



/NEXCOM

NAVY EXCHANGE SERVICE COMMAND

NAVY EXCHANGE

SHIPS STORE

UPMO

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NCTRF

HOSPITALITY GROUP

Associate Handbook

/MISSION:YOU



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Your handbook summarizes most of NEXCOM's employment practices and the benefits you receive as an associate. The specific local and NEXCOM-wide policy, instruction, directive, or provision of law must be referred to for a determination of applicability. Updated information will be provided to you periodically. If you have any questions regarding our policies, benefits, etc., the best sources to ask are your supervisor or a member of the Human Resources team.

This handbook creates no rights or causes of action and may not be relied upon by any person, organization, or entity to allege a denial of rights or to request any remedies. Associates that are part of a bargaining unit would follow the terms of the specific Collective Bargaining Agreement for their location.

NEXCOM Overview



The Navy Exchange Service Command (NEXCOM) enables warfighter readiness and strengthens the Navy quality of life mission by providing essential products, services and hospitality for military communities worldwide. NEXCOM is uniquely positioned to effectively sustain the fleet and military families by way of Navy Exchange (NEX) military retail stores, Ship's Store Program, Telecommunications Program Office, Uniform Program Management Office, Navy Clothing & Textile Research Facility and the Hospitality Group, which supports PCS, TDY, leisure travel and long-term mission stays through Navy Lodges and Navy Inn Crew Stay. NEXCOM is the Navy organization that provides retail stores, hotels and other services for active duty military, retirees, reservists, veterans, DoD civilians and their families. As part of the Naval Supply Systems Command (NAVSUP), we play an important role in supporting the Navy by delivering essential services and resources around the world.

Core Values

CARING

We care about our patrons, team members and communities because we understand the importance of service and sacrifice. We demonstrate that care by being present, attentive, and intentional in every interaction. We take responsibility for how we support one another and those we serve, creating a respectful, welcoming, and positive experience every day.

Be Professional

Using terms like 'Sir' and 'Ma'am' or addressing patrons by their rank shows our commitment to providing exceptional service. Engaging with patrons by making eye contact and being attentive creates a professional and welcoming environment. By being helpful, friendly, and respectful, we ensure every interaction leaves a positive impression.

Be Resourceful and Ready

In each of our business lines, our patrons count on us to be knowledgeable and resourceful. Understanding our products, services, and offerings is key to providing the best experience possible. Regularly attending training and staying informed will allow you to assist with confidence and accuracy. And if a patron has a question you're unsure about, reassure them that you'll get the correct answer and follow through promptly. Your knowledge and attentiveness make a real difference in their day.

Be on Time

It's important that you monitor your schedule and show up when required. Our patrons depend on you to be on time. You may be the most professional and knowledgeable associate on your team, but it doesn't mean anything if you aren't on duty at the scheduled time.

Core Values

COMMITTED

We are committed to our mission, our team members, and those we serve. We demonstrate that commitment by being present, proactive, and accountable—following through on our promises and taking ownership of outcomes. Even in the face of challenges, we remain dedicated to delivering results and supporting the success of one another and our patrons.

Go the Nautical Mile

A nautical mile is slightly longer than a regular mile—1.1508 miles to be exact. Just like traveling the extra distance, going the nautical mile in customer service means going above and beyond. For example, if you work in one of our softlines departments, being committed means helping a patron find the size they need and matching a tie with a shirt and a pair of trousers.

Making it Right

At our Navy hotel locations, it means getting a problem in a room fixed quickly and correctly and then checking back with them. Be committed to your patron having a great experience.

Dedication

We assist our Sailors and their families in staying mission-ready by providing them with essential products, services, and hospitality.

"There are no secrets to success. It is the result of preparation, hard work, and learning from failure."

– Colin Powell

CONNECTED

We keep our Sailors connected to their country, culture, and support systems, recognizing the importance of belonging and continuity. We foster strong relationships across our teams and with the communities we serve by communicating openly, collaborating effectively, and understanding the needs of those around us. Through these connections, we strengthen our ability to support one another and fulfill our mission.

Connected to the Navy and to Each Other

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We are connected to the Navy through our funding of quality-of-life programs, with all earnings directly supporting these initiatives. Navy MWR uses the dividends from the NEX in a variety of ways. Installations receive part of the funds for improving services for our Sailors.

Delivering Comfort and Convenience Across the Globe

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Whether stateside or abroad, we provide the same level of service our Sailors count on. NEX offers familiar products, and our NEXCOM Hospitality Group ensures they have reliable accommodations wherever they're stationed, making sure they feel at home, even when they're far from it.

A Lifetime Connection for Sailors and Retirees

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Our Sailors and retirees are diverse in age, needs, and wants. Whether it's providing essential goods at a NEX or offering comfortable stays at a Navy hotel during PCS, TDY, or vacation, we deliver services that meet their needs no matter where they are in life. Our commitment doesn't stop when the uniform comes off; we continue to serve those who have served.

Your Position

CATEGORIES OF EMPLOYMENT

You play a vital role in the overall success of our organization. Whether you are a full-time, part-time, or flexible associate, your daily contributions help NEXCOM meet its mission of providing the best to our patrons.

REGULAR FULL-TIME

Associates serve in continuing positions that are regularly scheduled to work 35 - 40 hours per week. Full-time associates are eligible for all of NEXCOM's Benefit Programs.

Exempt (salaried) associates may be required to work more than the basic 40-hour work week, since the responsibilities of their positions are not confined to a specific number of hours, but rather to getting the job done.

REGULAR PART-TIME

Associates serve in continuing positions that are regularly scheduled to work between 20 and 34.5 hours per week. Part-time associates are eligible for most of NEXCOM's Benefit Programs.

FLEXIBLE

Associates serve in continuing positions with regular schedules normally less than 20 hours per week or temporary positions up to 40 hours per week. This work may be scheduled in advance or on an "as needed" basis.

Flexible associates are eligible for limited NEXCOM Benefit Programs.

PROBATIONARY PERIOD

Regular full-time or part-time associates serve a typical one-year probationary period (may vary by location). The probation period helps both you and your supervisor assess if continued employment is mutually beneficial. During this time, your supervisor will:

- Discuss your duties and responsibilities
- Set performance expectations
- Provide guidance and progress feedback
- Schedule necessary training

Flexible associates are not subject to a probationary period. However, if a flexible associate converts to a regular position, he or she will typically become subject to the 12-month probationary period beginning on the associate's conversion date, but this can vary by location.



PERSONNEL SECURITY

All associates are subject to a personnel security investigation conducted by the Defense Counterintelligence Security Agency (DCSA). The associate's position designation determines the level of the personnel security investigation conducted by DCSA. As part of the personnel security investigation, associates will be required to submit an electronic application (eAPP) that is initiated in the National Background Investigations Services system (NBIS). The results of the personnel security investigation are determined by the Department of Defense Consolidated Adjudications Services (DoDCAS).

ATTENDANCE AT WORK

Dependable and reliable associates are invaluable. Being on time for your scheduled workday and displaying an impressive work ethic is another way in which you can establish a good professional reputation and be noticed favorably by your supervisors and co-workers.

NEXCOM's official workweek starts on Sunday and runs through the following Saturday. Your supervisor will communicate your work schedule. If you are unable to come to work as scheduled, you must contact your supervisor personally before the start of your schedule. Someone else may contact for you only if you are unable to do so yourself. Having another individual contact in your absence does not mean your absence is approved.

Associates may be subject to corrective or disciplinary action for unexcused tardiness, unauthorized absence, or failure to follow proper call-in procedures. Call-in procedures may vary by location, and you should confirm the appropriate procedure with your supervisor.

