



Technology Consulting | Engineering | Products

General Operational Policies/Procedures

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Management Team

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Purpose

A comprehensive set of documented policies and procedures equips SCIGON with the administrative, operational and communication tools to ensure optimal business operations consistent with SCIGON's corporate values and mission. This document sets forth SCIGON's practices and policies not directly covered through other policy and procedure documents.

Scope

This policy applies to all SCIGON personnel involved in procurement; supply chain; hiring; staff management; facilities management; and/or vendor and customer relations throughout the Company.

Quality Assurance Policy/Procedures

Quality Assurance Policy

SCIGON is committed to ensuring ongoing high quality of services and products that it provides to its clients and partners. "We Understand 'Mission-Critical'" illustrates not only SCIGON's hands-on approach to understanding and addressing business and technological drivers in a way that enables us to help customers and partners achieve their own missions, but also our commitment to delivering quality services and products that underpin ongoing success for the clients we serve. It is SCIGON's policy to ensure a good fit on both sides for every phase of engagement, with quality and customer satisfaction a cornerstone of ongoing service delivery.

Quality Assurance Procedures

In support of our commitment to quality, the following procedures will be followed:

- A member of SCIGON's management team will be designated as the "Account Owner" for each individual account in SCIGON's Customer Relationship Management (CRM) system. A second individual will be designated in the CRM as the backup contact for that account.
- The Account Owner will be the primary client-facing point of contact for managing relationships with customer and partner stakeholders. This individual will:
 - communicate to customers that he/she is the direct point of contact for communications, with email, office, and mobile telephone numbers communicated to each customer stakeholder for both the Account Owner and the secondary Point of Contact.
 - Periodically check in with customer stakeholders to ensure ongoing satisfaction in services and products, understand emerging needs for which SCIGON can begin allocating resources, and gauge the quality of SCIGON's services compared to other firms.
- In the event an issue arises with SCIGON's products or services, the Account Owner shall:
 - engage other members of the management team to quickly and effectively address the issue. The Account Owner shall advise the CEO and COO of the issue, and the issue shall be escalated to the CEO and/or COO to handle personally, as appropriate.
 - Upon resolution, the Account Owner shall follow up with the client to ensure satisfaction with the resolution
 - If appropriate, the Account Owner shall work with the CEO and COO on developing and implementing new procedures to ensure that a similar issue does not arise again.

Personnel Policy/Procedures

Personnel Policy

The following outlines key facts of SCIGON's Personnel Policy with respect to hiring, personnel management, and interpersonal relations:

- SCIGON is an Equal Opportunity Employer and it is our policy to prohibit discrimination regardless of age, race, religion and belief, marriage and civil partnership, pregnancy and maternity, disability, sex, sexual orientation or gender reassignment
- SCIGON shall preserve the quality of its workforce through effective employee vetting and pre-employment practices prior to onboarding of new employees, and through regular communications with existing employees.

Personnel Procedures

- SCIGON shall maintain its registration with Illinois Department of Human Rights, with timely filing of Employer Report form (PC-1) at each renewal period.
- Prior to hiring, SCIGON's Recruiting Manager shall ensure that candidates have undergone through pre-hire HR- and technical-focused interviews, in addition to background checks, pre-hire skills assessment, and completion of onboarding paperwork.
- The E-Verify program shall be used to ensure and document employment authorization for all new hires.
- No individual in the vetting or hiring process shall consider age, race, religion and belief, marriage and civil partnership, pregnancy and maternity, disability, sex, sexual orientation or gender reassignment as a factor in hiring decisions.
- New and existing employees are to be trained as appropriate, based on the specific role and duties to be performed.
- Every new employee must agree to terms of SCIGON's No Harassment Policy, which prohibits "verbal, graphic, or physical conduct relating to an individual's race, color, gender, sexual preference, religion, national origin, citizenship, age or disability"
- The individual designated as the Account Owner in SCIGON's CRM shall conduct regular touchpoint communications with personnel performing services at client locations to ensure satisfaction with work conditions and, as relevant, to communicate feedback from the client on that person's performance.

