



NGIS / Navy Lodge Consolidation under NEXCOM

Human Resources FAQs

13 May 21



#	Question	Answer
	Background	
1	Why is NGIS being transferred from CNIC to NEXCOM?	On 4 January 2021, Mr. Gregory J. Slavonic, Performing the Duties of the Under Secretary of the Navy (UNSECNAV) issued a memorandum that directed the consolidation of the Navy's two lodging programs (Navy Gateway Inns & Suites and Navy Lodge) under the operational control of NAVSUP and NEXCOM. This plan will result in a two phased approach, with an Initial Operational Capability (IOC) on 1 October 2021, and then Full Operational Capability (FOC) by 30 September 2022.
2	What is the timetable for Employee transition?	The IOC will occur on 1 October 2021 as directed, at which time NEXCOM will assume command and control of NGIS. NEXCOM is targeting to assume responsibility for all personnel functions on 1 February 2022 which is the beginning of NEXCOM's fiscal year.
3	Is there a difference in the way the two businesses are run?	<p>At its core, the Navy Lodge program was set up to support the long term PCS traveler while the NGIS program supports the short term TDY traveler.</p> <p>Obviously, there are many administrative differences that need to be reconciled. One of the most significant differences is that the Navy Lodge program is administered as one program centrally run through the NEXCOM HQ operation. NGIS is operationally decentralized and run through the various Regions. After consolidation, NGIS, like Navy Lodge, will be centrally managed.</p> <p>Differences will need to be reviewed to determine the "best practices".</p> <p>Both organizations are defined as a "Non-Appropriated Funded Instrumentality" or NAFI for short. NAF organizations, must generate their own funding through retail, lodging, daycare facilities, bowling centers, and other activities that use NAF employees. NGIS and Navy Lodge are each independent NAFI organizations. As a comparison, civil service positions are not self-funding and must be paid for by money appropriated by Congress.</p> <p>CNIC and NEXCOM are both considered "agencies" that act as an administrator for the various businesses and NAFI organizations underneath them. They both provide administrative support such as accounting, IT support and human resources for the organizations that they support.</p>

		In the end, both businesses are far more alike than different. Both provide hospitality functions to traveling Navy personnel and work to provide quality customer service. Our Navy customers aren't particularly concerned about who is administratively overseeing the facility. They care about a good night's sleep, a friendly smile and a reasonable rate.
Employment Status		
4	What is the commitment to NGIS and Navy Lodge staff regarding employment?	<p>Since the status of NGIS associates doesn't change upon the consolidation, all associates in guest facing positions continue to do the same upon the change. There are no immediate or imminent changes in headcount when the consolidation occurs. Once the consolidation occurs, NGIS will work together with the Navy Lodge team and NEXCOM to examine where duplication of duties exists, where gaps exist and how best to resolve. Organizational change can create new opportunities just as much as remove them.</p> <p>As a note, personnel needs may change over time for all businesses. NGIS manpower needs may go up and may go down based on guest demand. Future headcount changes are something that is always possible, but nothing is planned simply due to the consolidation.</p>
5	Are NGIS associates entitled to severance?	No. Since NGIS associates are still NGIS associates, there is no severance available simply because there is a change in servicing agency.
6	If an employee declines being part of NGIS when NGIS moves to NEXCOM, is the employee eligible for unemployment benefits?	Since NGIS associates are still NGIS associates, there is no unemployment compensation available simply because there is a change in servicing agency. Unemployment compensation will typically only occur if there is a change in a person's job that requires reduced hours or location. Unemployment varies from state to state and associates will have to consult their local state guidelines.
7	Will NGIS and NEX Full Time employees who work Flex jobs at the other organization have to quit their second job?	This could be the case. Currently, there are different Employer ID numbers for the two businesses. Per Statute 5 U.S.C. 5533, civilian employees may be employed by more than one agency as long as the jobs total no more than 40 hours in one calendar week, or with an authorized exception. We will have to determine how best to manage timekeeping issues and are currently working our way through this. Dual compensation rules are to be followed with all government positions. Dual compensation does not apply to government employees who also work a second position in the private sector.
Relocation		
8	Upon NGIS move to NEXCOM, will staff members be requested to relocate to a new geographical area?	NEXCOM anticipates minimal relocation for NGIS associates. If there are critical positions that would benefit from having an NGIS associate relocate to a different location, we will have personal discussions with those associates. These will be few and far between. Expenses based upon an agreed upon relocation would be covered under NEXCOM's relocation and PCS policy.
9	Navy Lodge managers sign a mobility agreement for	No. There will be no requirement to sign a mobility agreement for existing NGIS leaders. NEXCOM realizes that many of our leaders have family commitments that limit the ability to relocate. Relocation needs to be

	possible relocation. Will NGIS managers be required to sign a mobility agreement?	voluntary and done in partnership with the manager and NGIS. On the other hand, managers need to realize that the ability to relocate may significantly expand career opportunities. As a global employer, NGIS must retain a pipeline of talent to fill future positions. As the NGIS organization becomes less “Regional” and more “Centralized”, talent and opportunities may be shared on a broader level to meet future needs. NEXCOM may opt to implement some sort of mobility policy for future new hires.
10	If the employee accepts a position in the new geographical area when will the employee be required to report onboard before or after FOC?	For the few people who may be requested to relocate, we will work through timetables that are amenable to all parties concerned. Any such moves would likely occur in 2022.
Compensation		
11	Will current rates of pay remain after the transfer of NGIS?	<p>Yes. Current rates of pay will remain after the transition.</p> <p>NEXCOM has a structured compensation program which is centrally managed. All “exempt” associates will have their positions slotted into a formal grade structure that lies within the pay bands of NF-3, NF-4 and NF-5. For example, the NF-4 pay band has four different grades within it – 4A, 4B, 4C and 4D – each with different minimum, midpoint and maximum salaries. Exempt associates receive merit increases based on their performance and where they fall in their grade. Our performance review year aligns with our fiscal year - 1 February through 31 January. Reviews typically occur during March/April with increases provided afterward.</p> <p>During 2022, we will be reviewing all position descriptions and titles, and assigning an appropriate grade based on comparative analysis.</p> <p>Hourly NF personnel are also eligible for pay increases based on their performance and are on their own annual calendar. Craft and Trade associates follow the schedules distributed by DoD.</p>
12	Are management personnel eligible for any bonus?	<p>Yes. NEXCOM has a “pay for performance” philosophy and all exempt personnel have the potential to earn up to 10% of their salary as a financial incentive. At the beginning of each fiscal year, goals are established for all business units and bonuses are paid based on achievement.</p> <p>NEXCOM does not provide any annual automatic pay increase to exempt associates unless legally required. NEXCOM believes in merit based salary increases.</p>
Payroll / Leave		
13	Are NEXCOM paydays the same as currently processed by CNIC?	All NEXCOM associates are on the same bi-weekly schedule. Most CNIC associates are currently paid on a bi-weekly schedule as well, but on the opposite weeks. We will determine a transition plan as we get closer to the FOC date, which will most likely require a one-time, one-week payroll to align schedules.

