



IES User Manual For SAIC



INNOVATIVE
Employee Solutions®

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The Contingent Workforce Solution

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Innovative Employee Solutions, Inc.

Innovative Employee Solutions (IES) specializes in outsourced payrolling and HR administration services, acting as the legal employer of record, for its clients' contingent workforce. With over 30 year's experience, IES is a 100% woman-owned company serving companies nationwide.

With clients ranging in size from under 25 employees to more than 35,000, IES has special expertise serving companies that staff long-term, knowledge-based contracts and projects. These project-centric organizations are primarily within the information technology, security, government and defense, engineering, and life sciences industries.

IES' staff has more than 50 combined years experience and knowledge in payroll and HR administration. IES has a complete menu of payroll services, including: weekly pay, benefit claims administration, industrial security clearance processing, and risk management.

Company History

Innovative Employee Solutions, formerly TOPS Staffing, was founded in Denver, Colorado in 1956. TOPS was one of the first temporary agencies in the Rocky Mountain Region. In 1974, the company expanded its operations to San Diego. Ms. Karla C. Hertzog became the president and owner of TOPS San Diego in 1985.

With the opening of TOPS Technical Services in 1981 and IT Staffing in 1997, TOPS became one of the few "Full Service" staffing companies in Southern California as well as the largest independent staffing firm in San Diego.

In 1998, Ms. Hertzog sold TOPS' temporary staffing division in order to specialize in providing payrolling services. In 1999, TOPS Payrolling Services, Inc., changed its name to Innovative Employee Solutions, Inc. (IES). The strategic move to focus on payrolling services resulted in continued growth. Recently, IES has been named one of the 100 fastest growing companies in San Diego as well as the largest women owned business in San Diego. Ms. Elizabeth M. Rice was promoted to President after 22 years of various leadership roles within the organization.

Today, IES serves companies nationwide, and employs more than 1,200 employees. IES has expanded their service offerings to include payroll processing, HR administrative services, and recruiter support solutions.

Mission Statement

The mission of IES is to provide superior solutions for outsourcing payroll and benefits administration resulting in reduced administrative management for our clients so they can lead and unleash the excellence in their organizations.

When to Use IES

IES can be a fast and convenient solution for many staffing roadblocks within an organization.

Contingent Employment

Special projects and contracts are the most common reasons for using IES.

Staffing Employee Conversion

It is easy to convert temporary employees from a staffing agency to IES. A staffing employee can easily be converted to IES after they have fulfilled the required staffing agency probationary period. Payrolling an employee versus using a staffing service can reduce your bill rate cost to almost half in some states.

Interns

Hiring interns has never been easier. IES can quickly process summer interns so SAIC supervisors and HR representatives can stay focused on regular staff.

Trial Employment

By placing new candidates on the IES payroll, supervisors can wait to determine if the new hire is the right fit before making a final commitment to hire direct.

Hiring Restrictions

Because of budgets or department policy, official headcount may be limited. Supervisors can hire through IES and then hire direct as an SAIC employee when restrictions ease.

New Hire Process

Once a new candidate has been identified, he or she must complete an IES New Hire Application Packet online. The candidate will need to visit the Employee Center of the IES website (www.innovativeemployeesolutions.com/employee-center) and click on the “Innovative Online Application Enrollment” link at the bottom left corner to access and complete the online application. The case-sensitive passcode (SAIC) should be given to all new candidates wishing to access the application. The candidate will not be able to complete the online application without the hiring manager’s contact information.

Application Forms

To be completed by a SAIC Representative:

1- Temporary Support Requisition (TSR) or a Purchase Order (PO)

This form provides the IES Service Team with all necessary information and authorization to hire, pay and invoice SAIC for all new hires.

There are two types of TSR’s; an electronic TSR and a paper TSR. Some subsidiaries of SAIC also require a Purchase Order along with a TSR.

When using the TSR through the Temporary Support Management System on ISSAIC, please fax a hard copy to our SAIC IES Customer Service Manager at FAX: 858.715.5110. You may also scan and email a copy. Please include your point of contact information and phone number.

