

| Policy Document | |
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| Title: IN R/CCC EO Training Policy | To: Maximus Employees and Contractors |
| Department: Human Resources | Effective Date: 10/13/2023 |
| Revision Time Period: Annually | Version Number: 1.1 |
| Revision History | |
| Version | Approved Date and Reason |
| 1.0 | 4/5/2023 |
| 1.1 | 9/1/2023 – Exceptions added to section 3.0 |
| 1.2 | 9/13/2023 - removed coaching discipline |
| 1.3 | 10/3/2023 – Updated section 5.0 |

Policy: This policy establishes the Maximus guidelines and expectations for attendance and punctuality as well as procedures for monitoring Maximus and Contractual Workers staff within the IN EO Project.

Purpose: To maintain a safe and productive work environment Maximus expects all employees to be reliable and punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees, the training team, and leadership. Due to the pace and the large amount of content presented in training all employees will be requested to adhere to the attendance policy.

Call Out Procedure: Reporting attendance is done through the Maximus Attendance Tracker Form from a computer and/or from a mobile device. Employees are required to follow the reporting process below to report any tardiness or absence (30) minutes prior to the start of their shift. In addition, contractors are responsible for contacting their staffing agency to report their absence. Management will use discretion if there is a situation that warrants an emergency and/or reason why the employee is unable to report in this time frame. Failure to notify of an absence when notice was feasible, may result in disciplinary action.

Reporting an Absence, Late Arrival, or Early Departure (Same day and Future Requests):

1. From your device, open your browser and navigate to the Maximus Attendance Tracker Form URL <https://bit.ly/ineoattendance>.
2. Enter your Maximus Employee ID, your Name, and whether you are reporting an unscheduled absence or requesting time off.
3. Select from the following attendance reasons:
 - a. Full Day (more than 4 hours)
 - b. Partial Day (1-4 hours)
 - c. Late Arrival (Arriving up to 59 minutes late)
 - d. Early Departure (Leaving up to 59 minutes early)
4. If you select Partial Day, you will need to enter the time you will arrive and the time you will leave for the day. If you select Late Arrival, you will need to enter the time you will be arriving. If you select Early Departure, you will need to enter the time you will be departing.
5. If you are requesting time off, enter the date of your request. You will need to submit a request for each day of your request individually.
6. If you wish to enter comments, you can do so in the comments field.
7. Click Submit.

Please Note: If you have any issues accessing the form or submitting your request, you must call to report your attendance. The call-off number is (855) 673-0193. Select 1 then enter the extension for your region. Leave a detailed voicemail with your name, Maximus Employee ID number, your supervisor's name, and the reason for your tardiness or absence. Below are the extensions for each region:

maximus

- RCC1 – extension 9901
- RCC2 – extension 9902
- RCC3 – extension 9903
- RCC4 – extension 9904
- RCC5 – extension 9905
- RCC6 – extension 9906
- RCC7 – extension 9907
- RCC8 – extension 9908
- RCC9 – extension 9909
- RCC10 – extension 9910

Save URL as Browser Favorite: It is recommended that you save the attendance tracker URL to your device as a favorite. This ensures you can locate it quickly when needed.

1. Type the URL <https://bit.ly/ineoattendance> into the web or mobile browser.
2. Click on the Bookmark Icon.
3. If prompted, choose a Name and the folder you want to save the favorite in.

1.0 Expectations

- Employees/Contractors in the 9 weeks training who need to leave work due to illness, injury or any unscheduled reason must notify HR Specialist and agency prior to leaving.
- Employees/Contractors will have assigned working hours and breaks and are responsible for adhering to their work hours, breaks, and schedule.
- System issues prohibiting the ability of an individual to take calls, and/or perform necessary job functions, must be reported to their direct supervisor, or lead immediately.
 - Notification can be made via Microsoft Teams Chat, email, or phone.
 - If unable to perform necessary job functions for more than 15 consecutive minutes AND if proper notification has not been given to a lead and/or supervisor, the time will not be paid.
 - E.g., Home network issue, state system issue, Maximus system issue, power outage, internet issue, computer/headset issues, etc.
 - If unable to perform necessary job functions for more than 15 consecutive minutes AND if proper notification has been given to a lead and/or supervisor, the time may be paid depending upon the nature of the system issues.
 - E.g., Home network issue, state system issue, Maximus system issue, power outage, internet issue, computer/headset issues, etc.
- Due to the volume of work and nature of the project, time off requests will not be approved during training. As a condition of employment, employees are expected to report to work at the assigned time and to remain on duty during scheduled work hours.

