

/NEX

/NAVY LODGE

/NCTRF

/TPO

/SHIPS STORE

/UPMO

# /NEXCOM

MISSION:YOU

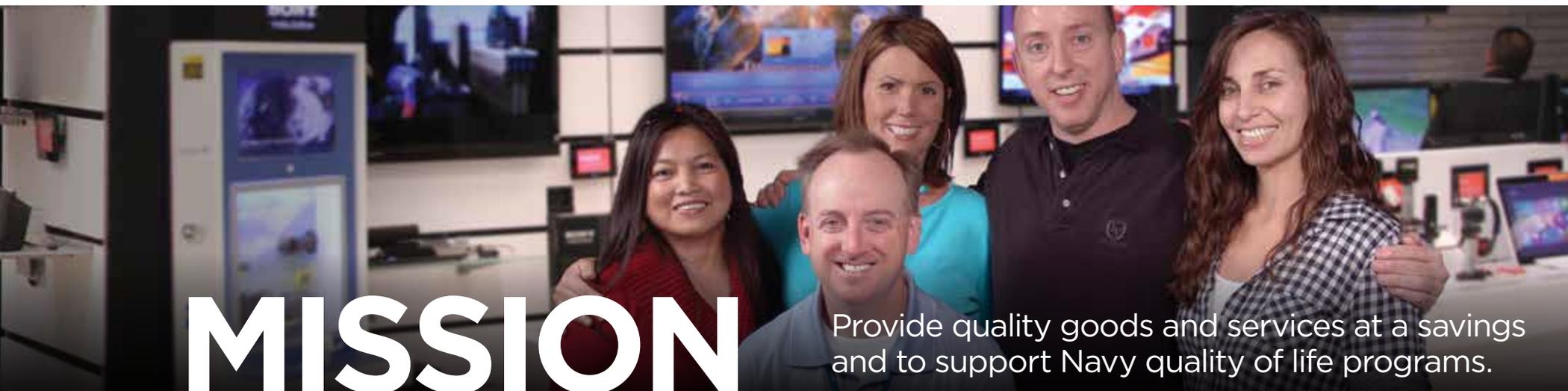
ASSOCIATE HANDBOOK  
**WELCOME  
ABOARD**





# VISION

To be the first choice for Sailors and Navy families.



# MISSION

Provide quality goods and services at a savings and to support Navy quality of life programs.



# CORE VALUES

Caring, Committed, Connected

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56	<b>THANK YOU FOR JOINING OUR TEAM</b>
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**WELCOME  
ABOARD**

# WELCOME

On behalf of the entire Navy Exchange Service Command (NEXCOM) team, *Welcome Aboard!* You have joined an organization with an honored tradition and a bright future. The NEXCOM Enterprise is a worldwide organization with approximately 14,000 associates who work in our six business lines: Navy Exchange (NEX), Navy Lodge, Ships Store, Uniform Program Management Office (UPMO), Telecommunications Program Office (TPO) and Navy Clothing and Textile Research Facility (NCTRF).

You have an important role to play in the continued success of the entire enterprise. You are the face of the organization to Sailors, Reservists, retirees and their family members. You are the one who greets a Sailor at a NEX while on deployment; the one who fits a newly promoted Chief with her first khaki uniform; the one who welcomes a Sailor and family at their new duty station - you are now part of the Navy family!

As a new associate, you are certain to have questions concerning the organization, its expectations, benefits and standards. This handbook is designed to provide general information about NEXCOM and help you become oriented with the organization. Please read your handbook thoroughly and retain it for future reference. We are committed to providing the training, development and communication you need to succeed in your career. I encourage you to talk with other associates and your supervisor if you have additional questions. Welcome and thanks for joining the NEXCOM family!

