees.

Unless expressly authorized by you, only the following information will be released: hire date, termination date, job position/title, status of employment (whether full-time, part-time, or contractual), and confirmation of salary.

Only factual, job-related information will be given. No information regarding evaluations of an employee's performance will be released. The only exception is if an employee or former employee provides BIS with signed authorization to release additional information to specified prospective employers.

Ethical Practices

BIS is dedicated to serving clients and the public with the highest ethical standards. Gaining and keeping the trust and goodwill of our clients and the public is our highest goal.

BIS expects all employees to always do what is legal, ethical and honest in performing work-related duties and in all work-related activities and contacts.

You are here to do your very best work. You are encouraged to work and cooperate for the benefit of BIS, just as BIS and your co-workers work and cooperate to assure



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the benefit of all. You are not to intentionally do anything that damages the trust of BIS, of your co-workers, or of our customers and clients.

BIS asks you to follow the Golden Rule when performing your work-related duties and in all your work-related activities and contacts. In other words, "Do to others as you would have them do to you." Be fair, honest, and ethical.

Each employee of BIS is an ambassador to our clients and to the public. It is important that in performing your duties and in representing this company, you always do so honestly, fairly, legally and ethically. BIS urges you to deal with co-workers, clients and members of the public cheerfully and with respect.

Confidentiality

You may work with, and may have access to, information that you must keep confidential. Such information includes, but not limited to, client data, product specifications, production techniques, personnel records and matters, payroll data, financial data, sales and marketing activity and plans, trade secrets and proprietary information.

You are to discuss confidential information only with those staff members and employees who have a work-related need to know. You are not to discuss confidential information with any persons outside BIS.

You are to protect the security of confidential information. This means you are to keep confidential information in locked files when you are not using it. And you are to protect the security of computer files that contain confidential information.

Failure to protect confidential information is a serious offense. An employee who violates this policy is subject to disciplinary action, up to and including termination.

Staff interpreters are to adhere to the Registry of Interpreters for the Deaf (RID) Code of Ethics on confidentiality.

Lateness and Punctuality

In striving to accomplish its Mission Statement and in keeping with the highest quality interpreting services, BIS expects its employees to arrive on-time to interpreting and/or regular work assignments.

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Employees will be given three (3) incidents of reported late arrivals within a one-year anniversary period, without consequence. After the third incident, the interpreter will receive a formal written warning. Thereafter, any incidents will result in the employee being placed in leave status for the time late.

BIS expects its interpreters to be on-site 15 minutes prior to the start time of every assignment. We recognize that at times tight scheduling of staff due to client demands results in less than optimal conditions to arrive to jobs timely. BIS will take into account these situations and will not count them towards your lateness. The circumstance of tight scheduling does not affect the first assignment of the day. Therefore, BIS expects you to be punctual to your first assignment at all times.

If an employee fails to arrive at an assignment at all, other than through events beyond their control, the employee will not be paid for those hours. Employees may elect to use vacation or sick/personal leave in lieu of leave with out pay.

Personal Appearance/Dress Code

As employees of BIS, we want the public to see us at our best, whether in the office or out in the field. BIS' dress code is business-casual attire Monday through Friday; however, in an effort to improve our professional image, everyone is encouraged to wear professional-business attire on Mondays and Fridays. Since interpreters may be called out at the last minute to any situation, we ask you to be prepared to interpret by dressing in business attire or bringing a change of clothes with you. We appreciate your cooperation.

The following list serves as a guide for choosing appropriate attire in a given setting where an interpreter may be working. While these categories are not static, interpreters should use these guidelines along with client preference information. This information should aid in the interpreter's ability to enter any situation dressed appropriately and professionally. Of course, common sense always applies. This information was partially compiled from clients of BIS. Therefore, these guidelines are strongly recommended.

Note: The majority of our clients request that interpreters dress according to the "Business" category. Remember this each morning when you are preparing for the workday. If you are not sure about the dress code, the information is listed in each job description you receive.

