Contents

Welcome Aboard
9 LETTER FROM ROBERT J. BIANCHI
   CHIEF EXECUTIVE OFFICER, NEXCOM
10 HISTORY
12 NEXCOM TODAY

Customer Focus
15 PREMIER CUSTOMER SERVICE

Your Position
16 HOURS OF WORK
   REGULAR FULL-TIME
   REGULAR PART-TIME
   FLEXIBLE
16 PROBATIONARY PERIOD
17 PERSONNEL SECURITY
17 ATTENDANCE AT WORK
   WORK SCHEDULE
   MEAL AND BREAK PERIODS
   SPECIAL SITUATIONS
18 DRESS CODE

Pay System
19 PAYDAY
19 YOUR PAYCHECK
19 PAY SYSTEMS
19 OVERTIME
20 SHIFT DIFFERENTIAL/SUNDAY PREMIUM
20 PAY BANDING (NF)
20 CRAFT AND TRADE PAY SYSTEM (NA/NL/NS/XW/XY/XZ)
20 COMMISSION PAY PLANS

Leave
21 ANNUAL LEAVE
21 SICK LEAVE
22 ANNUAL/SICK LEAVE FOR FLEXIBLE ASSOCIATES
22 COURT LEAVE
22 MILITARY LEAVE
22 DISABLED VETERAN LEAVE
23 LEAVE WITHOUT PAY
23 FAMILY AND MEDICAL LEAVE ACT (FMLA)
23 PAID PARENTAL LEAVE
24 FAMILY FRIENDLY LEAVE ACT (FFLA)
FAMILY CARE AND BEREAVEMENT
CARE FOR A FAMILY MEMBER WITH A SERIOUS HEALTH CONDITION
SICK LEAVE FOR ADOPTION
RELIGIOUS OBSERVANCE
25 HOLIDAYS

Benefits Overview

26 BENEFITS PACKAGE
26 COMPREHENSIVE MEDICAL PLANS
26 DENTAL PLANS
26 FLEXIBLE SPENDING ACCOUNT (FSA)
27 HEALTH SAVINGS ACCOUNT (HSA) CONUS
28 HEALTH REIMBURSEMENT ACCOUNT (HRA) OCONUS
28 DISABILITY INSURANCE
SHORT-TERM DISABILITY
LONG-TERM DISABILITY
28 LIFE INSURANCE PROGRAMS
BASIC GROUP LIFE INSURANCE (BGLI)
OPTIONAL GROUP LIFE INSURANCE (OGLI)
DEPENDENT GROUP LIFE INSURANCE (DGLI)
29 EMPLOYEE ASSISTANCE PROGRAM (EAP)

Retirement

31 RETIREMENT OVERVIEW
NEXCOM RETIREMENT PLAN
401(K)
SOCIAL SECURITY
32 OTHER RETIREMENT BENEFITS
RETIREE SHOPPING PRIVILEGE
NAVY EXCHANGE RETIRED EMPLOYEE ASSOCIATION (NEREA)
Other Benefits

33 LONG-TERM CARE INSURANCE
33 TUITION REIMBURSEMENT PROGRAM (TRP)
33 TRANSPORTATION INCENTIVE PROGRAM (TIP)
33 TELEWORK
34 SERVICE AWARDS
34 PORTABILITY OF BENEFITS
34 WILL PREPARATION SERVICES
35 SHOPPING PRIVILEGE
35 LEAVE SHARING PROGRAM
36 WORKER’S COMPENSATION
36 BRIGHT IDEA PROGRAM
36 HEALTH FAIR
36 CREDIT UNION
36 SOCIAL AND RECREATION COMMITTEE
36 OVERSEAS BENEFITS

Communication

39 OPEN COMMUNICATION LINES
ASSOCIATE RESOURCE CENTER (ARC)
BULLETIN BOARDS
ALL HANDS MEETING
NEWSLETTERS
ASSOCIATE SATISFACTION INDEX (ASI)
INFORMATION BULLETINS
MASSMAIL
DISASTER COMMUNICATION

45 ASSOCIATE CONCERNS
WORKPLACE ISSUES
FRAUD, WASTE & ABUSE
IDENTIFY DISHONEST EMPLOYEES AND SHOPLIFTERS (IDEAS PROGRAM)
DISCRIMINATION
NAVY INSPECTOR GENERAL HOTLINE/DOD
WHISTLEBLOWER PROTECTION
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 group.

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.

Version 4.0 | February 2022
Welcome Aboard

Welcome to the Navy Exchange Service Command team! You’ve joined a Navy command of more than 16,000 associates worldwide, all working together to support our Navy community. NEXCOM is a purpose-driven global Navy command that oversees seven business lines. We are laser focused on supporting and sustaining our Navy warfighters and their families today and into the future!

NEXCOM’s mission is one of service and dedication, as a readiness enabler providing for our military warfighters. Our command is that familiar entity -a home away from home- for so many of our Navy families. I know first-hand how important NEXCOM’s products and services are to our nation’s bravest, whether at home or overseas.

I proudly served in uniform for over 29 years as a Navy Supply Corps Officer, and as one of my last tours as a Rear Admiral, I was NEXCOM’s Commander. From one duty station to another and throughout many deployments, my family and I had the opportunity to experience the quality of life benefits that our remarkable command provides! And so, following retirement from uniformed service, I was honored to return as NEXCOM’s first civilian Chief Executive Officer.

At NEXCOM, our workforce is the key to our success- you enable us to achieve greatness, even when we are faced with turbulent or uncharted seas. As a command, we pride ourselves on the diversity and extraordinary skills of our associates, whose individuality cultivates a culture of success and ingenuity. I am truly pleased that you chose to join our NEXCOM family and support our enduring and important mission.

Again, welcome to our NEXCOM team! Keep charging!

Robert J. Bianchi
Rear Adm., Supply Corps, USN (Ret.)
Chief Executive Officer
Navy Exchange Service Command
Navy Exchange Service Command (NEXCOM) has come a long way since the days when bumboats sold their wares to Sailors aboard Naval vessels in the 19th century. Back then, Sailors had to depend on these unreliable boats to get their personal items while aboard ship. The bumboats, small vessels that pulled alongside U.S. Navy ships, exchanged merchandise for money by pails lowered over the side by the crew of the Navy ship. Goods sold by the bumboats were normally inferior and sold at high prices.

By 1909, the Naval Appropriations Act established the first official resale activities, Ships Stores and Commissary Stores. In 1944, the Secretary of the Navy permitted ships stores to be operated on all Navy bases. Then in 1945, Captain Wheelock H. Bingham, SC, USNR, recommended all resale activities operate like a large chain of retail stores and a central office be established to oversee the operation of the ‘Navy Resale System.’