*Robert J. Bianchi*  
*Rear Admiral, Supply Corps, USN (Ret.)*  
*Chief Executive Officer*  
*Navy Exchange Service Command*



*Thank you for  
joining our family!*

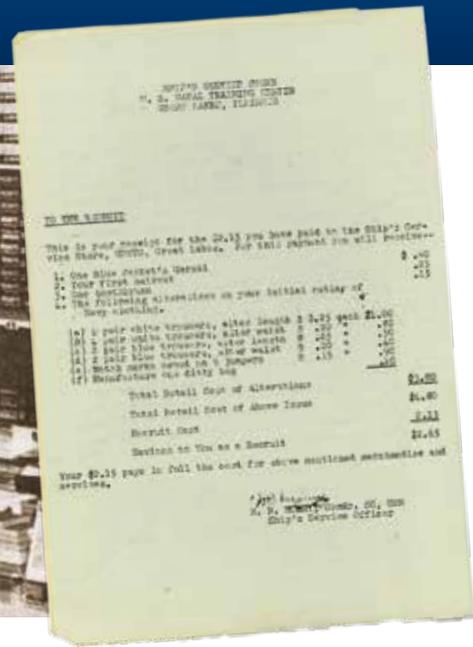
*R. Bianchi*

Your handbook summarizes most of NEXCOM's employment practices and the benefits you receive as an associate. The specific local NEX or NEXCOM wide policy document, instruction, directive or provision of law must be referred to for a determination of applicability.

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 or rights, or to request any remedies. You will receive updated information 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.

Version 2.0 | August 2018

# HISTORY



NEX associates provide PREMIER customer service.

## NAVY EXCHANGE SERVICE COMMAND: A PROUD PAST

NEXs have come a long way since the days when bumboats sold their wares to Sailors aboard Naval vessels in the 1800's. 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 were sold at very high prices.

By 1909, the Naval Appropriations Act established the first official resale activities, the Ships Stores and Commissary Stores. The ships stores were authorized to make a profit, as long as it did not exceed 15%. Unfortunately, ships stores did not produce sufficient revenue for financing the welfare funds. So, in 1925 the Ships Service was created to provide Navy crew members nearly any legal article of merchandise without the profit restrictions placed on the Ships Store. However, these Ships Services had no foundation in law.

It became clear by 1942 that there was no need or space for both the Ships Stores and the Ships Service aboard Navy ships. In 1944, the Secretary of the Navy made the establishment of the merged stores mandatory on all ships that had a supply officer. It also permitted ships stores to be operated on all Naval bases.

Ships Service Stores ashore also began steps towards centralization in 1945 when a committee was formed to study the resale activities. The recommendation of the

committee, headed by Capt. Wheelock H. Bingham, SC, USNR, was that all resale activities be operated like a large chain of retail stores and that a central office be established to oversee the operation of the Navy Resale System.

The Secretary of the Navy gave his approval of 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, N.Y., on Apr. 1, 1946. This office was later renamed the Navy Exchange Service Command (NEXCOM).

The NEXCOM Enterprise encompasses six different organizations discussed on pages 14-15. Its mission is to provide authorized customers quality goods and services at a savings and support Navy quality of life programs for active duty military, retirees, reservists and their families. NEXCOM's parent command is the Naval Supply Systems Command (NAVSUP).

The NEXCOM Enterprise is a non-appropriated fund instrumentality (NAFI) of the Department of Defense and the Department (DoD) of the Navy (DoN). This means that we pay most of our bills through the goods and services that we provide and use very little tax dollars (appropriated funds) in running our business. You are a federal employee, but most of the laws administered by Civil Service for appropriated fund associates are not applicable.

# NEXCOM TODAY



NEXCOM employs approximately 14,000 associates worldwide, of which over 25% are military family members. There are six core business lines within the NEXCOM Enterprise.

## NAVY EXCHANGE (NEX)

There are approximately 300 NEX stores worldwide. NEX achieves almost \$3 billion in sales annually, is self-supporting and contributes 70% of its profits to Navy Morale, Welfare and Recreation (MWR) programs – over \$3.6 billion since 1946! The NEX program is the largest of our six businesses, housing a variety of retail outlets such as department, specialty and package stores. However, NEXs also provide necessary services to our Navy community such as barber and beauty shops, automotive centers, laundry/dry cleaning facilities, modern food courts and much more. Our NEX locations range in size from enormous 180,000 sq. ft. malls to small mini-marts and fleet stores. While our buildings vary in style, size and location, we always attempt to provide Sailors with the products and services they want most.