Anti-Corruption Policy/Procedures

Anti-Corruption Policy

SCIGON has a zero tolerance policy toward corruption, including bribery. Moreover, as a government contractor, SCIGON is required to comply with relevant anti-corruption laws and regulations under Federal Acquisition Regulations, including anti-bribery provisions of the U.S. Foreign Corrupt Practices Act. Anti-corruption provisions constitute a routine component of our contracts with customers, suppliers and partners.

Anti-Corruption Procedures

- All management staff are to ensure ongoing compliance with anti-corruption laws and regulations under Federal Acquisition Regulations (FAR), including anti-bribery provisions of the U.S. Foreign Corrupt Practices Act. SCIGON's CEO shall periodically ensure ongoing compliance with these and other FAR provisions through annual review of SCIGON's registration in the System for Awards Management (<https://sam.gov/SAM/>), and shall communicate any changes to FAR requirements to other management team members.

- In the event that any member of SCIGON's team is solicited for a bribe or finds himself or herself under threat of extortion, that individual should immediately bring the matter to the attention of SCIGON's CEO and COO.
- In the event that any individual brings to SCIGON's management team's attention suspicion of potential corruption, extortion or bribery by an employee of SCIGON, the issue shall be escalated to SCIGON's CEO and COO for investigation and appropriate disciplinary and/or legal action.

Sustainable/Green Policy/Procedures

Sustainable/Green Policy

It is SCIGON's policy to embrace sustainable procurement practices, aiming to aims to promote conservation, reuse and responsible management of natural resources, using renewable or recycled materials where possible and reducing waste. Our social policy fosters an environment of inclusiveness. SCIGON also embraces preservation of natural resources through practices that conserve energy usage and optimize the lifecycle of consumable materials.

Sustainable/Green Procedures

- Renewable or recycled materials of adequate performance and quality should be purchased when practicable.
- Managers shall foster an environment of inclusiveness, and shall not consider age, race, religion and belief, marriage and civil partnership, pregnancy and maternity, disability, sex, sexual orientation or gender reassignment as a factor in hiring decisions or in ongoing personnel management, and shall work in good faith to make reasonable efforts to enable all employees to feel that their work is rewarding and in concert with their individual situations.
- Lights shall be turned off when not needed, to include turning off lights in individual office spaces when those offices are not occupied during breaks.
- Electronic document formats shall be used in favor of paper documents whenever practicable. When paper printouts are required, whenever practicable, such documents shall be produced using both sides of the page and in black/white or grayscale.

Workplace Health, Safety and Environmental Policy/Procedures

Health, Safety and Environmental Policy

It is SCIGON's policy to maintain work spaces that are clean, safe and in compliance with all local workplace related Health, Safety and environmental legislation.

Health, Safety and Environmental Procedures

- On at least an annual basis, SCIGON's CEO shall review relevant environmental, health and safety laws and regulations to ensure ongoing compliance.
- On at least an annual basis, SCIGON's CEO shall review relevant licensing and permitting laws to ensure ongoing compliance

Enforcement

Any SCIGON personnel found in violation of this policy may be subject to disciplinary action, up to and including termination of employment. Any third party partner company found in violation may have their relationship terminated.

References

- United States System for Awards Management
<https://sam.gov/SAM/pages/public/searchRecords/search.jsf>
- IDHR Employer Report Form (PC-1)
https://www2.illinois.gov/dhr/PublicContracts/Documents/IDHR_Employer_Report_Form.pdf
- E-Verify <https://www.e-verify.gov/>
- U.S. Foreign Corrupt Practices Act <https://www.justice.gov/criminal-fraud/foreign-corrupt-practices-act>
- SCIGON's No Harassment Policy <http://scigon.com/wp-content/uploads/2019/01/SCIGONNoHarrassmentPolicy.pdf>