The Secretary of the Navy approved the Bingham Plan which stated, in part, that the Ships Service Stores Ashore be operated with
non-appropriated funds. The new central office for the Navy Ships Store Office was established in Brooklyn, New York, on April 1, 1946. This command was later renamed ‘Navy Exchange Service Command’ and is now headquartered in Virginia Beach, Virginia.

The NEXCOM Enterprise encompasses seven business lines, boasting a workforce of 16,000 located around the globe. The command’s mission is to provide quality goods and services at a savings and support Navy quality of life programs for active duty military, retirees, reservists, veterans, Department of Defense (DoD) civilians and military families. NEXCOM’s parent is Naval Supply Systems Command (NAVSUP).

While Navy Clothing and Textile Research Facility (NCTRF) as well as certain positions around the NEXCOM Enterprise are financed through appropriated funds (APF), most of the NEXCOM Enterprise is a non-appropriated fund instrumentality (NAFI) of the DoD and the Department of the Navy (DoN). Therefore, most of NEXCOM’s expenses are paid with its earnings and not taxpayer dollars.
NEXCOM employs approximately 16,000 associates worldwide, half are military-affiliated. There are seven core business lines within the NEXCOM Enterprise.

NAVY EXCHANGE
There are approximately 100 complexes and over 300 Navy Exchange (NEX) stores worldwide. NEX stores earn over $2 billion in sales annually, are self-supporting, and contribute 100% of its earnings to Navy Morale, Welfare and Recreation (MWR) programs. Since 1946, NEXCOM has contributed nearly $3.7 billion to MWR! The NEX program is the largest of NEXCOM’s seven business lines, housing a variety of retail outlets such as department and specialty stores. However, NEXs also provide necessary services to the Navy community such as barber and beauty shops, automotive centers and gas stations, food outlets and much more. NEX locations range in size from 180,000 sq. ft. malls to small mini marts and fleet stores.

NAVY LODGE
Officially established in 1969, the Navy Lodge Program provides temporary and affordable housing for Navy families relocating as part of a permanent change of station (PCS), those on temporary duty (TDY), or on leisure travel. Today, there are 39 Navy Lodges worldwide with occupancy rates well above the private sector average, saving DoD and Sailors more than $45 million annually. In making Navy Lodge reservations, priority is given to relocating families. However, active duty personnel, reservists, retirees, veterans and DoD personnel on official duty travel, official guestsof the command, and NEXCOM associates, are eligible to use Navy Lodges. Navy Lodges are self-sustaining, and its earnings are used to cover the cost of operations as well as renovation and construction projects.

NAVY GATEWAY INN & SUITES
Navy Gateway Inns and Suites (NGIS) is a professionally managed, business-based DoD Lodging Program. NGIS contributes to mission readiness by offering quality lodging and services for a mobile military community, while keeping official travel costs to a minimum. With more than 17,000 rooms at 61 military installations worldwide, NGIS provides Priority-One lodging for the Official Temporary Duty (TDY) traveler. NGIS delivers comfortable and welcoming accommodations with cost-saving room rates for individual and group TDY travelers, PCS travelers, DoD civilians and leisure travelers, retirees, reservists and sponsored guests.
**SHIPS STORE PROGRAM**
Ships stores are retail outlets aboard U. S. Navy ships that provide basic necessities for Sailors. They also operate vending, laundry and barber shop facilities. Currently, there are over 130 ships stores operated under NEXCOM’s technical guidance. They serve as an important part of shipboard quality of life and morale by providing Sailors with a little bit of home on the high seas. Ships stores are operated by active duty Navy Supply Corps Officers and enlisted personnel, known as Retail Services Specialists. Ships store profits support crew quality of life and the ships MWR program. A portion of the profits is distributed to the Navy’s MWR Central Fund.

**UNIFORM PROGRAM MANAGEMENT OFFICE**
The Uniform Program Management Office (UPMO) is responsible for the execution of the Navy Uniform Program including uniform policy recommendations, product improvement, design change, uniform development and fleet introduction. UPMO’s top priorities include availability, continuously improving fit, comfort, safety and durability with the goal of providing 100% customer satisfaction on all uniform items. UPMO acts as the coordinator of all stakeholders in uniform policy, and also has oversight responsibility of all uniform items sold in among the 100 NEX Uniform Shops worldwide and online at myNavyExchange.com.

**TELECOMMUNICATIONS PROGRAM OFFICE**
Telecommunications Program Office (TPO) serves as the Navy’s program manager for all ashore and afloat unofficial personal telecommunications. The Ashore Program provides a variety of telecommunications services on Navy installations worldwide through contracts with various vendors. These services include Wi-Fi inside NEX locations, hospitals, unaccompanied housing, overseas family housing and MWR facilities such as Liberty Centers, libraries, Child Development Centers (CDC), RV parks and bowling alleys. Hospitality telecommunications services include Wi-Fi and in-room telephones at Navy Lodges and NGIS locations worldwide. TPO also provides phone service support in brigs, onboard Navy ships and for new recruits at Recruit Training Command.

**NAVY CLOTHING & TEXTILE RESEARCH FACILITY**
The mission of the Navy Clothing and Textile Research Facility (NCTRF), located in Natick, Massachusetts, is to maximize the quality of life for Navy Sailors through the development, testing, and evaluation of uniforms and protective clothing worn in Navy operations and various environments. NCTRF’s workforce is comprised of technical experts including textile technologists, clothing designers and physical scientists who execute multiple focus areas in the introduction, sustainment and disposal of uniforms, protective garments and personal protective equipment. NCTRF’s design facility provides specialized expertise on patterning and prototyping of all types of Navy clothing. Its unique testing laboratories enable the evaluation of material and end item characteristics through standardized and developmental test methodologies.
Customer Focus

PREMIER
PREMIER is our NEXCOM brand of Customer and Guest service. It ensures anyone who walks through our doors receives effortless attention and courtesy. Becoming familiar with each of the PREMIER components will help you to provide the highest level of care for our most valued assets – our customers and guests.