14	Who administers NEXCOM's payroll?	NEXCOM has had a long relationship with ADP, the same payroll provider as CNIC. NEXCOM requires direct deposit for all paychecks.
15	What are the observed holidays for NEXCOM?	All government employees observe the same 10 federal holidays. There is no change for NGIS associates.
16	Will annual and sick and leave balances rollover?	Yes. The plan is for all current leave balances to be carried over to NEXCOM's systems.
17	How will the rate of annual leave hours be determined?	All government employees observe the same policy for determining annual leave. There is no change for NGIS associates. All associates have a maximum carryover of 240 hours of annual leave (360 for OCONUS associates).
18	What happens to the higher annual leave carryover cap that was granted for 2021?	As part of the National Defense Authorization Act passed at the end of calendar year 2020, the Department of Defense approved a temporary increase in the annual leave carryover cap by 25%. The change meant that associates who had a cap of 240 hours were able to carryover up to 300 hours into 2021. This is a one-time benefit due to the limitations and workload challenges from COVID in 2020. Associate caps will return to the normal limit at the end of 2021.
19	How will the rate of sick and annual leave hours be determined?	All government employees observe the same policy for determining sick and annual leave. There is no change for NGIS associates.
Benefits		
20	How will the Health Insurance Benefit Program be impacted?	<p>Over 20 years ago, all NAFI employers banded together to offer an identical medical and dental plan to all their associates which is now known as the "Uniform Health Plan". This allows us to reduce administrative fees, share our insurance risks and make it easier to move associates between NAFI organizations. NEXCOM and CNIC offer identical medical and dental insurance which is administered through Aetna. Our plan is to simply move each associate's insurance election and their listed dependents on to our payroll and HRIS platform and continue coverage uninterrupted. It should be relatively invisible to participating NGIS associates.</p> <p>All CNIC HMOs are also offered by NEXCOM. We are reviewing the contract language with the HMOs to see if any changes need to be made. As a note, NEXCOM does offer more HMO choices than CNIC and NGIS associates will have these additional options at future open enrollments.</p> <p>For those with Flexible Spending, Health Savings, and Health Reimbursement Accounts, both CNIC and NEXCOM use Payflex to administer these programs. Our plan is to simply move account balances over to NEXCOM and continue to have Payflex administer the accounts.</p>
21	How will the Life Insurance Program be impacted?	Both NEXCOM and CNIC offer life insurance programs through Metropolitan Life (MetLife) under the same contract, but there are some differences in coverage amounts. These differences are being researched with our Contracting department with potential changes to the NEXCOM contract.
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22	How will Short Term Disability be impacted?	Both NEXCOM and CNIC are self-insured for Short Term Disability. There will be no change in coverage.
23	How will Long Term Disability be impacted?	Both NEXCOM and CNIC are insured through Metropolitan Life (MetLife) for their Long Term Disability. All NGIS associates will be moved under NEXCOM's contract and policies for coverage. All NGIS associates currently out on LTD will have their coverage continued through their existing policy until they return to work.
Pension/401(k)		
24	Will current NGIS employees remain in their existing retirement plan?	Details are still being worked out on how pension participation will work.
25	Are there differences in the CNIC and the NEXCOM pension plan?	<p>The CNIC and NEXCOM pension plans are almost identical. Eligibility, payout and contributions are all the same. There are some small "behind the scenes" administrative differences that have little impact on associates.</p> <p>One small difference is that NEXCOM believes in automatic enrollment into the pension plan. We don't want any associate to miss out on this terrific benefit if they are eligible. If associates do not want to participate, they must request in writing to be exempted.</p>
26	Will an employee's vested retirement status rollover to NEXCOM or start all over?	NGIS associates will not have to "start all over" on their pension. The date that an associate originally enrolled into the CNIC pension will be carried over into the NEXCOM HR system. At the time of retirement, all pension calculations will be based on this original date of signup. Date of employment and date of pension participation will remain the same for all NGIS associates.
27	How will the 401(k) program work?	<p>NEXCOM uses Prudential as our 401(k) administrator. CNIC uses Wells Fargo. When NEXCOM begins servicing NGIS, you will have an account opened in your name and begin making contributions into NEXCOM's plan.</p> <p>Both of our plans match a percentage of your salary. NEXCOM will match associate contributions at 50% on the dollar up to the first 6% of wages. CNIC matches at 100% on the dollar up to the first 3% of wages.</p> <p>There is also a difference in the vesting schedule, which is the time it takes to fully "own" the company contribution. In NEXCOM's plan, it takes 3 years to fully vest - 25% after one year, 50% after two years and 100% after three years. In CNIC's plan, it takes one year to be fully vested. NEXCOM will honor the one year vesting schedule of all associates who are currently employed with NGIS at the time of transition. After that date, all new hires will be on the NEXCOM vesting schedule.</p> <p>So what happens to the money in the CNIC plan once the transition occurs?</p> <p>Associates will have several options to consider...</p> <p>The money associates personally invest into a 401(k) is always theirs, so each person has the responsibility to</p>
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		<p>invest it wisely.</p> <ol style="list-style-type: none"> 1. They can leave the money in their Wells Fargo account if the balance is over \$1,000. They will then have two 401(k) accounts over time – one with CNIC and one with NEXCOM. They can also choose to move the CNIC 401(k) balance to NEXCOM’s 401(k) plan to consolidate their accounts. Or, they can move it into an IRA. 2. If the balance is under \$1,000, CNIC’s plan will close their account and ask each associate where they would like the money to be invested – in another 401(k) plan, an IRA or distributed to them directly minus a 10% tax for early withdrawal. <p>We will help each associate if they choose to move their money to NEXCOM’s plan through a mass enrollment. Stay tuned for more information.</p> <p>As a note, there are some advantages to consolidating associate’s money into NEXCOM’s 401(k) plan:</p> <ol style="list-style-type: none"> 1. Our plan fees are the lowest among all of the NAFs. This means more of each person’s money stays in their account and will grow over time. 2. If associates have two 401(k) accounts, they will be paying two administrative fees to service their accounts. Combining accounts means only one administrative fee and one statement to review. 3. The NEXCOM plan offers a loan feature in the event that associates need access to their money prior to retirement. <p>There are some other small differences in the plans which will be addressed as we get closer to the transition.</p>
28	<p>If an employee declines being part of NGIS when NGIS moves to NEXCOM, will this satisfy CNIC Retirement Plan section 5.2.3, Involuntary Early Retirement, and allow for unreduced early retirement benefits?</p>	<p>No. There is no change in employment and no transfer occurring. No unreduced early retirement benefits will be offered.</p>
<p>Policies</p>		
29	<p>What is the NEXCOM telework policy for NGIS</p>	<p>NEXCOM believes in the use of telework when necessary or applicable. In general, the vast majority of NGIS and Navy Lodge associates cannot telework due to the need to be on-site to take care of our guests.</p>