When using the online TSR through Springboard, the TSR is referred to as a “job posting” and, once approved, is referred to as a “work order”. For questions regarding how to enter a new TSR on Springboard, please call the Springboard program office at 877-414-3063. This TSR is electronically submitted to IES through Springboard.

When calculating the bill rate for the TSR, you will use the bill rate of the State where the employee is physically working 50% or more of the time while on the assignment. The IES bill rate needs to correspond to the work state. This will also be the state the employee pays taxes unless a reciprocal agreement is in affect. For instance, if an employee lives in California, works 80% of the time in Virginia and 20% of the time in Maryland, taxes and billing are based on Virginia rates. If an employee travels extensively to different states, then the state in which they live is where the taxes and the billing will apply.

Important Notice Regarding the TSR:

Per the terms of our agreement with SAIC, IES is required to have a current TSR for all employees while working at SAIC on our payroll.

Be proactive. Review all your IES temporary payrollees on a monthly basis. If the TSR is approaching completion, please update the TSR and remember to send it to IES. Only SpringBoard TSR's are sent to IES electronically through their system.

Managers are notified via email by Springboard prior to the TSR expiring. This allows the manager time to complete the requirements so the revision can move forward for approvals. If extensions are processed prior to the expiration date, then the employee will have no lapse in employment.

Managers should notify IES to drug test the employee if it is known the TSR is being extended over 90 days. This will result in fewer TSR's awaiting acceptance by IES due to not having the required drug test results.

Managers should send IES an email notification of all assignments ending and whether the employee is eligible for rehire. The TSR should also be closed.

2- Purchase Order

Some subsidiaries of SAIC also require a Purchase Order along with a TSR.

3- Employment Eligibility Verification Form – The I-9 Form

In 1986, Congress passed the Immigration Reform Control Act requiring all employers to review employment eligibility for all new employees. Section 1 is to be completed by the employee and Section 2 is to be completed by the SAIC Representative upon reviewing employment eligibility documents listed on the back of the I-9 form.

4- E-Verifying (Required in Mississippi only)

The Mississippi Employment Protection Act law requires employers within the state of MS to verify work eligibility of all new hires, beginning July 1st, 2008, using E-Verify. E-Verify is a web based system supported by the Dept of Homeland Security (DHS) and the Social Security Administration (SSA).

IES should be notified by SAIC when the employee will be working in Mississippi. IES verifies the work eligibility of all new temporary employees working in MS with E-Verify. Because of time requirements set forth by DHS, it is important that IES receives employment applications and the corresponding I-9 within 3 days of hire.

5 – CO Affirmation of Legal Work Status (Required in Colorado only)

On January 1, 2007, within twenty eight days after hiring an employee, every employer in Colorado shall affirm that the employer has examined the legal work status of the employee by completing an Affirmation of Legal Work Status form. IES will retain copies of documents used to complete the form. The SAIC representative can complete this form on the behalf of IES.

6 - Justification for Security Clearance (If required)

IES has the authorization to request a secret and top-secret clearance for employees working at SAIC. If required, please complete the Justification for Security Clearance form. All questions should be directed to our Security Officer.

7 - Telecommuting Agreement (If required)

This agreement will be required for employees working from a telecommuting work location and establishes the terms and conditions of telecommuting. This form requires the employee, HR Manager, Supervisor and Next Level Management Signatures.

To be completed by the New Employee prior to starting work at SAIC:

1-Employment Application

The Employment Application consists of a pre-application questionnaire, which may be used by SAIC to evaluate job candidates. Also included in the Employment Application are the following sections: Personal Data, Foreign National Export Control Compliance Questionnaire, Employment History, General Information and Policies & Procedures. These pages require the employee signature.

2-Drug Testing Authorization and Consent Form

This form gives IES authorization to screen employees for drugs in the event of a workplace injury claim. This form requires the employee signature.

3- W-4 Form

This form provides IES with the necessary Federal Tax Withholding information. The form requires the employee signature.