2.0 New Contractors in Training

- 2.1 Attendance during training is critical. New employees/contractors in training should be extremely mindful of not missing any training time.
- 2.2 For training classes greater than 8 weeks, if an employee misses more than (24) hours of training, it will result in immediate release from assignment.
- 2.3 Attendance tracking starts on the employee/contractor's first day of training and continues through to production on the floor.
- 2.4 Failure to participate in training, sleeping during training, disruptive behavior during training or insubordinate behavior (e.g., not following instructions from the trainer) can also result in a release from assignment.

3.0 Attendance Hours (All Contractors & Maximus employees in 9 weeks training)

- 3.1 New employees in training should be extremely mindful of not missing any training time.
- 3.2 Punctuality and reliability are critical; any employee who misses more than the 24 allotted hours while in the 9 weeks training classroom is subject to termination. All unscheduled absences, early departures, and tardiness will count towards the 24 hours.

Training Progressive Discipline

| Corrective Action | Time Missed |
|---------------------------|--------------|
| Documented Verbal Warning | 8 Hours |
| Written Warning | 16 Hours |
| Final Warning | 24 Hours** |
| Termination | 24.1 Hours** |

** Exceptions may be made for unscheduled absences (up to 8 hours), after the 24 hours threshold has been reached if an employee is meeting standards: average of 90% on gateways, 90% on quality scores and no disciplinary issues.

Any exceptions for more than 8 hours after the 24 hour threshold has been reached by employee would be dependent on review by Management, Human Resources in partnership with DFR, and be subject to DFR approval.

4.0 Timekeeping

Maximus is committed to meeting all the Company's obligations as a responsible government contractor. Accurate reporting of labor is a critical component in meeting these obligations.

4.1 All employees are responsible for:

- Remaining aware of the activities they are performing and charging the appropriate charge code.
- Accurately recording all hours worked daily (by no later than 10:00 a.m. the following day).
- Certifying that the information included in the timesheet is complete and accurate at the end of each timesheet cycle.
- Submitting a completed timesheet on the last working day of each timesheet period.
- Employees who do not complete their entire time sheet at the end of the pay period may be subject to disciplinary action.

4.2 Timesheet inaccuracies are the responsibility of the employee. Tampering, altering, or falsifying time records, or recording time on another employee's time record, is not permitted and can result in disciplinary action up to and including termination. When you receive your paycheck, please verify immediately that you were paid correctly for all regular and overtime hours worked each workweek.

5.0 PTO Usage

- 5.1 Any PTO will be denied or approved based on business needs.
- 5.2 If you are a Maximus employee or Contractor, you must have PTO accrued to take time off.
- 5.3 You will be required to use accrued vacation or other forms of PTO for full or partial day absences for personal reasons, sickness, or disability.

6.0 Project Oversight and Discretion



Project Management and Human Resources have the right to deviate from this process when, in their judgement, when circumstances are warranted. While Maximus generally attempts to take disciplinary action in progressive steps, as outlined above, the company expressly reserves the right to take any level disciplinary action at any time, up to and including termination of employment, with respect to any employee who exhibits attendance issues in violation of this policy, particularly when such attendance issues are combined with other performance concerns. Both IN R/CCC EO and Maximus reserves the right to add, revoke, modify or change any policy, either in whole or in part, at its discretion and at any time with or without notice.

Acknowledgement

By my signature below, I am acknowledging that I am in receipt of the IN R/CCC IN EO Training Policy. I certify that I have read, understand, and agree to the information provided and outlined to me in this document.

Name (Please Print): _____

Signature: _____

Date: _____