SPECIAL SITUATIONS

There may be situations (such as weather conditions) when you may be excused from work or report later than normal. All locations have procedures in place concerning reporting for work when one of these special situations occurs.



MEAL AND BREAK PERIODS

Regular meal or lunch periods will be established at 30, 45, or 60 minutes and in accordance with local policies. These periods will not be considered as time worked unless an associate's duties require the associate to remain on duty.

The payment of on-the-job meal or lunch periods will not exceed 30 minutes. Meal breaks that occur during authorized night shift differential hours for Craft and Trade associates will be included when determining entitlement to night shift differential pay.

No associate will be required to work more than six consecutive hours without a meal period. Break periods for which associates are paid cannot be combined with lunch or meal periods.

DRESS CODE

Associates are expected to embody the same ethics and values reflected in the military they serve. This extends to the personal appearance of each associate. Each associate is expected to exercise rational, mature judgment in dressing for work. Professional attire, appearance, and good personal hygiene are a must. Common sense prevails. Since dress code varies by position and location, your supervisor or a Human Resources representative will provide you with a copy of the dress code specific to your work location. It is your responsibility to be aware of the requirements and to adhere to your local dress code.

Pay System

PAYDAY

NEXCOM's pay cycle is bi-weekly. Associates receive their pay in the week following the end of the pay period. Your supervisor will advise you of the payday schedule at your location.

YOUR PAYCHECK

Direct Deposit Electronic Funds Transfer is the standard payment method and is required for all associates. It is important to review your paycheck stub each payday to ensure that your earnings, deductions, and leave balances are correct. If something on your check is not correct, let your supervisor know. Your paycheck will be available to view online through our online paycheck system, ADP. Instructions for using ADP can be obtained from your local Human Resources representative, or you can visit the Associate Resource Center (<https://www.mynavyexchange.com/arc>).

PAY BANDING (NF)

Pay banding is a pay-for-performance system that allows activities to set pay at a rate commensurate with your qualifications, experience, and wage rates paid in the local area. There are six pay bands as follows:

- **NF-1:** Sales Associate/Cashier/Junior Administrative
- **NF-2:** Supervisory Sales Associate/Senior Sales Associate/
Guest Service Rep./General Administrative
- **NF-3:** Middle Management /Supervisory Administrative/
Administrative & Entry Level Specialist
- **NF-4:** Senior Specialist/Management
- **NF-5:** Senior Management
- **NF-6:** Senior Executive

If you fall under the Pay Banding system, you may receive a salary increase or cash bonus at any time. Normally these performance awards are given in conjunction with your appraisal.

OVERTIME

If you are an hourly NF-grade associate and are required to work overtime, you will be paid at a rate equal to one and one-half times your basic rate of pay for all hours worked in excess of 40 in a workweek. If you are a Craft and Trade (NA/NL/NS/XW/XY/XZ) associate, you are compensated for hours paid in excess of 8 per day or 40 per workweek. Your supervisor can provide you specific information on your location's overtime policy. Associates can check with Human Resources for more information about the rules for overtime based on their pay system.

CRAFT AND TRADE PAY SYSTEM (NA/NL/NS/XW/XY/XZ)

This pay system covers associates in unskilled, semi-skilled, or skilled manual labor trade positions. If you are covered under this system, your starting pay rate, step increases, and subsequent pay adjustments are set by law.

There are five step rates of pay within each grade level and if your performance rating is “Meets Requirements” or better, you will receive a predetermined step increase, provided you have completed the waiting period for “time in step” requirements. Additionally, pay rates are adjusted annually based on the results of surveys conducted by DoD (Wage and Salary Division) on wages paid in the wage area.

SHIFT DIFFERENTIAL/SUNDAY PREMIUM

If you are a Craft and Trade associate and are required to work evenings, nights, or Sundays, you may be entitled to additional pay. Your supervisor can provide you with specific information on your location’s pay policies in these areas. (This benefit varies based on local policies and procedures).

RELIGIOUS OBSERVANCE

You may elect to work compensatory overtime for the purpose of taking time off without charging your annual leave when your religious beliefs require you to be off from work. Your supervisor will provide opportunities for you to work overtime on an hour-for-hour basis generally in the pay period immediately before, during, or after the day of religious observance, when arranged in advance.

COMMISSION PAY PLANS

Some associates are paid on a commission basis. This means they receive a percentage of the sales generated on the service(s) provided. Barbers and beauticians are among the positions that may be eligible for commission pay. If you are in a position that is eligible for commission pay, contact your local Human Resources representative for specifics.

Leave

ANNUAL LEAVE

Everyone needs a period of rest and relaxation. NEXCOM provides a generous amount of annual leave to full-time and part-time associates for this purpose. The amount of leave you earn is based on your years of service and the number of hours you work as follows:

Years of Service	Accrual Rate (2080 Hours/Yr or 40 Hours/Wk)	Number of Hours Per Pay Period	Number of Days Per Year
Less than 3	5% of 2080 Hrs = 104 Hrs/Yr	4	13
3-15 years	7.5% of 2080 Hrs = 156 Hrs/Yr	6	20
More than 15	10% of 2080 Hrs = 208 Hrs/Yr	8	26

You begin accruing annual leave immediately, but your leave balance will not appear on your pay stub until you have been with NEXCOM for 90 days. You will also need to wait 90 days before you can use any accrued annual leave.

You can carry over up to 240 hours of unused leave from one year to the next. Any leave beyond 240 hours will be forfeited if not used by the end of the leave year, so it's important to plan your time off accordingly.

Note: Managers working at NEXCOM activities overseas may carry up to 360 hours.

Annual leave requests should be made sufficiently in advance to enable your supervisor to plan for your absence.

LEAVE SHARING PROGRAM

This is a voluntary program designed to allow our associates to share annual leave with co-workers who experience a medical emergency or extended medical absence and have exhausted their own sick and annual leave balances. It may also apply when an associate has exhausted their annual leave and is assigned as primary caregiver of a family member with a medical emergency or illness over an extended continuous period of time.

This applies to you too! See your local HR representative for details.

SICK LEAVE

One of the most important benefits you receive as a regular full-time or part-time associate is sick leave. It may be used for illness, injury, doctor's appointments, or bereavement purposes.* Eligible associates earn sick leave at the rate of 5% of hours worked. Those associates who work 40 hours per week earn 13 days sick leave each year.

- A large sick leave balance provides salary continuation during an extended illness or injury
- Sick leave carries over from one leave year to the next without limit
- All unused sick leave on your leave record is converted to additional credited service under our Retirement Pension Plan when you retire

** Bereavement includes making arrangements necessitated by the death of a family member or to attend the funeral of a family member. Family member is defined as: spouse, and parents thereof; children, including adopted children, and spouses thereof; parents; brothers and sisters and spouses thereof; and individuals related by blood or affinity whose close association with the associate is the equivalent of a family relationship.*

ANNUAL/SICK LEAVE FOR FLEXIBLE ASSOCIATES

Although flexible associates typically work less than 20 hours per week, business needs may occasionally require them to work 20 hours or more. When this happens, flexible associates will accrue leave at a rate of 5% for each hour worked between 20 and 40 hours in a workweek. This leave can be used for either annual or sick leave. The maximum amount of leave a flexible associate can carry over from one year to the next is 30 hours.

COURT LEAVE

NEXCOM encourages you to fulfill your civic obligation. If you are called to jury duty or to appear in court as a witness in a judicial proceeding other than a proceeding that only involves private parties, you are entitled to receive regular pay or to retain the court fees, whichever is greater. If the court fees are the smaller amount, such fees, less any transportation allowance, must be turned over to your location upon completion of service. To qualify for court leave, you need to submit the official summons from the court to your supervisor in advance of the time you are required to be away from work.