4- Employment Eligibility Verification Form (I-9)

Section 1 is to be completed and signed by the employee. Section 2 will need to be completed and signed by the SAIC Hiring Representative upon reviewing the employment eligibility identification documents listed on the back of the I-9 form.

5- Safety Information

Our risk management team follows certain procedures to help IES keep our workers compensation costs down and, therefore, our pricing competitive. This form reviews basic safety recommendations to the employee, followed by a quiz and signature line.

6- Post-Conditional Job Offer Medical Questionnaire

To ensure the employee can complete the job for which they are being hired, we review the responses to these questions as they apply to the work they will be performing for SAIC. This form requires the employee signature.

7- GC-489

This document must be completed prior to reporting to work at SAIC. We will need to have the SAIC Legal Departments Written Approval if the candidate answers 'yes' to question 3,4,5,6 or 7 on this document.

8- GC-489 Addendum (Ethics Opinion Questionnaire and Certification)

Section 847 of the National Defense Act states we must obtain a written/signed ethics opinion to be in compliance with the law.

9- Mutual Agreement to Arbitration Claims for Agency Employees

It is essential that the employee reads and understands that these standards represent SAIC company policy. This document, along with the Intellectual Property Agreement and Standards of Business Ethics and Conduct Certification forms (#10 and #11), requires the employee signature.

10- Intellectual Property Agreement for Temporary Employees

See #9

11- Standards of Business Ethics and Conduct Certification for Non-SAIC Employees

See #9

12- Environmental Health and Safety Information Sheet and Acknowledgement for Non-SAIC Employees

This document provides payrollees with an awareness of available resources and procedures concerning environmental compliance and health and safety (ECH&S) at SAIC facilities and work areas. This form requires the employee signature.

13- Acknowledgement of Receipt of IES Employee Handbook

Employees will access our Employee Center on our website for our Contingent Employee Handbook. This form requires the employee signature.

14- Personal Non-Disclosure Agreement

By signing this agreement, employees working at SAIC and being payrolled by IES agree not to disclose or otherwise disseminate information that is proprietary and/or procurement sensitive, belonging to other SAIC contractors or suppliers. Employees must sign and date that they have read and understood this form.

15- Telecommuting Agreement (If required)

This agreement will be required for employees working from a telecommuting work location and establishes the terms and conditions of telecommuting. This form requires the employee, HR Manager, Supervisor and Next Level Management Signatures.

16- HIPAA Training (If required)

As a condition of employment, if the employee has access to Protected Health Information (PHI), they will need to be HIPAA Certified. The hiring manager will need to notify our SAIC Customer Service Manager whether the employee qualifies for this training. At no additional cost to SAIC, IES will provide the

training to the employee for the required certification. The employee cannot begin working until IES receives the certification completion notice.

17- Direct Deposit Request (Optional)

IES strongly recommends direct deposit to our employees. IES may direct deposit the paychecks to the account(s) of the employee's choice. This form needs to be completed and sent to us along with a copy of a voided check.

18- PayCard (Optional)

The PayCard is a payroll debit card. These cards insure that spending does not exceed the account balance through a direct deposit. If the employee does not have a bank account, then the PayCard is a good option. The PayCard enrollment form is included in our New Hire Application or can be obtained by contacting the SAIC Account Manager.

19- Starbridge Select Enrollment Form (Optional)

Employees working on a 3-month or longer assignment, averaging 20 hours per week or more, are eligible to enroll in a Healthcare Assistance Plan through Starbridge Select.

Export Control Compliance for Foreign Nationals

Any payrollee who answers "no" on the Export Compliance Questionnaire, contained on the first page of our application, will not be eligible for assignment at any SAIC location, until the hiring manager completes the Export Analysis Form for Foreign Nationals and notifies their BU HR, Corporate HR and BU Export Administrator. Once IES receives written approval, the employee application paperwork will be processed.

International Travel

There are no extra fees for international travel insurance.

In the event international travel is required, SAIC must provide IES with travel authorization information *at least a week prior to the travel date*. This must include the designated city and country, date of departure, estimated length of stay and description of duties while outside of the U.S. SAIC will be responsible for all travel expenses.