## NAVY LODGE

Officially established in 1969, the Navy Lodge Program provides temporary and affordable housing for Navy families relocating to a new duty station. Today, there are 39 Navy Lodges worldwide with occupancy rates well above the private sector average. Our Navy Lodges share our quality of life mission. In making Navy Lodge reservations, priority is given to relocating families. However, active duty personnel, reservists, retirees, DoD personnel on official duty travel, official guests of the command, and you, as an associate, are eligible to use Navy Lodges. Like NEXs, Navy Lodges are self-supporting. Profits are used to cover the cost of operations as well as renovation and construction projects.

## NAVY CLOTHING AND TEXTILE RESEARCH FACILITY (NCTRF)

NCTRF, in Natick, Massachusetts, conducts testing and evaluation of all uniform items to ensure they meet or exceed Navy quality standards. Its primary mission is to develop uniforms and protective clothing worn by Navy Sailors that are safe, comfortable and fit well.

NCTRF's focus is to test fabrics for fire and heat resistance, water immersion and buoyancy, heat and cold stress, ballistic protection, and uniform design and development. A team of textile technologists, clothing designers, physiologists and other scientific experts are all involved in conducting research, design, development, improvement and user assessment studies of protective garments and equipment. Improving uniform styling, fit and durability as well as upgrading materials to bring the best to customers is part of the NCTRF mission.

## UNIFORM PROGRAM MANAGEMENT OFFICE (UPMO)

With over 100 uniform shops worldwide and a uniform mail order program, the NEX is the source for Navy uniforms. This program sets us apart from all other retailers.

## SHIPS STORE

Ships stores are retail outlets on ships that provide basic necessities for Sailors. They also operate vending, laundry and barber shop facilities. Currently, there are approximately 130 ships stores operated under NEXCOM's technical guidance. An important part of shipboard quality of life and morale, ships stores provide Sailors with a little bit of home on the high seas. All ships store profits support crew quality of life and are either retained onboard for the ship's own MWR Program or are distributed to the MWR Central Fund.





## **TELECOMMUNICATIONS PROGRAM OFFICE (TPO)**

TPO manages unofficial personal telecommunications services. TPO provides a variety of telecommunications services on Navy, Marine Corps and Coast Guard installations worldwide. These include Wi-Fi, calling cards, prepaid cards, Navy Lodge and Bachelor Quarters in-room service, long distance service, cellular service, voice mail, Internet service and port calls.

# **EMPLOYMENT INFORMATION**

# CUSTOMER FOCUS

## PREMIER CUSTOMER SERVICE

PREMIER Customer Service is our way of ensuring our customers receive the courteous, effortless level of attention they deserve. Becoming familiar with each of the PREMIER components will help you to provide the highest level of customer service to our most valuable asset – our customers and guest.

### PERSONAL CONNECTION | GET TO KNOW THEM

- Introduce yourself
- Greet your customer by name or rank

### RELATIONSHIPS | KEEP YOUR PROMISES

- Give each customer your undivided attention
- Respond to questions or requests promptly and accurately

### ENHANCEMENT | GO THE EXTRA MILE

- Understand and anticipate your customer's needs
- Look for ways to delight each customer

### MEMORABLE | KEEP THEM COMING BACK

- Find ways to create positive interactions with your customers
- Listen to every little detail

### INDIVIDUAL CARE | IT'S ALL ABOUT THEM

- Treat each customer's request as unique and special
- Focus on what is right for that customer



NEXCOM associates provide world-class customer service.

### EMPOWERMENT | MAKE IT HAPPEN

- Understand how our policies help the customer
- Teach others how to be empowered

### 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 customers.

### REGULAR FULL-TIME

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

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

### REGULAR PART-TIME

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

### FLEXIBLE

Associates serve in continuing positions with regular schedules normally of 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.