MILITARY LEAVE

If you are part of the military reserve or National Guard and are called to active duty or Active Duty for Training (ADT), you are entitled to an excused absence up to a maximum of 15 days per military fiscal year without charge to leave or loss of pay. Any part of the excused absence that is not used by the end of the fiscal year may be carried over to the next fiscal year, not to exceed a 15-day maximum carry over. Therefore, an associate could have a maximum of 30 days to their credit for use during a fiscal year.

An additional 22 work days of military leave in a calendar year may be granted if you are called to active duty to enforce the law. In this case, your civilian salary is reduced by your military pay. You must present your orders to your supervisor when requesting military leave.

DISABLED VETERAN LEAVE

NEXCOM associates who are veterans with a qualifying service-connected disability rating of 30% or more are eligible for disabled veteran leave during their first year of employment. Disabled veteran leave must be used for medical treatment related to the disability in place of sick leave.

This one-time benefit is available for a continuous 12-month period starting on your first day of employment and may not exceed 104 hours for regular full-time associates. Regular part-time and flexible associates will receive a proportionate amount of leave based on their work schedule.

To use this benefit, you must provide documentation from the Veterans Benefits Administration certifying your qualifying service-connected disability.

FAMILY AND MEDICAL LEAVE ACT (FMLA)

This law entitles associates with 12 months of active service to take up to 12 workweeks of unpaid leave during any 12-month period for reasons as follows:

- Birth and/or care of a newborn child
- Adoption or foster care placement of a child
- Care of a spouse, child, or parent with a serious health condition (requires medical certification)
- Your own serious health condition (requires medical certification)
- Any qualifying need related to a family member's covered active duty in the Armed Forces

You may elect to substitute accrued annual or sick leave in lieu of unpaid leave depending on the type of absence.

LEAVE WITHOUT PAY

Leave without pay may be granted upon request for a period not to exceed one year for reasons acceptable to and in the best interest of NEXCOM. Leave without pay is usually requested when an associate has exhausted all leave allowances. An associate who is on leave without pay must make direct contributions to any NEXCOM benefits the associate is currently enrolled in for them to remain active. If you need to request a period of leave without pay, your supervisor or your local Human Resources representative can provide guidance.

FAMILY FRIENDLY LEAVE ACT (FFLA)

PAID PARENTAL LEAVE

NEXCOM associates approved for FMLA may substitute agency Paid Parental Leave (PPL) for unpaid FMLA for the birth, adoption, or foster care placement of a child. PPL is exclusively for bonding and care. Associates may be eligible for up to 12 weeks of PPL, which can be used within 12 months from the date of birth or placement. Under the law, associates must agree in writing to work for at least 12 weeks immediately after the PPL to be granted this leave.

FAMILY CARE AND BEREAVEMENT

Regular full-time associates may use up to 13 workdays of sick leave per year for family care or bereavement. For part-time associates, the amount of sick leave is prorated based on their average weekly hours. Flexible associates are not eligible for sick leave under the FFLA.

PARENTAL BEREAVEMENT LEAVE

Associates who have completed at least 12 months of service for any qualified employer are entitled to a total of two administrative workweeks of paid leave for purposes of bereavement in connection with the death of the associate's minor child. Contact your Human Resources office for more details.

CARE FOR A FAMILY MEMBER WITH A SERIOUS HEALTH CONDITION

Regular full-time associates may use up to 12 workweeks of sick leave each leave year to care for a family member with a serious health condition. The amount of sick leave permitted for part-time associates each leave year to care for a family member with a serious health condition is prorated in proportion to the average number of hours of work in the associate's schedule each week.

SICK LEAVE FOR ADOPTION

Associates may use an unlimited amount of earned sick leave for adoption-related purposes.

HOLIDAYS

NEXCOM participates in the following 11 Federal holidays:

New Year's Day	January 1
Dr. Martin Luther King Jr.'s Birthday	Third Monday in January
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
Juneteenth	June 19
Independence Day	July 4
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	November 11
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

Holiday pay eligibility depends on your weekly schedule. You must be in paid status the day before or after the holiday. If you work fewer than five days a week, you only receive holiday pay if scheduled to work that day. Working on a holiday may make you eligible for holiday premium pay. For those working five days a week, the Holiday Observance Chart will determine your observed holiday if it falls on a non-workday.

If your supervisor requires you to work on a holiday, you may be eligible to receive holiday premium pay.

If a holiday falls on your non-workday and you work five days a week, the Holiday Observance Chart determines the day you observe as the holiday.

Benefits Overview

BENEFITS PACKAGE

This chapter provides an overview of the benefits package available to associates. Your salary, combined with benefits, forms your total rewards package. NEXCOM offers a comprehensive range of programs—visit the NEXCOM Virtual Benefits Fair at virtualfairhub.com/Nexcom/public/welcome.

Benefit Plan booklets offer in-depth details, and your Human Resources team is available to answer any questions. Benefit eligibility varies based on employment status (regular full-time, regular part-time, or flexible associate).

COMPREHENSIVE MEDICAL PLANS

NEXCOM offers excellent medical coverage for eligible associates. Both a traditional medical plan as well as a High Deductible Health Plan (HDHP) are available.

Highlights of your plans include:

- Coverage for yourself and eligible family members
- Hospital services
- Physician services
- Pharmacy coverage
- Preventive care
- Emergency care
- Vision benefits



As an alternative to NEXCOM's medical plans, some locations offer the option of enrollment in Health Maintenance Organizations (HMOs). Your Human Resources representative will let you know what your choices are.

HEALTH INCENTIVE PROGRAM

The NEXCOM Health Incentive Program allows associates and their covered spouse enrolled in an Aetna medical plan, to earn rewards for healthy actions. All benefit-eligible associates enrolled in an Aetna medical plan, and their covered spouse, can each earn up to \$300 to recognize your wellness efforts. Participate by going to www.nafhealthplans.com. At the top of the page, click on the Wellness & Rewards tab and then Health Incentives Program. There you will find all of the ways you can earn your \$300 health incentive dollars.

DENTAL PLANS

NEXCOM offers two dental plans. If you are enrolled in a NEXCOM sponsored medical plan, you and your eligible dependent can choose the PPO dental plan. If you are not enrolled in a NEXCOM medical plan, you may opt for the Stand Alone Dental plan.



Both dental plans include:

- Coverage for you and eligible family members
- Diagnostic and preventive care (exams and cleanings)
- Basic restorative services (fillings, root canals)
- Major restorative services (crowns, dentures)
- Orthodontic services

FLEXIBLE SPENDING ACCOUNT (FSA)

The Flexible Spending Account (FSA) lets you set aside part of your salary in a tax-free account for qualified health and/or dependent care expenses, lowering your taxable income. Participation is voluntary, allowing you to decide your contribution amount within plan limits. Regular full-time and part-time associates can participate.

- Health Care Flexible Spending Account (HFSA): Covers eligible medical, prescription drug, dental, and vision expenses.

DEPENDENT CARE FLEXIBLE SPENDING ACCOUNT (DFSA)

- Dependent Care Flexible Spending Account (DFSA): Covers eligible expenses for child (under 13) or adult day care, preschool, and after-school programs. Funds must be contributed before filing for claims.

HEALTH SAVINGS ACCOUNT (HSA) CONUS

As a CONUS associate enrolled in the HDHP, you're eligible for a Health Savings Account (HSA) to help cover your deductible and qualified medical expenses. You can use HSA funds for current healthcare costs or let the balance grow for future needs, including retirement. Contributions and interest are tax-free, and qualified withdrawals are also tax-exempt.