IES requires that any employee on international business travel does not stay out of the country for a period of longer than 60-90 consecutive days. In the case of an assignment lasting longer than 60-90 days, an employee must return to the U.S. for up to 10 days before returning to an assignment in another country.

Employees who work in another country for long periods of time are subject to the laws governing that country and subject to VISA requirements.

All travel outside of the U.S. requires approval by the IES Account Manager and IES Human Resources. Once approval has been obtained, IES will send insurance information and travel related data regarding the designated country to the employee.

Drug Screening

IES will automatically send out the drug test request and chain of custody to an employee, if the TSR has an assignment length of 90 days or more. IES will not be able to approve the TSR until the drug test results are received by IES. The employee cannot start working until IES approves the TSR.

If the assignment is less than 90 days, IES will not send out drug screen paperwork at the beginning of the assignment. If the assignment is extended beyond the 90 days, IES will then send the drug screen paperwork. The TSR needs the drug test results prior to the extension being approved.

IES will report to SAIC a drug test completion date when requested and will enter the drug test date on the SpringBoard TSR. IES will immediately terminate any employee with a positive drug test result and notify the supervisor the employee does not meet IES hiring requirements.

Education Verifications

IES will provide education verifications upon request and receipt of the Release/Authorization form completed by SAIC and the employee. There is an administrative fee of \$16.00 per degree verified. A charge number will need to be provided for invoicing purposes.

Reference Checks

All employment reference checks are completed by SAIC.

IES Re-hires

If an IES employee is being re-hired within a year of their last paid timecard, it is not necessary to complete the New Hire Application. To reactivate an employee, IES will need a new TSR, a new W-4, and an updated resume, verification of direct deposit account information and completion of any new documents that might have been added to the application since the last date of employment. If the employee has not been on our payroll for more than one year, we will require a New Hire Application Packet.

Submittal of New Hire Application Packets

All New Hire Application Packets should be completed online in the employee center of our website, www.innovativeemployeesolutions.com/employee-center. To access the SAIC New Hire Application, the candidate will need the password (SAIC, all in capital letters). Once the candidate completes the application, an IES Service Team member will be automatically notified.

IES must receive the New Hire Application Packets prior to the employee starting work at SAIC. If any of the documents are incomplete, an IES Service Team member will contact the SAIC Hiring Representative. Once all the completed paperwork and TSR have been approved, IES will send the employee our 'Innovative Welcome Letter'. This letter provides the employee with information regarding our employment policies, instructions for accessing our online employee handbook, and information on our payroll procedures, workplace safety, benefits, termination processes, unemployment, as well as contact information for our SAIC service team. The employee will also receive a copy of their online application to keep for their records.

Jobs We Cannot Fill

There are certain positions, workplace locations and duties that we are unable to fill at this time. Although this is not a complete list, some of the most common include:

- Drivers/Truck Drivers/Chauffeurs
- Construction
- Anything working with hazardous or nuclear materials
- Any position near or on water (docks/ships)

If you have any questions regarding a position that has potential exposure to hazards, please contact our SAIC Account Manager.

Threshold Reduction Plan

All employees who begin working through IES at SAIC, start at the BASE mark-up rate in the state where they are working. Workers' compensation costs and state unemployment taxes vary by state, depending on the job description. Refer to the BASE column for the initial mark-up by the state where the employee is physically working, either under the Clerical/Technical column or the Light Industrial column.

FUTA is the Federal Unemployment Tax that IES has to pay on behalf of the employee on the employee's earnings. Once the employee's earnings reach this

dollar amount, IES no longer has to pay the FUTA tax, and the SAIC rate is reduced. (See FUTA rate column for the adjusted rate, by state, where the employee is working.)

SUTA is the State Unemployment Tax that IES has to pay until the employee's earnings reach the state requirement where they are working. It can vary state by state. Once earnings meet the state requirements, IES no longer has to pay this tax, and SAIC's rate is reduced accordingly. (See the SUTA rate column for the adjusted rate, by the state where the employee is working.)