Recreational: Shorts, jeans, t-shirts, tank tops, sweatshirts, hiking boots, Birkenstocks, tennis shoes

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Casual: Khaki or corduroy pants, jumpers, sundresses, Polo shirts, denim shirts, sweaters, clogs, loafers

Business Casual: Slacks, Dockers, dresses, sleeveless blouses, button-down shirts, sweater sets, no jackets necessary/tie optional, blazer, cardigan sweaters, loafers, open-toe shoes, low heels

Business: Slacks, dresses, shirt and tie with jacket, blouse and skirt, pantyhose, loafers, heels

Business Formal: Suit with jacket and tie, pantyhose, heels, oxfords/dress shoes

Formal: Tuxedos, Gowns

Guidelines that apply regardless of the situation:

No Bright Nail Polish

No Holes in Clothing

Wear Solid, Contrasting Colors

Proper Hygiene

Subtle/Minimal Jewelry

No Shiny Fabrics

Wear Socks/Pantyhose

No Tight Clothing

No Undergarments Visible

BIS Visitor Policy

While BIS supports a family feeling amongst our staff, all non-business persons coming to visit BIS employees at our office only stay for up to one (1) hour.

No personal visits are permitted while on assignment at client sites.

NOTE: This does not include visits outside client premises in public areas during off hours.

Transportation While Doing BIS Business

BIS coordination tries to schedule employees who have a personal vehicle on assignments that will require traveling while at a client site. While on this type of assignment, BIS requests that employees of the company neither ride with their consumers nor have their consumers ride with the employee to any job site as a safety and liability measure. In the unlikely assignment of an employee who does not have their own personal transportation

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and is requested to ride with a consumer while on an assignment, please notify the office first before doing so. Otherwise, employees are requested to follow in their own vehicle or make arrangements beforehand to meet the consumer at the site to which they are going.

In addition to being a safety and liability measure, this benefits the company employee in that if the assignment ends early, they have the independence to leave if they have their own transportation.

If you have any questions or concerns, please see your supervisor or the Human Resources Director.

Introduction to Benefits

BIS has established a variety of benefits to allow employees time off for relaxation, to perform civic duties, or perhaps to care for their own health needs or to care for a family member. In addition, BIS sponsors health, dental and life insurance benefits and a retirement plan for employees.

BIS reserves the right to amend or terminate any of these benefits, or to require employee contributions toward any benefits, at BIS' discretion.

In addition, all policy statements in this Employee Handbook that describe various insurance benefits or retirement plans are merely brief summaries of the plans. Details of each plan and what your opportunities are in the plan are contained in individual plan summary booklets or documents. These booklets or documents are provided to employees who participate in the plans.

If any statement in this Handbook or in a plan summary booklet or document is in conflict with an official plan document, the official plan document will control.

Vacation Leave Benefit

BIS provides vacation time off with pay to all eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Employees in the following employment classification(s) are eligible to earn and use vacation time as described in this policy.

The amount of paid vacation time an employee receives increases with the length of their employment as shown in the following schedule. Employees moving into the next accrual category will start accruing their additional time on their anniversary date.

Full-time Employees (38 - 40 hrs per week):

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- Full time employees with less than 5 full years of employment earn 80 hours of vacation leave per year, or 3.08 hours of leave per pay period.
- Full time employees with 5 or more years of employment earn 120 hours of vacation leave per year, or 4.62 hours of leave per pay period.

Part Time Employees (32 - 37 ½ hrs per week):

- Part time employees with less than 5 full years of employment earn 64 hours of vacation leave per year, or 2.46 hours of leave per pay period.
- Part time employees with 5 or more years of employment earn 96 hours of vacation leave per year, or 3.69 hours of leave per pay period.

New Employees and Contractual Employees:

- New full-time and part-time employees begin accruing vacation leave from the first day of employment however they must complete the 60-day waiting period before they are eligible to use accrued vacation time.
- Contractual Employees are not eligible for paid vacation leave.

A “Leave Request Form” must be submitted, through the online system, to request vacation leave. Employees are asked to request leave as far in advance as possible, preferably 30 days in advance. All requests must be approved in advance, and scheduled at the convenience of the company. Requests will be reviewed based on a number of factors, including business needs and staffing requirements. Whenever reasonable, vacation leave will be approved for the dates and times requested. The President can limit the number of employees on vacation at any given time.

Once vacation leave has been approved, it cannot be rescinded by the employee with less than 48 hours before the scheduled leave period without the approval of BIS. Approval will be based on scheduling needs.

Vacation leave is earned on a pay period basis and cannot be used in advance of earnings. A maximum of 160 hours of vacation leave may be carried forward from one fiscal year to the next. An exception to carry over beyond the maximum allowable requires approval of the President.