NEXCOM contributes \$500 for individual coverage or \$1,000 for family coverage upon enrollment. You can also make additional pre-tax contributions directly from your paycheck.

Note: You cannot have both an FSA and an HSA in the same plan year; it's one or the other.

HEALTH REIMBURSEMENT ACCOUNT (HRA) OCONUS

Associates working overseas enrolled in the Aetna International HDHP are eligible for a Health Reimbursement Account (HRA). NEXCOM contributes \$500 annually for single coverage and \$1,000 for all other tiers; associates cannot make personal contributions.

DISABILITY INSURANCE

If you are unable to work because of illness or injury, you may be eligible to receive disability benefits. NEXCOM provides two disability programs. Regular full-time associates are eligible for these benefits.

SHORT-TERM DISABILITY

Short-Term Disability is payable if you are unable to perform your job duties after a two-month waiting period or the exhaustion of sick leave, whichever is later.

Benefits are equal to 60% of your basic monthly earnings less any other income you receive for disability such as Social Security Disability. The maximum number of monthly payments under the short-term program is four. These payments are a combination of your unused sick leave and Short-Term Disability benefits. This benefit is free to eligible associates.

LONG-TERM DISABILITY

If you are totally disabled for six months or longer and have exhausted your sick leave, you may be eligible for Long-Term Disability (LTD).

LTD benefits are paid at the same rate as Short-Term Disability and may continue until you are no longer disabled, retire under our retirement plan, or reach the maximum number of payments.

Eligible associates may enroll in the Long-Term Disability Plan within the first 31 days of hire or within 31 days of converting to regular full-time status. Thereafter, you may apply during the next biennial enrollment period or within 31 days of a qualifying event. A statement of health will be required.

MET LIFE BENEFITS

PET INSURANCE

NEXCOM offers pet insurance for your furry friends. Group rates mean cheaper rates. There are also discounts you may qualify for. Associates working in the continental United States may enroll anytime of the year.



LIFE INSURANCE PROGRAMS

All of us want to ensure that our loved ones have some measure of financial security in the event of our death. Life insurance is one way of affording protection for your family if something happens to you. NEXCOM offers three life insurance programs to eligible associates.

BASIC GROUP LIFE INSURANCE (BGLI)

BGLI provides you with life insurance equal to your basic annual salary rounded to the next highest thousand plus \$2,000. This benefit is for regular full-time associates only.

OPTIONAL GROUP LIFE INSURANCE (OGLI)

Regular full-time associates who are enrolled in BGLI may elect Optional Group Life Insurance (OGLI). Regular part-time associates are also eligible to elect OGLI. Coverage is based on your basic annual income, rounded up to the next thousand, and you may choose coverage of 1x, 2x, or 3x that amount.

DEPENDENT GROUP LIFE INSURANCE (DGLI)

Participants in BGLI may also choose to insure eligible family members. Three coverage options are available. This benefit is for regular full-time associates only.

ADDITIONAL BENEFITS WITH NEXCOM LIFE INSURANCE

By signing up for a life insurance policy through NEXCOM, associates gain access to valuable additional benefits at no extra cost. These include grief counseling for emotional support during difficult times, will preparation services to ensure your wishes are carried out, and estate resolution services. You can also take advantage of funeral discounts and planning services, offering savings and expert help with final arrangements.

You can also call MetLife Legal Plans directly at 1-800-821-6400. You will need to provide our NEXCOM plan number (Group #109800) and the last four digits of your Social Security Number.

Contact the Human Resources Benefits department for more information about these valuable services.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

At NEXCOM, we want you to feel supported throughout your journey. Our Employee Assistance Program (EAP), provided through Magellan, offers resources and guidance to help you handle life's challenges and maintain a balanced life. No cost EAP services are helpful and available to support you and your household members, with up to three sessions per issue each year.



Employee Assistance Program (EAP) services are available to associates, their spouses, and adult household members. Support is available 24/7 online, with in-person services available by appointment. To schedule a 1:1 consultation or life coaching session, call (800) 424-5988 (U.S.) or visit the EAP portal at **member.magellanhealthcare.com**.

Associates working outside the continental U.S. should contact their local HR representative for international calling information or visit the EAP page on the HUB or **myNavyExchange.com/ARC/EAP**.

Live support is available through Certified Clinicians or Life Coaches by calling the EAP number for your location. This confidential service provides guidance on:

- Loss and grief
- Emotional challenges: depression, anxiety, stress
- Substance use concerns
- Elder care and other caregiving support
- Relationship management

Stay well and know you are not alone in managing life's challenges. With the EAP, expert support is always within reach!

Online resources include:

- Self-care tips and stress management assessments
- Lifestyle resources: quitting smoking, fitness, mental wellness
- Financial tools: budgeting, debt management, wealth growth
- LifeMart: discounts on travel, health clubs, meditation apps and more
- Access to monthly wellness webinars

Retirement

RETIREMENT OVERVIEW

When you meet the age and service requirements, you may choose to retire from NEXCOM. If you participate in our benefits programs and meet eligibility criteria, you can continue certain benefits into retirement, such as medical and life insurance coverage.

For retirees 65 and older, the retiree medical plan is a Medicare Advantage with Prescription Drug Plan. For those under 65 or living overseas, the retiree medical plan is an indemnity plan. (If you are under 65, you may have the option to stay in an HMO until you reach 65, where available.)

Details about which benefits carry into retirement are outlined in the benefits guide and booklets available at the Virtual Benefits Fair at virtualfairhub.com/NEXCOM, on the NEXCOM HUB, and the Associate Resource Center at mynavyexchange.com/ARC.

NEXCOM RETIREMENT PENSION PLAN

Regular full-time and regular part-time associates are automatically enrolled in the Retirement Pension Plan. After your first anniversary, you will receive one year of credited service and begin participating in the plan with a 1% contribution from your pay. Participation helps build your retirement benefit over time. You can opt-out of the plan anytime, however you will only be credited for time in the plan.

- You will be vested after five years of service
- Surviving spouse benefits for death in service or death after retirement
- Cost of living increases on your retirement benefits for the majority of associates
- Portability of your retirement benefits between NEXCOM and appropriated fund agencies and other DoD non-appropriated fund instrumentalities (DoD NAFIs)
- No mandatory retirement age

Visit <http://www.nexcomlearn.com>. Select the 10 minutes workshop, “NEXCOM Pension Estimate Generator” to model your pension benefit.

401(K)

You can contribute up to 90% of your eligible earnings, up to the IRS annual limit. NEXCOM matches 50¢ for every \$1 you contribute, up to 6% of pay, for a maximum NEXCOM match of 3%. Contributions may be made on a pre-tax (tax-deferred) or Roth (after-tax) basis. The plan offers target date funds and a range of investment options across multiple asset classes.



SOCIAL SECURITY

As a NAF associate, you are covered by the Social Security Act. Social Security is the third associate benefit that provides income to you when you retire.

OTHER RETIREMENT BENEFITS

RETIREE SHOPPING PRIVILEGE

NEXCOM associates with 20 or more years of service who retire and receive an immediate annuity or with 20 or more years of service who are not in the retirement plan but meet age requirements to retire, and associates with five or more years of service, are 100% disabled and their disability commenced after obtaining age 52, are eligible for shopping privileges.