P
PERSONAL CONNECTION
Get to know them
- Introduce yourself
- Greet your customer or guest by name or rank

R
RELATIONSHIPS
Keep your promises
- Give each customer or guest your undivided attention
- Respond to questions or requests promptly and accurately

E
GO THE EXTRA MILE
- Understand and anticipate your customer’s or guests needs
- Look for ways to delight each customer or guest

M
MEMORABLE
Keep them coming back
- Find ways to create positive interactions with your customer or guest
- Listen to every little detail

I
INDIVIDUAL CARE
It’s all about them
- Treat each customer’s/guests request as unique and special
- Focus on what is right for that customer or guest

E
EMPOWERMENT
Make it happen
- Understand how our policies help the customer or guest
- Teach others how to be empowered

R
RISK TAKING
Take a chance
- Know how to make good decisions
- Find ways to say ‘yes’
Your Position

HOURS OF WORK
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 challenge 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 less than 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
If you are a regular full or part-time associate, you will serve a probationary period which is typically one year, but can vary based on location. The probationary period enables you and your supervisor to determine whether your continued employment is mutually beneficial. You can expect your supervisor to:

• Discuss the duties and responsibilities of your position.
• Describe the performance standards expected of you.
• Provide periodic guidance and reports on your progress.
• Schedule you for any training required.

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 Questionnaire for Investigation processing (e-QIP), along with fingerprints. The results of the personnel security investigation are determined by the Department of Defense Consolidated Adjudications Facility (DoDCAF). Associates must maintain a favorable personnel security investigation for continued employment with NEXCOM.

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. If you are unable to come to work, 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 always 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.

WORK SCHEDULE

Your supervisor schedules your work hours. The official workweek starts on Sunday and runs through the following Saturday. Your supervisor or a Human Resources representative will provide information if your location operates under a different administrative workweek.

MEAL AND BREAK PERIODS

Regular meal or lunch periods will be established at no less than 30 minutes or in excess of one hour. 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 when night shift differential Craft and Trade is authorized will be included for purposes of 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.
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.

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. Approval should be obtained from management before wearing any questionable attire. 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 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 after two weeks through the ADP online paycheck view system. Instructions for using ADP can be obtained from your local Human Resources representative.

PAY SYSTEMS
NEXCOM currently administers two pay systems: Pay Banding and Craft and Trade. The Pay Banding system consist of broad pay ranges for positions that perform clerical, administrative, technical and professional support duties. The DoD releases new wage schedules that reflect adjustments to the minimum and maximum of the NF pay band. The Craft and Trade system consists of pay grades 1-10, each having 5 step rates, and covers positions that perform unskilled and skilled work of a particular trade. The 5 step rates are adjusted and set by law. If you are paid under the Pay Banding system, the letters “NF” appear under your job title on your position description. If you are paid under the Craft and Trade system, the letters NA, NL, NS, XW, XY, or XZ appear on your job description.

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 in excess of 40 in a workweek. If you are a Craft & Trade (NA/NL/NS/XW/XY/XZ) associate, you are compensated for hours worked in excess of 8 per day or 40 per work week. 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 NA/NL/NS/XW/XY/XZ.
**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).

**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 Clerical
- **NF-2**: Senior Sales Associate/Senior Clerical
- **NF-3**: Supervisory Clerical/Administrative & Entry Level Specialist/ Management
- **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.

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

This pay system covers associates in skilled trade positions and those performing manual labor. 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 “Fully Successful” or better, you will receive a pre-determined 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 on wages paid in the wage area.

**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. Annual leave may also be used for bereavement purposes. The amount of leave you earn is based on your years of service and the number of hours you work as follows:

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>Accrual Rate X hours worked per year = per year</th>
<th>Number of hours</th>
<th>Number of Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 3</td>
<td>5%</td>
<td>2080</td>
<td>13</td>
</tr>
<tr>
<td>3-15 years</td>
<td>7.5%</td>
<td>2080</td>
<td>20</td>
</tr>
<tr>
<td>More than 15</td>
<td>10%</td>
<td>2080</td>
<td>26</td>
</tr>
</tbody>
</table>

Although you begin accruing annual leave immediately, your leave balance will not appear on your pay stub until you have been with the organization for 90 days. Additionally, you must wait 90 days before you are eligible to use annual leave.

Unused leave may be carried over from one leave year to the next. The maximum number of hours of leave you can carry over is 240. Since unused leave over your maximum is forfeited if you don’t use it by the end of the leave year, it is important to plan a leave schedule each year.

**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.

**SICK LEAVE**

One of the most important benefits you receive as a regular full-time or part-time associate is sick leave. Sick leave is a privilege, not a right. It may be used for illness, injury or doctor’s appointments. 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 Plan when you retire.
ANNUAL/SICK LEAVE FOR FLEXIBLE ASSOCIATES

Although regularly scheduled flexible associates normally have work schedules of less than 20 hours per week, on occasion business needs may require them to work 20 hours or more in a work week. If this occurs, flexible associates will earn leave at the rate of 5% for each hour they work between 20 and 40 hours in their basic workweek. The leave earned may be used for annual or sick leave purposes. New associates must wait 90 days before they are eligible to take paid leave. The flexible associate leave carry over maximum is 30 hours from one leave year to the next.

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 belong to the military reserve or National Guard and are called to active duty or active duty for military training, 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.

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. Don’t forget to present your orders to your supervisor when requesting military leave.

DISABLED VETERAN LEAVE

Any NEXCOM associate who is a veteran with a qualifying Service-connected disability rating of 30 percent or more will be authorized disabled veteran leave during the first year of employment. This will apply to regular associates and flexible associates who accrue leave. The use of
disabled veteran leave must be for purposes of undergoing medical treatment for such disability for which sick leave could regularly be used. This is a one-time benefit that can only be used during a continuous 12 month period beginning on an eligible associate’s first day of employment and may not exceed 104 hours for a regular full-time associate. Regular part-time or flexible associates, who accrue leave, will be credited a proportionally equivalent amount of leave. You will need to present a copy of documentation from the Veterans Benefits Administration certifying that you have a qualifying Service-connected disability.

**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 NEXCOM to keep benefit plans coverage active. If you need to request a period of leave without pay, your supervisor or your local Human Resources representative can provide guidance.

**FAMILY AND MEDICAL LEAVE ACT (FMLA)**

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

- Birth and/or care of a newborn child
- Placement of a child with the associate for adoption or foster care
- Care of a spouse, son, daughter, or parent with a serious health condition (requires medical certification)
- Your own serious health condition (requires medical certification)
- Any qualifying need arising out of the fact the spouse or a son or daughter or parent of the associate is on covered active duty (or has been notified of an impending call or order to 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.

**PAID PARENTAL LEAVE**

Effective 1 October 2020, NEXCOM associates who are approved for FMLA, may substitute agency Paid Parental Leave (PPL) for unpaid FMLA
for the birth, adoption, or placement of a child/children in foster care. PPL is granted exclusively for bonding and care of that son or daughter. A covered associate may be eligible to elect up to 12 weeks of PPL. Associates may use their PPL within a 12-month period, beginning on the date of the birth or placement of the child/children. Under the law, an associate may not be granted PPL unless the associate agrees in writing, before the commencement of the PPL, to work for at least 12 weeks immediately upon completion of the PPL.