Vacation time off is paid at the employee's hourly rate at the time of vacation. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. Time paid for vacation will not count as time worked in calculating overtime for the week.

BIS is not in the practice of advancing vacation however, requests for advancements will be considered on a case-by-case basis. All requests must have the approval of the President.

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Vacation time that has been advanced but not accrued at the time of the termination will be deducted from the employee's final paycheck. Deduction will be at the employee's hourly rate at time of termination

Upon termination of employment, employees will be paid, at their current hourly rate, for the total amount of their unused vacation time that has been earned through the last day of work.

Although an employee may have a positive vacation balance, he or she may not schedule or use vacation time without the supervisor's approval once he or she has submitted a resignation or separates from BIS for any reason.

Sick/Personal Leave Benefit

BIS provides paid sick/personal leave benefits to all full and part-time employees for periods of temporary absence due to illnesses or injuries. Employees in the following employment classification(s) are eligible to earn and use sick/personal time according to the schedule described in this policy.

Full-time Employees (38 - 40 hrs per week):

- Full time employees earn 40 hours of sick/personal leave per year, or 1.54 hours per pay period.

Part-time Employees (32 - 37 ½ hrs per week):

- Part time employees earn 32 hours of sick/personal leave, or 1.23 hours per pay period.

New Employees and Contractual Employees:

- New full-time and part-time employees begin earning sick/personal leave from the first day of employment however they must complete the 60-day waiting period before they are eligible to use accrued sick/personal time.
- Contractual Employees are not eligible for paid sick/personal leave.

Sick/personal time off is paid at the employee's hourly rate at the time of sick/personal. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. Time paid for sick/personal leave will not count as time worked in calculating overtime for the week.

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A "Leave Request Form" must be submitted through the online system to request sick/personal leave (other than for medical emergencies). Employees are asked to request leave for medical appointments and personal business as far in advance as possible, preferably 30 days in advance. All requests must be approved in advance, and scheduled at the convenience of the company. Whenever reasonable, sick/personal leave will be approved for the dates and times requested.

Sick/personal leave may be used either for illness, scheduled medical appointments or personal business that must be conducted during normal business hours.

Once sick/personal leave has been approved, it cannot be rescinded by the employee with less than 48 hours before the scheduled leave period without the approval of BIS. Approval will be based on scheduling needs.

Sick/personal leave is earned on a pay period basis and cannot be used in advance of earnings. A maximum of 80 hours of sick/personal leave may be carried forward from one fiscal year to the next. Exceptions to carry over beyond the maximum allowable, requires approval of the President

BIS is not in the practice of advancing sick/personal leave however, the use of sick/personal leave in advance of earnings for medical emergencies (i.e. accident or illness) may be approved at the discretion of the company and will be considered on a case-by-case basis. All requests must have the approval of the President.

Sick/personal time that has been advanced but not accrued at the time of the termination will be deducted from the employee's final paycheck. Deduction will be at the employee's hourly rate at time of termination

Employees who are unable to report to work due to illness or injury should notify their direct supervisor before the scheduled start of their workday if possible as well as contacting the Coordination staff. The direct supervisor and Coordination staff must also be contacted on each additional day of absence. If an employee is absent for three or more consecutive days due to illness or injury, a physician's statement may be requested by the Human Resources Director verifying the disability and its beginning and expected ending dates.

Such verification may be requested for other sick leave absences as well and may be required as a condition to receiving sick/personal leave benefits. Before returning to work from a sick leave absence of 30 calendar days or more, an employee must



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provide a physician's verification (Fitness for Duty Certificate) that he or she may safely return to work.

Sick leave/personal benefits can be used (but do not have to be used) to supplement any payments that an employee is eligible to receive from workers' compensation. The combination of any such workers' compensation payments and sick leave benefits cannot exceed the employee's normal weekly earnings.

For short absences, employees who exhaust their sick leave may use vacation time or leave without pay. Longer absences may be treated as disabilities; other leaves of absence category or qualify for the Leave Donation Program (see appropriate policies)

Employees who become sick while using vacation time may not convert their vacation time to sick leave. Employees who are scheduled to work following vacation time or a holiday and do not return must use vacation time, sick/personal time or leave without pay, unless the supervisor grants authorization.

Unused sick/personal leave benefits will not be paid to employees while they are employed or upon termination of employment. Although an employee may have a positive sick/personal leave balance, he or she will not be paid for sick/personal time off without the supervisor's approval once he or she has submitted a resignation or separates from BIS for any reason.