NAVY EXCHANGE RETIRED EMPLOYEE ASSOCIATION (NEREA)

NEREA is an organization that fosters communication among NEXCOM retirees and supports the interests of NEXCOM, its associates, and retirees. There are several worldwide chapters. Some of the services that NEREA provides include:

- An informative newsletter
- An annual convention
- An annual Scholarship Fund for college-bound children of active associates and retirees

NEREA presents an opportunity to learn about current events throughout the NEXCOM Enterprise and matters that may affect you as a retiree.

Other Benefits

PROFESSIONAL DEVELOPMENT AND GROWTH

LEARN

LEARN is NEXCOM's Learning Management System (LMS), where you'll complete all mandatory and compliance training. It's also a valuable resource for upskilling and career growth.

Here's how to get started:

1. Visit: <http://www.NEXCOMlearn.com>
2. Login: Enter your LEARN User ID, which is your Payroll Number or Employee ID number. You can find this on your paystub or by contacting your HR Team.
3. One-Time Passcode: A one-time passcode will be sent to your preferred email or mobile phone. The email address used is the one listed in PeopleSoft—this may be your NEXCOM email or a personal email account.

If you'd prefer to receive the passcode via SMS/Text to your mobile phone, update your preferences once logged into LEARN:

- Go to the HOME drop-down and select My Employee File
- Click the Pencil icon beside User Information and enter your mobile phone number
- Click SAVE

Use LEARN not just for compliance training, but to explore courses designed to help you grow in your role and advance your career.

For questions about LEARN, please email learn@nexweb.org.

TUITION REIMBURSEMENT PROGRAM (TRP)

Tuition Reimbursement Program (TRP) provides reimbursement of up to \$5,000 per calendar year for eligible NEXCOM Enterprise associates enrolled in a degree program at an accredited school. The degree program must support career development related to NEXCOM employment.

Reimbursement is based on class performance. Associates who receive TRP reimbursement must complete one year of service with NEXCOM following the completion date of their most recent course.

For program details and guidance, visit the TRP page on the ARC:

myNavyExchange.com/ARC/Tuition

RECOGNITION AND AWARDS

At NEXCOM, we recognize that our associates are the driving force behind our mission. Your dedication, performance, and commitment to excellence directly support warfighter readiness and Navy quality-of-life programs worldwide. We are proud to celebrate both your longevity and your outstanding contributions.

SERVICE AWARDS

We know our associates have choices, and we appreciate those who choose to grow their careers with NEXCOM. Our worldwide Service Awards Program recognizes milestone anniversaries in five-year increments, beginning at five years and continuing through 50 years and beyond.

Associates celebrating a milestone anniversary will receive:

- A customized, signed certificate suitable for framing
- A commemorative yearbook
- A numeral acrylic reflecting years of service

At 25 years of service, associates also receive a \$250 award in recognition of this significant milestone.

We value your dedication and celebrate the lasting impact you make across our enterprise.


PERFORMANCE AND ACHIEVEMENT AWARDS

In addition to service milestones, NEXCOM recognizes outstanding performance, leadership, and contributions that advance our mission and reflect our Core Values of Caring, Committed, and Connected.

Recognition opportunities include:

- Immediate recognition awards for exceptional effort or results
- Time-based incentive awards
- Associate of the Month, Quarter, and Year programs
- Enterprise and worldwide achievement awards
- Career and distinguished service recognitions
- Department of the Navy civilian awards

Each award program has specific eligibility criteria and nomination procedures. Associates and leaders are encouraged to participate in recognizing contributions that strengthen our teams and support our mission.



For additional details regarding eligibility, nomination procedures, and approval requirements, please refer to the applicable NEXCOM awards and recognition policy and related guidance.

A CULTURE OF RECOGNITION

Recognition is more than a program; it is part of who we are. Celebrating service, performance, and achievement reinforces our shared commitment to excellence and strengthens our culture across the enterprise. When we recognize one another, we reinforce the behaviors that make NEXCOM strong.

WORKPLACE FLEXIBILITY AND SUPPORT

TRANSPORTATION INCENTIVE PROGRAM (TIP)

The focus of the Transportation Incentive Program (TIP) is to reduce the number of vehicles on the road and the Federal Government's carbon footprint. This benefit is available only to eligible federal employees and military personnel, which includes you! As a NEXCOM associate, you are eligible to apply for MASS Transit funding for bus passes or approved van pool ridership. The amount covered and the type of transit available varies depending on your work location and utilization. Some restrictions apply. Your local HR representative can let you know if your location is participating in the TIP program and how it works.

WILL PREPARATION SERVICES

Having an up-to-date will is one of the most important things you can do for your family. Without a will, your assets may be distributed according to state law and not in accordance with your wishes. With the Will Preparation Service, you have access to important services that help you ensure your family's future.

The will preparation service includes:

- Telephone and in-person consultations
- Preparation of codicils
- Preparation and/or updating wills and living wills
- Powers of Attorney
- Testamentary trusts
- Estate Resolution Services

Will preparation services are offered by MetLife Legal Plans to provide eligible associates and their spouses with access to attorneys participating in their network. When you choose a participating MetLife Legal Plans attorney, the attorney's fees are fully covered (i.e., no cost to you) and there are no claim forms to file. You also have the flexibility of using a non-network attorney and being reimbursed for covered services according to a set fee schedule.

You can also call MetLife Plans directly at 1-800-821-6400. You will need to provide our NEXCOM plan number (Group #109800) and the last four digits of your Social Security Number.

Contact the Human Resources Benefits department for more information about these valuable services.

HEALTH, SAFETY, AND FINANCIAL SECURITY

WORKERS' COMPENSATION

All NEXCOM associates who are citizens of the United States or its territories and the District of Columbia are covered if they incur a work-related illness or injury. If you are injured at work, tell your supervisor immediately. Workers' Compensation includes reimbursement for out-of-pocket medical expenses and replacement for lost wages as defined by the U.S Department of Labor. Your initial absence from work is charged against your available sick leave to ensure your income is not interrupted while your claim is being processed.

PORTABILITY OF BENEFITS

Many of our associates, particularly military family members, work for other appropriated fund and non-appropriated fund employers either before or after they work for us. The rules for porting benefits from one federal employer to another are complex.

To ensure that you will receive all of your correct benefit entitlements, it is important that you tell your Human Resources representative about prior federal employment. They know what procedures to follow to obtain your prior records and how to adjust your benefits accordingly.

EXCLUSIVE PRIVILEGES

SHOPPING PRIVILEGE

As a member of our team, you are entitled to the same shopping privileges as our regular patrons. These privileges can amount to significant savings compared to outside retailers and, best of all, all purchases are tax free!



However, as a NEXCOM associate you are not allowed to purchase military uniform items or ask an authorized patron to purchase these items for you. Ask your manager for more information about allowable purchases and/or quantity restrictions at your location.

OVERSEAS BENEFITS

Management associates who accept relocation to NEXCOM positions outside the continental United States may be eligible for additional benefits depending on their assignment and individual circumstances. These may include housing allowance, post allowance, post differential, and tuition-free Department of Defense Education Activity (DoDEA) elementary and high schools. The availability and amount of these allowances vary by location and are determined by the Department of State Standardized Regulations (DSSR). Managers may also be eligible for home leave and renewal agreement travel. Contact Human Resources for more information on these benefits.

Communication

OPEN COMMUNICATION LINES

Information enhances service levels and associate expertise. NEXCOM strives to keep you aware of policies and business progress that affect you. This is accomplished through a series of communication media as follows:

ASSOCIATE RESOURCE CENTER (ARC)

The ARC is a website hosted on myNavyExchange.com that offers information 24 hours a day about working for NEXCOM. It is available from your desktop or mobile device. This site provides information on topics including your Benefits, Compensation, Training, Employee Assistance Program, Relocation, Your Career, as well as other helpful areas to help you in your role with us. You can find HR phone numbers, how to apply for jobs, the pay schedule, what benefits are being offered, and much more! Don't wait to ask someone. Look for the answer you need today.