**FAMILY FRIENDLY LEAVE ACT (FFLA)**

**FAMILY CARE AND Bereavement**

Regular full-time associates may use up to 13 workdays of sick leave each leave year for family care and bereavement purposes. The amount of sick leave permitted for part-time associates each leave year for FFLA is pro-rated in proportion to the average number of hours of work in the associate’s schedule each week. Flexible associates are not eligible to use sick leave under FFLA.

** 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.

**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.
HOLIDAYS

NEXCOM participates in the following 11 Federal holidays:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Day</td>
<td>January 1</td>
</tr>
<tr>
<td>Dr. Martin Luther King Jr. Birthday</td>
<td>Third Monday in January</td>
</tr>
<tr>
<td>Presidents’ Day</td>
<td>Third Monday in February</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>Last Monday in May</td>
</tr>
<tr>
<td>Juneteenth</td>
<td>June 19</td>
</tr>
<tr>
<td>Independence Day</td>
<td>July 4</td>
</tr>
<tr>
<td>Labor Day</td>
<td>First Monday in September</td>
</tr>
<tr>
<td>Columbus Day</td>
<td>Second Monday in October</td>
</tr>
<tr>
<td>Veterans Day</td>
<td>November 11</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>Fourth Thursday in November</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>December 25</td>
</tr>
</tbody>
</table>

Whether you will receive a paid day off for one of the listed holidays (i.e. “holiday pay”) depends on the number of days you work each week. You must be in a paid status the day before or after these holidays to receive compensation. An associate who works less than 5 days a week will receive holiday pay if the holiday falls on a day he/she is scheduled to work. 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, a Holiday Observance Chart determines the day you observe as the holiday.
Benefits Overview

BENEFITS PACKAGE
This chapter discusses, in general terms, the benefits package offered to our associates. Your salary plus benefits equal your total compensation package. NEXCOM offers a comprehensive, well-rounded range of programs. The Benefit Plan booklets explain provisions of the plans in much greater detail. If you have questions concerning your benefits, see your Human Resources representative.

Eligibility for benefits varies based on whether you are a regular full-time, regular part-time or flexible associate.

COMPREHENSIVE MEDICAL PLANS
NEXCOM offers excellent medical coverage for eligible associates through Aetna. Both a traditional medical plan as well as a High Deductible Health Plan (HDHP) are offered.

Highlights of your plans include:
- Coverage for yourself and eligible family members
- Hospital services
- Physician services
- Pharmacy coverage
- Preventive care
- Emergency care
- Vision Benefits
- No lifetime maximum

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.

DENTAL PLANS
A Dental Plan complements the Medical Plans. The Dental Plan includes:
- Coverage for yourself and eligible family members
- Diagnostic and preventive care such as oral examinations and cleanings
- Basic restorative services such as fillings and root canal therapy
- Major restorative services such as crowns and dentures
- Orthodontist services

FLEXIBLE SPENDING ACCOUNT (FSA)
The FSA allows you to set aside a portion of your salary in a special account. You can then use the money in your account(s) to reimburse yourself for
qualified health care and/or dependent care expenses. Your taxable salary is reduced by the amount you set aside in your account(s), so you pay lower income taxes and Social Security taxes. Participation in the FSA is voluntary. You decide whether you would like to participate and how much money you would like to set aside, within the minimums and maximums allowable through the plan.

You can participate in the FSA program if you are a regular full-time or regular part-time associate. NEXCOM also offers stand-alone dental plans. You cannot participate in stand-alone dental if you have elected a dental plan through your medical insurance.

- Health Care Flexible Spending Account (HFSA) is used for eligible health care expenses. These include medical, prescription drug, dental and vision care expenses.
- Dependent Care Flexible Spending Account (DFSA) is used for eligible dependent care expenses. These include expenses for child (under age 13) or adult day care, pre-school and after-school programs. This account must be funded prior to filing for reimbursement claims.

HEALTH SAVINGS ACCOUNT (HSA) CONUS

When you’re a CONUS associate enrolled in the HDHP you are eligible for a Health Savings Account (HSA). The HSA helps you meet the deductible and pay your share of qualified medical expenses. You may use this account for eligible health care expenses, or let it grow for future expenses, even those into retirement. You’ll save on taxes, too. Contributions and earned interest are tax-free, and you are not taxed on withdrawals to pay qualified expenses. OCONUS associates enrolled in the Aetna International HDHP are eligible to have a Health Reimbursement Account (HRA). Associates with an HRA cannot make contributions, but NEXCOM will contribute $500 per year for Single coverage and $1,000 per year for all other tiers. See below for the HRA Enrollment Form.

Once you enroll in an HSA, NEXCOM will contribute $500 (for employee only coverage) or $1,000 (for family coverage). This contribution will be deposited into your account once you elect the HDHP and your HSA is open. You may contribute to the account as well. Employees can choose to have pre-tax funds deposited to their HSA from their paycheck.

Note: You cannot have both an FSA and an HSA; it’s one or the other.
HEALTH REIMBURSEMENT ACCOUNT (HRA) CONUS

OCONUS associates enrolled in the Aetna International HDHP are eligible to have a Health Reimbursement Account (HRA). Associates with an HRA cannot make contributions, but NEXCOM will contribute $500 per year for Single coverage and $1,000 per year for all other tiers.

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 of cost to eligible associates.

LONG-TERM DISABILITY

If you are totally disabled for six months or longer or have exhausted your sick leave, whichever is later, you may be eligible for Long-Term Disability.

The amount of Long-Term Disability benefits is the same as Short-Term Disability. Benefits are payable until you cease to be disabled, retire under our retirement plan or reach the maximum number of payments. You are eligible to enroll in the Long-Term Disability Plan within the first 31 days of hire or converting to regular full-time status.

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 that are described below.
BASIC GROUP LIFE INSURANCE (BGLI)
BGLI provides you with life insurance equal to your basic annual salary rounded to the next highest thousand plus two thousand. This benefit is for regular full-time associates only.

OPTIONAL GROUP LIFE INSURANCE (OGLI)
Regular full-time associates who join the BGLI may also choose to participate in the OGLI program. This benefit is also open to regular part-time associates without being enrolled in BGLI. OGLI allows you to select additional life insurance coverage up to 3 times your basic annual salary.

DEPENDENT GROUP LIFE INSURANCE (DGLI)
Participants in BGLI may also choose to insure family members. Three coverage options are available. This benefit is for regular full-time associates only.