EMPLOYEE HARDSHIP ASSISTANCE PROGRAM

The program was established to allow "eligible" employees meeting special hardship circumstances to apply for assistance. These hardship circumstances will generally be a short-term loss of income due to a medical emergency. BIS matches 100% of any and all employee contributions to the program. This program is strictly voluntary and all requests for assistance will be held in the strictest confidence.

Donors

Eligible: All staff employees

Donor contributions are via a voluntary, post-tax payroll deduction. Donors may designate a fixed contribution on a per-pay period, quarter, semi-annual or annual basis. Donors may start payroll deduction contributions by submitting a completed Employee Medical Hardship Assistance Plan Donor Request Form to the Human Resources Department.

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Recipients

Eligible: All full-time staff employees who have completed a minimum of 12-months (one year) of employment and are in good standing with BIS (no pending disciplinary, probation etc.)

For consideration, an eligible employee with hardship circumstances may forward their written request to the Human Resources Department. The request must include a description of the circumstances surrounding the hardship, the expected duration of the situation, and a requested dollar amount. A doctor's statement will be required.

The request will be reviewed by the BIS program committee comprised of the CEO, President and the Director of Human Resources. If the request is approved, the recipient may be awarded up to 25% of their regular gross bi-weekly pay for up to four (4) pay cycles which is 8 weeks. (i.e. if medical documentation states you will be out for one pay cycle, you will receive up to 25% gross wages for one pay cycle; 2 pay cycles - up to 25% gross wages for two pay cycles and so forth not to exceed 4 pay cycles or 8 weeks maximum). The maximum awarded may not exceed the total available funds in the Employee Hardship Assistance fund. The recipient of the funds will be responsible for taxes on the employer match portion.

Please keep in mind that employees must have exhausted the use of all accrued vacation and sick time in order to be favorably considered for the program.

If you have any questions or need a donor or recipient form, please contact the Human Resources Department.

Family Leave and Medical Leave of Absence

You may be eligible for family and medical leave under federal law, if you have worked for BIS at least 12 months before your request for leave, and if you have worked a minimum of 1,250 hours during the 12 months before your request for leave.

If you qualify, you will be eligible for up to 12 workweeks of leave during any 12-month period measured forward from the date the employee's first FMLA leave begins. If both you and your spouse are employed with BIS, and you both are eligible for family and medical leave under federal law, then your combined leave is 12 workweeks of leave during any 12-month period. (This limitation does NOT apply if leave is requested because of the employee's own serious health condition or that of the employee's spouse or child.)



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You can take a family leave under this policy at the time of the birth of a child, at the time of an adoption of a child, or at the time a foster child is placed in your care.

You can take medical leave under this policy when you have a serious health condition, and to care for a spouse, child, or parent with a serious health condition.

A serious health condition is an illness, injury, impairment, or physical or mental condition that requires continuing treatment by a health care provider, or inpatient care in a hospital, hospice or health care facility.

Under certain conditions you may be eligible to take family and medical leave intermittently or on a reduced work schedule.

When possible, you will provide reasonable notice in advance of the need for leave under this policy.

BIS may require you to support your claim for leave by providing a copy of a certification from a health care provider.

You may elect to substitute your earned and accrued vacation and sick/personal leave in place of unpaid family and medical leave, in circumstances permitted by federal law. If you exhaust this paid time off, you are eligible for unpaid leave to complete a maximum of 12 workweeks of paid and unpaid leave in a 12-month period.

BIS will maintain your group health insurance benefits while you are on family and medical leave under this policy, under the same terms and conditions prior to taking the leave. BIS will require you to pay your share of benefit premium payments on the same basis as if you were continuing your employment or any manner you and BIS voluntarily agree to.

When you return from your family and medical leave under this policy, you are entitled to the same job position you held before the leave, or to an equivalent position with equivalent benefits, pay and other terms and conditions of employment.

In addition, if you have used part or all of your 12-week leave under this policy, and need to take a leave of absence because of disability due to pregnancy or birth of a child, you may also be entitled to additional leave under state law.

For complete information on your eligibility and other terms and conditions of this policy, examine the summary of the federal Family and Medical Leave Act (FMLA)

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posted in the office. For further explanations and answers to any of your questions on the FMLA, speak with the Human Resources Director.