## REGULAR 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 call your supervisor personally before the start of your schedule. Someone else may call for you only if you are unable to do so yourself. Having another individual call in your absence does not always mean your absence is approved. 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 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. 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 or XW 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) associate, you are compensated for hours worked in excess of 8 per day or 40 per 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 NF or NA/NL/NS/XW.

## 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 specific information on your location's pay policies in these areas. (This benefit varies based on local policies and procedures).



NEXCOM associates provide a wide variety of services.

## 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 bands as follows:

- **NF-1:** Sales Clerk/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)

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.

# LEAVE

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 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 by performing their jobs. 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.

## 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:

Years of Service	Accrual Rate X hours worked per year = per year	Number of hours	Number of Days
Less than 3	5%	2080	13
3-15 years	7.5%	2080	20
More than 15	10%	2080	26

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 who are on transportation agreements may carry over 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 workweek. 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.



NEX Tailor Shop associates assist Sailors with uniform tailoring.

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.

## 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 workweeks 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.

## 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 10 Federal holidays:

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

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 have worked a scheduled workday 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. Highlights of your plans include:

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



Navy Lodge associates make our guests feel at home.

## FLEXIBLE SPENDING ACCOUNT (FSA)

A 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.

## 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)**

NEXCOM offers a comprehensive Employee Assistance Program (EAP) to associates, spouses and household members. The program is provided through Magellan Health, a leading EAP services provider.

The EAP provides referral services that assist in coping with personal, family, emotional, legal, financial, health and wellness matters. Through EAP, you are eligible to receive three in-person counseling sessions at no charge.

Examples of concerns EAP can help with include:

- Changes in your financial situation
- Family or relationship problems
- Overwork or conflicts at work
- Feeling depressed or anxious
- Quitting tobacco, alcohol or drug use
- Caring for children or aging parents
- Losing weight and living healthier

Challenges like these can make life hard. When you're busy, you might not think there's time to find solutions. So, it's important to know that NEXCOM offers a program that can help you solve everyday—and not so everyday—problems confidentially, 24 hours a day, seven days a week. You can schedule a consultation or learn more about EAP services by contacting Magellan Health at (800) 424-5988. If you are an associate working outside of the continental United States, your Human Resources representative can provide you overseas calling information.

Magellan also offers associates ways to save money through a program called the LifeMart Discount Center. Access to Magellan's many online services and resources is free. When you log onto the Magellan EAP website, you'll discover hundreds of deals on nationally recognized brand-name products and services such as hotels, car rentals, pet insurance, home security, movie tickets, theme park tickets, restaurants, home improvement stores, grocery coupons and much more!

# RETIREMENT

## 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, some of these benefits accompany you into retirement such as medical and life insurance coverage. The benefits that carry over into retirement are explained in your retirement booklets which are provided when you enroll. 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.
- Portability of your retirement benefits between NEXCOM and appropriated fund agencies and other DoD non-appropriated fund instrumentalities (DoD NAFIs).
- No mandatory retirement age.

## 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.



Ships stores provide Sailors with "a taste of home" while at sea.

- 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.

# OTHER BENEFITS

## **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.

## **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 to attend courses in pursuit of a degree at accredited colleges, universities or institutes to assist in their 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 approved for TRP must complete one year of service to NEXCOM based on the completion date of the most recent course taken.

## **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 Hyatt Legal Plans provide eligible associates and their spouses with access to attorneys participating in their network. When you choose a participating Hyatt 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 Hyatt 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

Most government employees do not have access to shop at the NEX. 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

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



Navy Lodge associates provide our guests with a safe, comfortable place to stay.

## LEAVE SHARING PROGRAM

This program allows co-workers to transfer some of their annual leave to a fellow co-worker. This is a voluntary program that can help ease emotional and financial burdens that can result when associates become ill and exhaust all their sick and annual leave. It can also benefit an associate if a family member becomes ill and annual leave is exhausted.

## WORKER'S COMPENSATION

All NEXCOM associates 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 medical expenses and replacement for lost wages. 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.