Visit the ARC from your desktop computer or from your mobile device at myNavyExchange.com/ARC.

BULLETIN BOARDS

Your management team will frequently have information for you to review. You are responsible for knowing where to look for updates and information. Your supervisor will show you where information is posted.

HR BENEFITS COMMUNICATION

To learn important details regarding your benefits, changes, enrollment opportunities, etc., be sure to open emails that come from HRBenefitsCommunications@nexweb.org.



ASSOCIATE SATISFACTION INDEX (ASI)

The Associate Satisfaction Index (ASI) is NEXCOM's annual survey used to understand associate satisfaction, engagement, and overall views on our workplace culture and environment.

The survey typically opens once each year for about one month between early February and early March. It asks for feedback on topics such as workload, working environment, training and development, communication, teamwork, leadership practices, and career growth.

Survey results are reviewed across the enterprise so leaders can identify priorities and take action to improve the associate experience.

When the ASI opens, you are encouraged to participate.

Responses are confidential, and anonymity is built into the system when results are compiled, analyzed, and shared.

Your feedback helps NEXCOM strengthen our workplace and support our commitment to being Caring, Committed, and Connected.

DISASTER COMMUNICATION

In the event there is a disaster (hurricane, tornado, etc.), it is important that you let us know how you and your family are doing and to stay informed about the status of your local operation.

Each associate receives a wallet card with disaster contact numbers. If you cannot reach your department's point of contact, call the local number on your card or the toll-free line at 1-866-878-1776. Leave a message with your location, health, and safety status of you and your family. You can also email disastercontact@nexweb.org.

For additional information on disaster procedures, contact your supervisor or local HR representative. You are encouraged to download the Navy Family Accountability and Assessment System (NFAAS) app. The app allows you to check in, report your status, and access Navy resources and safety information.

ASSOCIATE CONCERNS

ADDRESSING WORKPLACE CONCERNS

You may sometimes feel impacted by workplace issues, such as policies, a challenging environment, performance reviews, leave disapproval, or schedule changes. If you need assistance, it's best to start by speaking with your manager or local HR representative. If you're uncomfortable or prefer reaching out to someone outside your immediate workplace, additional resources are available.

For guidance on who to contact, check the Associate Concerns poster on your location's bulletin board. The poster outlines common concerns and provides the contact information for the appropriate resource based on your issue.

If you wish to file an official grievance, submit it in writing within 10 calendar days to the lowest-ranking supervisor who can assist you. Associates covered by a bargaining unit should follow their Collective Bargaining Grievance Procedure.

For questions about the grievance process or other workplace matters, call NEXCOM HR at 1-877-264-7783.

FRAUD, WASTE & ABUSE

Alertline is an anonymous 24/7/365 confidential hotline for reporting theft and fraud, workplace violence, safety concerns, ~~on-the-job drug and alcohol~~ 33

abuse, disregard for policy/procedures, misuse of government resources, acceptance of bribes or gratuities, conflict of interest, or anything that threatens the security of your workplace. Report anything that troubles you or makes you uncomfortable. Even if you don't have all the facts, your quick action could help prevent a far more serious incident. Call NEXCOM's Asset Protection/Safety department or call NEXCOM's Alertline at 1-888-540-5410.

NAVY INSPECTOR GENERAL HOTLINE/DOD WHISTLEBLOWER PROTECTION

As a federal government employee, you may also report fraud, waste, and abuse situations to the Navy Inspector General Hotline at 1-800-522-3451 or NAVSUP Inspector General Hotline at 1-800-944-8630. You are protected from reprisal if you report wrongdoing. Whistleblower and/or reprisal complaints for NAF employees should be made to the DoD Inspector General Hotline at 1-800-424-9098.

IDENTIFY DISHONEST EMPLOYEES AND SHOPLIFTERS (IDEAS PROGRAM)

If your tip leads to a successful apprehension or resolution, you can earn a cash reward or NEX Gift Card.* For providing information on internal theft cases (including vendor theft and workers' compensation fraud), you are eligible for a cash reward of \$200 or 10% of the recovery, whichever is greater.

**For external theft cases, you are eligible for a \$25 NEX Gift Card or 10% of the recovery, whichever is greater. NEXCOM's Asset Protection/Safety department, with the concurrence of the NEXCOM Asset Protection/Safety Vice President, may adjust the awards on significant recoveries, including those over \$5,000 or based on extenuating circumstances.*

DISCRIMINATION

If you believe you have been subjected to discrimination based on race, color, religion, national origin, reprisal, age, disability, equal pay, or sex, you have 45 calendar days from the day you became aware of the alleged discriminatory act to contact the NEXCOM EEO Office at 1-800-884-9459.

Career Opportunities

CAREER DEVELOPMENT

We encourage you to consider a long-term career relationship with NEXCOM. NEXCOM offers many professional learning and development opportunities to associates to help them during the competitive selection process. NEXCOM also uses progressive positions or manager in training (MIT) programs that can lead to non-competitive advancement.

NEXCOM selects the most highly qualified candidate(s) for positions based on the present and future needs of the organization. In support of NEXCOM's belief in the development and promotion of its current workforce, there is a desire for filling positions internally (although this is not always possible due to workforce needs and demands).

The first step is to assess what additional knowledge, skills, or experience you need to acquire to assume positions with greater responsibility and pay. So we encourage you to discuss your career aspirations with your supervisor.

Remember, NEXCOM is a worldwide organization and a willingness to relocate may be important if your goal is a management position. Overseas assignments enhance career growth within the NEXCOM Enterprise.

REGULAR FEEDBACK ON PERFORMANCE

The Performance Management Program is an ongoing process of continuous communication and clarification of job duties and responsibilities, performance expectations, and development planning.

The primary objective of the NEXCOM Performance Management Program is to ensure associate efforts are focused on business priorities and directly supports the overall NEXCOM mission and strategic goals.

In addition to maintaining a focus on business priorities, application of the performance management process will identify associate strengths, weaknesses, training requirements, and career development opportunities.

UPWARD MOBILITY

NEXCOM prefers to promote from within when filling vacancies. The benefits to promoting our own associates include knowledge of policy and established work experience with the organization. This helps establish more dedicated associates.

All open positions are posted at **NEXCOMjobs.org**.

To access the Internal Applicant portal, click “Search Internal Jobs” and login with your unique User ID and Password. New positions are posted weekly and will close for staffing by the indicated date.

For information regarding how to log in and use the automated hiring system, refer to the NEXCOM HUB site under Code H and “My Career.” If you do not have regular access to a NEXCOM computer, your supervisor or a Human Resources representative can provide you with a copy of these instructions.

Applicants are responsible for reviewing the Minimum Qualifications Required (MQRs) to ensure they meet the requirements for the listed positions. Only applicants selected for interviews will be contacted.



EMPLOYMENT VERIFICATIONS

NEXCOM has contracted a third party service, “The Work Number,” to provide automated employment and wage verification services. For more information about using “The Work Number,” contact your local Human Resources department or visit **TheWorkNumber.com**.



CONTINUITY OF EMPLOYMENT

FOR MILITARY SERVICE FAMILY MEMBERS AND NEXCOM CIVILIAN FAMILY MEMBERS

NEXCOM has established this special program for military family members and NEXCOM civilian family members. We want to be sure that your employment service and benefits are not interrupted each time you relocate. To achieve this objective, NEXCOM Human Resources begins an employment search as soon as you notify us of your next duty station. You will be placed on leave without pay when you depart your old duty station, but will have the option of making direct contributions to your associate benefit plans. If your new duty station is at an installation where there is a NEXCOM facility, you will receive priority placement for one year for positions for which you qualify.