Nothing in this policy is intended to conflict with provisions of federal and state law. If there is any conflict, the provisions of federal and state law will apply.

Extended Leave

BIS may grant an employee unpaid personal leave at BIS' discretion, once an employee has used all accrued vacation and paid personal leave. No unpaid leave of absence will be approved for more than a length of 6 months. If you fail to return to work on the date you agreed to (except in a case of an emergency beyond your control), BIS will treat your absence as a voluntary termination.

Employees who are able to work but fail to return on the agreed expiration date of a leave of absence, or who have not requested or do not have an approved extension for additional leave, are self-terminated.

An employee who is absent while receiving workers compensation benefits is automatically terminated when the absence extends beyond 10 months. Workers compensation benefits will continue for qualified individuals. However, the individual is not assured of a return to employment or a return to the same or similar employment once the individual ceases to qualify for workers compensation benefits.

Upon the employee's return, BIS is under no obligation to return the employee to the same or similar duties as the employee had before taking the leave, excepting as may be required by a law or regulation.

During your absence on unpaid leave, you will not earn or be paid for holidays, vacation, or personal leave.

Nothing in this policy is intended to conflict with leave taken or benefits or rights allowed under the Family and Medical Leave Act (FMLA), COBRA, workers compensation or similar state or federal laws. If an employee takes leave under provisions of a federal or state law, those provisions will apply.

Bereavement Leave

Each employee shall be allowed three (3) days leave with pay (Bereavement Leave) for absence resulting from a death of an immediate family member.



Family members are defined as a spouse, significant other living in the same household with the employee, child, stepchild, parent or stepparent, parents of the spouse, legal guardian, brothers, stepbrothers, sisters, stepsisters, grandparents and wards. (“Significant other” means that a relationship exists between two people neither of who is married, that is intended to remain indefinitely and where there is joint responsibility for each other’s common welfare, there are significant shared financial obligations, and there is a shared primary residence.)

Holidays

BIS will grant paid holiday time off to all eligible employees on the holidays listed below. All full-time and part-time employees are eligible for holiday pay.

New Years Day
 Martin Luther King Day
 President’s Day
 Memorial Day
 Independence Day
 Labor Day
 Thanksgiving Day
 Day after Thanksgiving Day
 Christmas Day
 Personal Day*

*A Personal Day means an eligible employee may designate any work day in the calendar year, with management approval, as a paid day off.

Eligible employee classifications:

Regular Full-time Employees (40 hrs per week):

Full-time employees receive a full day’s pay for each of the above holidays.

Part-time Employees (32 hrs per week)

Part-time employees receive 6 hours of pay for each of the above holidays.

Contract Employees

Contractual employees are not eligible to receive holiday pay.

Eligible nonexempt employees who work on a recognized holiday will receive holiday pay plus wages at their regular rate of pay for the actual hours worked on the holiday.



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Paid time off for holidays is paid at the employee's hourly rate at the time of the holiday. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. Time paid for holidays will not count as time worked in calculating overtime for the week.

To be eligible for holiday pay, all eligible employees must be in a “pay” status for a minimum of four (4) hours on each workday immediately before and after the holiday in order to receive the holiday pay. “Pay” status means that an employee is either working or has a pre-approved absence using sick or vacation time. Employees on a “Leave without Pay” (LWOP) are not considered to be in a “pay” status.

A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday. If a recognized holiday falls during an eligible employee’s paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

Health Insurance

Full-time and part-time employees are eligible to participate in BIS’ group health insurance plan on their first day of the month following the date of employment. You will receive information explaining the benefits of this group plan at the beginning of your full-time employment with the company. BIS will pay up to a maximum of 50% of the employee’s monthly premium; the remaining portion is deducted from your biweekly paycheck. If there are three paychecks within one month, your part of the premium will be paid from the first two paychecks of the month only; you will not have a deduction taken from the third paycheck.

Eligible employees may apply for coverage in the group plan for their spouses and their dependent children as well. BIS will deduct from the employee’s pay the premium for the employee’s spouse and dependent coverage.

You may contact the Human Resources Director for further information on health benefits.

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Dental Insurance

Full-time and part-time employees are eligible to participate in the BIS group dental insurance plan on the first day of the month following the date of employment. This is a voluntary plan and if enrolled, the employee is responsible for the full premium cost - taken as a payroll deduction.

