



NANA Management Services, LLC

# Employee Handbook

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NOTE: This handbook provides an overview of organization-wide NMS policies for Alaska and the Contiguous U.S. states. Some states may have different laws impacting certain policies. Where differences may occur, NMS will follow the laws of each individual state.

## Letter from NMS Leadership Team

NANA Management Services, LLC (NMS') reputation for service excellence depends on the capabilities and contributions of every one of our employees, so we are pleased to have your valued skills and experience on the NMS team.

We are fortunate to be able to build on the hard work of thousands of employees over the past four decades. Not only do we build on the legacy of the NMS brand and practices that currently exist; but we also inherit the responsibility for continuous improvement for our customers and the personnel in the facilities that we serve.

Whether you have been with NMS for many years or you have recently joined our team, there will always be more to learn about your job and the company. Most important is the understanding that NMS is made up of the aggregate culture of our 2,500 employees supporting clients across North America. We are only as good as you make us today, and we will only be as great as the culture we establish for tomorrow.

This handbook is designed to provide you with information about employee benefits, working conditions, safety and company policies affecting your employment. You should read, understand and comply with all the provisions in this handbook. Due to the diverse nature of NMS' businesses and client contracts, not all provisions apply to all employees, and your worksite or contract may have policies, procedures and work conditions not covered in this handbook. If you should have any questions about whether a particular policy applies to you, please contact our Human Resources department.

At NMS, we are committed to creating a supportive, safe, professional and productive work environment that is free from discrimination, harassment and retaliation in which all employees are treated with dignity and respect. By following the policies in this handbook, you help to create and protect that environment for yourself and for your fellow NMS team members and the clients that we serve.

Please join us in contributing to the continuous improvement of the NMS team. And "Thank you" for what we have yet to accomplish together.

NMS Leadership Team

## Introduction

### 1.01 Mission & Values

#### NMS Mission

Provide management and support services at a level of quality, value, safety and expertise beyond our client's expectations.

#### NMS Values

NMS' core values define how we do business as individuals and as a company. We demonstrate these values in our words and actions.

- Safety guides our behavior
- Honesty and integrity govern our activities
- Commitments made will be fulfilled
- All individuals are treated with dignity and respect
- The environment will be protected and sustained

#### NMS' Vision

To be a profitable, nationwide supplier of outsourced services whose caring culture makes us an employer of choice.

## 1.02 History of NANA Management Services

Beginning as NANA Commercial Catering during the construction of the Trans Alaska Pipeline in the 1970s, NMS has continued to expand its services and its client base. Today, NMS operates five divisions, each responsible for a variety of different services. The operating divisions are Camp Management Services, Food & Facilities Management, Lodging, Security and Staffing. All five divisions operate under the corporate umbrella of NMS.

Building on its success, NANA Commercial Catering (owned by NANA Development Corporation) and Mannings Alaska began a joint venture to serve pipeline camps at Deadhorse and Sheep Creek. The business continued to thrive, and in 1986 Marriott bought out Mannings. The company name was changed to NANA Marriott.

In 1998, the partnership changed again. Sodexo, an international food services company, purchased Marriott Managed Services, the division of Marriott involved in the partnership with NANA Development Corporation (NDC). NDC and Sodexo formed a new partnership to create the current company, NMS, LLC. In addition to the partnership change, Purcell Security and NANA Corporate Services (now called NMS Security and NMS Staffing, respectively), all previously owned and managed by NDC, became part of NMS, once again expanding the company support service capabilities.

Now branded as NMS, NMS is a Limited Liability Company, 51 percent owned by NDC, a wholly owned subsidiary of NANA Regional Corporation, and 49 percent by Sodexo Alaska, Inc. From the early days of providing food services, NMS has expanded services that today include security, camp management, food services, hotel management, maintenance, housekeeping and janitorial, and contract staffing.

Although Alaska's oil and gas industry continues to be an essential piece of NMS business, NMS' increased service offerings and reputation for delivering a high-quality product have allowed the company to expand our client base. Today, in addition to the oil and gas industry, NMS services businesses and institutions in government, education, healthcare, transportation, hospitality, travel, retail and communications industry segments. As NMS continues to expand both in Alaska and the contiguous United States, NMS has established a history of commitment to both our clients and our employees. At NMS, we start each day with enthusiasm, dedicated to our mission of providing management and support services at a level of quality, value and expertise beyond our clients' expectations.

### 1.03 Intent of Employee Handbook

This Employee Handbook is intended to provide employees with a general understanding of NMS' personnel policies. Employees are encouraged to familiarize themselves with the contents of this handbook as it should answer many frequently asked questions concerning employment with NMS also referred to as "NMS" or "company" throughout this handbook.

Procedures have been developed to further educate staff and management regarding NMS' expectations and processes. Employees and management should refer to procedures when seeking specific guidance or direction on a particular topic.

This handbook cannot anticipate every situation or answer every question. It is not an employment contract and is not intended to create contractual obligations of any kind. If anything is unclear, employees are encouraged to discuss the matter with their supervisor or a representative in the Human Resources department. Employees may also consult the [Ethics Policy](#).

In order to retain necessary flexibility in the administration of policies and procedures, NMS reserves the right to change, revise or eliminate any of the policies and/or benefits described in this handbook.

#### 1.04 "At-Will" Employment

Unless an employee has an employment agreement/contract with NMS, employees are employed "at-will." That means that neither the employee nor NMS is bound to continue the employment relationship if either chooses, at any time, to end the relationship. Employment is "at will" and therefore, may be terminated with or without notice. Nothing contained in this Handbook modifies or is intended to modify the "at-will" employment relationship.

No one other than the President has the authority to act on behalf of NMS to enter into an employment contract or agreement with an employee, or to alter the "at-will" nature of his/her employment.

## 1.05 Shareholder Preference

Our mission is to improve the quality of life of our shareholders by providing economic opportunities. NANA grants employment preference, including but not limited to hire, promotion and layoffs, to shareholders of NANA and their spouses and descendants to the extent allowed by law. For the purposes of this preference, shareholders include stockholders of NANA Regional Corporation, Inc., their spouses and descendants to the extent allowed by law.

The first and highest preference is given to a shareholder who is also a stockholder and who meets the minimum qualifications of the position and should be selected over a more qualified shareholder spouse or descendant and non-shareholders.

The second preference is given to a shareholder spouse or descendant who meet the minimum qualifications of the position and should be selected over a more qualified non-shareholder.

This preference is a matter of corporate policy and does not confer any rights in any shareholder or employee to a job, promotion, or other benefit. Shareholder employees have the same rights, duties, and obligations as all employees, must follow the same rules and regulations, and are held to the same standards of performance which apply to all employees, including the duty to company loyalty.

NANA will actively seek shareholders for NANA positions or other employment opportunities. NANA staff will maintain practices wherein NANA shareholders seeking employment are continuously identified and assisted.

Employees must notify Human Resources of shareholder status and changes in shareholder status.

## 1.06 Equal Employment Opportunity & Non-Discrimination

NMS expects every person to be treated with fairness, respect, and dignity. NMS strongly prohibits employment discrimination and workplace harassment on the basis of race, color, religion, gender, pregnancy, national origin, age, disability, military service, sexual orientation, genetics or any other characteristic protected by law. In the state of Alaska, marital status, changes in marital status and parental status are also considered “protected categories” by law and therefore, NMS prohibits employment discrimination and workplace harassment based on these categories. Please note, the company’s [Shareholder Preference Policy](#) does not conflict with this policy because Shareholder Preference is not a preference based on race.

Discrimination is *behavior or company actions* affecting the terms and conditions of employment based on the above protected characteristics. NMS is committed to ensuring all employment decisions are based on merit, qualifications and abilities and not based on one of the protected categories listed above.

Discriminatory harassment can be defined as derogatory, offensive or intimidating behavior related to or because of one’s beliefs regarding the above categories. Examples of such behavior include but are not limited to slurs, jokes, graphic material, or offensive verbal, written, or physical conduct and are prohibited. Use of company computer resources, including the Internet, cell phones and email, are subject to this policy.

NMS respects the religious beliefs and practices of its employees and will make, upon request, a reasonable accommodation for such observances that do not create an undue hardship on company operations or other employees.

Individuals who believe they have been a victim of discrimination, harassment or have witnessed discriminatory behavior or actions should immediately communicate their concerns to their supervisors, to members of NMS Senior Leadership Team, Legal Counsel, Chief Compliance & Ethics Officer, Human Resources or through the Ethics and Compliance Hotline, 866-906-5511 or [legal@nmsusa.com](mailto:legal@nmsusa.com). NMS takes complaints of discrimination and harassment seriously and will investigate such complaints expeditiously, in a professional manner and within the timeframes noted in the Problem Resolution Policy contained in this handbook. While NMS will endeavor to handle these matters confidentially, so as reasonably to protect the offended individual and other individuals providing relevant information, it cannot guarantee confidentiality.

NMS will not tolerate retaliation against those who, in good faith, communicate an allegation of harassment or discrimination, file a complaint of harassment or discrimination with any court or administrative agency or participate in any investigation of such allegation(s). It is a condition of employment that employees cooperate fully and truthfully with company investigations.

Anyone found to be engaging in any type of unlawful discrimination or harassment will be subject to disciplinary action, up to and including termination of employment.

## 1.07 Human Trafficking

NMS is committed to a work environment that is free from human trafficking and slavery, which includes forced labor and unlawful child labor. NMS will not tolerate or condone human trafficking or slavery in any part of our organization. Employees, contractors and others through whom NMS conducts business must not engage in any practice that constitutes trafficking in persons or slavery. This includes, but is not limited to, the following activities:

- Engaging in any form of trafficking in persons
- Procuring commercial sex acts
- Using forced labor in the performance of any work
- Destroying, concealing, confiscating, or otherwise denying access by an individual to the individual's identity or immigration documents, such as passports or driver's licenses, regardless of issuing authority
- Using misleading or fraudulent practices during the recruitment of candidates or offering of employment/contract positions, such as failing to disclose, basic information or making material misrepresentation during the recruitment of candidates regarding the key terms and conditions, including wages, fringe benefits, location of work, housing and associated costs (if provided by NMS), and other information
- Charging applicants/candidates recruitment fees

Any concerns should be reported through the Ethics and Compliance Hotline at 1 (866) 906-5511.

## 1.08 Transgender Transition

NMS does not discriminate in any way on the basis of sex, sexual orientation, gender identity, or gender expression. This policy is designed to create a safe and productive workplace environment for all employees and sets forth guidelines to address the needs of transgender and gender non-conforming employees and clarifies how the law should be implemented in situations where questions may arise about how to protect the legal rights or safety of such employees.

In all cases, the goal is to ensure the safety, comfort, and healthy development of transgender or gender non-conforming employees while maximizing the employee's workplace integration and minimizing stigmatization of the employee.

Please refer to the NMS [Transgender Transition Policy](#) located on PULSE.

### 1.09 Disability Accommodation

NMS will comply fully with the Americans with Disabilities Act (ADA) and any similar applicable state law. NMS will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship to the company or if it would cause a direct threat to the health or safety of the employee or others in the workplace. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training. Please refer to the [Reasonable Accommodation Procedure](#) for additional information.

## 1.10 Sexual Harassment Prevention

NMS expects every person to be treated with fairness, respect, and dignity. This includes customers and vendors as well as employees. Accordingly, NMS has established a sexual harassment prevention policy.

Sexual harassment is defined as 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 implicitly or explicitly a term or condition of an individual's employment or status in a course, program or activity;  
Submission or rejection of such conduct by an individual is used as the basis for employment or educational decisions affecting such individual; or  
Such conduct has the purpose or effect of interfering with the individual's work or performance; of creating an intimidating, hostile, or offensive working environment; or of interfering with one's ability to participate in or benefit from a company program or activity.