	employees?	<p>For associates who are office based, the COVID pandemic has taught us all how to work from home. However, NEXCOM believes that we are fundamentally an “office based” organization for all support staff. Working physically together in an office allows for enhanced creative and supportive team building.</p> <p>We do believe that teleworking from home 1-2 days per pay period is a good thing and we will continue to do so. It provides an opportunity to focus on project work and keeps all of our skills sharp on working from home in the event of an emergency.</p>
30	How will disciplinary actions be handled in IOC?	CNIC HR will continue to be the servicing agent until associates are moved under NEXCOM. Once that occurs, NEXCOM’s HR and Labor and Employee Relations teams will assist in the handling of all actions.
31	NGIS employees at GTMO are on 96 hour schedules. Will this continue or will we be decreased down to 80 hours?	There will be no immediate change in NGIS scheduling practices once the consolidation occurs. When we move from a decentralized NGIS team to a more consistent centralized organization, the different Regional policies will have to be reviewed for best practices and most cost efficient models. Once agreements are reached, there may or may not be changes. We are always looking for more efficient ways of using our talented workforce.
Training		
32	How will the CNIC training and certification program be handled under NEXCOM? Will it remain and be adapted to NEXCOM, change or be canceled?	<p>There are no plans to cancel it at IOC.</p> <p>The consolidation does present a great opportunity to step back and reevaluate its effectiveness. As a team, we will need to evaluate whether the certification program should be adjusted in any way to support both the Navy Lodge and NGIS programs. This is one of those decisions that will be made once we begin to review all of the administrative differences.</p>
33	Does NEXCOM have their own system or are they using the SAP system (CNIC University)?	NEXCOM is in the process of establishing its own Learning Management System using the same SAP platform that CNIC uses. It is slated to go live in early 2022. Once the system is up and running, we will examine where we should obtain content currently being used by NGIS and where it makes sense to align with content being used by NEXCOM. Once the system is up and running, NGIS associates will only have access to NEXCOM’s system.
34	Will there be training on the different systems that NEXCOM uses?	Yes. We are “capturing” all required functional and technical training that will be required as part of the consolidation. We will determine best methods for educating the NGIS team, including support staff and schedule necessary training as needed.
35	Does NEXCOM use TWMS compatible training that is available?	<p>NEXCOM NAFI associates do not have access to TWMS and thus do not use the system. All NEXCOM associates use a non-military email address ending in @nexweb.org. TWMS requires a .mil address.</p> <p>This decision to use a commercial email address was set up to allow us to avoid many of the restrictions inherent in the NMCI system and operate more competitively in the hospitality and retail world. However, it also means that we cannot access certain systems within the military including TWMS. Current NGIS with a</p>
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		.mil address will transition to a @nexweb.org address.
	Unions	
36	What is the impact of the transfer on our union contracts?	We are working our way through this issue. On some bases, we may have the same union, but with separate contracts. On some bases, we have completely different unions. Our Labor and Employee Relations teams in both NEXCOM and CNIC are reviewing all agreements on a contract by contract basis.
37	At Guantanamo Bay, the local NEX terminated all Filipino employees last year with the statement that the directive came from headquarters. Should we be concerned about the command sponsored Filipinos employee on our staff?	<p>There are a number of regulatory and legal issues that differ in our OCONUS locations including unique MOAs, MOUs and Regional policies. Each of these will need to be looked at individually. In most cases, if the agreement is with NGIS as the named NAFI, there will be no immediate change in the agreement. However, we will need to partner with our Contracting and Legal teams to determine how best to proceed.</p> <p>The Guantanamo Bay Filipino issue is an example of this. The CO at Guantanamo Bay specifically stated that no Filipino employees were to be renewed for employment since there is no SOFA with the Philippines for hiring of their associates. American citizens were not to be impacted. NEXCOM chose to follow the request as stated and slowly reduced the Filipino workforce as renewals came up. We will need to determine the best way forward for the NGIS Filipino associates.</p>



NGIS / Navy Lodge Consolidation under NEXCOM

Human Resources FAQs -

Addendum #116 July 21



#	Question	Answer
	What are the acronyms IOC and FOC?	IOC = Initial Operational Capability (IOC). This is expected on 1 October 2021. FOC = Full Operational Capability (FOC). This is planned for 30 January 2022.
	Employment & Staffing	
	Do NEXCOM associates receive regular DoD CAC cards?	Yes.
	Who will onboard new employees?	NEXCOM will onboard and provide Welcome Aboard orientation for NGIS associates. This will reflect policies and procedures relevant to the NGIS program as part of NEXCOM including NEXCOM benefits and other necessary information following FOC.
	Who will be supporting employee training? What training requirements will apply for the period of dual processing – CNIC NAF HR or NEXCOM?	<p>Regarding Mandatory or NAF Workforce Compliance Training, it is our assumption that NGIS associates will have completed all training requirements for 2021 calendar year with CNIC’s support. At FOC, NGIS associates will begin following NEXCOM’s NAF Workforce Compliance training and NEXCOM will coordinate and facilitate completion.</p> <p>Regarding positional certification training requirements, currently coordinated by NGIS (e.g. BBP, etc.), that training will continue through FOC until both NGIS leadership and NEXCOM have had an opportunity to assess all training and development for best practices.</p>
	How will employees get access to and learn about the NEXCOM training platform and requirements?	NEXCOM is developing targeted learning plans for NGIS associates to provide necessary information (training, benefits, processes, policies, procurement, etc.) and information shared through various modalities as we approach FOC. NEXCOM is also in the process of establishing its own Learning Management System using the same SAP platform that CNIC uses. The plan is to go live in 2022. Once the system is up and running, training and information will be provided to all NEXCOM’s associates across all business lines, including NGIS, on how to access and leverage.

