

Human Resources and Company Operations

1. **Can I call after normal business hours?** Yes, our phones are forwarded to someone who is available to answer your calls 24/7. Just call our office number (703-527-8088) and someone will be available.
2. **What should I do when no one returns my calls?** Contact Karie Newmyer (knewmyer@torresco.com).
3. **How long do I have to wait until I am deployed?** Once all your processing is complete and you receive your proper clearance and travel documents, you will deploy - if fully qualified.
4. **Once deployed, if I have a citizenship or green card appointment, will I be allowed to travel back to the US?** Your deployment is mission dictated. Your site manager will decide if you are authorized to take a leave of absence and if not authorized, you may have to reschedule your appointment.
5. **If I fail out for medical reasons, does that mean I can't deploy?** No, if the reason for the medical failure can be remedied; you can return, otherwise you won't be able to return until or unless the condition is remedied.
6. **Can I take vacation while deployed?** Yes, but vacation is mission dictated. Your request for vacation has to go through an approval chain. If your request is approved, your vacation will be authorized.; however, your first vacation request cannot take place until you have been in your position/location for at least 6 months
7. **Is 401K available?** Yes, email Karie Newmyer at knewmyer@torresco.com for details.
8. **What is my HR Online log in name and password?** Your login name is the first letter of your first name followed by your full last name (ie....Joe Smith would be jsmith). Your initial password is your first and last initials followed by the last 4 of your SSN (ie....js9809). The company ID is 0430 W989.
9. **What am I authorized for paid time off (PTO)?** Torres offers 30 days paid leave inclusive of vacation and holidays. PTO is accrued at a rate of 2.5 days per month and may be taken after six months in-country.
10. **What are my Health/Medical and Dental Insurance information and rates?** Aetna Global Benefits – Health and dental insurance is available to all full-time employees and dependents who qualify. Monthly employee contributions are as follows:

	Monthly Amount
Employee Only	\$130.48 (\$65.24 per pay check)
Employee and Spouse	\$335.20 (\$167.60 per pay check)
Employee, Spouse and Children	\$467.82 (\$233.91 per pay check)

11. **What is my authorized life insurance?** Torres offers a life insurance policy through the 5-Star Group. This is a group level term life policy and is available to all full-time employees who qualify. Semi-monthly employee contributions are based upon amount of insurance requested. Please refer to the 5-Star Group rate schedule for pricing and eligibility.
12. **What is my coverage for the Defense Based Act (DBA) Workers Compensation?** Torres AES provides, as required by the US Department of Labor, 100% coverage under Defense Based Act Insurance (DBA) Workers Compensation. Please refer to the Department of Labor Workers Compensation Act for an explanation of benefits.
13. **Does Torres pay my monthly health insurance premium?** Torres pays 50% of your monthly health insurance premium.