Employees who believe they have suffered sexual harassment or have witnessed sexual harassment should immediately communicate their concerns to their supervisors, to members of NMS' Senior Leadership Team, Legal Counsel, Chief Compliance & Ethics Officer, Human Resources or through the Ethics and Compliance Hotline, 866-906-5511 or [legal@nmsusa.com](mailto:legal@nmsusa.com). NMS takes complaints of sexual harassment seriously and will investigate such complaints expeditiously, in a professional manner and within the timeframes noted in the Problem Resolution Policy contained in this handbook. While NMS will endeavor to handle these matters confidentially, so as reasonably to protect the offended individual and other individuals providing relevant information, it cannot guarantee confidentiality.

NMS will not tolerate retaliation against those who, in good faith, communicate an allegation of sexual harassment or participate in an investigation of alleged sexual harassment. It is a condition of employment that employees cooperate fully and truthfully with company investigations.

Anyone found to be engaging in any type of sexual harassment will be subject to disciplinary action, up to and including termination of employment.

### 1.11 Freedom of Association and Collective Bargaining

NMS complies with the National Labor Relations Act (NLRA) which guarantees the rights of employees to organize and bargain collectively with their employers, and to engage in other protected concerted activity.

Any concerns should be reported through the Ethics and Compliance Hotline, 1 (866) 906-5511.

## 1.12 Immigration Reform and Control Act

NMS is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986 (IRCA), each new employee and former employees who are rehired, as a condition of employment, must present documentation establishing identity and employment eligibility within three business days of hire, or within one business day of hire if the employee is hired for an employment duration of only one day.

NMS reserves the right to request information about a person's citizenship or immigration status to the extent required by the International Traffic of Arms Regulations.

Individuals with questions or who seek more information on immigration law issues are encouraged to contact the Human Resources department.

### 1.13 English in the Workplace

It is the policy of NMS to encourage diversity and inclusiveness in all of its corporate pursuits. This includes employing individuals who may speak a language other than English as their primary means of communication. Employees are allowed to communicate in their native language in the workplace. However, there are specific circumstances when the company may require its employees to converse in, or take direction and guidance in English; namely when the requirement is job related and consistent with business necessity for the safe and efficient operation of the company. This includes, but is not limited to:

1. English will be used when communicating with customers, co-workers and other business affiliates who speak only English. Customers who express a preference for another language are an exception to this rule.
2. All task directions and work directives will be provided in English unless the supervisor giving the direction speaks the same language as the employee to whom he/she is speaking. Otherwise, bilingual managers or co-workers may translate for employees whose only language is other than English.
3. All safety, facility and security-related materials will be provided in English, and team or departmental meetings that relate to business operations, safety, facility or personal security will be conducted in English. Where necessary, and to ensure all employees understand all necessary safety procedures and policies, translations will be provided.
4. The use of the company Internet and intranet, for work-related e-mail and other communications that involve company safety and security matters, customer communications, specific work teams or projects, and other business-related group activities, will be in English, unless customer requirements state a preference that another language be used or where translation is required.

NMS remains committed to its diversity efforts, which includes the use of languages in the workplace other than English. However, when specific business and operational requirements necessitate the use of English, all employees are expected to comply. Employees having concerns or questions regarding this policy should address them with their immediate supervisor or the Human Resource department.

## Employment

### 2.01 Application Process

NMS adheres to recruitment and selection practices that are in compliance with all applicable employment laws. Authorization is required to initiate any posting action for a vacant position, including recruitment efforts, advertising, interviewing and offers of employment.

NMS positions will be posted for a minimum of three (3) days. Notices of all regular full and part-time job openings are posted, although NMS reserves its discretionary right to not post a particular opening and to vary the posting requirements identified below. If a position is not posted, the exception must be pre-approved by the appropriate NMS Senior Leadership Team leader and Human Resources. Additionally, Code 3 and 4 employees may be placed into a Code 1 position without posting the job with appropriate approvals granted.

NMS posts positions externally. Current employees may apply for open positions to advance within the organization, according to their skills, performance and experience.

All applicants must complete an online application and may upload a resume.

NANA shareholder preference applies to all postings with NMS.

## 2.02 Employment Applications

NMS relies on the accuracy of the information applicants put on their employment applications. It expects all applicants to provide accurate and truthful information during the hiring process.

NMS reserves the right to take appropriate action, up to and including termination of employment, if it is determined at any time that an applicant submitted untruthful, false, or misleading information or omitted material information from his/her application for employment.

## 2.03 Background and Reference Checks

NMS may, at its discretion, conduct a full and complete reference and background check for any candidate seeking employment, including internal candidates.

Background checks may include verification of prior employment, professional licensure, education, professional certifications, driving record, credit and criminal background and will be conducted on candidates new to NMS after the employment offer is accepted or as required by contract for internal transfers. Background checks will be conducted for candidates coming from another NANA company if the requirements of the job mandate additional screening. Continued employment with NMS will be contingent upon the successful completion of such background check to the extent allowed by law and as deemed appropriate and relevant for the position for which the individual is being considered.

The continued employment of any employee is subject to the employee's maintenance of the requirements for the job such as certification, licensure, clean driving record, etc. When issues effecting eligibility for the specific job or employment occur, they will be reviewed with the candidate before personnel action is taken. Personnel action may include but is not limited to termination of employment.

Reference checks, including personal and professional, will be conducted prior to an offer of employment.

NMS will respond in writing only to those reference check inquiries that are submitted in writing for former or current employees. No employment data other than dates of employment and job title will be released without a written authorization and release signed by the former or current employee or by subpoena or court order. Most inquiries regarding former or current employees must be sent to the Human Resources department for processing; inquiries of a legal nature must be sent to the Legal department.

### Obligation to Report Criminal Record

NMS employees have a continuing obligation to report within three (3) calendar days, any arrest or conviction or other adverse adjudication of any crime to their supervisor or manager with accurate details. Employees may be subject to a review of their criminal history record information at any time during employment. National criminal history checks based on an individual's fingerprints, photo and other identification may be conducted. An offense of Driving While Intoxicated (DWI) or Driving Under the Influence (DUI), or other moving violations, must be reported if the employee drives or operates a company vehicle or piece of mobile equipment or receives reimbursement for mileage. Failure to report a conviction or adjudication may result in disciplinary action, up to and including termination of employment.

### Background Clear-Contingent Policy

At the discretion of the Division and/or department Senior Leadership Team leader (and within contract parameters), managers may hire employees contingent upon final background results. All new hire paperwork, drug test and physical assessments and all other pre-employment

requirements must be completed prior to the employee's start date. Once the candidate has met all pre-clearance requirements, Human Resources will issue a cleared-contingent notice to the manager. Once the final background results have been received and approved by Human Resources, a notice of full and final clearance will be issued. Should the results be non-compliant with company or contract requirements, the employee will be terminated.

New hires are not permitted to begin work without a clearance from the Human Resources department.

## 2.04 Employment Categories

All employees are designated as either non-exempt (hourly) or exempt (salary) under federal and state wage and hour laws. The following explanation of classification categories is intended to guide employees to understand their employment classification, employment status and benefit eligibility status. It does not guarantee employment for any specified period of time. Employees who have questions about their employment classification are advised to talk with their immediate supervisor or the Human Resources department.

**Full-Time – Code 1:** An employee is classified as a full-time employee if his/her position is reasonably expected to work a full-time schedule, defined as working an average of 30 or more hours per week, regardless of duration.

- Full-time employees are generally eligible for NMS employee benefit programs, subject to the terms, conditions and limitations of each benefit program.

**Part-Time – Code 2:** An employee is classified as a part-time employee if his/her position is regularly scheduled to work less than an average of 30 hours per week, regardless of duration.

- Part-time employees may be eligible for some NMS employee benefit programs, subject to the terms, conditions and limitations of each benefit program.
- Any employee who works a regular schedule of 30 or more hours per week is eligible for benefits.

**Variable – Code 3:** An employee is classified as a variable hour employee if it cannot be initially determined that the employee is reasonably expected to average at least 30 hours of service per week because the employee's hours are variable or otherwise uncertain.

- Typically, variable hour employees are hired for specific assignments on an as-needed or on-call basis and can be called with minimal notice.
- Variable hour employees are generally not eligible for any NMS employee benefit programs.

**Seasonal – Code 4:** An employee is classified as a seasonal employee if he/she is hired for a position which has customary annual employment that begins and ends about the same time each year, and is expected to last 6 months or less.

- Seasonal employees are generally not eligible for any NMS employee benefit programs.

**Hourly Employee:** An hourly or non-exempt employee is any person who is generally paid by the hour and is eligible for minimum wage and overtime.

**Exempt Employee:** An exempt (or salaried employee) is classified by the Federal Labor Standards Act (FLSA) and the Alaska Work and Hours Act (AWHA) as executive, administrative, professional management staff or other applicable exemption applied by law, and is generally paid on the basis of an annual salary. These employees are exempt from overtime. A position's exempt or non-exempt classification may be changed only with written

notification by Human Resources in consultation with the supervisor. NMS reserves the right to change an employee's exempt or non-exempt status in accordance with the FLSA and will promptly notify an employee of any such change.

Interns: NMS Interns who are eligible and are enrolled in the NMS Internship Program are employed on a part-time basis for a specific period of time. Interns generally are not eligible for any NMS employee benefits.

## 2.05 Employment of Minors

NMS may supplement its workforce with minors (individuals between the ages of 16 and 18).

NMS must have the appropriate work authorization prior to employing a minor. This approval is based on a review of a completed job description to ensure compliance with legal limitations for the applicable type of work.

Minors wishing to apply for approved positions within NMS must have the appropriate work authorization form completed and signed before being considered for employment.

## 2.06 Re-Employment and Credited Service

Employees who leave employment with NMS in good standing and who apply for reemployment with NMS will be considered for open positions along with other applicants.

In certain egregious cases employees may be identified as ineligible for rehire. Factors to consider in determining the ineligibility period may include, but are not limited to:

1. Serious failure in adherence to safety policies or procedures, such as a positive drug test, failing to report an accident, or workplace violence
2. Violations of NMS' Code of Ethics, such as unlawful activity in the workplace, theft of NMS or client property, or unauthorized disclosure of confidential or proprietary information
3. Whether employee took responsibility for behavior that led to prior termination and demonstrates efforts to correct the behavior, such as additional work history between the termination and the date of reapplication

NMS may require applicants for reemployment to complete certain activities prior to being deemed eligible for rehire, such as taking drug and alcohol classes.

The determination of whether a former employee is eligible for rehire or whether the prior employee will be credited for certain benefits purposes will be made by NMS at its sole discretion, in accordance with all legal requirements.

## 2.07 Job Descriptions

NMS has job descriptions that include the essential functions of the position for all positions.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Employees should contact their supervisor if they have any questions or concerns about their job description.

## 2.08 Performance Review

NMS requires its supervisors and managers to discuss job performance and goals with those they supervise on an informal, day-to-day basis. In addition, formal performance reviews are utilized to document an employee's performance as part of the company's Performance Management System.

Performance Management is designed to:

- Stimulate more dynamic and collaborative goal-setting between the supervisor and employee;
- Ensure an employee's alignment of individual goals with department goals and strategic initiatives;
- Reinforce an employee's behaviors that support achievement of strategic initiatives;
- Enhance communication between supervisors and employees; and
- Give the supervisor and employee a chance to review and update the job description.

The employee and his supervisor are encouraged to continually communicate throughout the year on progress towards goals. Supervisors will conduct performance reviews on an annual basis.

## 2.09 Progressive Discipline

NMS aspires to high standards of performance and behavior by its employees; as such, it utilizes progressive discipline with the intent to guide employees, prevent behavior or performance problems from happening again, and prepare the employee for satisfactory performance in the future.

The facts of each particular employee situation will be unique and, therefore, may lead to different administrative actions.

Disciplinary notices such as the ones listed below will be documented using NMS' applicable forms.