	Does NEXCOM apply veteran and spousal preferences?	NEXCOM provides employment preferences for spouses and veterans applying for all positions in craft & trade, as well as pay bands NF3 and below. Vacant positions are filled competitively and with the consideration of external candidates.
	Will CNIC NAF HR continue to recruit for NGIS positions? We assume local national hiring will continue as-is.	CNIC/FFR NAF HR will continue to recruit for NGIS positions up to FOC. NEXCOM Field and HQ Talent Acquisition team will oversee recruitment of NGIS hires at FOC. Local National hiring processes will continue under the support and guidance currently utilized at NEXCOM's OCONUS locations.
	When we turn over personnel processing to NEXCOM, should we also alert them about impending NTE dates and deadlines?	All pertinent data related to employment statuses and deadlines are to be communicated during turnover. Ideally at IOC, NEXCOM will have this information and will process accordingly at FOC.
	Who will conduct background investigations?	At FOC, NEXCOM will conduct initial background checks through HireRight upon initial hire and will follow up with the appropriate ANACI/NACI eQIP background investigations required for government employment.
	When NGIS HR transfers personnel processing, what will be the time frame and how will it be accomplished?	At FOC, planned for 30 January 2022, NGIS associates will be brought into NEXCOM HR systems. NEXCOM HR, Finance, and Information Systems teams, in partnership with the CNIC FFR teams, are working out the details.
	Does NEXCOM actively recruit candidates and will there be an expectation for NGIS to start?	NEXCOM HR and Managers recruit continuously. The HR Field Representatives recruit for all positions exempt and non-exempt with a primary focus on non-exempt personnel. NEXCOM HQ Talent Acquisition department recruits for all positions with a primary focus on exempt NF4 and above positions. The NEXCOM teams will begin recruiting for NGIS at FOC.
	CNIC / NAF HR are continuing to recruit for open vacancies. Will there eventually be a freeze on hiring or on creating new positions?	There are no current plans for a hiring freeze. The Navy Lodge and NGIS lodging leadership will continue to assess the needs of both programs to optimize operations where mutually beneficial and practical. Ongoing reviews will occur in this context, in order to support operational requirements so we do not over or under staff.
	Who will provide classification for NGIS positions? Will there be a	The NEXCOM HR team will classify all NGIS positions following FOC. At that time, the requirement for new positions will be addressed with the Leadership Team, which includes NGIS Director, Ms. Tammy Davis, in collaboration with NEXCOM HR.

	limit on creating new positions and when?	
	Will CNIC NAF HR continue to keep employees' OPFs? For how long?	All associate personnel records will be transferred and maintained by the servicing NEXCOM District HRO or NEXCOM Headquarters at FOC.
	Labor/Employee Relations	
	Who will provide employee relations support for the transitioning employees?	NEXCOM District Human Resources Offices will provide day-to-day support for employee relations (ER) cases.
	Regarding L/ER, does NEXCOM have the same or a similar Table of Penalties, levels of progressive discipline similarly and who is the delegated authority for NGIS disciplinary actions?	NEXCOM has a Table of Penalties and disciplinary process that is similar to the CNIC policy. Under NEXCOM's policy, the official responsible for effecting discipline are as follows: <ul style="list-style-type: none"> a. Immediate Supervisor: up to and including letters of reprimand; b. Managers, one level below the Navy Exchange/Lodging Program General Manager: suspensions without pay for 30 calendar days or less, failure to qualify during probationary period, termination of flexible associates; c. Navy Exchange General Manager (Department Head): demotions, suspensions without pay for 31 calendar days or more, termination for cause, emergency suspension pending disciplinary actions. (Note: The Navy Lodge/Lodging Program General Manager would work in consultation with the HR and the NEX GM.)
	Are grievance rights the same or similar? Who is the authority for the first level and who is the deciding official?	Like CNIC, NEXCOM has an Administrative Grievance Process. The processes are similar but there are differences. NEXCOM has a two-step process. The first step is the lowest level supervisor/manager that can grant relief. The second, and final step, is the next higher level of management.
	What is the probationary period for NEXCOM?	NEXCOM has a one-year probationary period. However, this may be different in locations covered under a union contract.
	Whose L/ER and legal will support disciplinary actions and appeals?	The District Human Resources Offices, NEXCOM Labor and Employee Relations and NEXCOM Office of Counsel will support disciplinary actions and appeals at FOC. CNIC HRO will continue to support NGIS between IOC and FOC as they do today.
	Which EEO will serve the new employees? How will we know who to reach out to about complaints and	At FOC, NEXCOM's EEO department will provide this service. All locations are required to have EEO contact information posted, as well as the Associate Concern Line for employee relations. CNIC HRO and EEO process will continue to support NGIS between IOC and FOC as they do today.

	resolution? Who will have settlement authority?	
Compensation		
	Whose award rules will be followed?	NGIS award rules will continue during IOC. At FOC, NEXCOM will align the award programs to eliminate duplication and competing programs. Thereafter, NEXCOM award rules will be followed.
	Who will make the decisions on initial pay setting and pay increases?	During IOC, NGIS associates will maintain their rates of pay other current pay entitlements. Following FOC, NEXCOM's Compensation and Classification division will review pay setting and pay rates of NGIS and determine alignment with NEXCOM's pay practices.
Benefits		
	Will current NAF employees retain their current benefits for the entire time that CNIC NAF HR is processing for them?	<p>Yes, all NAFI employers offer the same medical and dental plans to their associates, known as the "Uniform Health Plan". NEXCOM and CNIC offer identical medical and dental insurances through the NAF Health Plan administered through Aetna. NGIS employees will be required to re-enroll in all NEXCOM benefit plans in late December or early January 2022 which will be effective at FOC. All CNIC HMOs are offered by NEXCOM with the exception of Anthem and Heathnet. We are reviewing the contract language with the HMOs to see if any changes are needed to add Anthem and Healthnet as options under the NEXCOM benefit plan. NEXCOM does offer other HMO choices and NGIS associates will have these additional options at future open enrollments.</p> <p>For those with Flexible Spending, Health Savings, and Health Reimbursement Accounts, both CNIC and NEXCOM use Payflex to administer these programs. As stated above, NGIS employees will be required to re-enroll in all NEXCOM benefit plans in late December or early January 2022, however the NEXCOM benefits will not take effect until FOC.</p> <p>Details are still being worked out on how pension participation will work.</p>
	Will CNIC HR provide training on NEXCOM benefits? Forms? Who will do the processing benefits if they change after IOC?	NEXCOM will provide training on benefits as needed. Additionally, NEXCOM will process benefits for associates once moved over at FOC. NOTE: NEXCOM benefits will not be in effect until FOC.
	How and when will we be providing education to employees on their new benefits, portability?	Between IOC and FOC NEXCOM will provide education on the complete benefits package to all NGIS associates.

