

Policy Document	
Title: IN R/CCC EO Call Avoidance Policy	To: Maximus Employees and Contractors
Department: Human Resources and Operations	Effective Date: July 11, 2022
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Revision History	
Version	Approved Date and Reason
1.0	July 11, 2022 – Initial Release

Policy

All employees are required to be knowledgeable of and compliant to the operating procedures established and made known by Maximus. These procedures have been designed and prescribed in order to guard Maximus and its client against losses and to assure effective operation at all levels. It is also designed to provide appropriate coaching, feedback and action plans and re-enforce accountability to all employees. The following actions should be followed at all times:

- If assigned to phones you will be in available status to receive calls:
- If you are not taking calls or performing a task you should be in an Aux Code status with the proper reason until you return:
 - Not Ready – At break
 - Not Ready – At lunch
 - Not Ready – Away from desk
 - Not Ready – Quality session
 - Not Ready – In a training session
 - Not Ready – In a meeting
 - Not Ready – Gone Home
 - Not Ready – On Vacation
- You may only use the following codes with approval by management:
 - Available, no ACD (Automatic Call Distribution)
 - Non task work

The following actions are considered call avoidance and is prohibited by Project Management:

- Employee intentionally disconnects a call;
- Employee intentionally mutes the consumer once a call is transferred to their line;
- Employee intentionally transfers calls back to the queue or to another queue;
- Employee refusing to use the Propio translation services for non-English calls;
- Employee intentionally tampers with the phone/system causing the inability to receive calls;
- Employee walks away from their workstation while in available status.

Any form of call avoidance is not acceptable as it negatively impacts the members and our contractual SLAs, which is a direct violation of company and client policy. Further noncompliance with Maximus policies and procedures as determined by your manager may result in disciplinary action up to and including termination of employment.