DUAL EMPLOYMENT

Associates may work for more than one organization within the federal government. This is commonly referred to as dual compensation (sometimes called dual employment).

Because NEXCOM is a Non-appropriated Fund Instrumentality (NAFI), different rules apply than those used for most federal government positions. Associates may work for more than one NAFI organization or may work for both NEXCOM and a federal appropriated fund (APF) agency, such as another Department of Defense civilian position.

Federal law, updated in December 2023, allows NAFI employees to receive pay from both positions, even if the combined hours exceed 40 hours in a week, subject to each employer's overtime and scheduling rules.

Associates must inform their supervisor and HR Representative if they accept employment with another federal agency to ensure compliance with scheduling, pay regulations, and conflict-of-interest requirements.

Policies

Every day, we expect you to demonstrate integrity in your work, maintain a professional appearance, provide outstanding service to patrons or guests, and be dependable in your attendance. These standards reflect NEXCOM's core values of Caring, Committed, and Connected, showing our shared dedication to excellence and a supportive environment.

ETHICAL CONDUCT

As employees of the U.S. Government, we are reminded that "Public Service is a Public Trust." This means each of us must prioritize loyalty to the Constitution, the law, and ethical principles above our private interests.

To ensure public trust in NEXCOM and the government as a whole, all NEXCOM associates are held to the Standards of Ethical Conduct set by the Office of Government Ethics (OGE), the Department of Defense, and other legal authorities. While there are many specific laws and regulations, we've summarized the key points into 14 general "Bedrock Principles," organized into seven "Do's" and "Don'ts" to guide your actions.

DO	DON'T
Place loyalty to the Constitution, the laws, and ethical principles above private gain.	Use public office for private gain.
Act impartially to all groups, persons, and organizations.	Use non-public information to benefit yourself or anyone else.
Give an honest effort in the performance of your duties.	Solicit or accept gifts from persons or parties that do business with or seek official action from DoD (unless permitted by an exception).
Protect and conserve Federal property.	Make unauthorized commitments or promises that bind the Government.
Disclose waste, fraud, abuse, and corruption to appropriate authorities.	Use Federal property for other than authorized activities

Fulfill in good faith your obligations as a citizen and pay your Federal, State, and local taxes.

Take jobs or hold financial interests that conflict with your Government responsibilities.

Comply with all laws providing equal opportunity to all persons, regardless of their race, color, religion, sex, national origin, age, or disability.

Take actions that give the appearance that they are illegal or unethical.

If you have questions concerning the Ethical Standards of Conduct, please talk to your supervisor or contact NEXCOM's Office of Counsel (OC) and ask to speak to an Ethics Counselor. Also, the Code OC HUB page has a section dealing with Ethics, which is an excellent source and a good place to start if you have a question.

LOYALTY TO THE UNITED STATES

In addition to the Standards of Ethical Conduct, a specific law (5 U.S.C. 7311) requires all NEXCOM NAF employees to remain loyal to the United States. Under this law, no one may hold a NAF position if they:

- A. Advocate the overthrow of the U.S. Government;
- B. Knowingly belong to an organization that advocates the overthrow of the U.S. Government; or
- C. Participate in a strike, or assert the right to strike, against the U.S. Government, including any non-appropriated fund instrumentality (NAFI) of the U.S. Government, or the government of the District of Columbia.

POLITICAL ACTIVITY

Laws and regulations limit the political activities of military personnel and civilian employees of the federal government. For NAF employees, the Department of Defense follows the basic principles of the Hatch Act, which governs the political activities of federal executive branch employees.

This law establishes different rules depending on whether you are classified as "less restricted" or "further restricted" employee. NEXCOM civilian associates are considered "less restricted," allowing broader participation in political activities outside of the workplace. The next page provides a summary of permitted and prohibited political activities.

Note: There is a general prohibition against any political activity while on duty or in the workplace.

NEXCOM ASSOCIATES ARE PERMITTED TO:


- Be candidates for public office in nonpartisan elections
- Register and vote as they choose
- Assist in voter registration drives
- Express opinions about candidates and issues
- Contribute money to political organizations
- Attend political fundraising functions
- Attend and be active at political rallies and meetings
- Join and be an active member of a political party or club
- Sign nominating petitions
- Campaign for or against referendum questions, Constitutional amendments, or municipal ordinances
- Campaign for or against candidates in partisan elections
- Make campaign speeches for candidates in partisan elections
- Distribute campaign literature in partisan elections
- Hold office in political clubs or parties

NEXCOM ASSOCIATES ARE NOT PERMITTED TO:


- Use official authority or influence to interfere with an election
- Solicit or discourage political activity of anyone with business before their agency
- Be candidates for public office in partisan elections
- Solicit or accept political donations (except for certain limited situations involving labor unions)
- Wear partisan political buttons on duty
- Engage in political activity while
 - On duty
 - In a government office
 - Wearing an official uniform
 - Using a government vehicle

OTHER PROFESSIONAL STANDARDS

At NEXCOM, we are committed to fostering a respectful, productive, and safe work environment for all associates. By following these guidelines, you help us maintain our high standards of excellence. Adherence to the standards is essential, and failure to do so may result in disciplinary action, which could range from verbal or written warnings to more serious consequences, including dismissal. To ensure success and uphold our values, please conduct yourself using the guidelines as follows:

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1. Comply with all federal, state and local laws, ordinances, and regulations to maintain integrity and ensure legal compliance in all actions.
 2. Maintain high moral and legal standards. Conduct yourself with integrity and avoid any immoral, illegal, or indecent behavior. Always uphold ethical behavior and do not aid or solicit others in any improper actions.
 3. Ensure the accuracy of all documents and records and provide truthful information when requested to maintain trust and transparency.
 4. Protect confidential information and avoid sharing it with unauthorized individuals, ensuring only authorized spokespersons represent NEXCOM.
 5. Protect sensitive information. Safeguard any sensitive information related to the NEXCOM Enterprise or its associates, and ensure it is not disclosed to unauthorized individuals.
 6. Follow work schedules and procedures. Ensure you adhere to posted work schedules and avoid making any unauthorized changes. Contribute to a smooth workflow by respecting scheduled hours and responsibilities.
 7. Stay within your assigned work areas and complete job duties during scheduled hours. Leave the premises promptly when your shift ends unless authorized to remain.
 8. Stay alert and engaged throughout your work shift to ensure high levels of productivity and workplace safety. Sleeping on the job can be a serious safety hazard and is considered theft of time, as it prevents you from fulfilling your responsibilities and disrupts the workflow.
 9. Abide by time clock and sign-in procedures. Always follow timekeeping rules, sign in and out as required, and ensure you have supervisory approval for any overtime work. Do not allow or ask others to punch/ swipe time for you, nor should you do so for another associate.
 10. Cooperate with locker inventories or property inquiries to ensure proper handling and accountability of command property.
 11. Follow all fire, safety, and civil defense rules and report any unsafe conditions or injuries immediately to promote a safe work environment for all.
 12. Use government vehicles responsibly. Only use and/or approve use of a government vehicle (GOV) for official NEXCOM duties. Personal use, giving unauthorized individuals rides, or taking the vehicle home is not permitted unless specifically authorized.