- Verbal warning, followed by documenting such in writing
- Written warning;
- Final written warning, which may be accompanied by a suspension without pay
- Termination of employment

NMS will, at its discretion, use none, any or all of the progressive discipline actions listed above as it deems necessary, depending upon the circumstances. Some work locations may use an alternative approach. NMS will consider the severity of the performance deficiency or workplace behavior, the employee's tenure and performance/behavioral history, etc. when determining appropriate administrative action. NMS reserves the right to terminate or discipline an employee at any level, without having issued any lesser discipline, depending upon the situation and severity of the action.

Nothing in this policy affects NMS right to terminate employment "at will."

## 2.10 Problem Resolution

NMS is committed to creating an open and frank atmosphere in which any problem, complaint, suggestion, or question can be brought to management and receives a timely response from supervisors and management. It is also committed to providing an environment where all employees are treated with dignity and respect. Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.

If employees disagree with established rules of conduct, application of policies, performance reviews and disciplinary actions, they may express their concerns through the Problem Resolution procedure.

In addition, NMS utilizes an independent third party anonymous hotline service, 866-906-5511, to assist employees in communicating concerns while maintaining anonymity and confidentiality. Employees may report any workplace concerns using this hotline. Employees can get more information regarding the hotline from the Human Resources department.

No employee will be penalized or retaliated against, formally or informally, for voicing a complaint in a reasonable, business-like manner, or for using the Problem Resolution Procedure contained in this handbook. To the extent possible, all matters will be handled in a confidential manner.

## 2.11 Training and Development

NMS takes reasonable efforts to ensure that employees are knowledgeable about their jobs and job requirements and strives to take appropriate steps to make training reasonably available to its employees. Training may be offered via on-the-job training, videos, meetings, webinars, external seminars and/or workshops, or personal consultation.

Managers/supervisors will use their discretion in determining what training is required for employees to perform their jobs. Employees may also identify training needs and are encouraged to discuss the feasibility of such with their supervisors.

## 2.12 Resignation/Termination

### Resignation or voluntary termination

Resignation is a voluntary act initiated by the employee to terminate employment. Although advance notice is not required, NMS requests at least two (2) week notice from all employees when reasonably possible.

### Involuntary termination:

An involuntary termination is an act initiated by NMS to terminate employment. Involuntary terminations of employment may be for cause, without cause, with or without notice and/or may be the result of a reduction in force.

Employees are expected to turn in all company property at the time of termination.

Final paychecks will be issued within the time period required by law.

## 2.13 Employment Records and Access

NMS maintains a general personnel file for each employee. The general file contains the hiring documents for each employee including but not limited to the following: information relating to the employee's original hire such as the Personnel Action Notice (PAN), emergency contact information, salary history, policy acknowledgements, performance appraisals, disciplinary action forms, etc.

In addition to the general personnel file, NMS maintains separate files for:

- Employment Eligibility Verification (Federal I-9 Form)
- Equal Employment Opportunity (Self-identification Forms typically submitted with application for employment)
- Payroll records and benefits-related information
- Medical information
- Drug testing information

Employees may have access to their own employment records upon request and at reasonable times and should contact Human Resources when they wish to do so.

## 2.14 Privacy Policy

NMS is committed to protecting the personal information of its employees. NMS makes every effort to inform each employee about the type of information it collects as an employer and how the information is being used. An employee's personal information will not be used or disclosed to a third party for any purpose other than that for which it was collected, unless NMS is legally required to release the information or the consent of the employee has been obtained. All NMS employee personal information is stored in a secure area to prevent unauthorized access to the information.

NMS will respect the privacy of its employees, however there will be times when the business needs of the company may be in conflict with an individual employee's privacy. NMS has a duty to all employees and to the company itself. If warranted, the company reserves the right to:

- Monitor personal communications on company applications, devices and accounts.
- Monitor company email accounts.
- Search any and all company property at any time or personal property brought on to company premises
- Search offices, desks, lockers, bags, etc.
- Search personal devices used for company purposes.

This valid business need extends to company property located off company premises. The company will ensure that any such actions will be conducted in accordance with local, state and federal law.

NMS retains the right to access all company property, including computers, desks, file cabinets, storage facilities, files and folders, electronic or otherwise, at any time. Employees should not expect full privacy when on company premises or while using company property. All documents, files, voicemails and electronic information, including emails and other communications, created, received or maintained on or through company property are the property of the company, not the employee. Therefore, employees should have no expectation of privacy for those files or documents.

## 2.15 Personal Data Changes

NMS maintains records containing necessary certain personal information about its employees including but not limited to mailing address, telephone contact numbers, marital status, dependent information, and emergency contact information.

Employees are responsible to inform the NMS Human Resources department in a timely manner whenever there is a change to such information.

The Human Resources department may send out periodic notices asking employees to review and update their personal information.

## 2.16 Transfers

Employees are encouraged to notify and provide sufficient notice to their supervisors of their intent to apply for another position. This will enable the hiring manager to engage with the employee's supervisor in a transparent manner so that both can address the business needs and the best interest of the company prior to making a hiring decision. See NMS' Transfer Procedure.

## 2.17 Outside Employment

Employees are permitted to engage in outside work or to hold other jobs, subject to certain restrictions prescribed below:

- Employees are required to report any outside work to their immediate supervisor prior to their start date.
- Employees are prohibited from performing any services that are normally performed by NMS.
- Employees are prohibited from conducting outside business, including solicitation, during paid work time.
- Employees are prohibited from using any NMS resources, such as company tools.
- Outside employment cannot negatively affect the employee's ability to perform safely or meet job performance expectations or create any conflict of interest.

If NMS determines that an employee's outside work creates a conflict of interest or will interfere with performance or the ability to meet NMS' requirements, the employee may be asked to terminate such outside employment if he/she wishes to remain with NMS. Outside employment will present a conflict of interest if it has an adverse impact on NMS.

## Compensation

### 3.01 Work Week and Work Schedules

The official NMS workweek begins at 12:01 AM on Monday and ends at midnight, or 12:00 AM, the following Sunday.

The regular business day is from 8:00 AM to 5:00 PM, Monday - Friday. However, this schedule may vary by location and staffing needs, and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Supervisors will advise employees of their individual work schedules.

An alternate workweek schedule may be requested but must be pre-approved by the appropriate supervisor, Human Resources and, in some cases, the Department of Labor. Approved requests must be signed by the employee and are maintained by the Human Resources department in the employee's general personnel file.

### 3.02 Time Keeping

NMS expects that non-exempt employees will accurately record actual hours worked. Exempt employees are required to record their work attendance and report absences daily, in accordance with company policy. Where paid leave is available, exempt employees must utilize that leave when not at work.

Accurately recording time worked is the responsibility of every non-exempt employee. Federal and state laws require NMS to keep an accurate record of time worked in order to calculate non-exempt employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

All employees are required to submit time records on a weekly basis. Non-exempt employees must accurately record the number of hours worked each day. Overtime work by non-exempt employees must always be approved before it is performed and must be recorded on the employee time sheet for the period in which the overtime was performed.

It is the employees' responsibility to approve their time records to certify the accuracy of all time recorded. The supervisor will review and approve the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify and approve the change.

Employees who clock in must be ready to perform their job duties immediately after clocking in.

Altering, falsifying, tampering with time records or recording time on another employee's time record may result in disciplinary action up to and including termination of employment. Employees may not time stamp, write entries or record time for another employee.

### 3.03 Meal and Break Periods

Unpaid meal periods and paid break periods are provided in accordance with applicable state and federal laws.

Supervisors will schedule meal and break periods consistent with the law and to accommodate staffing and business operating needs.

Non-exempt employees are not permitted to forgo the meal period to shorten the workday without the permission of their supervisor. Non-exempt employees needing extra time on their lunch period must also receive prior approval from their supervisor.

Employees required to and authorized in advance by their supervisor to remain on duty and/or on the premises during their meal periods will be paid for this time.

### 3.04 Overtime

Like most successful companies, NMS experiences periods of extremely high activity. During these busy periods, additional work may be required from its employees. Supervisors are responsible for monitoring business activity and requesting overtime work as necessary. Effort will be made to provide employees with adequate advance notice in such situations.

Any non-exempt employee who works overtime will be compensated at the rate of one and one-half times (1.5) his/her normal hourly wage for all time worked in excess of forty (40) hours each week, and, in Alaska, in excess of eight (8) hours in a day, unless otherwise required by law. Overtime is based on actual hours worked (and not for non-worked hours, e.g. holidays, vacation, etc.). Employees in other states should consult with their supervisor regarding applicable overtime rules. Exempt employees are not eligible for overtime pay and are expected to work as many hours as are required to perform the duties of their position.

Non-exempt employees may work overtime only with prior approval. Any non-exempt employee working unauthorized overtime will be paid as required by law but may be disciplined for working without authorization.

For purposes of calculating overtime for non-exempt employees, the workweek begins on Monday and ends on Sunday.

“Comp Time” in lieu of pay is not allowable in Alaska. NMS pays employees for actual hours worked, including overtime for non-exempt employees who are required to work additional hours.

### 3.05 Paydays

All employees are paid biweekly (every other Friday). Each paycheck or pay detail will include earnings for all work performed and recorded through the end of the previous payroll period. Employees will receive an itemized statement of wages with their biweekly paycheck.

Direct deposit and pay cards are available and employees are encouraged to utilize these services.

Employees are expected to notify NMS' Payroll department when changing the financial institution(s) where their deposits are being sent. Failing to make this notification in advance of such a change may affect an employee's receipt of his/her pay as it can take up to two (2) weeks to retrieve a check sent in error via direct deposit to a bank.

### 3.06 Payroll Deductions

NMS makes both mandatory and voluntary deductions from an employee's pay. No mention is made of local withholding taxes which are also legally required tax withholdings.

#### Mandatory Deductions

##### **Federal Income Tax**

The amount withheld from the employee is sent to the Internal Revenue Service (IRS) on a daily basis as processed and reported quarterly and annually by employee. Annual withholdings are reported to the employee on Form W-2 at the end of the tax year.

##### **FICA Tax**

Social Security payroll taxes are collected under authority of the Federal Insurance Contributions Act (FICA), and are sometimes referred to as "FICA taxes." The FICA tax funds Social Security and Medicare.

##### Unemployment Tax

Unemployment insurance programs are governed by State governments and are funded by state, federal and employer contributions that pay employment tax, with the exception of AK, NJ and PA which also require a small employee contribution to fund the program. Unemployment eligibility and benefit amounts vary by state.

##### State Income Tax

Income tax withholdings vary by state. Alaska does not have a state income tax.

##### Local Income Tax

Income tax withholdings vary by locality.

##### Court Ordered Deductions

NMS is required to withhold amounts from an employee's compensation to satisfy court-ordered deductions. There are many such court-ordered deductions; however, the most common include a child support order, tax debt, or court judgment, sometimes referred to as garnishments.

A Child Support Order is a court-ordered payment by a non-custodial parent for the care and welfare of the child. NMS will comply with applicable laws regarding such Child Support Orders. If an employee is subject to a Child Support Order, monies will be withheld from his/her paycheck in accordance with the Order.

A Garnishment is a legal order that authorizes the withholding of a portion of an employee's wages to satisfy a debt owed to a creditor. NMS is required to comply with such a court order to withhold and remit the amount stipulated in the order, up to the maximum allowed by law. Upon receipt of a garnishment, NMS will advise the employee that a garnishment has been served.

Federal or State tax levies require the deduction of amounts from an employee's wages to satisfy a tax debt. Tax levies must be satisfied before all other garnishment orders, except for child support withholding orders.

#### Voluntary Deductions

Voluntary deductions are those requested and/or approved by the employee. In most cases, the employee must actually authorize the deduction in writing. Such voluntary deductions include 401(k) deferrals and health, welfare payments and charitable deductions like United Way made through payroll deductions.