# COMMUNICATION

## BRIGHT IDEA PROGRAM

NEXCOM encourages all of us to help find ways to make things work faster, easier or with less cost. If you have an idea on how to improve our operations, we encourage you to submit it through our Bright Idea Program. Your creativity and innovation can earn you a monetary award.

## 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.

## 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:

### 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.

### ASI (ASSOCIATE SATISFACTION INDEX)

The Associate Satisfaction Index (ASI) survey is the organization’s survey of associates, typically conducted annually. The survey measures your job and command satisfaction and overall attitudes on culture and work environment. The ASI helps NEXCOM assess associate concerns and evaluate the progress we have made since the last survey. Some of the topics covered by the survey include job design, work and working environment, training, communications, teamwork, communications, supervision, benefits and advancement. When an ASI is conducted, you are encouraged to complete it. Anonymity of those who respond is ensured and the ASI’s results are important.

## **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**

Periodical 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 call toll-free at 1-866-878-1776. Leave a message as to your whereabouts and you and your family's health and safety. You can also send an email to [disastercontact@nexweb.org](mailto: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.

## **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.

## **WHISTLEBLOWER PROTECTION**

As a federal government employee, you may also report fraud, waste and abuse situations to the DoD Inspector General Hotline. You are protected from reprisal if you report wrongdoing. The DoD Hotline number is 1-800-424-9098.

# CAREER OPPORTUNITIES

## CAREER DEVELOPMENT

NEXCOM hires the best qualified candidate for positions based on the present and future needs of the organization. Positions are filled from within and outside the organization.

If your plans include a long-term relationship with NEXCOM, you need to discuss your career aspirations with your supervisor. 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 training department can provide help with an individual development plan.

NEXCOM is a worldwide organization and a willingness to relocate may be a requirement 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. Your 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 [www.NavyExchange.jobs](http://www.NavyExchange.jobs) and [www.NavyLodge.jobs](http://www.NavyLodge.jobs). Access the Internal Applicant portal and login with your unique User ID and Password.

For information regarding how to log in and use the automated hiring system, refer to the NEXCOM intranet site under Code H and “Employment.” 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

NEXCOM has established this special program for military 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 [www.TheWorkNumber.com](http://www.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

# POLICIES

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 service and regular attendance.

## ETHICS

As employees of the United States Government, we are reminded daily that our “Public Service is a Public Trust.” Each of us must put our loyalty to the law and ethical principles above our private interest. Every NEXCOM associate is subject to the Ethical Standards of Conduct communicated by the Office of Government Ethics (OGE), the DoD and other legal authorities. As an example, here are 10 bedrock principles upon which those rules are founded:

1. You cannot hold a financial interest that conflicts with your position with NEXCOM.
2. You cannot use your knowledge of information gained from your position that is not known to the public for any private interest.
3. You may not, except under very limited circumstances, solicit or accept gifts from anyone seeking to do or doing business with NEXCOM.
4. You cannot engage in outside business activities which conflict with your NEXCOM position.
5. You shall avoid actions that create the appearance that they violate the law or ethical standards.
6. You must be impartial in your decisions and actions and not give preferential treatment to any individual.
7. Soliciting contributions from other associates for any cause is not permitted.
8. Gifts to supervisors are prohibited except under special occasions such as a birthday, marriage, transfer, retirement or illness. Voluntary nominal group contributions are allowed.
9. Use of NEXCOM equipment (telephones, computers, fax machines, copiers) for personal use is very limited and must be approved by your supervisor.
10. Depending on your position, certain restrictions on employment after you leave NEXCOM may apply and you may be required to submit a financial disclosure form.