Flexible Spending Plan

Full time and part time employees are eligible to participate in the BIS flexible spending plan on a voluntary basis. The flexible spending plan allows eligible employees to set aside pre-tax dollars through payroll deduction for out of pocket healthcare expenses and/or dependent care expenses. The plan year runs January 1 to December 31.

401(k) / Retirement Plan

BIS offers participation in its 401(k)/Retirement Plan for eligible employees. You are eligible to participate in the retirement plan when:

- You are 18 years of age,
- You have completed 12 months of employment with BIS, and
- You have worked at least 1,000 hours for BIS during that time.

Under the plan you are able to set aside up to 15% of your earnings for your retirement, before Federal and State income taxes are withheld.

Details about this plan and what your opportunities are in the plan are contained in the Plan Document. The Plan Document is available for review in the Human Resources office.

Unemployment Insurance and Workers Compensation

BIS pays federal and state taxes to provide eligible employees with unemployment insurance. In addition, BIS purchases workers compensation insurance to protect employees who are injured, who die, or who become ill as a result of their employment. BIS pays the entire cost of these two benefits.

You may be eligible for unemployment insurance benefits if your work hours are significantly reduced, if you are placed in lay off status, or terminated through no fault of your own. For more information, contact info@BISworld.com • www.BISworld.com • www.BISVRS.com • www.BISVRI.com

fault of your own. Federal and state laws and guidelines determine whether you qualify for unemployment benefit and the amount of the benefits if you qualify.

You may be eligible for workers compensation benefits when your injury or sickness results from your employment. Workers compensation pays for your hospital and medical expenses. In addition, after a brief waiting period, if you are unable to work, workers compensation pays you disability income in amounts set by state law. State law and guidelines determine whether you qualify for workers compensation benefit, and the amounts of your benefits if you qualify.

If you are injured while working or if you develop an illness associated with your work, you are to report your injury or illness to the Human Resources Director as soon as you are physically able to do so. Your failure to promptly report your injury or illness may jeopardize your right to workers compensation benefits.

Information about unemployment insurance and workers compensation rights and benefits is posted in the office or you may see the Human resources Director with questions.

Leave Donation

In limited special circumstances, BIS offers employees an opportunity to donate earned sick and/or vacation leave to a fellow employee. The donation of leave will be authorized by the President on a case-by-case basis. Participation in the leave donation program is strictly voluntary.

Any employee with special circumstances may make a request for donated leave. The employee must state in writing the reason for needing donated leave; a doctor's statement may be required.

The President will notify the employee in writing as to whether the request is approved or denied. Upon approval of a request for donated leave, the company will notify all BIS employees of the request.

Any employee may donate up to 16 hours of earned sick leave and up to 16 hours of earned vacation leave to another employee per fiscal year.

A Leave Donation Request Form must be used to donate leave to another employee.

Life Insurance

Life insurance offers you and your family important financial protection. BIS provides at no cost a basic life insurance plan for all eligible employees.

Accidental Death and Dismemberment (AD&D) insurance provides protection in cases of serious injury or death resulting from an accident. AD&D insurance coverage is provided as part of the basic life insurance plan.

Employees in the following employment classification are eligible to participate in the life insurance plan:

Full-time Employees: A full time employee is one who is scheduled to work 40 hours per week. These employees are eligible for all employee benefits upon completion of a 60-day introductory period from date of hire.

Eligible employees may participate in the life insurance plan subject to all terms and conditions of the agreement between BIS and the insurance carrier.

Details of the basic life insurance plan including benefit amounts are described in the Summary Plan Description provided to eligible employees. Contact the Human Resources Department for more information about life insurance benefits.

Jury/Military Duty

BIS recognizes and supports our employees' civic responsibilities with respect to jury duty and military (Armed Forces Reserve or National Guard) duty.

An employee who is called for jury or military duty, and as a result must be absent from work, is eligible for paid leave for their absence as defined below:

Full-time Employees (40 hrs per week):

Full time employees are eligible for up to 3 days (24 hours) of leave per year.

Part-time Employees (32 hrs per week):

Part time employees working a regularly scheduled 32 hours per week are eligible for up to 2.5 days (20 hours) of leave per year.

New Employees and Contractual Employees:

- New full-time and part-time employees are eligible for paid jury/military leave after completing the 60-day waiting period.
- Contractual Employees are not eligible for paid jury/military leave.