	How and when will we transition workers comp case management? What about the workers comp costs, if different?	CNIC will manage existing claims to their conclusion. NEXCOM will take on all new NGIS claims that occur as of FOC.
Pension/401(k)		
	Any impact for employees currently under FERS retirement w/ TSP?	As these associates have already made their elections to participate in the FERS plan, they will be able to continue to do so. Their payroll contributions are forwarded to FERS as under the current NGIS process.
Hawaii		
	Navy Region Hawaii NAF employees working for NGIS who receive COLA on top of locality pay. The practice ended in 2010 but all NAF employees hired prior to 2010 were grandfathered. COLA is set at 10.28% of regular salary with locality. Will those NGIS employees currently receiving COLA continue to receive it once they transfer over to NEXCOM?	Only exempt NEXCOM associates in Hawaii receive the COLA. Grandfathered NGIS associates will retain their COLA at FOC and adjusted accordingly in compliance with the OPM Policy on COLA rates in non-foreign areas.
OCONUS		
	Who will approve requests for local national hires?	Overseas hires (local, foreign and third country nationals) will follow similar procedures already in place with NEXCOM at these respective locations. In most cases, the District HR team works in partnership with the regional HRO on staffing and employment matters for FNs in accordance with SOFAs.
	Is there a plan to provide FAQ translations for OCONUS local national languages?	Local HR teams are determining the best opportunity to provide this information.
	Will NGIS employees continue to be processed	Yes.

	through SAP and JAS (for Japanese local national employees) by CNIC NAF HR after IOC until 31 Jan 2022?	
	Will US local hires OCONUS continue to receive Post Allowance?	NEXCOM does not pay post allowance to locally-hired US staff except in cases where the associate has been grandfathered under a previous program. This would apply to current US NGIS associates at FOC but not future hires.
	In some overseas locations, NGIS staff support Unaccompanied Housing. Will this continue?	We are reviewing this program to determine how and where support is continued. CNIC leadership's objective is to discontinue these relationships as soon as practical.
	In some OCONUS locations, NGIS local nationals are on different pay systems. Will this continue?	Local Nationals will remain on the pay scales they are currently under; however, future hires will be under NEXCOM NAF pay tables at FOC.
	Are Local Nationals to be 'rehired' by NEXCOM from NGIS?	No, the business line of NGIS is moving to NEXCOM. The U.S. Forces are considered "a single employer" with the same conditions of employment or labor agreements for all LNs. All LNs will transition to NEXCOM "as is – where is".



NGIS / Navy Lodge Consolidation under NEXCOM

Operations FAQs

13 SEPT 2021



#	Question/Comment	Response
CODE B - Facilities		
1	Will NGIS have the ability to continue working with SW Region Fleet and Family Readiness N944 (equivalent to NEXCOM Code B - Facilities) for construction contract execution at \$1M or less? The N944 Program Manager has contract warrant authority up to \$1M.	CNIC N94 and NEXCOM have partnered together to continue to provide construction contracting support for NGIS requirements going forward. NEXCOM is making adjustments to its Facilities organization to adjust to increases in requirements load. NEXCOM will be working with CNIC N944 for contract execution as we partner and develop contracting capacity moving forward.
2	Will in-progress projects be allowed to continue post FOC? In-progress projects are defined as finalizing SOW's and IGE's, contracts in development not yet awarded, etc.	NEXCOM and CNIC N944 are working together to identify the appropriate transition windows for each contract currently underway. The transition will be at the individual contract level and not driven by a specific calendar date. Decisions will be made between CNIC and NEXCOM on which contracts will continue through to completion under CNIC N94 and which ones (and when) will transition to NEXCOM lead.
3	Will NGIS Staff have access to NAVFAC systems? 1. Circuits? 2. iNFADS?	NEXCOM Facilities is not directing any changes to NAVFAC system access as part of the consolidation. NGIS managers should have CIRCUITS access to manage utility bills/visibility. Navy Lodge currently uses and has access to Circuits and iNFADS has been tested for access.
4	What happens to our vehicles? (Ford Escape, Dodge Ram, F650)	Vehicles will remain with NGIS and the expenses will continue to be borne by the NGIS program. NGIS will continue to perform fleet manager's duties at the installation level and be required to carry out all management, accountability, etc. of assigned vehicles. All future vehicle requirements will be managed by NEXCOM Facilities.

5	How do we address space requirements for regional teams?	NGIS Regional office space requirements and changes are currently being addressed and implemented by the NGIS leadership team.
CODE F - Financial		
1	Will NGIS continue the NAVFAC advance funding requirement for UT, ST and FX services?	Yes, this does not change for NGIS. NEXCOM is also a NAF organization and subject to the same prepay requirements.
2	What is the NAVFAC billing/payment process for NEXCOM?	NEXCOM has developed a detailed process plan for all business lines. This will be provided to NGIS as part of the training plan that includes approved steps for funding documents, quarterly prepayments, reconciliation, and over/under payments. This will begin at FOC.
3	Will the budget process for NGIS transition to a hotel business plan model?	At FOC NGIS will use NEXCOM's chart of accounts, operating statements, and budget process currently in place. These correspond closely to the Hospitality Industry and will be consistent to what the Navy Lodge Program currently has in place.
CODE I – Information Technology		
1	When will I receive my new nexweb.org email address? Who will contact me? Has a timeline been identified for NGIS personnel to migrate to nexweb.org?	The plan is to migrate most associates to nexweb.org email accounts by EOM Jan 22. NGIS HQ / Regional Lodging Directors will have NEXCOM email accounts in Sep 21. Distribution of the account information is still being determined.
2	How will the NGIS staff current NMCI files transition to NEXWEB systems?	NEXCOM is working with NGIS and CNIC to determine the best method for transferring necessary files over to NEXCOM systems.
3	Navy Lodge operates with Epitome, will both properties be able to see each other?	Navy Lodge and NGIS Epitome applications run on separate servers, Navy Lodge in Virginia Beach, VA and NGIS in San Antonio, TX; therefore, the properties are not visible from within the respective instances.
4	IT ONENET equipment and NMCI connections in VIP Rooms and business centers, will they remain when we transfer over to Nex.org?	There will still be NMCI connectivity in existing VIP rooms and business centers after the transition to NEXCOM. Business center equipment will remain as is until it is updated with NEXCOM equipment.

5	When we transfer to the NEXWEB.org e-mail will IT be able to transfer our existing e-mail? Will sufficient time be given to notify all customers and existing e-mail? Will sufficient time be given to notify all customers and support of the change in address - i.e. allow the old e-mail to continue to forward our mail and shoot our message advising that the address has changed?	NEXCOM is still researching to determine if it will be possible to bring email over from NMCI. NMCI email will remain available for a period of time after the transition.
6	Files currently stored on backup and share drives. Will IT be able to transfer our files to the new storage location?	There is an ongoing discussion with CNIC on how to securely transfer data from NMCI into NEXCOM.
7	When will I receive my NEXWEB laptop or desktop?	Some HQ and Regional Lodging Directors will receive their laptops while onsite at NEXCOM in Sep 21. The schedule for the remaining equipment replacements will be determined after the review of the detailed data call has been completed.
8	How do I move my files from NMCI to my new workstation?	NMCI files will be copied to an external hard drive and then onto the new NEXCOM equipment at the time it is installed.
9	Can I move @navy.mil email folders?	Investigating options. More to follow.
10	What do I need to do with my CAC ID to access the new workstation?	Currently there is no action required for your CAC. As your CAC contains certificates for your identity and in many cases your email address, we are currently investigating option to make this as seamless as possible. We are striving to alleviate the need for NGIS associates to visit the pass ID office for this migration. Some of this will be tested during the September site visit to formalize a path forward.
11	Will the CAC pin be required to be reset at a pass ID office?	No, unless your CAC is currently locked.
12	What do I do with my NMCI assets?	NMCI assets will be turned in to NMCI after the NEXCOM equipment is installed
13	What should NGIS staff do to obtain peripherals such as monitor(s), printers, mouse, docking station, UPS, etc.?	It is NEXCOM's intention to replace all PCs with standard equipment used by NEXCOM. We will be working with the management team to ensure that all properties have the equipment they need. Post