EMPLOYEE ASSISTANCE PROGRAM (EAP)
It is important to us that you feel you are not alone on your journey through life while working at NEXCOM. We want to make sure you have the support you need, when you need it, to help you to cope with life challenges and live a well-balanced life. This is why we have secured and maintain a world class Employee Assistance Program (EAP) provided by Magellan Behavioral Health.

NEXCOM’s EAP services are available to associates, their spouses, domestic partners and all other household members. Our EAP services and resources are available 24 hours a day, seven days a week, both online and live. To learn more about our EAP or to schedule 1:1 consultations or Life Coaching sessions call (800) 424-5988 in the U.S. To access the NEXCOM EAP web portal go to: Magellan Ascend.

If you are working outside of the continental United States, contact your local Human Resources representative for the overseas calling information or go to our EAP page on the HUB or myNavyExchange.com/ARC/EAP from your mobile device. Access to online resources is always free with no usage limits.

A sample of some of the online resources and information include:
• Self-Care tips and information
• Stress management assessments
• Life style changes – quitting smoking, weight loss/healthy eating, physical fitness and mental wellness
• Finances – budgeting, paying off debt, saving and growing wealth
• LifeMart – A discount warehouse for travel, pet insurance, health club memberships, meditation apps, restaurant coupons and more!

Access to live sessions with a Certified Clinicians or Life Coach is done by calling the EAP phone number for your location. Speaking with someone live can help you or your loved one to cope with and ride the waves of life’s bigger challenges including:

• Loss or grief
• Emotional Crisis – depression, anxiety, loneliness, overwhelmed
• Substance abuse
• Managing the care for elders or others with health issues
• Relationship Management

Stay well and know you are not alone managing life’s challenges. You have a team of experts available through your EAP!
RETIREMENT OVERVIEW

When you meet age and length of service requirements, you may elect to retire from NEXCOM. If you are a participant in our benefits programs and meet eligibility requirements, you will have the opportunity to take some of these benefits into retirement such as medical and life insurance coverage. The retiree medical plan for those who are 65+, is a Medicare Advantage with Prescription Drugs Plan. For retirees under 65 or living overseas, the retiree medical plan is an indemnity plan (Note: if you are under 65, you may have the option to continue in an HMO until you reach 65, if applicable). The benefits that carry over into retirement are explained in the benefits guide and booklets posted on the Virtual Benefits Fair at http://benefitsfair.online/NEXCOM, on the NEXCOM HUB, and on the Associate Resource Center at myNavyExchange.com/ARC.

For a comprehensive overview of medical and dental benefits, go to nafhealthplans.com and select the Retirees tab. The Human Resources retirement team at NEXCOM headquarters calculates your retirement benefits and advises you by letter of all your entitlements.

There is a toll-free retiree number (1-888-639-2363) if you or your beneficiary has any questions concerning your benefits. You will be contacted by letter when there are changes that affect you. We all want independence and security during retirement. NEXCOM has a three-tiered retirement system designed to give associates as many options as possible.

NEXCOM RETIREMENT PLAN

Regular full-time and regular part-time associates are automatically enrolled in the Retirement Pension Plan. After reaching your first anniversary, you will receive one year credited service and 1% of your pay will begin coming out of your paycheck. You can opt-out of the plan anytime.

- You will be vested after only 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.

*Details are still being finalized for NGIS associates currently enrolled in CNIC pension plans.
401(K)
The second tier of the retirement system is the 401(K) Plan. The 401(K) Plan assists you in building an additional source of income for your retirement. Highlights are:

- You contribute to the Plan with “pre-tax” dollars. Pre-tax contributions lower your reportable income, and you receive an immediate benefit – a reduction in your federal withholding taxes.
- The Plan provides for matching contributions. For every dollar you contribute, NEXCOM matches .50 cents, up to 6% of your pay, for a maximum employer contribution of 3%.
- Taxes on earnings in your 401(K) account are deferred until you make a withdrawal. This means your money has the chance to grow faster.
- You may contribute within current IRS guidelines of your earnings to the Plan.
- There are several investment vehicles that you can select.

SOCIAL SECURITY
As a NAF associate, you are covered by the Social Security Act. Social Security is the third associate benefit plan 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. NEXCOM pays the first year membership dues for you. Some of the services that NEREA provides include:

- Publishes an informative newsletter
- Holds an annual convention
- Sponsors 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

LONG-TERM CARE INSURANCE
Long-Term Care Insurance (LTC) provides assistance if you can no longer perform everyday tasks (activities of daily living) by yourself due to a chronic illness, injury, disability or the aging process. It includes the supervision you might need due to a severe cognitive impairment such as Alzheimer’s disease. Long-Term Care Insurance is available to both regular full-time and regular part-time associates.

TUITION REIMBURSEMENT PROGRAM (TRP)
The TRP program provides financial reimbursement up to $3,500 per fiscal year, (February-January) to all eligible NEXCOM Enterprise associates enrolled in degree program at an accredited school. The chosen degree must be career development pertaining to NEXCOM employment.

Reimbursement is based on class performance:
- Grade of “A” receives 100% reimbursement.
- Grade of “B” receives 75% reimbursement.
- Grade of “C” receives 50% reimbursement.

Associates reimbursed by the TRP must complete one year of service to NEXCOM based on the completion date of the most recent courses taken. TRP Guidance and more information is located on the ARC and on the HUB in the Training & Development, Education Partnerships section.

TRANSPORTATION INCENTIVE PROGRAM (TIP)
The focus of the Transportation Incentive Program (TIP) is to reduce the number of vehicles on the road and 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.

TELEWORK
Telework is offered as a mission critical support mechanism during disasters, crisis, pandemics, building closures, as well as a work-life balance benefit. It
is available to associates in positions that do not require in-person customer service, support, materials, food handling or other personal contact to complete their job duties. Eligibility varies by position and is contingent upon fully successful or higher performance ratings with supervisor approval. Check with your supervisor to see if your position qualifies for telework.

SERVICE AWARDS
We know our associates have choices and we appreciate and celebrate those who choose to make the commitment to work for us over the long haul. To prove it, NEXCOM has a world class worldwide service awards program. Our service awards program recognizes milestones in 5 year increments beginning with year 5 and goes up to 50 years and beyond. You’ll receive a customized signed certificate with your name and years of service suitable for framing, and an opportunity to order a gift of your choice from our gift catalog. The gift selection expands with each 5 year increment of service and at 25 years you get all of this plus a $250 cash award! At NEXCOM, we appreciate your contributions and celebrate your service.

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. There have been many changes in portability regulations over the years.
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.