FICA is the Federal Insurance Contribution Act. SAIC will receive an additional reduction in rate when an employee reaches earnings of the annual FICA limit. (See the FICA column for the current annual FICA limit, adjusted rate, by state where the employee is working.)

At the beginning of the New Year, all employees will begin the year at the BASE rate. A new pricing matrix is provided to SAIC prior to the beginning of every New Year.

FAQ'S FOR THE THRESHOLD REDUCTION PROGRAM

When does the base rate change for an employee?

The base rate changes when the FUTA tax threshold is met. See the chart, by state, as a guide to determine when an employee meets the tax thresholds.

What if an employee has been on IES' payroll for a year or longer. Does the mark-up rate go back to the base rate every January or is it for new employees only?

The rate changes to the Base Rate on January 1st for all employees continuing to work into the New Year. The threshold reduction program begins again for all employees. A new pricing matrix is provided to SAIC prior to the beginning of the year.

Why are there different dollar amounts for each state for SUTA?

The Unemployment Taxes vary state by state; therefore, a different SUTA threshold dollar amount applies, depending on the state in which the employee is working.

What if the employee lives in one state and works in another. Which state do taxes apply?

Taxes apply to the state in which the employee is working more that 50% of the time. If the employee travels and has no office base location (home office situation), taxes apply to the state in which they live.

Payroll Process

The IES work week is Saturday through Friday.
Paper timecards must be received by 12:00 noon PST on Monday.
Timecards entered electronically through SpringBoard, need to be submitted by the employee at the close of business every Friday and approved by the supervisor by 12:00 noon EST on Monday. Pay day is every Friday. If timecards are not received by the appropriate deadlines, they will be processed in the next week's payroll.

There are two different timecards. If your division is required to submit a TSR through the Temporary Support Management System on ISSAIC, a paper timecard is required for the payrollee. If your TSR is submitted through Springboard, the payrollee will submit hours electronically on www.fieldglass.net.

Paper Timecard

SAIC Hiring Managers should give the new payrollee a paper timecard upon completion of their New Hire Application Packet. The IES Customer Service Manager will email the employee the IES 'Welcome Letter' with a link to the IES paper timecard. For each weekly pay period, the payrollee will need to complete a paper timecard and submit it to their SAIC supervisor for approval and signature. The SAIC supervisor is responsible to verify hours, the employee signature and charge number or purchase order number (PO) if applicable.

Paper timecards should be faxed by 12:00 noon PST every Monday to:

Fax: 858-715-5110

Paper timecards can also be scanned and emailed by 12:00 noon PST every Monday to:

payrollgroup@innovative-es.com

Electronic Springboard Timecard

When the TSR (Temporary Support Request) is created through Springboard, employees will enter their time using the Springboard Insite/Fieldglass electronic timekeeping system. Employees must enter their hours daily and save the timecard as a 'draft'. At the close of business every Friday, the employee will submit the timecard for approval. The Supervisor must approve the timecard by 12:00 noon EST Monday. The SAIC supervisor is responsible for verifying the hours and charge numbers submitted on each timecard. Once the timecard is approved and submitted by the supervisor, they will not be able to retrieve it for any changes. If hours need to be adjusted after the timecard has been approved by the supervisor, IES will need to be notified to process the correction. Charge number corrections need to be processed through an internal cost transfer, also referred to as an ODC. Questions on how to correct a charge number on the electronic timecard, please contact the Springboard program office at 877-414-3063.

Each timecard is verified by our IES payroll department. If there are any questions, a member of our team will contact the appropriate SAIC Representative or employee.

Terminations

IES can help facilitate a smooth termination by preparing SAIC for the termination process. There are two types of terminations, voluntary and involuntary.

Voluntary Terminations

Typically resignations and retirements fall into the category of voluntary terminations. When an IES employee notifies SAIC with their resignation or retirement, please notify the IES Account Manager. This will ensure that we meet all state and federal guidelines regarding final paychecks, COBRA requirements, garnishments, and unemployment.