		transition, procurement of peripheral equipment will follow standard NEXCOM practice.
14	I have a government provided cell phone for calling (no email access). This contract is either local or regionally owned. Should the contract be renewed to continue in 2022? Should there be an end date?	This is still being determined. Information will be provided shortly.
15	Can email be set to auto forward from NMCI to NEXWEB?	No. It is our understanding that NMCI does not permit this due to their security settings.
16	NMCI microphones were disabled for security purposes which makes speaking on video conferencing impossible. Will we be able to use the microphone on the NEXWEB workstation?	The use of microphones is allowed at NEXCOM; however, external devices such as microphones, webcams, and wireless keyboards / mice / speakers must be vetted unless they are found on our published standard minor equipment list.
CODE K – Contracts		
1	What is the average timeline for NEXCOM to execute a contract?	<p>Delivery Orders off Master Contracts: Approx. 10 to 30 working days. Items off contract can also be procured via the P-Card in accordance with NEXCOM Form SS48 instructions.</p> <p>Task Orders off Master Contracts: Approx. 30 to 90 working days COTs LPTA RFQ requirements:** Approx. 30 to 90 working days COTs LPTA RFP requirements:** Approx. 60 to 120 working days Best Value requirements: Approx. 180 to 270 working days RFP Sole Source: Approx. 60 - 90 working days</p> <p>**Commercial Off The Shelf (COTs) Low Price Technically Acceptable (LPTA) Request for Quote (RFQ) and Request For Proposal (RFP)</p>
2	What is the process to execute contracts? Understand the process and timeline may vary based upon the type of contract.	A Contracting Cycle for Best Value RFPs presentation will be given to all NGIS Managers and teams during IOC. Training on the solicitation/award process, J&A process, etc. will be provided.
3	Will the existing government purchase cards transition to NEXCOM?	Yes, however the PCARD holders will need to be issued new cards by JP Morgan. Contracting is working on this with JP Morgan and CNIC PCARD Coordinator.

4	How will the annual GPC training requirements be accomplished?	Through online training provided by NEXCOM.
5	Will the in place travel cards transition to NEXCOM?	NGIS traveler's current cards will not transfer. Each NGIS traveler will be asked to fill out a new application for a travel card.
6	Will there be dedicated contracting officers for each region?	The NGIS requirements will be managed by a team of NEXCOM Contract Specialists not separated by Region.
7	Will GM's continue to control purchasing at the installation level or is purchasing centralized. In regards to NGIS GTMO specifically, the operation is headed into a high profile/fast paced mission support. If purchasing is centralized will NEXCOM recognize that delay factor to GTMO due to shipping limitations and no outside community support and expedited procurements to ensure mission success?	GTMO's requirements will be supported by HQ Contracting. The NGIS in GTMO will have Pcard authority only. All other requirements shall be submitted via a requisition to HQ. Highly recommend planning ahead as there are specific procedures for contracting processes.
CODE L - Lodging		
1	Have NEXCOM marketing strategies been developed to include the NGIS model?	NEXCOM marketing strategies will definitely include the NGIS model and we look forward to showcasing some of that marketing style very soon! Any marketing, informational or in-room collateral that mentions CNIC will be replaced.
2	Will the NGIS transition to the NEXCOM model for standardization?	The NGIS brand, as well as the NL brand, are required to meet core DoD Lodging Standards. Differences between the brands are likely due to the mission and the traveler, PCS families vice official TDY travelers, and the amenities to accommodate their stay. The standardization of each brand focuses on the mission, the comfort and the services for our travelers.
3	Will the operation of the conference center be handled at installation level?	Conference centers currently managed by NGIS will continue to be operated under existing procedures.
4	Navy Lodge does not have a standardization process currently, will NEXCOM adopt our NGIS standardization and if not what does that look like for NGIS (how long will we continue with NGIS SOPs, Instagrams, Accreditation, Certifications, uniforms, etc.)	The Navy Lodge Program does have brand and design standards in place, however best practices will be reviewed to ensure both the NGIS and NL brands provide the best services to our internal teams and our external customers.

5	NGIS has been branded as a brand, will the NGIS brand remain?	Yes. The NGIS brand, as well as the NL brand, are required to meet core DoD Lodging Standards. Differences between the brands are likely due to the mission and the traveler, PCS families vice official TDY travelers, and the amenities to accommodate their stay. The standardization of each brand focuses on the mission, the comfort and the services for our travelers.
6	Navy Lodge operates on a CY and starts preparing their budgets in Oct, will our budget transition or will we be required to do another budget in Oct for the next CY.	NGIS will transition to the NEXCOM fiscal year (FY) which runs Feb to Jan. The NGIS budget for Feb 22 through Sep 22 will be downloaded to NEXCOM systems. The additional period Oct 22 to Jan 23 will need to be completed and added in early spring 2022. Future budgets will be developed annually in the fall on the NEXCOM FY basis.
7	Is Navy Lodge cashless?	No. The Navy Lodge Program accepts cash and check transactions.
8	Will NGIS also offer continental breakfast?	At this time, breakfast at NGIS is not a brand standard. Future plans may include expanding NEXCOM Micro Marts to provide convenient food and beverage options
9	What does marketing efforts look like at the installation level?	Exciting and new! We look forward to the NEXCOM ideas on marketing! The consolidation offers a great opportunity for cross-marketing between NGIS, NL and the NEX stores.
10	Will NL and NGIS be structured the same?	Staffing requirements are established based on size of operation and mission requirements for a hospitality hotel environment.
11	The strategy is to move away from being regionalized to centralized, what does this mean for Overseas?	NGIS will be centrally managed beginning 1 Oct 21. The installation NGIS staff will report up to the NGIS General Manager, appropriate division supervision included where appropriate. The NGIS GM will report to the Regional Lodging Director and the RLD will report to the NGIS Lodging Director. CONUS and OCONUS will align the same and this is identical to how the Navy Lode Program is structured.
12	How will the responsibilities of the FN Supervisors change?	FN Supervisors, as well as, all Supervisors, will continue to perform duties as assigned by their position description.