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

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 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. Estate Resolution services are also offered.

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! There are only a few purchase exclusions:

• Military uniform items
• Tobacco products
• Alcoholic beverages
• You cannot ask an authorized patrons to purchase these items for you

Ask your manager for more information about allowable purchases and/or quantity restrictions at your location.

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 care giver 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.
WORKER’S 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.

BRIGHT IDEA PROGRAM
NEXCOM encourages associates to find ways to make things work better, faster, easier and whenever feasible at a cost savings. If you have an idea that is outside your normal job duties on how to improve our operations we encourage you to submit it for consideration through the Bright Idea Program. Ideas that are submitted through the program and implemented may result in a monetary award. So don’t be shy, share your brilliance!

HEALTH FAIR
Many of our locations sponsor Health Fairs to heighten your awareness of the importance of a healthy life-style. Free health screenings, literature and health care professionals are included.

CREDIT UNION
Membership in Navy credit unions are available at most Naval installations. The credit union provides savings accounts, low interest loans and other financial services.

SOCIAL AND RECREATION COMMITTEE
These committees, made up of associate volunteers, sponsor fund-raising events, holiday celebrations, etc.

OVERSEAS BENEFITS
Management associates who accept relocation to positions at NEXCOM overseas locations receive additional benefits such as housing allowance, post allowance, post differential and tuition free Department of Defense Dependents Schools (DODDS), elementary and high schools. The amount and type of allowances these managers receive is found in, and determined by, the Department of State Standardized Regulations. Managers also receive home leave and renewal agreement travel. Contact Human Resources for more information on any of 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 offering information about working for NEXCOM when you need it, where you need it, 24 hours a day, 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 with your new 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.

Just click on the following to get started: 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.

ALL HANDS MEETING
Your operation may hold an “All Hands Meeting,” which you are expected to attend. These sessions may be focused on important rollouts, changes in policy or celebrations. You will be paid for attending these sponsored meetings.

This list is not all inclusive. NEXCOM emphasizes open communication lines among all associates. Your ideas, input and feedback contribute to our success.

NEWSLETTERS
NEXCOM headquarters produces a quarterly newsletter, the Global Exchange. In addition, your local operation or district may provide an ongoing newsletter. These newsletters provide updates on business initiatives, highlight important personnel policies and offer interesting articles about associates. Associates are invited to submit articles and photographs for publication.
ASSOCIATE SATISFACTION INDEX (ASI)

Our people are our best advisors, innovators and incubators for great ideas and we want to hear from you! The Associate Satisfaction Index (ASI) survey is a tool NEXCOM uses to keep our fingers on the pulse of the organization’s greatest asset, our people. This survey measures your job and command satisfaction and overall attitudes on culture and work environment. The ASI helps NEXCOM identify associate concerns and then assess and evaluate progress made from actions taken in response to previous survey data. Some of the topics covered by the survey include job design, workload, working environment, training and development, communication, teamwork, supervisor and management practices, health benefits and career advancement. When the ASI is conducted, you are encouraged to complete it. Rest assured that anonymity is built into the system when the data is compiled, analyzed and shared. So when the ASI comes out, tell us how we’re doing - what we got right and what we can do better.

INFORMATION BULLETINS

Departments at headquarters issue bulletins that regularly provide details on operational matters and explanations of changes in associate benefits or personnel programs.

MASSMAIL

Periodic MASSMAILs are sent on subjects requiring special attention or of special interest to associates. If you have access to NEXCOM email, these communications will come directly to you. Otherwise, they will be posted for your review.

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. We also want to keep you informed of the status of your local operation.

Each associate is provided with a wallet card with disaster contact numbers. If you are not able to get in touch with your department’s point of contact, call the local number on your wallet card or toll-free at 1-866-878-1776. Leave a message as to your whereabouts, as well as you and your family’s health and safety. You can also send an email to disastercontact@nexweb.org. Your supervisor or your local Human Resources representative is available to provide additional information regarding our disaster communication procedures. The Navy Family Accountability and Assessment System (NFAAS) also offers an app you can download to your smart phones.
The NFAAS app will allow you to check in and enter your status during disaster incidents and also offers information on Navy resources and safe practices.

ASSOCIATE CONCERNS

WORKPLACE ISSUES
You may feel negatively impacted by working conditions such as workplace policies, hostile work environment, work performance reviews, disapproval of leave and work schedule changes. If you need help, it’s always best to start with your manager or local HR Representative. However, if you feel uncomfortable or need to reach out to someone outside your workplace, there are other resources you can contact. For guidance on who to call, check your location’s bulletin board for the Associate Concerns poster. The poster provides examples of issues that may concern you and the phone numbers of who best to contact based on the type of concern you have.

If you wish to file your concern as an official grievance, submit it in writing within 10 calendar days of it happening to the lowest official in the Supervisory chain who can help. Associates who are part of a bargaining unit are to use the Collective Bargaining Agreement Negotiated Grievance Procedure. If you have questions about the Grievance process or any other workplace issues, 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 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 Loss Prevention/ Safety or call NEXCOM’s Alertline at 1-888-540-5410.

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. Code S Management with the concurrence of the 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, sex (sexual orientation, sexual stereotyping) or GINA (genetic information), 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.

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 1-800-522-3451 or NAVSUP Inspector General Hotline 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.
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. Examples:

- Progression - noncompetitive progressions (e.g. NF-3/4)
- Preparatory learning and development programs for competitive and non-competitive advancement
- Noncompetitive: Code D MIT or Navy Lodge MIT
- Competitive / Skill Building: ESD - preparation to become a stronger, more qualified candidate for competitive positions

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, skill, or experience you need to acquire to assume positions with greater responsibility and pay. Your supervisor and the NEXCOM Learning and Organizational Development department can provide help with an individual development plan to assist in charting your path to upward mobility, so 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

Your performance is reviewed after the first 90 days of employment and thereafter annually through a performance appraisal. You and your supervisor will discuss how well you are doing, what areas you excel in and areas for improvement. Our 90 day and annual appraisal discussions also present an opportunity for you and your supervisor to:

- Review your position description.
- Formulate plans for additional training.
- Discuss your career aspirations.
You can also expect your supervisor to provide regular feedback on your performance. Additionally, you are encouraged to meet with your supervisor any time you want to discuss your performance. NEXCOM encourages dialogue between associates and supervisors/managers to provide regular feedback on performance.

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.

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 location, you will receive priority placement for one year for positions for which you qualify.
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.