Involuntary Terminations

As soon as you have made a decision to terminate an IES employee for cause, please notify the IES Account Manager. At this time, we can help you determine the best way to facilitate the termination, and coordinate final paychecks if required by state law.

Final Paychecks

Please be aware of any state laws that may be applicable when terminating an employee for both voluntary and involuntary terminations. For example, California employees must be paid within 72 hours of a voluntary termination and 24 hours of an involuntary termination.

Our Website

www.innovativeemployeesolutions.com

As part of our commitment to optimize process effectiveness and efficiency, IES has made a significant investment in the Internet as a medium for client and employee communication and interaction.

Our website consists of 5 main areas:

- About Us
- Knowledge
- Employee Center
- Recruiters/Staffing Firms
- Employers

About Us

IES specializes in payrolling and outsourced HR administrative services for various industries including technology, engineering, medical, insurance, clerical, research companies and many more.

Knowledge

On a quarterly basis, IES sends our clients a newsletter that focuses on various human resources topics including HR outsourcing. These past articles are all archived in the Knowledge Center. If you would like to be on our newsletter list, please subscribe by visiting our website.

Employee Center

The *Employee Center* of our website provides our employees with valuable, easily accessible information and resources regarding benefits, safety guidelines, etc. *Only the employee handbook and YTD payroll information are password protected.*

Recruiters/Staffing

The *Recruiters/Staffing* section of our website provides independent recruiters and small staffing firms with information about IES' back-office HR administration services.

Employers

The *Employers* center of our website contains valuable information for our SAIC clients. *The SAIC Client Center is password protected to ensure the privacy of SAIC forms, pricing and practices.* If you wish to access the Employers center of our website, contact Jae Anne Flores at jflores@innovative-es.com for the username and password.

The SAIC Client Center of our website includes:

- All Employer forms, including the New Hire Packet
- SAIC links to Benefits
- SAIC links to Policies

Employer of Record Services

As the legal employer of record, IES is responsible for the following:

Payroll

- Pay associated payroll withholding taxes; FUTA, SUI, FICA and insurances including Medicare, and Workers' Compensation Insurance for all employees.
- Pay the General Liability, Bonding, EPLI and E&O Insurance.
- Prepare and manage W2 statements and all Federal and State required tax reports.

Record Storage

IES complies with all federal and state agency filing requirements. All of the current year's records are maintained at our offices. Previous years are filed at our records storage facility.

Unemployment

Refer all inquiries from local and state unemployment agencies to the IES HR Department at 858.715.5100. IES will need all necessary information regarding terminations and will handle all inquiries promptly. It is important that an SAIC Representative contact IES immediately regarding any terminations for cause that may occur.

Workers' Compensation

Workplace safety is extremely important to us. Like many companies concerned about the rising costs of workers' compensation insurance, IES has implemented effective ways to control workers' compensation costs without compromising quality or the ability to maintain a positive impact on our employees.

We have safety information available for all employees on our website in the Employee Center. Our Light Duty Program is available for employees released to modified work.

When an Injury Occurs:

In the event of an injury on the job, injured employees must contact IES immediately. Employees will be taken or directed to the nearest pre-approved clinic. If it is a critical emergency, employees should be taken to the closest hospital emergency room without delay. All injured employees will be drug screened as part of the initial clinic consultation.

It is the responsibility of the employee's SAIC Supervisor to communicate information about the injury or incident to IES as soon as the injury occurs. Call Innovative at 858-715-5114 and identify the call as an injury report.

There is an Injury/Accident Investigation & Witness Statement form in the SAIC Client Center of our website. Please fax this form along with the *Witness Statement*, if any, to FAX: 858-715-5110, Attention: Human Resources Administrator.

Voluntary Benefits for all Contingent Employees

Innovative Employee Solutions offers the following voluntary benefits for ALL contingent employees. Employees may view this information by visiting our website at www.innovativeemployeesolutions.com under Employee Center.

These benefits are all employee paid with no SAIC contribution required.