### 3.07 Pay Draws

Pay draws, early payment for hours already worked, allow employees to receive their paychecks earlier than their normal payment date due to an emergency.

Pay draws are given at NMS' discretion. Employees may receive pay draws after submittal of the pay draw form and approval from their supervisor and their Division Senior Leadership Team leader or designee.

Pay draws will be granted only in extreme emergencies such as deaths, family illness requiring the employee's attendance, fires, or other unforeseen major expenses. It is not intended to include everyday expenses such as rent, groceries, bills, transportation expenses or car repairs.

A pay draw will be for no more than the employee's bi-weekly pay less standard payroll deductions. Pay draws will not be allowed if there are no hours worked. A maximum of three (3) pay draws will be allowed within a calendar year. NMS does not provide salary advances for time not yet worked.

Pay draws will be processed as soon as administratively possible.

### 3.08 Payroll Corrections

NMS will put forth reasonable professional effort to ensure that its employees are paid timely on each scheduled payday and receive the correct amount of pay in each paycheck.

In the unlikely event that there is an error in the amount of pay, either an underpayment or an overpayment, the employee must promptly bring the discrepancy to the attention of his/her supervisor so that corrections can be made as quickly as possible.

Underpayments will be corrected with the following payroll unless the employee received no payment in error. Any exceptions to this process require approval of the Division Senior Leadership Team leader.

Employees will be expected to refund overpayments. Overpayments will be recovered in a manner that complies with applicable laws. In general, employees will be asked to enter into a written agreement that sets forth a repayment schedule and authorizes the deduction of the repayment amounts from subsequent pay checks.

Changes for salary increases will typically be at the beginning of a pay period.

### 3.09 Salary Administration

NMS strives to have consistent pay practices that comply with federal and state laws and support the company's commitment to Equal Employment Opportunity.

No employee is guaranteed a wage or salary increase at any time. Increases are solely at NMS's discretion and may or may not be given each year.

Employees who have questions about their compensation should talk with their direct supervisor or department manager. Employees with questions about NMS administration and implementation of the company's wage practices should contact the Human Resources department.

## Benefits (not including Leave Benefits)

### 4.01 Employee Benefits

Employee benefits make up a significant portion of an employee's total compensation package; as such, NMS provides an array of benefits intended to meet the needs of its diverse employee population.

In addition to the many leave programs discussed later in this handbook, NANA Management Service's comprehensive benefit programs may include the following:

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Short-term Disability
- 401(k) Savings Plan
- Education Reimbursement
- Flexible Spending (Reimbursement) Accounts

Each plan has specific eligibility requirements. Employees are advised to consult each plan's Summary Plan Description for specific eligibility rules. NMS reserves the right to change or modify these benefit plans.

Some benefits are provided and paid for by NMS for the benefit of the employee, and others require employee election and financial participation. Required notices and information about NMS' benefits are provided as required.

## 4.02 Continuation of Coverage

### Dental, Vision and Flexible Spending Account

The Consolidated Omnibus Budget Reconciliation Act (COBRA) gives workers and their families who lose their health benefits the right to choose to continue group health benefits provided by their group health plan for limited periods of time under certain circumstances such as voluntary or involuntary job loss, reduction in the hours worked, transition between jobs, death, divorce, and other life events.

Qualified individuals may be required to pay the entire premium for coverage up to 102 percent of the cost to the plan. Employees with questions regarding COBRA should contact the Benefits Department.

### Medical

Temporary Continuation of Coverage (TCC) is a feature of the Federal Employees Health Benefits (FEHB) Program that allows certain people to temporarily continue their FEHB coverage after regular coverage ends. Important: You must exhaust TCC eligibility as one condition for guaranteed access to individual health coverage under the Health Insurance Portability and Accountability Act of 1996.

TCC enrollees must pay the full premium for the plan they select (that is, both the employee and Government shares of the premium) plus a 2 percent administrative charge.

#### 4.03 Health Insurance Portability and Accountability Act (HIPAA)

NMS maintains health care plan(s) which are subject to the Health Insurance Portability and Accountability Act (HIPAA) regulations, and it follows the HIPAA privacy and security provisions which apply to Protected Health Information (PHI).

Protected Health Information (PHI) is individually identifiable health information including demographic data that relates to:

1. The individual's past, present or future physical or mental health or condition,
2. The provision of health care to the individual, or
3. The past, present, or future payment for the provision of health care to the individual,

Individually identifiable health information includes many common identifiers (e.g., name, address, birth date, Social Security Number).

Any breach of privacy or confidentiality will be subject to disciplinary action up to and including termination.

#### 4.04 401(k)

NMS offers a 401(k) to assist employees in saving for their retirement. The 401(k) savings plan allows eligible employees to elect to defer compensation, on a pre-tax basis, into the plan. An employee can defer a percentage of their compensation, up to IRS limitations.

Participating employees may direct the investment election of their deferred compensation. The 401(k) plan contains multiple investment options that allow participating employees a myriad of choices as to how to invest their contributions.

Participation in the 401(k) plan helps to reduce an employee's federal and state tax obligations as the contributions are made prior to income tax withholdings. An employee can elect to contribute or change their contribution to another deferral percentage at any time after their eligibility date.

NANA Management Services may make discretionary employer contributions, which are determined annually.

Complete details of the 401(k) savings plan are described in the Plan Document and Summary Plan Description. Company contributions and associated terms and conditions are subject to change at the Company's discretion.

#### 4.05 Education Assistance

NMS recognizes that the skills and knowledge of its employees are critical to the success of the organization. The education assistance program encourages personal development through formal education so that employees can maintain and improve job-related skills or enhance their ability to compete for other jobs within the corporation.

Employees who have completed one (1) year of company service in an eligible employment classification (Code 1 or Code 2 status) are eligible for education assistance from an accredited institution provided they seek and receive prior approval from their supervisor and perform their job satisfactorily through the duration of each course.

Individual courses that are part of a degree, licensing, or certification program must be related to the employee's current job duties or a foreseeable future position in the organization in order to be eligible for educational assistance. Upon satisfactory completion of the course and provided that employee is still actively employed with NMS, NMS will reimburse all eligible expenses (with a cap of \$1500/calendar year).

While education assistance is expected to enhance employee performance and professional abilities, NMS does not guarantee that participation in formal education will entitle the employee to automatic advancement, a different job assignment, or pay increases

#### 4.06 Employee Assistance Program

The Employee Assistance Program (EAP) is a confidential program available to assist employees and their family members to obtain counseling and other types of assistance.

NMS offers a specialized referral service for all employees to provide professional assistance to those who encounter personal difficulties. Difficulties include all types of personal or family-related problems such as alcoholism, addictions and substance abuse; financial difficulties; need for legal assistance; adjustments to parents or other relatives in the home; child delinquency; and marital issues.

The initial EAP services are provided at no cost to the employee and on a confidential basis. NMS encourages employees to use this benefit and to contact the EAP counselor directly if the employee needs their service.

NMS never learns who uses the services unless the employee is required to seek this assistance as a basis for continued employment.

#### 4.07 Group Term, Basic Life, and Accident, Disability and Dismemberment Insurance

NMS offers fully company-paid group term basic life insurance coverage and accidental death and dismemberment (AD&D) insurance, with automatic enrollment, to regular full-time employees up to \$10,000. Eligible employees may also purchase additional insurance for themselves and/or their dependents under NMS policy.

Employees may purchase additional voluntary life insurance coverage for themselves, their spouses and/or children.

#### Short-Term Disability Insurance

NMS provides income protection due to a non-job related medical disability. This benefit pays 66 2/3 percent of the employee's weekly wage up to \$1,500 weekly (14-day elimination period, up to 26 week benefit period). Full-time employees are automatically enrolled in this insurance plan and can participate in this plan effective the first of the month following six (6) months of service.

To discuss questions regarding Short-Term Disability insurance, please contact the Benefits department.

## Leave Benefits

### 5.01 Paid Time Off

NMS provides paid time off (PTO) to eligible employees (non-rotational, Code 1 and Code 2). PTO provides flexible paid time off that can be used for rest, relaxation, personal pursuits, as well as personal or family illness, doctor appointments, or school. Regular full-time non-rotational employees and regular part-time non-rotational employees are eligible to earn and use PTO as described in this policy. When an employee converts to a Code 1 or Code 2 position (from a seasonal or variable hour category), the service period will only take into consideration the time served under Code 1 or Code 2 categories. For instance, if an employee was hired in a rotational position and later was transferred to a non-rotational, Code 1 or Code 2 position, the accrual date to be used for the service period will be the later date, when the person moved to the PTO eligible position. In addition, when an employee goes from a PTO-eligible position to a non-PTO eligible one, any accrued PTO will be cashed out.

The amount of PTO employees accrue and their accrual limits increase with the length of their employment as shown in the following schedule. Once the limit is reached, no further PTO will accrue.

Service Period	Regular Full-Time (Code 1) (per week)	Regular Part-Time (Code 2) (per week)	Total Accrual Limit
Less than 4 years	1.85 hrs.	0.046 hrs.	216 hours
More than 4 and less than 10 years	2.77 hrs.	0.069 hrs.	264 hours
More than 10 years	3.85 hrs.	0.096 hrs.	320 hours

Note that the accrual rates and limits on the table above are the standard. However, different divisions and contracts at NMS may have different PTO accruals and limits. Contact your supervisor to find the specifics of your work site and contract.

PTO accruals are suspended during leaves of absence. The PTO available at the start of the leave will be paid on a bi-weekly basis until the balance is exhausted. Accruals resume when the employee returns to work.

If an employee has accrued PTO, they must exhaust all paid leave before taking unpaid leave. This includes using PTO concurrently with FMLA absences, for the waiting period while on Worker's Compensation, and before receiving company disability insurance payments. In some cases, Military leave may be excluded from this requirement.

Employees should request advance approval from their supervisors for Paid Time Off, allowing as much notice as possible. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

Employees who are unable to report to work due to illness or injury must notify their direct supervisor before the scheduled start of their workday, except in extreme circumstances. The direct supervisor must also be contacted on each additional day of absence. Supervisors may require documentation from a physician if an employee is absent three continuous days for an illness or injury. Excessive unscheduled PTO may be cause for disciplinary action.

PTO is paid at the employee's base pay rate at the time of leave and is not used to calculate overtime or any special forms of compensation.

Security division employees working outside of Alaska must refer to the [Contiguous U.S. PTO Policy](#) located on PULSE.

#### Donated PTO Time

NMS provides employees the opportunity to donate available PTO time to another PTO eligible employee who is experiencing a prolonged illness or caring for an immediate qualifying family member who is experiencing a prolonged illness or to extend the three (3) days of Bereavement Leave by two (2) additional days with the approval of the department director/manager, or designee.

Please refer to the [Donated PTO Policy](#) located on PULSE.

## 5.02 Holiday Leave

### Eligibility:

- Regular full-time and regular part-time employees (Code 1 and Code 2) are eligible for holiday pay.
  - All eligible NMS non-exempt employees (full time and part time, i.e. Code 1 and some Code 2) required to work on the designated holidays listed below (Core Holidays) will be paid for hours worked in addition to the paid Holiday Leave. Non-exempt employees working on a designated holiday will be paid for the hours worked at their regular rate (Regular Pay), in addition to the holiday pay for their standard hours (Holiday Pay).
  - Example 1, eligible full-time employee (regularly works 8 hours per day):
    - If an eligible regular non-exempt full-time employee works on a holiday, they would get paid as follows
      - 8 hours of paid holiday leave
      - Number of hours worked that holiday at a straight rate (regular Pay)
  - Example 2, eligible part-time employee (regularly works less than 8 hours per day) :
    - If an eligible regular non-exempt part-time employee is regularly scheduled to work seven (7) hours per day and they work five (5) hours on a holiday, they would get paid as follows:
      - 7 hours of paid holiday leave (their regularly scheduled work hours)
      - Number of hours worked that holiday at a straight rate (regular pay); in this example, it would be five (5) hours
- Variable hour/on call and seasonal employees (Code 3 and 4) are not eligible for holiday pay.
  - If the employee works during a holiday, they would get paid as follows:
    - All hours worked (regular pay)
    - There will not be additional paid Holiday Leave due to the ineligibility of these employee classes

Please check with your supervisor for any other variances directed by contract.