13. Properly handle government and NAFI property. All associates, vendors, and contractors are expected to respect NEXCOM property and funds. Any misappropriation, removal of found items, or tampering with discarded or zeroed-out items is prohibited. Ensure that all food and drink items from NEX stores, food courts, Micro Markets, and other contracted food operations are properly purchased. Violations may lead to termination and potential criminal prosecution.
14. Keep the workplace free of gambling, fighting, violence, and disrespectful behavior. NEXCOM has a zero tolerance policy for violence and/or harassment in the workplace. This includes coercion, intimidation, threats, vulgar language, physically violent contact, name-calling, or any offensive conduct toward patrons, supervisors, or coworkers.
15. Accept and complete assignments cooperatively to support your team and contribute to a positive work environment.
16. Follow all instructions, remain at your post unless authorized to leave, and maintain a cooperative and respectful attitude. Disregarding instructions or failing to remain in your assigned area can disrupt workflow and teamwork, so it's important to communicate and cooperate with your supervisor.
17. Deliver exceptional PREMIER customer and guest service by being attentive, helpful, and committed to creating great experiences for our patrons.
18. Respect the property of others. Treat the belongings of patrons, guests, fellow associates, and vendors with care. Avoid abusing, misusing, vandalizing, or destroying property to maintain a respectful workplace environment.
19. Keep personal cellular devices and smartwatches on silent or vibrate and limit their use to breaks unless approved by a supervisor for business or emergencies.
20. Smoke only in designated areas to help maintain a clean and healthy workplace.
21. Maintain personal cleanliness. Ensure good personal hygiene at all times to promote a clean and professional work environment.
22. Bring only appropriate items to the workplace. Items such as alcohol, illegal drugs, chemicals, firearms, explosives, or other prohibited substances should not be brought to work. This includes refraining from sampling alcoholic beverages during package store and wine tasting events while on duty.

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23. Be mindful of conversations in public areas. Avoid discussing personal matters or unauthorized NEXCOM-related topics in public areas where patrons may overhear. This helps maintain a professional atmosphere and safeguards confidential information.
 24. Pay financial obligations promptly. Meet all financial commitments in a timely manner to avoid creating an administrative burden on NEXCOM.

SOCIAL MEDIA

NEXCOM associates, contractors, and vendors are subject to DoN and DoD policies while using social media technologies on and off duty to include, but not limited to, computers, computer files, mobile devices, and software as well as email, instant messaging, voice mail, Internet, Intranet, blogs, photo and video sharing, podcasts, social networking, mashups, and virtual worlds. NEXCOM associates should not post anything that reflects unfavorably on the Command or its associates while identifying themselves as a NEXCOM associate. Associates must comply with the ethics regulations previously stated. Prohibited activities include:

- Engaging in coercion, intimidation, threats or use of offensive terms targeting individual groups or sending threatening or racially and/or sexually harassing messages
- Revealing confidential information to unauthorized persons or acting as an unauthorized spokesperson for NEXCOM
- Discussing, publishing, or reporting unauthorized NEXCOM matters outside of official channels.
- Posting or disclosing any unclassified or sensitive information that has not been approved for public release. Disclosure is prohibited regardless of how the information is obtained. Examples include, but are not limited to, ship movement, personnel rosters, or pre-decisional information.
- Posting of photographs or video taken inside any NEXCOM facility, without explicit permission of the General Manager
- Posting of photographs or video of unsanctioned activities performed while wearing a NEXCOM uniform without the explicit permission of the General Manager

For any questions regarding social media, contact NEXCOM Public Affairs.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

NEXCOM is committed to providing equal opportunity for employment, promotion, and training. We practice this by ensuring that our personnel policies are free from discrimination based on race, color, religion, sex, age, national origin, disability, genetic information, or retaliation for having engaged in a protected EEO activity. Not only is providing equal opportunity the law, it makes good business sense. As a federal government employee, there are specific rules regarding the processing of EEO complaints. Please contact the EEO Office immediately for assistance.

ZERO TOLERANCE OF HARASSING CONDUCT, INCLUDING SEXUAL HARASSMENT

NEXCOM has zero tolerance for workplace harassment, including unwelcome conduct based on race, color, religion, sex (including pregnancy), national origin, age (40+), disability, or genetic information. While petty slights or isolated incidents (unless severe) may not be illegal, harassment becomes unlawful when it creates an intimidating, hostile, or offensive work environment or leads to adverse employment decisions (e.g., firing or demotion).

Harassment includes:

- Sexual harassment: Unwelcome advances, requests for sexual favors, or verbal/physical conduct of a sexual nature
- Non-sexual harassment: Offensive remarks or behavior related to someone's sex or other protected categories

Harassers can be supervisors, co-workers, clients, or patrons. If you experience harassment, immediately contact the EEO Office, Human Resources, or your chain of command.

REASONABLE ACCOMMODATION POLICY

NEXCOM provides reasonable accommodations to qualified individuals with disabilities to enable them to perform essential job duties, unless it causes undue hardship.

If you need an accommodation, contact the EEO Office, your supervisor, or Human Resources for assistance.



HEALTHY AND SAFE ENVIRONMENT

We are committed to creating a healthy and safe work environment and will do everything within our means to achieve this. However, it is important to note that accident prevention requires your cooperation. Having a thorough understanding of your job responsibilities is crucial for maintaining safety. Your supervisor will provide training to identify and eliminate potential hazards, and it is your responsibility to adhere to their guidelines. By taking proper care, following safety regulations, and utilizing necessary safety equipment, accidents can be avoided. If you come across any unsafe conditions, please report them to your supervisor. Remember, Safety Always Matters (SAM)! Let's all be SAM Ambassadors!

LANGUAGE POLICY

The use of English is encouraged unless the patron expresses the need for a different language. The use of languages other than English, when not communicating with a patron, is permissible. Speaking in English is required in situations where a valid business necessity and/or a safety/national security threat can be demonstrated.

POSSESSION OR CONSUMPTION OF ALCOHOLIC OR OTHER DRUG SUBSTANCES

NEXCOM is committed to the health, safety, and productivity of its associates. We acknowledge the right, obligation, and intent to maintain a safe, efficient, and drug-free working environment for all associates, as well as to protect property, equipment, and operations.

We have zero tolerance regarding the use, sale, or possession of illegal drugs or controlled substances. Marijuana and products derived from marijuana are considered controlled substances under federal law. Therefore, regardless of state law, they are not permitted. You are strictly forbidden to consume alcohol or other drug substances during work time or a paid break period. You may not return to work from an unpaid break period under the influence of alcoholic or other drug substances. There may be instances when alcohol is available at a Command sanctioned event; however, you may not consume those beverages if you are currently working a scheduled shift or will be returning to work.

SHOPPING POLICIES

Associates are allowed to shop when they are off-duty or during established lunch periods. Shopping is not permitted during short breaks, except to purchase snacks or beverages for immediate consumption on the premises. Off-duty is defined as before or after your scheduled work hours at the NEX or on scheduled days off.

Associates are prohibited from:

- Purchasing of items that are restricted by Armed Services Exchange Regulation (ASER) regulations (e.g. uniforms) unless authorized based on prior military service
- Setting aside, “holding,” or “stashing” merchandise for themselves or patrons, or asking another associate to do so
- Making purchases that result in a not-in-stock condition for our military patrons
- Purchasing merchandise for unauthorized patrons or reselling purchased items

Associates may participate in NEXCOM loyalty and discount programs available to patrons, based on eligibility. However, they must not take advantage of any programs that would not be permissible for all patrons or associates, or that appear illegal or unethical.

These rules help ensure that our military patrons—who ultimately pay our salaries—have fair access to merchandise and avoid not-in-stock situations. Misuse or abuse of shopping privileges may result in disciplinary action, including revocation of privileges and possible termination.



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