DUAL EMPLOYMENT
Dual Employment (5 U.S.C 5533) states that civilian personnel shall not be entitled to receive basic compensation in excess of 40 hours from more than one civilian office or position (including temporary, part-time or flexible positions). There is no restriction on the number of appointments an individual may hold, only upon the number of hours for which the individual may be paid. The Act does not preclude a person from working more than 40 hours per week or employed by only one activity.

If you are now or will be employed by an additional activity and would exceed 40 hours weekly total, you are subject to separation from one or all such activities and possibly further subject to prosecution under the provisions of the Dual Compensation Act. Be sure to let your supervisor or Human Resources know if you have another position within the federal government to determine if a problem exists.
The standards we expect from you every day encompass integrity in your business dealings, professional appearance at work, excellent customer or guest service, and regular attendance. These standards embody the Navy Core Values of Honor, Courage, and Commitment.

**ETHICAL CONDUCT**

As employees of the United States Government, we are reminded daily that our “Public Service is a Public Trust.” Each of us must put loyalty to the Constitution, laws, and ethical principles above our private interests. To ensure that every citizen can have complete confidence in NEXCOM and government in general, every NEXCOM associate is subject to the Ethical Standards of Conduct communicated by the Office of Government Ethics (OGE), DoD, and other legal authorities. While there are too many specific law, rules, and regulations to list here, there are fourteen general “Bedrock Principles” to keep in mind. We’ve organized them into seven “Do’s” and seven “Don’ts.”

<table>
<thead>
<tr>
<th><strong>DO</strong></th>
<th><strong>DON’T</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Place loyalty to the Constitution, the laws, and ethical principles above private gain.</td>
<td>Use public office for private gain.</td>
</tr>
<tr>
<td>Act impartially to all groups, persons, and organizations.</td>
<td>Use non-public information to benefit yourself or anyone else.</td>
</tr>
<tr>
<td>Give an honest effort in the performance of your duties.</td>
<td>Solicit or accept gifts from persons or parties that do business with or seek official action from DoD (unless permitted by an exception).</td>
</tr>
<tr>
<td>Protect and conserve Federal property.</td>
<td>Make unauthorized commitments or promises that bind the Government.</td>
</tr>
<tr>
<td>Disclose waste, fraud, abuse, and corruption to appropriate authorities.</td>
<td>Use Federal property for other than authorized activities</td>
</tr>
<tr>
<td>Fulfill in good faith your obligations as a citizen, and pay your Federal, State, and local taxes.</td>
<td>Take jobs or hold financial interests that conflict with your Government responsibilities.</td>
</tr>
<tr>
<td>Comply with all laws providing equal opportunity to all persons, regardless of their race, color, religion, sex, national origin, age, or handicap.</td>
<td>Take actions that give the appearance that they are illegal or unethical.</td>
</tr>
</tbody>
</table>

If you have questions concerning the Ethical Standards of Conduct, please talk to your supervisor or contact the Office of Counsel (OC) and ask to speak to an Ethics Counselor. Also, the 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

Along with the Standards of Ethical Conduct mentioned in the previous section, a specific law, 5 U.S.C. 7311, imposes on all NEXCOM NAF employees a duty to be loyal to the United States. According to this law, an individual may not accept or hold a NAF position who:

A. Advocates the overthrow of the U.S. Government;
B. Knowingly is a member of an organization advocating overthrow of the U.S. Government; or
C. Participates in a strike against the U.S. Government, including a non-appropriated fund instrumentality (NAFI) of the U.S. Government.

## POLITICAL ACTIVITY

Various laws and regulations restrict political activities of military personnel and civilian employees. For NAF employees, DoD has adopted the basic principles of a law referred to as “The Hatch Act,” which restricts the political activity of some executive branch civilian employees of the federal government. This law has different rules according to whether you are considered a “less restricted” or “further restricted” employee. NEXCOM civilian employees meet the definition of “less restricted” employees and, therefore, can engage in a broader range of political activity outside of the workplace. Here’s an outline of which political activities are allowed and which political activities are prohibited.

*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, 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

Along with obeying standards of ethical conduct, rules related to political
activities, and duty of loyalty that come from your service as a government
employee, it’s important to provide acceptable working conditions and a
positive environment for all associates. Every associate must follow these
other professional standards or be subject to disciplinary action, which may
range from verbal or written warnings to immediate dismissal. Examples
of the types of conduct expressly prohibited while employed at NEXCOM
include, but are not limited to the following:
1. Disrespectful conduct, gambling, fighting on NEXCOM or Navy property, coercion, intimidation, threats, using vulgarity, name calling, arguing and using derogatory or offensive language toward guests, customers, supervisors or fellow workers.

2. Failing to give PREMIER customer and guest service and courtesy.

3. Leaving assigned work area(s) or not performing job duties during regularly scheduled work hours or not leaving premises when scheduled work shift ends. Assigned work area is defined as the area where the supervisor has asked the associate to perform work-related duties.

4. Sleeping on the job or during a work shift.

5. Failure to observe established fire, safety, civil defense rules or common safety practices. Failure to report unsafe conditions or to report any injury sustained while on duty.

6. Failure to keep personal cell phones/smartphones out of sight and on vibrate unless being used for NEXCOM business or authorized personal use. Failure to keep smartwatches on silent or vibrate. Personal cell phones are to be limited to break/lunch periods unless authorized on an emergency basis by a supervisor/manager.

7. Smoking outside of designated areas.

8. Refusing to accept bona fide assignments.

9. Disobedience of instructions, walking off the job without authorization or uncooperative or insubordinate conduct.

10. Failing to cooperate with a locker inventory or other inquiry regarding property furnished to an associate or any package an associate has in his or her possession upon leaving the property.

11. Bringing items that are inappropriate to the work place. Such items include, but are not limited to alcohol, illegal drugs, chemicals, firearms, or explosives. This includes sampling alcoholic beverages during package store and wine tasting events during on duty hours.

12. Falsifying documents or records or giving false replies to NEXCOM management in relation to NEXCOM business or investigations.

13. Revealing confidential information to unauthorized persons or acting as an unauthorized spokesperson for NEXCOM.

14. Conducting oneself in an immoral, illegal or indecent manner; soliciting persons for immoral purposes or aiding and/or abetting of any of the above.
15. The actual or attempted removal or misappropriation of government or NAFI property or funds, or the property of others is of such a serious nature that regardless of the amount of funds or value of the property taken, personnel involved are subject to termination of employment and possible criminal prosecution. This includes removal of found items or items that have been zeroed out, destroyed, and/or discarded. Associates, vendors, and contractors are responsible for properly purchasing all food and drink items from the food court areas, NEX stores, Micro Markets, and other contracted food operations.