### NMS designated holidays:

- New Year's Day (January 1)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

- Four additional “floating” holidays (requiring supervisor or manager approval for scheduling purposes)

Designated holidays falling on a Saturday will be observed on the preceding Friday; designated holidays falling on a Sunday will be observed on the following Monday.

Some NMS employees may be deployed to work at other NANA companies, and at times the designated holidays are different. Employees should check with their supervisor for additional guidance.

The respective manager or lead for the department may, at his or her discretion, require an employee to work any NANA company or NMS designated holiday should there be a business need for the employee to work. Non-exempt employees working on a designated holiday will be paid for their regular hours worked, at their regular rate, and also their standard holiday hours.

#### [Holiday Leave for Employees on a Rotation Schedule](#)

Those employees whose typical schedule is a work day in excess of eight (8) hours per day for a set number of days, followed by a number of days off are on a rotation schedule. Examples of rotation schedule include one week on/one week off; two weeks on/two weeks off and three weeks on/two weeks off. Employees who typically work a work schedule of Monday through Friday, with weekends off, are not on rotation, nor are employees who work a flex-time schedule, even if such schedule is four 10-hour days. Employees who are unsure whether their schedule is a rotation schedule should consult with their supervisor. Rotational employees receive holiday pay only when they work the holiday, and all hire codes (1-4) are eligible for holiday pay on those days if they work.

For rotational employees, holidays are as follows:

- New Year’s Day (January 1)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

Please refer to the [Holiday Pay Policy](#) located on PULSE or contact your supervisor.

### 5.03 Family & Medical Leave

NMS provides unpaid medical leave as mandated by the Family Medical Leave Act (FMLA). Eligibility for Family Medical Leave (FML) is dependent upon the situation, length of service and hours worked.

Eligible employees:

1. have been employed by NMS for at least one (1) year;
2. have worked at least 1,250 hours in the previous 12-month period (inclusive of time the employee has spent in military service during that period); and
3. work in a location shared by at least 50 NMS' employees within a 75-mile radius.

Employees who do *not* meet these specific requirements are not eligible for FMLA leave but may still be eligible for other types of leave depending on the reason and length of leave. Employees must exhaust all accrued PTO and use it concurrently with FMLA absences and prior to collecting company disability insurance payments. In addition, PTO must be used for the waiting period while on Worker's Compensation and before using any other type of leave, including leave without pay.

NMS uses a rolling 12-month period, measured backward from the date the employee takes leave.

In summary, eligible employees may utilize their protection under the FMLA when one or the following occurs:

- to care for a newborn, newly adopted or newly placed foster child, or to care for a child, parent, spouse or registered domestic partner with a serious health condition.
- to care for oneself due to a serious health condition, as certified by their health care provider, including prenatal care.
- to deal with a qualifying exigency related to or affected by the active military duty or call to active military duty in the Armed Forces, National Guard or military reserves of the employee's spouse, child or parent.
- to care for an eligible spouse, son, daughter, parent or next of kin who is undergoing medical treatment, recuperation or therapy, is in outpatient status, or on the temporary disability retired list, for a serious illness or injury incurred, or aggravated, during the service member's active duty. This leave may be taken up to five years after the service member leaves the military with other than a dishonorable discharge.

Employees seeking information regarding eligibility, use of FML, duration of FML, benefit continuation while on FML, etc. should contact the Benefits department.

#### 5.04 Bereavement Leave

NMS provides up to three (3) days of paid bereavement leave to eligible regular full-time and eligible regular part-time (Code 1 and 2) employees in the event of death of the employee's spouse, parent, child, sibling, grandparent or grandchild. Special consideration will also be given to the death of any other person whose association with the employee was similar to any of the above relationships. Bereavement leave can be taken in increments, or in full days, with supervisory approval.

Employees should immediately request bereavement leave as they would for any request for time off through their supervisor.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use PTO for additional time off as necessary.

Paid bereavement leave is paid at the employee's base pay rate at the time of leave and based on regularly scheduled hours is not used to calculate overtime or any special forms of compensation.

### 5.05 Civic Duty Leave

NMS offers Civic Duty Leave to encourage employees (Code 1 and 2 employees, excluding field employees and rotational work schedule employees) to fulfill their civic responsibilities whether it is by serving jury duty when required, serving as a witness in a trial or by voting in federal, state and local elections. Moreover, it will not deprive its employee of employment or threaten, coerce, or penalize its employees because they choose to exercise their rights in this regard. Civic Duty Leave will be paid at the employee's regular rate of pay and will not be used to calculate other premium pay such as incentives, overtime, bonuses, etc.

Employees do not have to remit to the company any court-issued payments associated with civic duty.

#### Jury Duty

NMS will grant jury duty leave to its regular full-time (Code 1) employees and regular part-time (Code 2) employees. Jury duty pay will be calculated using the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence. Exempt employees who work during any week in which they are also on jury duty will be paid their normal salary for that entire week.

An employee must show the jury duty summons to his/her supervisor and are expected to report for work whenever the court schedule permits or when relieved of Jury Duty.

#### Witness Duty

NMS will consider time spent as a witness in court regarding work related matters as time worked and will pay the employee accordingly. When an employee serves as a witness in court regarding personal or non-work related matters, NMS will allow the employee to take Paid Time Off or Leave Without Pay if accrued leave has been exhausted.

#### Voting

NMS encourages its employees to fulfill their civic responsibilities by voting in elections. Generally, the polls are open for several hours in the morning and evening, and the majority of its employees should be able to vote either before or after work hours. However, should it be necessary, NMS will provide paid time off to vote to the extent such time off is required by law.

## 5.06 Military Leave

NMS will grant a military leave of absence to eligible employees who are members of any reserve component of the United States Armed Forces for any period actively spent in military service, in accordance with State and Federal law including the Uniformed Services Employment and Reemployment Rights Act (USERRA).

Employees are expected to provide reasonable advance notice of upcoming military service to their supervisors and/or the Human Resources department.

Military Leave is unpaid leave; employees may use any available Paid Time Off for these absences.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible. Continuation of other benefits like paid leave or holiday leave will not accrue during military leave.

### 5.07 Leave Without Pay

An employee may request leave without pay. However, such leave will be granted at NMS' sole discretion, and may only be approved for regular employees who have exhausted all other leave accounts.

Leave without pay may be granted, in advance at the supervisor's direction, in instances when the employee needs to be absent to take care of compelling personal business. For town based employees, the maximum of three (3) days may be requested; and for remote site employees, the maximum of seven (7) days may be requested. Those rare requests in excess of the aforementioned days must be approved by the Division and/or Division Senior Leadership Team leader (or his/her designee) of the employee's specific business unit.

Leave without pay requests in excess of 30 calendar days must be approved by the employee's supervisor and Division Senior Leadership Team leader and forwarded to the Human Resources department.

Employees on approved, extended leave without pay must continue payment of their portion of the group welfare benefits (health/dental/vision/supplemental life) in order to keep such coverage in place.

## 5.08 Cash out of Paid Time Off

PTO may be cashed out under the following circumstances:

**Reaching Leave Accrual Cap.** NMS' employees may cash out up to 40 hours of vacation leave upon reaching the accrual cap. Cash outs are limited to one per year.

**Financial Hardship.** NMS employees may cash out 40 hours of their PTO twice a year. The following are eligibility requirements for participation in the PTO cash-out program:

- Employees must have 1 continuous year of service.
- Employees may cash out PTO twice a year.
- To cash out PTO, employees must have at least 80 hours accumulated and must hold back a minimum of 40 hours.
- PTO cash-outs for more than 40 hours and for financial hardships must include written approval from the Senior Leadership Team leader.
- All cash-out requests are subject to verification by payroll.

Security division employees working outside of Alaska must refer to the [Contiguous U.S. PTO Policy](#) located on PULSE.

### 5.09 Administrative Leave

NMS may, at its sole discretion, place an employee on paid or unpaid administrative leave for special circumstances including, but not limited to, employee investigations, discipline, etc. Administrative leave should be approved by the legal or HR department and the Division Senior Leadership Team leader.

When Administrative Leave is paid, it is done so at the employee's base pay rate at the time of leave and is not used to calculate overtime or any special forms of compensation.

### 5.10 Parent Teacher Conferences

NMS understands the benefits of parental involvement in a child's education. Generally, employees are expected to schedule bi-annual parent-teacher conferences during their lunch hour or before and after hours. However, should it be necessary, NMS will provide up to two (2) hours per child of paid leave for regularly scheduled school district conferences for full-time (Code 1) employees who are parents, grandparents or are in a parenting role like foster parents (excludes field employees and rotational work schedule employees).

This leave is available to full-time regular and part-time regular employees to the extent it does not affect department operations. Employees must notify their supervisor well in advance of the need for any leave and receive approval prior to scheduling and attending parent-teacher conferences.

Parental School Involvement needs to be claimed separately under the appropriate code on the employee's timesheet. Time spent for this purpose should be claimed as regular work hours.

## Standards of Conduct

### 6.01 Employee Conduct and Work Rules

NMS employment carries a duty to properly represent NMS. All employees and their guests who stay at or are visiting any NMS or similarly related property/facility must behave in an appropriate manner. Employees must follow rules of conduct that protect the interests and safety of employees and the organization. The following are examples of infractions of rules of conduct that may result in disciplinary action and/or immediate termination of employment:

- Absenteeism or tardiness
- Substandard performance
- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records or other company records
- Possession/distribution/sale/transfer or use of alcohol or illegal drugs in the workplace either on or off duty or while operating company equipment
- Possession of unauthorized firearms, knives, etc.
- Sexual or other unlawful or unwelcome harassment
- Bodily harm or physical altercation
- Insubordination
- Failure to cooperate with an internal company investigation
- Non-compliance with company or client values and ethical standards (Fraud, gift-giving, bribes, etc.)
- Sleeping, loitering, or being away from assigned work area without a business reason
- Restricting or interfering with the performance of other employees
- Disclosure of confidential company, client, customer information
- Violation of safety/security policies, rules and practices
- Any other violation of these policies, as it is not possible to list all forms of behavior that are considered unacceptable in the workplace

For any violation of the Standards of Conduct wherever NMS conducts business, NMS may, at its discretion, proceed directly to any level of discipline, including involuntary termination of employment, without first exhausting all lesser disciplinary steps dependent upon the severity of the misconduct.

This policy does not in any way modify the At-Will nature of an employee's employment. Either the employee or the company may terminate the employment relationship at any time with or without cause and with or without notice.

## 6.02 Code of Ethics

NMS has established a Code of Ethics and rules of conduct to guide employees regarding NMS standard business practices. Each NMS employee has the responsibility to read, understand, and uphold our standard of ethical behavior. The Code of Ethics provides information regarding ethical business conduct and assists employees regarding ethical business conduct and in resolving questions and suspected violations. Every employee has the responsibility to ask questions, seek guidance, and report suspected violations and to express concerns regarding the demonstration of ethics in the workplace.

NMS' mission dictates that:

- Safety guides our behavior
- Honesty and integrity govern our activities
- Commitments made will be fulfilled
- All individuals are treated with dignity and respect
- The environment will be protected and sustained

In summary, the Code of Ethics communicates that NMS' employees:

- are fair;
- obey the law;
- fulfill their commitments;
- treat everyone with dignity and respect;
- practice safety;
- respect the need for confidentiality;
- acknowledge and avoid conflicts of interest;
- report unethical activities;
- protect proprietary information;
- protect the environment;
- have written communications and records that are accurate, complete and discreet;
- commit to the proper use of company resources;
- believe in growth through good business practices, not through gift-giving or receiving;
- engage properly in the political process;
- observe all applicable laws in business operations;
- seek guidance when necessary;
- share;
- listen and strive to understand;
- respect the NANA name; and
- behave ethically.