13	Not having direct communication from GM to Command is concerning for the GMs, there is significant concern about a NEXCOM GM being their buffer.	NGIS, Navy Lodge and NEX are all different NAFIs and the reporting relationships are separate. Communication on an installation level and regional level will go through the NEX GM and NEX DVP in order to offer a single line of communication and agile support to the installation command.
14	Today, Fleet Family Readiness business office personnel report to the Fleet and Family Readiness N94 Program Manager (NEXCOM District Offices Code: F equivalent) with designated employees supporting NGIS. There are strong working relationships with the SW NGIS Staff that allows daily discussions, meetings, travel, etc. At FOC will the same level of interaction continue?	We look forward to establishing strong working relationships with our new NEXCOM functional teams that will guide and support NGIS as the FFR teams did.
15	Regional Lodging Directors have well established relationships with Region NAVFAC, Area Regional Engineer's (ARE), Comptrollers, TYCOMS, Region Staff, etc. At FOC will these relationships continue or will these actions be managed by the NEX GM/ District VP's?	Regional Lodging Directors will continue to collaborate with business partners to meet NGIS mission and business requirements. These relationships are encouraged to support NGIS operations and are not impacted by the formal command and control (C2) construct intended to provide agile support to installation leadership.
16	What does the future of lodging look like under NEXCOM? Will associates work for both brands? Will management change?	The NGIS and NL brands are separate business lines and staff will align to the brand. Associates will not work for both brands, however future opportunities may exist to share associates at various locations. No management changes are planned in the near future.
17	Do lodging Regional VP's / Directors and lodging GMs hold a job equivalent to the NEXCOM DVP and NEX GM positions?	Regional Lodging Directors and Vice Presidents hold jobs similar to the NEXCOM DVP position. Lodging General Managers hold jobs similar to NEX GMs. NGIS, NL and NEX are all different NAFIs and the reporting relationships are separate. Communication on an installation level and regional level will go through the NEX GM and NEX DVP in order to offer a single line of communication to installation command.
18	Will the NGIS or NL branding change?	There is no plan to change branding. The NGIS and NL brands are separate business lines under NEXCOM. The NGIS brand, as well as the NL brand, are required to meet core DoD Lodging Standards

19	Can Regional Vice Presidents / Regional Directors be assured we will keep our positions in the future?	The future plan may create new opportunities, but yes, all current RVPs will maintain their current position or a similar position for the foreseeable future. The “Do No Harm” concept relates to the NL team just as it does to the NGIS team.
20	Are any positions at risk for forced mobility at IOC, FOC or beyond?	NEXCOM has been very clear that no one in their current roles will be forced to move through FOC or in the foreseeable future.
21	Please explain “Do No Harm” and does it apply to all NGIS and NL associates, including those in HQ or regional positions?	The phrase "Do no harm" is one of NEXCOM’s guiding principles for this consolidation. Simply, it means that NGIS and NL associates will not be forced to move, will continue in their job and will not have a reduction in pay as part of the consolidation effort.
22	As we continue to recruit, any updates on uniform policy adjustments (specifically the amount we provide to the associates)?	There are no changes planned to NGIS uniforms or to quantities issued.
CODE N - Operations		
1	Certification of Payroll - currently GM and AGM certify the payroll - managers and administrative personnel are responsible for ensuring the records are kept updated throughout the pay period. Will all who currently have access to KRONOS timekeeping have access to NEXCOM timekeeping system?	Certification of Payroll – NGIS management will continue to certify the payroll - managers and administrative personnel will continue to be responsible for ensuring the records are kept updated throughout the pay period. The current time and attendance associates at NEXCOM will also have rights to NGIS payroll.
2	When can we expect to get specific guidance on how the NEXCOM payroll certification and timekeeping is processed?	A documented Time and Attendance Instruction is in place and will be reviewed with NGIS management during IOC. Please note that OCONUS (Europe & Japan) locations may differ in accordance to the countries government regulations.
CODE S – Loss Prevention and Safety		
1	CCTV system needs to be upgraded throughout the entire complex.	We are conducting physical security assessments at NGIS locations. The results of the assessments will be used to identify physical security needs and prioritize CCTV upgrades to NGIS facilities.

Code H - HR Operations		
1	Will the next update address the foreign labor concerns?	<i>Specific questions are requested</i>
2	Is there a plan for the local NEX Human Resources Offices to increase the number of Human Resources Associates on staff? <i>SW NGIS has 842 active billets.</i> Will NEXCOM HR be expanded to accommodate the increase of staff for timely HR Functions? Is or will there be an installation HR office?	Human Resources worldwide will be increasing HR support to meet the needs of the increase to our associate base.
3	What is the onboarding process for new hires?	We have an enterprise wide onboarding process called "Welcome Aboard" that incorporates all of our business lines. This captures all of the information needed from a global perspective about being a NEXCOM associate.
4	Telework options for Region NGIS Staff	Current telework flexibilities will be allowed in line with NEXCOM guidelines which consider the duties of the position held and the viability for this option.
5	NGIS provides a great deal of HR support in the field to their associates, will the support from NEXCOM increase? The support currently focuses almost entirely on the NEX stores and not the lodges.	HR teams in the field and at HQ provides support for all NEXCOM business lines which will include NGIS.
6	FY22 review of positions and titles, assignment of "deemed appropriate grades" in Foreign Countries must go through LN assignment process which is quite lengthy. The comparative analysis they are referring to in the communication must also include the foreign criteria, how will they accomplish in FY22?	NEXCOM currently employs LN and has experience in the foreign regions. NEXCOM will work with the appropriate parties to look for opportunities to expedite the process wherever possible.
7	Any further clarification received on the below: **If an associate retired from NEXCOM and is a full time NGIS associate, will they still be allowed to work for NGIS at same capacity? That depends – If the associates from NGIS moves from CNIC Retirement plan to NEXCOM retirement plan – the answer is NO, they cannot draw retirement and work fulltime for the NEXCOM.	Further information will be forthcoming as we get closer to IOC as the retirement decision has not been finalized at this time.