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

## OTHER PROFESSIONAL STANDARDS

It's important to provide acceptable working conditions and a positive environment for all associates. Every associate must follow the 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 by this policy 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 a high degree of service or 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/smart phones out of sight and on vibrate unless being used for NEX business or authorized personal use. Failure to keep smart watches 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. Willful disobedience of instructions, walking off the job without authorization or uncooperative or insubordinate conduct.
9. Failing to cooperate with a locker search or other property furnished to an associate or any package an associate has in possession upon leaving the property.
10. Bringing items that are inappropriate to the work place. Such items include, but are not limited to alcohol, illegal drugs, chemicals, firearms or explosives.
11. Falsifying documents or records or giving false replies to NEXCOM management in relation to NEXCOM business or investigations.
12. Revealing confidential information to unauthorized persons or acting as an unauthorized spokesperson for NEXCOM.
13. Conducting oneself in an immoral, illegal or indecent manner; soliciting persons for immoral purposes or aiding and/or abetting of any of the above.
14. Removing or misappropriating the property of customers, guests, fellow associates or NEXCOM or withholding information of the violation of this rule. This includes the unauthorized removal of found items.
15. Abusing, misusing, vandalizing or destroying the property of customers, guests, fellow associates or NEXCOM.
16. Violating any federal, state or local statutes, ordinances or regulations.
17. Interfering with or hindering of work schedules. Making unauthorized alterations to posted schedules.
18. 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.
19. Failure to present a high degree of personal cleanliness at all times.
20. Discussing personal or unauthorized NEXCOM matters in public areas where customers or guests could overhear conversation.
21. Participating while on government property or while in duty, in any gambling activity.
22. Not paying each just financial obligation in a proper and timely manner.
23. 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 NEX duties to include family members, visitors, NEX associates, or non-NEX associates, taking the GOV to your home at any time, or stopping to eat unless authorized.

## HATCH ACT FOR FEDERAL EMPLOYEES

The Hatch Act restricts the political activity of some executive branch employees of the federal government who work in connection with federally funded programs. As a NEXCOM federal employee, you are permitted to take an active part in political management and political campaigns.

However, there are some restrictions:

### NEXCOM ASSOCIATES ARE PERMITTED TO:

- Be candidates for public office in nonpartisan elections
- Register and vote as they choose
- Assist in voter registration drives



NEXCOM embraces diversity as an important and integral part of our culture.

- 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 solicit or receive political contributions (may be done in certain limited situations by federal labor or other employee organizations)
- Be candidates for public office in partisan elections
- 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

**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. 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**

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 equal opportunity through NEXCOM policy development, workforce analysis, outreach, retention and education to best serve our associates and customers. 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.

Diversity embodies differences – life and work experiences, perspectives, cultures, ethnicity, gender, age and other aspects of life – that make us unique individuals. Inclusion is the extent to which associates have the opportunity and feel welcome to fully participate and contribute to the organization. Inclusion also entails building an environment where associate differences are valued, associates are empowered and diverse communities are connected throughout the world.

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 was established at NEXCOM headquarters and in each District to ensure that diversity continues to be integral to the transformation effort of NEXCOM.

Associates interested in membership may contact their local Diversity Council or Human Resources.

## **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 any taint of 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.

## **ZERO TOLERANCE OF HARASSING CONDUCT, INCLUDING SEXUAL HARASSMENT**

NEXCOM has zero tolerance regarding harassment in the workplace. Harassment is defined as any unwelcome, hostile, or offensive conduct taken based on race, color, sex, religion, national origin, age, disability, genetic information or sexual orientation that interferes with an individual's performance or creates an intimidating, hostile or offensive work environment.

Sexual harassment is defined as any repeated or unwelcome sexual advances, "requests for sexual favors and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

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 accommodation to qualified individuals with disabilities that would allow them to perform their essential job duties. Reasonable accommodations are adjustments to job requirements or to the work environment that assist associates with a permanent disability in performing the essential duties of their position. Federal laws require agencies to provide reasonable accommodations, unless to do so would cause undue hardship. By providing reasonable accommodations, NEXCOM assures it will provide an environment in which a qualified associate will be able to perform his/her job effectively.

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.



The NEX Uniform Shop is a one-stop shopping experience that provides fitting and tailoring services.

## 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 customer expresses the need for a different language. The use of languages other than English, when not communicating with a customer, 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 customers 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.

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.

# CONGRATULATIONS!



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.

Congratulations!