Every employee has the responsibility to ask questions, seek guidance, and report suspected violations and express concerns regarding the demonstration of ethics in the workplace. NMS maintains a program to communicate to employees its commitment to integrity and uncompromising values. The program informs employees of policies and procedures regarding ethical business conduct and assist them in resolving questions and in reporting suspected violations.

Employees should refer to the company's Code of Ethics or contact the Chief Compliance & Ethics Officer, Human Resources, the Ethics and Compliance Hotline, 866-906-5511 or [legal@nmsusa.com](mailto:legal@nmsusa.com) to communicate concerns while maintaining anonymity and confidentiality. Employees may report any workplace concerns using this hotline.

NMS will not tolerate retaliation against any employee who, in good faith, reports a concern regarding the demonstration, or lack thereof, of ethics in the workplace or good faith report of unlawful activity, or for engaging in any other conduct protected by law under whistleblower statutes.

### 6.03 Drug and Alcohol Free Workplace

A safe, healthy and motivated workforce is one of NMS' greatest assets; as such, it strives to maintain a safe, competitive and productive working environment for its employees.

Employees who are impaired by the use or abuse of drugs or alcohol pose a serious threat to NMS. Therefore, it has adopted a Drug and Alcohol Policy prohibiting the illegal use of drugs and the unauthorized use of alcohol by its employees while at the workplace or on the job. An employee's work location, contract or type of job will determine whether an employee is subject to DOT or non-DOT policies. This includes but is not limited to required travel time and work at all remote locations.

Although several states have decriminalized the use of marijuana for medical and/or recreational purposes, it is still illegal under federal law. At NMS, the use, possession, manufacture, distribution or sale of drugs (including medical or recreational marijuana) is prohibited.

In addition, NMS may refuse to allow an employee to work while they are taking prescription medications prescribed by and taken under the supervision of a licensed health care professional if, it determines that those drugs may impair the employee's ability to perform safely the essential functions of their job.

Employees who have concerns about drug and alcohol use in the workplace are encouraged to report their concerns to their supervisor or the Human Resources department.

Employees seeking information regarding applicability, testing, and consequences of violations should refer to NMS' [DOT](#) and [Non-DOT](#) Drug and Alcohol Policy located on PULSE.

#### 6.04 Attendance/Punctuality

To maintain a safe and productive work environment, NMS expects employees to be reliable and punctual for scheduled work. NMS strongly encourages those who are sick or have a contagious disease to be considerate of their fellow co-workers and remain at home.

Employees must notify their supervisors as soon as practical, preferably before the start of the shift, when they will be late to work or are unable to work as scheduled. In the case of multiple day absences, the notification shall be daily and employee may be required to provide a doctor's note if the absence is three (3) days or more. A doctor's note may not necessarily justify the absence or make excessive absences any less excessive. Notification of absence must be daily. Employees should check with their supervisors to learn of any additional requirements.

Unplanned absences can disrupt work, inconvenience other employees, and affect productivity. Employees with excessive absenteeism or tardiness may be subject to disciplinary action up to and including termination of employment.

A failure to report to work and to call in as required is considered a no call/no show. NMS takes no call/no shows very seriously and even a single incident of such conduct can result in discipline up to and including termination of employment. Any no call/no show lasting three (3) days is considered job abandonment and with few exceptions, will result in immediate termination of the employment relationship.

## 6.05 Personal Appearance

All employees are expected to present a professional appearance, use good personal grooming habits, and to dress in a manner suitable to their job responsibilities and work locations. Some departments may require specific guidelines and, as such, employees should seek guidance from their supervisors accordingly.

Managers and supervisors should monitor their employees' appearance to ensure appropriate personal appearance. Employees unsure as to what constitutes proper attire may consult with their supervisor or The Human Resources department.

NMS recognizes the importance of individually-held religious beliefs to persons within its workforce. Any request for accommodation based on religious beliefs will be address on an individual basis. Staff members requesting a workplace attire accommodation based on religious beliefs should be referred to the Human Resources department.

Regardless of who directs the employee to correct and/or otherwise adhere to this policy, employees who need to leave the workplace in order to do so shall use their Paid Time Off and/or Leave Without Pay for the duration of the absence.

Casual dress at the main office will be allowed on Friday as long as the day's commitments permit.

## 6.06 Marketing & Communications

Only the NMS' President or a person designated by the President is authorized to represent the organization and make statements to and/or respond to requests for information from the media on behalf of the corporation. Employees should contact their supervisor or the Marketing and Communications department for further information or in the event they receive any media requests. Supervisors that receive any questions related to this area should contact the Marketing and Communications department.

Failure to adhere to this policy may be subject to disciplinary action up to and including termination.

## 6.07 Solicitation

In the interest of maintaining a proper business environment and to reduce workplace disruptions, NMS prohibits the distribution of literature or printed materials of any kind and the solicitation of financial contributions for any cause during working time or in working areas unless specifically sanctioned by the President or his/her designee.

Specifically, NMS prohibits the solicitations, distribution and posting of materials at NMS or on company property by any employee or non-employee, during NMS business hours or employee's working time, except as may be permitted by this guideline. Employees are not allowed to use NMS equipment such as bulletin boards, copy machines and telephones for soliciting, distributing, and/or posting materials after NMS business hours or during employee's working time. The following activities are subject to the prohibitions for solicitations, distributions and posting of materials:

- Non-employees may not solicit employees or distribute literature of any kind on company premises at any time.
- Employees may not solicit other employees during work times, except in connection with a company-approved or sponsored event.
- Employees may not distribute literature of any kind during work times or in any work area at any time, except in connection with a company-sponsored event.
- It is a violation of NMS policy to use NMS resources to send mass email messages to all, or nearly all, of NMS employees, clients or others, unless those messages are NMS business-related during an employee posting material
- departments wishing to engage in NMS solicitations and/or fundraising must submit a written request and receive approval from the Marketing and Communications department and NMS President.

The sole exceptions to this policy are charitable and community activities supported by NMS management and company-sponsored programs related to NMS services or to the NANA companies as a whole. Please contact the Human Resources department for additional guidance and/or information.

## 6.08 Visitors in the Workplace

All visitors, including an employee's family members, who wish to see an employee during working hours, must first check in the front office and, when required, sign in. Employees working in certain locations, contracts, client offices or facilities must abide by the specific requirements of those location.

Should a visitor need to speak to an employee due to an emergency, the employee will be notified immediately. NMS is committed to its employees and strives to provide the employee support and cooperation during these times.

Extended visits by employee family members, including visits from children, must be approved by the employee's supervisor and must not have a negative impact upon work being performed by the employee. Employees should refer to NMS Children in the Workplace policy for specific information.

NMS does not allow employees to bring to work persons for whom an employee has been appointed a third party custodian.

## 6.09 Children in the Workplace

NMS believes the presence of children in the workplace during the employee's workday can be inappropriate and should be avoided except in certain situations. This policy is intended to avoid disruptions in job duties of the employee and coworkers, reduce the child's exposure to hazardous areas, reduce property liability and help maintain the company's professional work environment.

Employees may, upon prior approval from their supervisor, bring newborns up to six (6) months old to work with them as long as the child does not disrupt the employee and the co-workers and the employee is able to do their job with the child present

When having an older child at work is unavoidable, employees must contact their supervisor within a reasonable time frame to discuss the situation and obtain permission to do so. Supervisors, in order to minimize disruption to company operations, will consider factors such as the age of the child, the duration he/she needs to be in the workplace, the employee's work environment, the employee's workload, the employee's work performance, coworker concerns, etc. At no time is a child with a contagious or suspected contagious illness permitted to accompany his/her parent to work.

Employees are responsible for their children at all times and must be in direct supervision of their children while the child is in the workplace. In the event disruptions occur, employees must remove the child from the workplace.

## 6.10 Lactation

NMS is supportive of its employees who choose to breastfeed their children. As such, it offers the following to its employee for up to one (1) year after the child is born.

- Reasonable break periods for employees to accommodate the pumping/expression of breast milk;
- A private place, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public;
- A place where employee can temporarily store breast milk or, if it is not reasonable or possible to have refrigeration on the premises, permission for the employee to bring in a container to store the breast milk appropriately.

Employees may not be compensated for break periods if the time spent exceeds what is typically provided in the work location. Employees should contact the Human Resources department for further guidance.

## 6.11 Animals in the Workplace

NMS does not allow any animals in its controlled buildings with the exception of service animals.

NMS will comply with the Americans with Disabilities Act and any similar state or local law and nothing in this policy should be interpreted as denying an employee or visitor a benefit of such laws. Accordingly, any exceptions to this policy required by law will be made.

NMS employees, guests, or visitors who use a service animal should contact Human Resources to alert them of the need to bring the animal onto the premises and to learn more about the NMS' Service Animal Procedure.

Employees who may be or show signs of allergies to a service animal should contact Human Resources.

NMS employees working in work locations other than NMS facilities must comply with the policies and procedures of the facility in which they are located, unless otherwise approved by the senior management at the work location in which the employee is employed and the person in charge of the facility.

## 6.12 Smoke Free Workplace

NMS is a smoke-free workplace in order to protect and enhance its indoor air quality and to contribute to the health and well-being of its employees. In addition, the use of all smokeless tobacco products is prohibited in the workplace. NMS may, in its discretion, provide designated smoking areas at some company locations.

Employees must adhere to applicable smoking ordinances. Employees may not smoke 20 feet from all entrances to non-smoking enclosed areas and air intake vents. Employees are responsible for properly disposing of all tobacco products. Employees working at non NMS facilities must adhere to the property owner's policy.

Employees should contact Human Resources should they have any questions regarding the use of tobacco products on company property.

### 6.13 Use of Vehicles for Work Related Purposes

Employees whose jobs requires them to drive as part of their scope of work must comply with the Risk Management Policies and Procedures which discuss:

- Requirements
- Supervisor approval
- After-hour use
- Damage to vehicles
- Accident reporting procedure
- Cell phone use (refer to section 9.02 Use of Cellular Phones)

Please refer to the [Motor Vehicle Operation Policy](#) located on PULSE.

## 6.14 Use of Company Property

NMS provides property, materials, or written information to its employees to help them perform their job effectively. Employees are responsible for protecting and controlling this property.

The following list of items, while not inclusive, will be considered property of NMS. The issuance of such property to employees is dependent upon the needs of the position.

Client Lists	Badges	Tools	Written Materials
Credit Card(s)	Keys	Vehicles	Manuals
Laptop Computer	Cell Phone(s)	Protective Equipment	Security Passwords
Desktop Computer	Office Phone	Printer/Facsimile	

Employees must return any company property promptly upon request, either upon termination of employment or during their employment.

## 6.15 Nepotism and Personal Relationships in the Workplace

Employment of relatives or individuals in close personal relationships in the same line of authority of another individual may cause actual or perception of problems such as favoritism, leniency, etc. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

Although there is no prohibition against hiring relatives of existing employees, or hiring individuals who have close personal relationships with existing employees, NMS is committed to monitoring these situations to ensure actual or perceptions of conflict do not exist.

Relatives of current employees, or individuals with close personal relationships with current employees, may not be hired into a position in which they will be supervised by or will supervise directly or indirectly the current employee. The President or designee can approve exceptions.

This applies to any relative or individual in a close personal relationship, higher or lower in the organization, who has the authority to review employment decisions.

In case of actual or potential problems, NMS will take necessary action to remedy the situation. This can include reassignment or, if necessary, termination of employment for one or both of the individuals involved.