16. Abusing, misusing, vandalizing or destroying the property of customers, guests, fellow associates, vendors or NEXCOM.

17. Violating any federal, state or local statutes, ordinances or regulations.

18. Interfering with or hindering of work schedules. Making unauthorized alterations to posted schedules.

19. Failure to abide by time clock rules or sign-in, sign-out procedures; working overtime without supervisory approval; or stopping work early. An associate must not permit, nor ask another associate to punch/swipe their time, nor shall an associate punch/swipe another associate’s time.

20. Personal cleanliness at all times is required.

21. Discussing personal or unauthorized NEXCOM matters in public areas where patrons or guests could overhear conversation.

22. Participating while on government property or while in duty, in any gambling activity.

23. Not paying each just financial obligation in a proper and timely manner that places an administrative burden on NEXCOM.

24. Unauthorized use of a government vehicle (GOV) which includes but is not limited to, using the GOV to conduct personal errands, giving a ride to anyone who is not performing official NEXCOM duties to include family members, visitors, NEXCOM associates, or non-NEXCOM associates, taking the GOV to your home at any time, or stopping to eat unless authorized.

25. Unauthorized disclosure of or failure to protect sensitive information pertaining to the NEXCOM enterprise or its associates.

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, ships movement, personnel rosters or pre-decisional information.

WORKFORCE DIVERSITY

Diversity is defined as the collection of individuals bringing together varied demographic, cultural, human, intellectual, and philosophical differences to create an environment that honors and respects those differences in a safe and supportive manner.

Inclusion entails building an environment where associate differences are valued, associates are empowered and diverse communities are connected throughout the world.

NEXCOM prides itself as an organization that promotes and supports a high-performing organizational culture through diversity and inclusion.

Our mission is to foster a diverse workforce and an inclusive work environment that ensures opportunity for everyone’s voice to be heard and valued throughout every aspect of the Command.

But, we cannot achieve our mission without YOUR SUPPORT!

We encourage all NEXCOM Associates to actively engage in diversity and inclusion initiatives to empower our teams, cultivate leaders and continuously create a culture where everyone feels welcome.

To ensure that we are creating the type of environment that provides associates the opportunity to become engaged in the overall NEXCOM operation, The CEO’s Council for Diversity at NEXCOM headquarters works in collaboration with each District Council to promote diversity and inclusion throughout the Command. Associates interested in membership may contact their local Diversity Council or Human Resources department for additional information.
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 regarding harassment in the workplace. Harassment is unwelcome conduct that is based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information. Petty slights, annoyances, and isolated incidents (unless extremely serious) will not rise to the level of illegality. To be unlawful, the conduct must create a work environment that would be intimidating, hostile, or offensive to reasonable people.

Harassment can include “sexual harassment” or unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature.

Harassment does not have to be of a sexual nature, however, and can include offensive remarks about a person’s sex. Although the law doesn’t prohibit simple teasing, offhand comments, or isolated incidents that are not very serious, harassment is illegal when it is so frequent or severe that it creates a hostile or offensive work environment or when it results in an adverse employment decision (such as the victim being fired or demoted). The harasser can be the victim’s supervisor, a supervisor in another area, a co-worker, or someone who is not an employee of the employer, such as a client or patron.

If you believe you have been subjected to harassing conduct, you are encouraged to immediately contact the EEO Office, Human Resources or your chain of command to resolve the situation.
REASONABLE ACCOMMODATION POLICY

NEXCOM provides reasonable accommodations to qualified individuals with disabilities that would allow them to perform their essential job duties. A reasonable accommodation is assistance or changes to a position or workplace that will enable an employee to do his or her job despite having a disability. Federal laws require agencies to provide reasonable accommodations, unless to do so would cause undue hardship.

If you believe you need a reasonable accommodation to perform your essential functions of your position, please contact the EEO Office, your immediate supervisor, or your Human Resources representative for further details.

HEALTHY AND SAFE ENVIRONMENT

We will make every reasonable effort to ensure a healthy and safe work environment. However, efforts to prevent accidents will not be successful without your cooperation. Knowing how to perform your job correctly is a key ingredient to safety. Your supervisor provides training to eliminate hazards, and you are responsible for following your supervisor’s guidelines. Accidents are preventable if you exercise proper care, observe all safety regulations and make use of any required safety equipment. If you observe an unsafe condition, report it to your supervisor. Safety Always Matters (SAM)! Be a SAM Ambassador!

INSPECTION OF LOCKERS AND PERSONAL ITEMS

To improve security, we reserve the right to inspect your locker or any other property furnished to you and to inspect any package you may have in your possession upon entering or leaving the premises.

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. We appreciate and benefit from our associates’ cultural diversity when they provide a service to our patrons for whom English is not the primary language. Associates are encouraged to remain considerate of others and use good judgment.
regarding exclusion of coworkers and patrons during the use of languages other than English. What is most important is that we address and serve our patrons with their best interests in mind. Interacting with our fellow NEXCOM associates in a manner which fosters positive and professional working relationships is vital, in order to promote an efficient and productive work force.

**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, they are not permitted regardless of state law. You are strictly forbidden to consume alcoholic beverages 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. You are also forbidden to return to work after breaks or meal periods under the influence of alcohol. 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**

Shopping is permitted when an associate is off-duty and during established lunch periods. Shopping is not permitted during short breaks (except to purchase snack and/or beverage items that are to be consumed on the premise). Off-duty is defined as before and after scheduled work hours at the NEX and scheduled days off.

All associates are prohibited from setting aside, “holding,” or “stashing” merchandise for themselves or customers, or asking another associate to hold merchandise for any period of time. Associates are also prohibited from making purchases that would lead to not-in-stock conditions.
Associates cannot purchase any merchandise during their normal work shift. When off duty, they have all privileges authorized as a military family member.

Associates cannot use shopping privileges to purchase merchandise for unauthorized patrons and associates cannot resell merchandise.

These requirements are to enable our military customers, the people who pay our salaries, a reasonable amount of time to purchase our merchandise and to prevent possible not-in-stock conditions.

It is important to remember shopping privileges are a benefit extended by NEXCOM. Misuse and/or abuse of this benefit may result in revocation and/or disciplinary action up to and including termination.
Welcome Aboard

We realize that there is a great deal of information in this handbook. However, we want to do our very best to prepare you for your position with NEXCOM. It’s important for you to know the expectations and benefits of working for us. If you do not understand any information in this handbook, be sure to ask your supervisor or Human Resources. You are responsible for the contents of this handbook.

Thank you for joining a team dedicated to servicing our Navy community. We want to wish you a successful career as a member of our NEXCOM team. Once again, Welcome Aboard!