Compensation received by the employee from the courts or armed services will be deducted from the employee's gross pay for that period. Employees must give BIS a copy of checks received, or other similar documentation, identifying the amount of compensation provided.

Professional Development

BIS recognizes that the skills and knowledge of its employees are critical to the success of the organization. The professional development program, which includes training, payment for professional memberships, and educational assistance, encourages personal development through formal training and education so that employees can maintain and improve job-related skills or enhance their ability to compete for reasonably attainable jobs within BIS.

Training

All employees are eligible to participate in training. Employees are encouraged to attend at least one seminar or course annually to further their own education in job-related areas. After completing the course or seminar a written report and course completion certificate should be provided to the employee's Supervisor and Human Resources so the personnel file and professional portfolio can be updated.

Professional Memberships

All current full time and part-time employees who have completed their introductory phase of employment are eligible to become members of professional organizations that support their field of work. Contract employees are not eligible. Employees who are interested in joining a professional organization should contact their Supervisor.

BIS will pay for employees' professional membership dues up to a maximum of \$200.00 per year, (100% for full time and 80% for part time). Employees must present the membership dues invoice to the Accounting Department for payment. As a reminder, BIS will only pay professional membership dues that support your field of work (i.e. RID for interpreters, SHRM for human resources etc.).



Educational Assistance

BIS will provide educational assistance to all eligible full-time and part-time employees who have completed six months of service in an eligible employment classification. Contract employees are not eligible for this benefit. To maintain eligibility, employees must remain on the active payroll.

Reimbursement for Educational Assistance will be capped at a maximum of \$400.00 per employee per calendar year. The education assistance benefit will be applied to the calendar year in which the class begins. Upon eligibility, the full amount of the education assistance benefit becomes available for use during the remainder of the calendar year.

Individual courses or courses that are part of a degree, licensing, or certification program must be related to the employee's current job duties or a foreseeable future position in the organization in order to be eligible for educational assistance. BIS has the sole discretion to determine whether a course relates to an employee's current job duties or a foreseeable future position. Employees should contact their supervisor or Human Resources Department for more information or questions about tuition reimbursement.

For college credit courses, requests must be submitted in advance in writing to their Supervisor and on to Human Resources for coordination and approval by the President. Approval must be granted in advance. Upon approval and successful completion of the course(s), BIS will reimburse the cost of tuition.

Educational assistance benefits do not include payments for the following items:

- a. Meals, lodging, transportation, or tools or supplies (other than textbooks) that you can keep after completing the course of instruction.
- b. Education involving sports, games, or hobbies unless the education has a reasonable relationship to the business of your employer or is required as part of a degree program.
- c. Graduate-level courses that are normally taken under a program leading to a law, business, medical, or other advanced academic or professional degree.

If you receive employer tuition assistance benefits, under IRS guidelines you are allowed to exclude that amount from taxes. On January 1, 2002, the IRS extended the benefit to include both undergraduate and graduate-level courses.



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Reimbursement will be 100% when a grade higher than C is attained; reimbursement will be at 75% for a grade of C. No reimbursement will be given for grades below a C. Educational assistance reimbursement will be distributed accordingly upon successful completion of the course and submission of the final grade.

To receive reimbursement, employees must submit an expense voucher identifying the name of the school/training facility and the name of the class and class number (if available), along with a copy of a tuition receipt and evidence of successful class completion. Successful class completion is as defined below.

In order for tuition to be reimbursable, the following conditions must be met:

1. The class must be directly related to an employee's job at BIS and/or contribute to improved work performance.
2. The employee's supervisor must approve a written request for educational assistance prior to the classes' start. Please use the Education Assistance Request Form.
3. Class attendance and class work must be accomplished outside of the employee's normal working hours.

The class must be completed with a grade of "C" or better; or a grade of "Pass" in the case of a Pass/Fail grading system. If no grading system is used, the employee must receive a certificate of successful class completion.

While educational assistance is expected to enhance employees' performance and professional abilities, BIS cannot guarantee that participation in formal education will entitle the employee to automatic advancement, a different job assignment, or pay increases.

BIS invests in educational assistance to employees with the expectation that the investment will be returned through enhanced job performance. Accordingly, after receiving educational assistance from BIS, should the employee voluntarily or involuntarily separate from BIS the amount of the educational assistance received will be considered only a loan. Repayment of tuition assistance will be 100% if the employee leaves within 6 months after receiving the benefit, 50% if the employee leaves within 12 months, 25% if the employee leaves within 18 months, and no repayment after 18 months.