- **Starbridge Select Limited Benefits Health Insurance**
Employees must enroll within first 30 days of employee or during annual open Enrollment in December
- **401(k) Plan**
Employees who have completed 500 hours of service from their initial hire date are eligible during our quarterly open enrollment.
- **Outlook Vision Services & Rx**
Nationwide network providing vision care & prescription discounts
- **Direct Deposit and Paycard**
- **Credit Union Membership**
Credit union membership is available to employees in MD, VA, DC through [NASA Federal Credit Union](#).
- **Pet Insurance**
- **Fitness Club Membership**
Discounted memberships through Global Fit

- **Short Term Disability Plan**
Offered through AFLAC to employees after 90 days of employment service
- **Accident Insurance**
Offered through AFLAC to employees after 90 days of employment service
- **Cancer Indemnity Plan**
Offered through AFLAC to employees after 90 days of employment service
- **125c Plan**
Premium only and dependent care

Optional Benefits with SAIC Authorization

IES can provide the following benefits at the time of hire with receipt of a Benefits Authorization Form and approval from your SAIC HR Manager.

- **Paid Vacation, Holidays and Sick Leave**
- **Comprehensive Medical and Dental Insurance**
Medical and Dental Insurance must be offered and submitted to IES within the first 30 days of employment or during annual open enrollment in May. If SAIC supervisor authorizes medical/dental insurance for employee only, the employee may opt to include family and/or spouse for an increased cost to the employee.

Mandatory Health Insurance for Hawaii Employees

The Hawaii Prepaid Health Care Act requires companies employing in Hawaii to provide health insurance to employees working 20 or more hours per week for 4 consecutive weeks and longer. Employee contributions may not exceed 1.5% of the employee's total gross monthly earnings. IES will contact SAIC with minimum client contribution amounts should the rates provided not comply with Hawaii State Law.

SAIC cost is added to the hourly bill rate. Employee cost is paid through a pre-tax weekly employee payroll deduction. SAIC is responsible for contributing employee-only premium cost. If the employee wishes to enroll dependents, the employee would be responsible for paying 100% dependent coverage.

SAIC should notify IES when an employee will work in Hawaii. IES will contact the employee and SAIC manager with benefits information. IES will notify Corporate SAIC with the employee's choice of benefit and SAIC's cost.

SAIC Service Team – Contact Information

Account Management and Customer Service:

Jaе Anne Flores, National Account Manager

858.715.5117

Delivers support to SAIC regarding policies and procedures, contract compliance, rates, and customer service issues. Available for SAIC and employee customer service calls Mon.-Fri., 6am-4pm. (PST)

jflores@innovative-es.com

Maureen Hinson, Customer Service Manager

858.715.5116

Processes new hire paperwork and changes. Responsible for re-act of former IES employees and drug screens for new hire assignments over 90 days. Responds to employee inquiries regarding IES policies and procedures. Available for SAIC customer service calls Mon-Fri., 8am-5pm (PST)

mhinson@innovative-es.com

Kellie Fisher-Brown, Customer Service Manager

858.300.2754

Processes new hire paperwork and changes. Responsible for re-act of former IES employees and drug screens for new hire assignments over 90 days. Responds to employee inquiries regarding IES policies and procedures. Available for SAIC customer service calls Tues. -Fri., 8am-5pm (PST) and Mondays, 8am -2pm (PST).

kbrown@innovative-es.com

Security Clearances:

Chris Jahn, Security Officer

858.715.5105

Responsible for processing collateral security clearances: Secret, Top Secret, Classified/Unclassified Visit Requests.

cjahn@innovative-es.com

Human Resources:

Tania Fiero, PHR, CSP, Human Resources Manager

858.715.5113

Assists with any employee relation's issues and general employment questions.

tfiero@innovative-es.com

Wanda Mora, Risk Manager

858.715.5114

Assists employees with medical and dental insurance, workers' compensation, and disability.

wmora@innovative-es.com

Payroll Department:

Patti Collins, Payroll Manager

858.715.5102

Assists with employee timecard issues and general payroll questions.

pcollins@innovative-es.com