NMS expects employees who become “relatives” with coworkers or who enter into a close personal relationship with a coworker after the employment relationship has begun to identify such facts to their supervisor or manager. In such cases, the President or designee will decide whether or not the relationship is in conflict with this policy and will make adjustments such as reassignment, transfers or terminations as necessary.

NMS reserves the right to take reasonable action when an employee’s relationship with another results in a conflict or the potential for conflict, even if there is no supervisory relationship involved.

For the purposes of this policy, a “relative” includes an employee’s spouse, parents, children, grandchildren, brothers, sisters, brothers and sisters-in-law, fathers and mothers-in-law, stepparents, stepbrothers, stepsisters, and stepchildren. NMS defines a “personal relationship” as a relationship that might reasonably be expected to create a real or potential conflict of interest and would include individuals with whom the employee is not legally related but with whom he/she resides, close personal friends, romantic or intimate relationships, etc.

## 6.16 Bulletin Boards

NMS (with assistance from the Human Resources and Risk Management departments) will maintain various bulletin boards in employee areas to display the following:

- Legally required posters
- Business licenses
- Worker's compensation information
- Company memos, announcements, new policies, safety rules, etc.
- Safety rules and related information
- Company-sponsored social and recreational events
- NMS Employee Assistance Program information
- Ethics Hotline Information, 866-906-5511
- Upon prior approval of the appropriate facility manager, other information that may be of general interest to employees

Employees will be responsible for regularly checking and reading the bulletin board in their area. Facility managers or their designees are responsible for approving all material to be placed on or removed from the board.

## 6.17 Political Activity

NMS supports individual participation in the political process in the communities and state in which it does business. However, it cannot ignore the actual or perceived conflict of interest when its employees are actively involved in some political activities.

As such, employees engaging in the political process, whether it be submitting their interest in a political position or serving in a political position, should notify their supervisor and/or the Legal department prior to such engagement.

Employees are expected to comply with applicable laws and regulations when engaging in political activities, as well as NMS' Ethics policy and all of its Standards/Codes of Conduct.

Employees should avoid actual or perceived conflicts of interest when serving in public office by excusing themselves from any matters involving NMS or the NANA family of companies.

Employees are expected to conduct any political activities on their own time and using their own resources and to ensure their activities do not interfere with company operations.

Employees may not make political statements to customers or the general public while representing NMS without the prior approval of the President.

Employees should direct all questions regarding political activity to the Legal department.

## 6.18 Self-Reporting of Convictions

Once employed, employees are expected to make full and timely disclosure and declaration to NMS regarding criminal convictions that occur while employed by NMS. This expectation is intended to allow NMS to determine the individual's suitability for continued employment. The criminal convictions that must be reported include felonies, misdemeanors and, if the employee drives in the scope of their job, moving driving violations. Reporting employees are required to provide adequate accurate details regarding such convictions to the Human Resources department.

NMS employees who fail to disclose post-employment criminal convictions, fail to provide accurate details of such convictions or who fail to cooperate with the company in its investigative process in accordance with this policy will be subject to corrective action up to and including termination of employment.

NMS will, at its sole discretion, determine if the employee's circumstances will have an adverse effect on said employee's ability to continue working in their current position.

## Safety and Environment

### 7.01 Workplace Safety

NMS operations will be conducted with the utmost regard for the safety of our employees, clients and the public. The NMS Senior Leadership Team subscribes to the following as a means toward creating a safe environment, reducing waste and increasing efficiency by preventing incidents:

- The First NMS Core value is “Safety Guides Our Behavior”. HSSE Staff and NMS Senior Leadership Team will review our Standards and Guidelines and our HSSE Policy on a regular basis. Updates will be made as necessary.
- NMS operations will be conducted in compliance with all applicable laws, rules and regulations of local, state and federal agencies where we conduct business. We will insure that this policy is available to employees and other interested parties.
- NMS will maintain a commitment to incident and pollution prevention, and to continual improvement in HSSE performance. We strive to provide a secure and safe working environment for our employees, contractors, and visitors, and to protect our operations and assets from criminal or hostile acts.
- NMS will provide employees, contractors, and visitors with clear expectations regarding our HSSE requirements. We will ensure they are properly trained and equipped to perform their activities safely.
- We will recognize and actively support employees to improve HSSE performance.
- We expect all employees to participate in our HSSE programs, show commitment and take responsibility for health, safety, security and environmental (HSSE) protection, performance, compliance and continual improvement. Employees are responsible for avoiding unsafe acts and situations which might endanger or injure them or others, or might cause damage to property or equipment. We expect our employees to intervene and stop any job which they feel is unsafe.
- Supervisory personnel at all levels will be held accountable for the elimination of incidents. Managers will make safe and environmentally responsible decisions. Representatives of management will investigate all incidents. Proper remedial action shall be taken to prevent recurrence of similar incidents wherever possible.
- While working at clients’ locations, NMS employees will participate in and support our clients’ unit and site specific HSSE programs. We will work with contractors, suppliers, partners and other third parties to encourage a responsible and effective approach to HSSE issues and to comply with applicable legislation, regulations and industry standards specifically related to their activities. NMS will evaluate performance in these areas as part of our processes.
- NMS will set annual HSSE objectives and targets and openly report our performance. We will continually refine and improve our HSSE processes, and incorporate the best practices, technologies, and behaviors needed to achieve expected levels of HSSE performance. We will audit compliance with this policy and take corrective action where appropriate.

NMS will not knowingly permit unsafe conditions to exist, nor will it knowingly permit employees to engage in unsafe acts.

Violations of company safety rules and regulations will result in disciplinary action up to and including termination of employment.

Employees are encouraged to alert management when they believe unsafe conditions exist or when they believe others are acting in an unsafe manner. Employees should bring their concerns directly to their immediate supervisor, Vice President of HSSE (Health, Safety Security and Environment) or the Human Resources department so that an appropriate investigation may be conducted.

NMS will not tolerate retaliation against any employee who, in good faith, reports a concern about workplace safety.

## 7.02 Workplace Violence

NMS will not tolerate workplace violence or bullying of any kind.

For purpose of this policy, workplace violence and bullying includes but is not limited to:

1. Physical acts or threats of physical acts against persons or employer property;
2. Verbal threats, or vicious statements that are meant to harm or cause a toxic, intimidating, or otherwise negative environment;
3. Written threats, vicious cartoons or notes, and other written material that is meant to threaten or create a toxic or negative environment.
4. Visual acts that are threatening or intended to convey injury or hostility.
5. Cyber-bullying, including but not limited to offensive emails or text messages, threatening email, sharing embarrassing situations with everyone online, being offensive and disrespectful to an employee on various social media websites and networks and spreading rumors or gossip online.

Any employee who bullies another or commits an act of violence at work, whether it is against a person or company property, will face disciplinary action up to and including termination of employment. If circumstances warrant, the matter will be referred to legal authorities for prosecution.

All employees are expected to report any act of workplace violence or bullying. Employees should bring their concerns about workplace violence and bullying directly to their immediate supervisor, HSSE, the Human Resources department, or any member of management or through the Compliance, Ethics and Reporting Hotline, 866-906-5511 or [legal@nmsusa.com](mailto:legal@nmsusa.com) so that an appropriate investigation may be conducted.

NMS will not tolerate retaliation against any employee who, in good faith, reports a concern about workplace violence or bullying.

### 7.03 Weapons in the Workplace

NMS is committed to maintaining a workplace safe and free of violence for all employees. As such, it prohibits the possession or use of dangerous weapons in company restricted access areas, even if the individual has the legal right to carry the weapon.

The entire workforce is subject to this policy, including contract, variable hour and seasonal employees. In addition, visitors and customers on company property must adhere to this policy.

Company property is defined as all company-owned or leased buildings and surrounding areas such as sidewalks and walkways under NMS' ownership or control, and company owned or leased vehicles.

Dangerous weapons include but are not limited to guns, tasers, knives or swords with blades over four inches in length, firearms, explosives or any other form of weapon or explosive that might be considered dangerous or that could cause harm or that is restricted under local, state or federal regulation.

Legal chemical dispensing devices such as pepper sprays that are sold commercial for personal protection are not covered by this policy. An employee who carries mace or pepper spray for personal protection while coming to and going from work may be held personally liable for the cost of property damage, clean up or injury to others should the canister discharge.

NMS reserves the right at any time and at its discretion to search all company owned or leased vehicles, personal packages, containers, briefcases, lockers or desks, and any enclosures for the purpose of determining whether a weapon has been brought onto its property or premises.

Employees who violate this policy may be subject to disciplinary action up to and including termination of employment.

#### 7.04 Domestic Violence

Employees who are victims of domestic violence, sexual assault, stalking and dating violence, and employees who are concerned about coworkers who are victims or who have witnessed acts or threatened acts of Violence are encouraged to provide a report to their supervisor, and/or the Human Resources department.

NMS will not tolerate retaliation against any employee who reports a concern about domestic violence.

### 7.05 Environmental Compliance

NMS is dedicated to full compliance with all applicable federal, state and local environment laws and regulations. We recognize the importance of a healthy environment and insist that our employees adopt the same approach and support their efforts to do so.

As part of NMS Environmental Compliance Policy, every employee who encounters an environmental issue is authorized and encouraged to speak freely and frankly to the appropriate manager having authority to deal with the issue. If an employee feels, for whatever reason, that he/she cannot speak comfortably with his/her manager, the Safety Specialists should be consulted. As a further encouragement to open reporting, employees are authorized to stop work, contact the Employee Hotline at 866-906-5511.

Please refer to the various HSSE policies located on PULSE.

## 7.06 Extreme Weather Conditions

It is the policy of NMS to remain open during most periods of inclement weather; however, where extraordinary ice or snow conditions, floods, fires, power failures, flooding, etc. warrant, NMS reserves the right to close a facility for all or part of a day or suspend operations for employees who work in the location affected by the inclement weather. Normally this decision will be made by the senior management at your work location in conjunction with your supervisor or manager and when the decision is made to close the office, employees will receive official notification. If you are in doubt as to whether the facility where you work will be open, please check with your manager or supervisor before your scheduled shift starting time.

Unless directed otherwise, employees must report to work as scheduled. Each employee is expected to use discretion in determining a safe mode of transportation when ice or snow conditions, floods, fires, power failures, etc. exist. An employee who reasonably determines that safe travel is unavailable will not be subject to discipline for not reporting to work or reporting to work late provided he/she telephones his/her supervisor before the scheduled shift starting time and receives approval. Supervisors are expected to honor the reasonable requests of employees to miss work because of extreme weather conditions.

If the facility is announced to be closed on a given day, all exempt employees will receive their regular salary unless they are otherwise on unpaid leave status. All time missed by non-exempt employees will be unpaid unless the employee elects to use their accrued PTO for that lost time. NMS relies on its employees to exercise good judgment and common sense in dealing with inclement weather situations.

### 7.07 Whistleblowing and Reporting

NMS expects high standards of ethical conduct by management, staff, clients and the public, and expects employees to report suspected safety, environmental, or ethical violations. All NMS employees are expected to report any potential violation of laws or regulations to their supervisor, another NMS manager or the NMS Compliance Officer.

All employees are expected to meet performance expectations; however, NMS policy strictly forbids any NMS manager, supervisor or employee from retaliating against anyone who appropriately reports a violation of a law or regulation. Any employee who retaliates against an employee for making a complaint or for participating in an investigation shall be subject to disciplinary action, up to and including immediate termination of employment.

## Finance

### 8.01 Compliance Standards

Employees must comply with the following finance policies, as well as local, state and federal laws and regulations. In addition, employees are expected to use that level of conduct that a reasonable and prudent business person would use in the same circumstance, using sound judgment and good faith. Employees should keep the best interest of NANA in mind when conducting business travel, incurring non-travel expenses, and using the corporate credit card.

Non-compliance with any policy listed here may result in personal financial responsibility for one or more portions of the related expenses, forfeiture of NANA credit cards, and/or disciplinary actions which could lead to up to and include termination of employment. Violations of the Policy that are also in violation of law could also result in legal consequences.