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National Certification and Interpreting Staff

It is the stated expectation of Birnbaum Interpreting Services (BIS) to recruit and retain a highly qualified interpreter workforce that represents the highest standards in the sign language interpreting industry. Along with the various knowledge, skills and abilities associated with a highly qualified sign language interpreter, BIS realizes the need to ensure our workforce is also recognized by the national certification body, the Registry of Interpreters for the Deaf (RID), for their professional competency.

To this end, BIS will only recruit and extend job offers to interpreters who have already attained their national certification or, if not certified, are eligible and scheduled to take the NIC performance test. The test must be passed within twelve months of hire in order to continue staff employment.

Current staff as of the date of this policy notice who have less than three consecutive years of professional level sign language interpreting experience are required to schedule and pass the NIC performance test at the earliest possible date but no later than one year from date of hire in order to continue staff employment.

Current staff as of the date of this policy notice who have more than three consecutive years of professional sign language interpreting experience are encouraged to attain their national certification as industry contracts are more and more requiring only certified interpreters for assignments.

Certification Reimbursement

BIS reimburses interpreters who pass the NIC written and performance Certification test, if that interpreter did not previously have an RID certification. BIS will reimburse certification testing upon verification that the employee has passed the NIC Certification tests. No RID specialist certifications will be reimbursed. Interpreters will be reimbursed under the following conditions:

1. Performance test(s) are taken after becoming employed by BIS.
2. In order to qualify for the reimbursement, the interpreter must sign a service agreement form to stay with BIS as a full-time interpreter for at least one year from the date of the reimbursement request is received by Human Resources. (Service obligation incurred from date reimbursement request is received by HR, not from the date of the test results). BIS Staff are encouraged to submit their request for reimbursement as soon as possible once test results are received.



If the interpreter has a change of status before the year is up (voluntary or involuntary departure from BIS), the full amount of the certification reimbursement will be deducted from interpreter's final paycheck.

BIS staff requesting certification reimbursement must forward a copy of the certification results and proof of payment To Human Resources in order to receive the reimbursement

RID National Interpreter Certification (NIC)

Any BIS staff interpreter who takes the NIC test attaining certification will be recognized with a maximum salary adjustment of \$10,000 for that certification upon written proof of testing results.

NIC Written: By passing the written portion of the NIC, a staff interpreter will receive a salary adjustment of \$2,000 upon written confirmation of results.

NIC Certification: This is the same as attaining one RID certification and will receive a salary adjustment of \$6,500 upon written confirmation of results.

NIC Advance and Master Certifications: This is the same as being fully certified (CI/CT comparable) and any interpreter attaining an initial level 2 or 3 will be given an additional \$1,500 on top of the \$6,500.

Interpreters who attain a Level One can receive the \$6,500 adjustment and upon retesting and attaining a Level Two or Three will receive an additional \$1,500 for a Level Two or Three, not exceeding the maximum of \$10,000 as stated above.

The salary adjustment for all certifications will be the first pay period following the receipt/proof of your results by the Human Resources office. In the past, adjustments were made the first pay period following the date on the certification letter. You are encouraged to turn in your certification results to HR as soon as they are received.



Employee Acknowledgment

BIS has made available to me an electronic copy of BIS' Employee Handbook. I understand I have the responsibility to read the policies contained in it, and to ask questions about and discuss the policies with my Supervisor or another representative of BIS. I fully understand that these policies govern my employment with BIS and I agree that I will conform to these policies.

I understand that this Employee Handbook takes precedence over, supersedes and revokes any previous memo, bulletin, policy or procedure issued prior to the date occurring below, by BIS on any subject discussed in this Handbook. I also understand and agree that BIS reserves the right to change or alter the policies at any time.

I understand that this Employee Handbook is not a contract of employment, express or implied, between me and BIS and that I should not view it as a contract of employment.

I also understand and agree that my employment is for no definite period and may, regardless of the time and manner of payment of my wages or salary, be terminated at any time by BIS or me, with or without cause, and without any previous notice.

I also understand that no representative of BIS other than the CEO and President has authority to enter into an agreement with me for employment for any specified period of time or to make any agreement with me contrary to the foregoing.

The effective date of this employee handbook is January 1, 2011, with changes as indicated.

	Employee	Company Representative
Signature:		
Date:		