	<p>***We do have an exception to the rule, retired annuitants can be recalled to work at NEXCOM and still draw their retirement but it is strictly as a flex associate and for a very short/defined period of time.</p> <p>*** If the NGIS associates do not move from CNIC Retirement plan to NEXCOM's plan they SHOULD be able to continue to work with NGIS.</p> <p>The retirement decision has not been finalized at this time.</p>	
8	<p>NEXCOM rating period runs from 1Feb - 31Jan, will NGIS leadership be conducting performance reviews in the same March/April timeframe in 2022 or will we be directed to wait until 2023?</p>	<p>NGIS will conduct a close out review for all associates Dec 21 to Jan 22, next exempt review period will begin 30 Jan 22 and end 29 Jan 23. Non-exempt review periods vary throughout NEXCOM. NGIS review periods that do not coincide with NEXCOM's will be adjusted; if the time required to adjust the review period requires a delay of 90 days or more, associates will receive an out of cycle review for that time. In cases where this conflicts with local union agreements, the provisions of the union agreement will take precedence.</p>
9	<p>Latest information received indicated a FOC in Feb 22 vice Sep 22. At Feb FOC, will the back of the house support services provided by CNRSE and local MWR such as HR be fully transitioned to NEXCOM?</p>	<p>HR support is planned for transition to NEXCOM District HR Offices at FOC, 30 Jan 22.</p>
Code H - Training		
10	<p>Will NGIS transition out of the total workforce management training system (TWMS) and ESAMS?</p>	<p>Yes, the NGIS workforce will begin leveraging NEXCOM resources and systems at FOC for NAF Workforce Compliance Training. The NEXCOM NAF workforce does not use, nor have access to TWMS or ESAMS.</p>
11	<p>What will the training delivery method be for the required training?</p>	<p>NEXCOM is currently planning to have a Learning Management System (LMS) implemented prior to FOC, however, if that should not occur, we use multiple delivery methods, primarily video, to meet mandated training requirements. For NGIS certification programs, we've recommended extending the NGIS Fresh Revenues LMS contract for another year to support those training programs.</p>

12	Will the training requirements be different when NGIS transitions to NEXCOM?	We've reviewed the CNIC supported training requirements and they are very similar to those at NEXCOM. Interesting to note, NEXCOM has developed internal videos for many of the annual requirements that are shorter in length as compared to TWMS courses.
13	How will NEXCOM invest in the workforce when it comes to professional development?	NEXCOM is dedicated to investing in its associates. There are many options and programs available for professional development, including supporting associates' development through external conferences, trainings, or certificate programs. Additionally, NEXCOM funds a Tuition Reimbursement Program for those associates seeking to further their education through a degree seeking program. NEXCOM has also contracted with a vendor partner to provide an eLearning course catalog consisting of more than 7,000 courses covering a broad range of topics! NEXCOM is also extremely proud of its many internally developed associate development programs supported both corporately and at the local level, including but not limited to, the award winning PREMIER Customer Service Suite of modules, Mission You: Welcome Aboard, Manager Skills Builders (MSB), Leadership Education & Development (LEAD), NEX Training Academy, and our flagship program Executive Skills Development Program (ESD).
14	When/how will we be trained in the various NEXCOM systems (payroll, Lawson, budgeting, financial statements, etc.)?	An orientation and learning plan is being developed that will be distributed to all NGIS associates prior to FOC. This orientation and learning plan is being designed to provide all critical and pertinent information based on your position with NGIS. We assure you, in addition to this training, support and points of contact will be provided to assist and answer any questions along the way.
Code H - Employment		
15	Fleet and Family Readiness Human Resources recruitment process is online and supports the in walk-in or appointment in-person/ paper application process. Does NEXCOM HR support in the walk-in or appointment in-person/paper application process?	The paper application process is currently under review. NEXCOM utilizes the applicant tracking system Oracle Taleo for all vacant positions with the exception of LN jobs. This allows us to streamline and execute staffing more efficiently without the challenges of base access, paper handling and is accessible to all from any device.

16	What is the average timeline for the Human Resources to process recruitment thru onboarding?	The actual average timeline can have many variables to consider, but generally averages about 5 weeks for non-exempt, and about 7 weeks for exempt.
17	Does NEXCOM have an internal transfer program or do they have to apply for positions?	NEXCOM does not have an internal transfer program, posted vacancies are under the competitive selection process to ensure that all qualified candidates receive fair and equitable consideration for available positions. In some cases, a transfer or directed move may be utilized if it is comparable in scope and in the best interest of the business.
18	Is interviewing/hiring done at property level or HR level? What is the approving chain for a hiring selection?	Non-exempt interviewing and hiring are completed at the property level with support of HR representatives. Exempt interviewing and hiring can be completed locally, regionally, or at NEXCOM's HQ with the support of the NEXCOM HQ HR team.
19	Will associates be able to move from NGIS to NL or vice-versa in the same geographically area for similar jobs if the pay range is higher?	Yes, all associates are allowed to apply for all open vacancies.
20	Will NGIS and NL jobs be posted and open for all once we are consolidated?	Yes
21	When will we learn of new open positions resulting from the consolidation?	All vacant position can be found on NEXCOM's career site located at www.navyexchange.jobs
22	Geographical moves required in FY22, Region staff and all GM's have OTE's extending out to FY23. Will overseas moves be determined by the OTE expiration dates?	Yes. Moves will be decided by expiration of current agreements.
Code H - HRIS		
23	Has the People Merge timeline been identified?	We are currently targeting a transition of NGIS Associates to NEXCOM HR systems and applications at FOC (30 Jan 22).
Code H - Compensation		
24	Will NGIS staff be required to sign a NEXCOM PD once the HR function transfers to NEXCOM? Does NEXCOM have standardized PDs?	Initially, NGIS associates will stay in the current position. PDs will be reviewed in the future for commonality.

25	Will pay and bonus be the same for both programs?	NGIS associates will continue to be paid at their current rate. As for bonuses, an incentive plan will be developed for NGIS. NEXCOM believes in incentivizing exceptional performance.
26	<p>During IOC, NGIS associates will maintain their rates of pay other current pay entitlements. Based on the HR FAQ, following FOC, NEXCOM’s Compensation and Classification division will review pay setting and pay rates of NGIS and determine alignment with NEXCOM’s pay practices</p> <p>d. Question - So current NGIS employee’s rate of pay may be lowered to meet and align with NEXCOM as per the above statement sent out?</p> <p>e. Question – Will all NGIS staff members receive information regarding their new PD and rate of pay prior to FOC so they may decide to either accept going forward or retire?</p> <p>f. Question – What is the cut-off date for an NGIS employee to retire using the CNIC retirement plan?</p> <p>g. Question – How far in advance to FOC will NGIS employees receive NEXCOM retirement plan information so a smart decision can be made on behalf of the employee without being rushed?</p>	<p>a. RESPONSE: NGIS associates’ pay rates will not be adjusted; this is the official direction NEXCOM is taking regarding the consolidation.</p> <p>b. RESPONSE: There will be no change to the PDs at the time of FOC, however, alignment of duties and format may change PDs after FOC.</p> <p>c. RESPONSE: Although this is a CNIC question, we believe the last date to apply for retirement under the CNIC Plan is 29 Jan 22. However, we urge all eligible NGIS associates to provide at least 90 days advance notice of their intent to retire.</p> <p>d. RESPONSE: The CNIC and NEXCOM Retirement Plans are very similar in plan design. A brief summary of the plans will be presented on or around FOC.</p>
Code H - Employee Relations		
27	Are any NGIS or NL positions at risk for BBA at IOC, FOC or beyond?	There will be no BBA actions at IOC or FOC. Future business decisions will be managed as required, however no BBAs are planned.