All employees involved in NMS financial transactions shall act with integrity and diligence in duties involving NMS fiscal resources. NMS prohibits the following, which may result in termination:

- Forgery or unauthorized alteration of any document or account belonging to NMS;
- Misappropriation of funds, securities, supplies or other NMS assets, including employee time;
- Impropriety in the handling of money or reporting of NMS information or activities;
- Accepting or seeking anything of material value from clients, vendors or other persons providing services or materials to NMS, except as permitted from NMS management (refer to NMS Code of Ethics handbook or contact your supervisor for any questions);
- Inappropriately destroying, removing or using records, furniture, fixtures or equipment
- Failure to provide financial records as required by federal, state or local entities;
- Failure to disclose conflicts of interest;
- Any other dishonest acts regarding the finances of NMS.

Each employee who supervises or prepares activities that impact NMS financial reports or transactions shall set an example of honest and ethical behavior and shall actively monitor his/her area of responsibility for fraud and financial impropriety. The Finance department shall maintain and each employee shall comply with a system of internal controls to deter and monitor for fraud or financial impropriety in NMS. Any person who suspects fraud or financial impropriety in the district shall report the suspicions immediately to any supervisor or the Human Resources department or local law enforcement. Reports of suspected fraud or financial impropriety shall be treated as confidential to the extent permitted by law. Limited disclosure may be necessary to complete a full investigation or to comply with law.

## 8.02 Travel and Meals

NMS will reimburse the ordinary, necessary and reasonable business expenses incurred by employees who have been authorized to incur such expenses in the transaction of NMS business.

Subject to the provisions of this policy, reimbursements will be made promptly after expenses have been:

1. Itemized by amount on a properly prepared expense report.
2. Substantiated properly by attaching original receipts for expenses requiring receipts.
3. Approved by the appropriate company official.

Please refer to the [Travel and Business Expense Reimbursement Policy](#) and applicable Finance procedures located on PULSE.

### 8.03 Non-Travel Expenses/Purchases

To be able to make purchases on behalf of NANA you must be authorized by your supervisor. Certain items may require approval beyond that of your supervisor.

Cash advances are not permitted for non-travel expenses / purchases.

#### 8.04 Credit Card Policy

NMS maintains a credit card program with a preferred financial institution. If an employee has a NMS credit card, it should be used as the primary method of payment for permissible costs. If the employee does not have a NMS credit card, costs incurred for airline tickets or meals should be incurred by the Employee's supervisor on the supervisor's credit card. As a final resort, employees may use personal cards, checks or cash to pay for approved costs and then seek reimbursements through the expense report process.

Please refer to the [Employee Cardholder Agreement](#) located on PULSE.

### 8.05 Expense Reporting

A report of the employee's expenses must be completed, with supervisor review and signoff, by the last day of the calendar month in which the expenses were incurred.

Required documentation is discussed in the [Expense Reporting Requirements](#) located on PULSE.

## Information Technology & Equipment

### 9.01 Acceptable Use (of Electronic Systems and Data)

NMS provides Information Technology (IT) resources to its employees to ensure productivity and efficiency in operations. IT resources are the property of NMS and must be used in an appropriate manner. Employees are accountable for their actions and must act responsibly when using these company resources.

This policy applies to NMS' electronic systems, including, but not limited to, desktop computers and workstations, laptop computers, printers and scanners, facsimile machines, file servers, Internet and Intranet access and usage, telephone systems, cell phones, voice mail, and mobile devices, regardless of whether owned or leased by NMS.

This policy also applies to electronic data that resides on or is transmitted through NMS' electronic systems, including, but not limited to, communications, e-mails, instant messages, faxes, documents, files, programs and other data.

Employees are expected to behave ethically and in a technically proficient manner when using electronic systems and data, protect the systems and data from damage, corruption and theft, ensure only authorized access to systems and data, protect the integrity of the data, and maintain appropriate levels of confidentiality of data.

Further, employees are expected to comply with all IT policies, requirements and standards when utilizing system and data and understand any and all security issues related to remote work environments, if applicable.

Employees will be granted access to Internet and/or email for work related use. While limited and reasonable personal use of Internet and email is allowed, employees are expected to do so before or after work, on break and meal period and only to the extent there is no impact on work or network performance. At no time may personal Internet use involve prohibited activities outlined in other NMS policies or other inappropriate use including but not limited to gambling, viewing pornographic websites and/or store pornographic materials in company provided equipment, and continuous audio or video streaming that is not directly related to job responsibilities. Employees may not use their NMS email address for personal online registration and/or verification issues, such as email alerts from shopping sites, Groupon, home bills, Facebook or other social media alerts, ESPN or any other non-work related activities.

Employees should not expect privacy regarding data on company electronic systems. All data on NMS electronic systems, including personal emails sent via company property and systems, is the property of NMS. NMS reserves the right to access this data at any time. Further, NMS will monitor and conduct security testing to ensure proper security procedures and appropriate use is occurring.

Employees are encouraged to contact the Information Technology or the Human Resources department, or review the Use of Electronic Systems and Data procedures and guidelines, for greater detail and explanation of what is considered acceptable use.

## 9.02 Use of Cellular Phones

NMS has two cellular phone programs and management decides which program is the most effective for the individual employee based on position and location.

### Bring Your Own Device (BYOD)

NMS grants some employees the privilege of using their personal smartphones and tablets for work related purposes. NMS reserves the right to revoke this privilege if users do not abide by the Bring Your Own Device (BYOD) Policy.

This policy is intended to protect the security and integrity of NMS' data and technology infrastructure. Limited exceptions to the policy may occur due to variations in devices and platforms.

NMS employees participating in the BYOD program must agree to the terms and conditions set forth in the [BYOD Policy](#) in order to be able to connect their devices to the company network.

### Company-Owned Devices

NMS provides some of its employees cellular phones and/or data plans when it is reasonable to do so based on the employee's job duties.

Employees in possession of company-provided cellular phones are allowed to use them for personal reasons provided the personal use is kept to a minimum. Further, employees should have no reasonable expectation of privacy in any use of a company-provided cell phone, including but not limited to texts, voice mails, phone lists, and data usage. NMS reserves the right to audit cell phone use to ensure compliance with this policy.

Employees may be required to reimburse NMS for any charges resulting from their personal use of their company cell phones, if doing so creates fees that are outside of NMS' normal monthly fees. These charges include data storage that exceeds allocated amounts, electronic data that resides on or is transmitted through NMS' electronic systems, including, but not limited to, communications, emails, instant messages, faxes, documents, files, programs and other data.

Personal cell phones use while at work should be kept to a minimum; excessive use of personal cell phones while at work may result in discipline up to and including termination of employment.

Regardless of whether the employee has a company-owned or participates in the BYOD program, they must also comply with all applicable federal, state and local laws and ordinances regarding the use of cell phones while driving. NMS policy is clear on the expectations of the use of cell phones while driving.

With one authorized exception, NMS employees may not use cellular telephones or mobile electronic devices while operating a motor vehicle under any of the following situations, regardless of whether a hands-free device is used:

- When employee is operating a vehicle owned, leased or rented by the Company.

- When the employee is operating a personal motor vehicle in connection with Company business.
- When the motor vehicle is on Company property.
- When the cellular telephone or mobile electronic device is company owned or leased.
- When the employee is using the cellular telephone or mobile electronic device to conduct Company business.
- At no time will an employee use any type of personal electronic device (PED) to send, receive or read text messages or e-mails while operating a vehicle.

All employees are required to read and sign the acknowledgment for our NMS Corporate [Cellular Phone Policy](#) located on PULSE.

There is one limited exception to cell phone use policy, which allows short special purpose cell phone usage, while utilizing a hands-free or "Bluetooth" ear piece.

Operating under this exception only allows the vehicle operator to answer incoming calls. Outgoing calls must be initiated while the vehicle is at a stop.

These exceptions must be individually approved, in writing, by a Senior Leadership Team leader and the approval filed with the HSSE department for NMS.

NMS personnel will follow client companies policies at all time while operating client owned or leased vehicles or NMS vehicle while on client property or at a NMS worksite.

### 9.03 Social Media

NMS recognizes that social media is an integral part of doing business today. The proper role of social networking in the business environment is to convey information about NMS, its products and services, search for possible new markets and discuss company activities and events. Only persons authorized to do so may prepare or modify content for NMS official website(s), including its intranet, and/or blogs.

With regard to posting outside of NMS' official website(s), employees are expected to comply with the following guidelines:

- Be Respectful. Employees are encouraged to be fair and courteous to fellow employees, customers, suppliers, or people who work on behalf of NMS. Individuals are more likely to resolve work-related conflicts by speaking directly with their co-workers, by speaking to a member of management or by utilizing the Problem Resolution process. If employees do decide to post complaints or criticism via social media, they should avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparages customers, employees, or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that contribute to a hostile work environment on the basis of race, color, religion, gender, pregnancy, national origin, age, disability, military service, or any other status protected by law or company policy.
- Be honest and accurate. Employees should ensure they are honest and accurate when posting information or news, and if they make a mistake, they correct it quickly. As the Internet archives almost everything, even deleted postings can be searched.
- Maintain the confidentiality of NMS trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Examples of confidential information includes: internal reports, policies, procedures, secret or Attorney-Client Privileged information, financial or individual employee information, or other internal business-related confidential communications.
- Comply with applicable copyright and other intellectual property laws.
- Do not create a link from his/her own blog, website or other social networking site to an NMS website without identifying him/herself as an NMS employee.
- Express only personal opinions. Employees should not represent themselves as spokespeople for NMS. If NMS is a subject of the content he/she is creating, he/she should be clear and open about the fact that he/she is an employee. In addition, he/she should make it clear that his/her views do not represent those of NMS, fellow employees, customers, supplies, or people working on behalf of NMS. If the employee publishes a blog or post online related to the work he/she does or if he/she posts content associated with NMS, he/she should make it clear that he/she is not speaking on behalf of NMS.

Any conduct that adversely affects job performance or otherwise adversely affects customers or suppliers, or NMS' legitimate business interests may result in disciplinary action up to and including termination. Employees are encouraged to contact NMS' IT or the Human Resources department for more information regarding the use of social networking as it relates to the workplace.

All social networking activities done at work or on a Company computer must be in compliance with NMS' [Social Media Policy](#).

## Receipt of Employee Handbook

### Acknowledgement of Receipt of Employee Handbook

NMS has prepared this Employee Handbook to provide its employees with a general understanding of the company's policies, philosophies, and work rules and benefits. Employees are expected to read this handbook and seek guidance and/or answers to their questions from their supervisor, Senior Leadership Team leader and/or the Human Resources department representative.

Should any part of this handbook be found to violate local, state or federal law, the balance of the handbook will remain in full force.

### Employee Acknowledgement

I, \_\_\_\_\_, have received an orientation of the NMS Employee Handbook, which outlines the goals, policies, benefits and expectations of NMS, as well as my responsibilities as an employee. I have had the opportunity to ask questions or been given the information of those I can ask questions of.

I understand that I am responsible for reading the contents of this handbook. I understand that this document is available on the company intranet (PULSE) where the most recent version will be maintained. I further understand that I am responsible for periodically checking this site for updates. By my signature below, I acknowledge that I understand, accept and agree to comply with the information contained in it.

I understand the statements in this handbook do not constitute a contract with NMS.

NMS, at its sole discretion, may modify or rescind any or all of the policies, benefits or practices described in this handbook. I understand I am responsible for familiarizing myself with any updates to the handbook by attending company trainings, visiting the company's Intranet or other public folders, or by reviewing updates distributed by supervisors or the Human Resources department.

I understand that nothing in this handbook creates or is intended to create a promise or representation of continued employment or employment for a definite term, and that my employment at NMS is at-will.

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Employee Signature

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Date