NATIONAL TACTICAL SECURITY

Employee Handbook

Effective June 1, 2023

Welcome Letter

Welcome to National Tactical Security (NTS)

On behalf of NTS, let us extend a warm and sincere welcome. We hope you will enjoy your work here! We are glad to have you on our team while we continue to transform the security industry.

For those of you who have been with us, thank you for your hard work, dedication, and continued service.

We want to extend our gratitude and best wishes for your success here at NTS. We understand that it is our employees who provide the services that our clients rely upon. As an employee, we will invest our time and resources in you, providing essential training that will further develop your skills and enable us to create new opportunities for you in the years to come.

David Skinner (Founder/CEO) and Troy Szotkowski (Founder/COO)

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Introductory Statement

This Employee Handbook is designed to acquaint all employees with National Tactical Security (NTS) and to provide them with information regarding working conditions, employee benefits, policies and standards aligning with employment. All employees are required to read and agree to the terms and policies outlined in this handbook, ensuring understanding of policies and compliance with all outlined provisions. This handbook describes many responsibilities for employees and outlines programs NTS offers to employees.

While every attempt has been made to create policies consistent with federal and state law, if an inconsistency arises, policies will be enforced consistent with applicable laws.

This Employee Handbook is intended to be used as a guide for employees and managers. NTS executives are aware that no Employee Handbook can anticipate every circumstance or question about policies or procedures, therefore, employees should ask questions for clarification regarding outlined policies and procedures. As NTS continues to grow, the need may arise to revise the Employee Handbook. NTS senior executives reserve the right to revise, supplement, or rescind any portion of the Employee Handbook as it deems appropriate, in its sole and absolute discretion.

This Employee Handbook will supersede any previous Employee Handbook or policy manual that may have been previously provided. These policies are not a legal document or an employment contract.

NTS expects adherence to all policies and procedures, good decision making, and appropriate conduct of all employees, at all times. All policies in this handbook will be enforced and NTS reserves the right to discipline employees for violations of outlined terms and policies, in its sole discretion. Any violation of any policy in this handbook, whether specifically stated or not, is subject to disciplinary action, up to and including, termination.

If you have questions about a policy or procedure, or about what is expected of you, please contact NTS management for clarification.

NTS Organizational Description and Philosophy

Mission Statement

NTS security professionals take great pride in serving our clients, based on our founding pillars and beliefs of Commitment, Service and Trust. We are committed to serving our clients with professionalism and will deploy all available resources to ensure our clients are safe and prepared to mitigate any physical threat to their environment.

Tag Line

"Transforming the security industry."

Vision Statement

Our vision is focused on earning our client's trust while working side by side, identifying the best solutions available to ensure their safety and security. Our founders, team of consultants, investigators, trainers, protective agents, marketing representatives, and administrative staff work seamlessly and cohesively together, creating a unique and trusted company that is transforming the security industry.

Core Values of NTS

A successful business starts with the right people doing the right thing. We believe the best way to thrive in a competitive marketplace is to create a winning culture that never settles for second best. We define "winning" as doing business with:

1. A Positive Attitude
2. Respect
3. Integrity
4. Accountability
5. Innovation
6. Empathy

1. Positive Attitude

We believe that a positive attitude creates a chain reaction of positive results. We are dedicated to finding solutions, continuously improving, and embracing change. All these things create extraordinary results, setting the bar for us and our clients.

2. Respect

We believe how you treat others says a lot about who you are. At NTS, we pride ourselves in showing everyone respect. We listen and engage with one another, consider different viewpoints, and encourage open and honest discussions that create a path for better solutions.

3. Integrity

Integrity and trust are what earns us credibility with our clients and with one another. We believe doing what is right is more important than doing what is easy, every single time.

4. Accountability

Each person is accountable for their own actions and their actions make NTS a better place to work and a better company to do business with. It is to be accountable to ourselves, each other, and our clients.

5. Innovation

Innovation is what will keep us ahead in an ever-changing market. We will continually work on identifying and implementing change to our services and our processes, always improving the result for our employees and clients.

6. Empathy

Excellent customer service is essential. At the heart of customer service is the ability to be empathetic to our co-workers, clients, and those we encounter. We will strive to take care of them in every way possible.

Nature of Employment

At-Will Statement

Your relationship with NTS is that of an at-will employee. Your job status does not guarantee employment for any specific length of time. Your employment with NTS is entered into as voluntarily. You and NTS are free to end the employment relationship at any time, for any reason, with or without cause.

Background Checks, Previous Employment Checks and Motor Vehicle Policy

Due to the sensitive nature and environments that NTS operates in, we reserve the right to conduct initial and periodic background checks, contact references, and verify previous employment of potential and current employees.

NTS requires motor vehicle records and a valid State Driver's License for any employee who will be operating company owned vehicles and/or client vehicles (for insurance purposes).

All employees may be required to authorize and successfully pass a background investigation as a result of a change in assignment, complaint, upon reasonable suspicion or for any other business reason as determined solely in the discretion of NTS.

All background checks are a condition of employment. Employees, or prospective employees, who refuse consent will be ineligible for employment.

All employees are required to submit to random drug and alcohol testing at the discretion of NTS management.

Negative results or information gathered at any time from a background investigation, Department of Motor Vehicles records and/or drug & alcohol testing may be cause for immediate disqualification from employment and/or volunteer activities. Employment decisions are at the sole discretion of NTS.

Open Door Policy

NTS has an open-door policy for employee communication. We believe working conditions, wages, and benefits for employees are competitive with those offered by other employers. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisor. Employees shall follow the chain of command, when applicable, but NTS understands that this is not always possible or practical.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment is excellent, communications is clear, and attitudes are positive. NTS amply demonstrates our commitment to employees by responding effectively to employee concerns.

Equal Employment Opportunity

To provide equal employment and advancement opportunities to all individuals, employment decisions at NTS will be based on merit, qualifications, and abilities. NTS is an equal employment opportunity employer and does not discriminate against any person because of race, color, creed, religion, sex, including pregnancy, sexual orientation, marital status, national origin, citizenship, disability of any kind, age or any other characteristic protected by law (referred to as "protected status"). This nondiscrimination policy extends to all terms, conditions, and privileges of employment as well as the use of all company facilities, participation in all company-sponsored activities, and all employment actions such as promotions, demotions, compensation, benefits, discipline, commendations, and termination of employment.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Operations Director. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Disability Accommodations

NTS is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the assigned duties of their position.

Post-offer medical examinations may be required only for those positions in which there is a bona fide job-related physical requirement. They are given to all persons entering the position only after conditional job offers are accepted. Medical records will be kept separate and confidential.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Immigration Law Compliance

NTS is committed to employing only persons who are authorized to work in the United States, and we do not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. NTS will retain file copies of the presented documentation, per Wisconsin Law. Former employees who are rehired must also complete the form.

Anti-Harassment and Sexual Harassment Policy

It is the policy of NTS, that harassment in the workplace based on a person's race and/or color, religion, ancestry, national origin and/or citizenship, sex (including pregnancy), sexual orientation, marital status, age, physical or mental disability, genetic information, military status, or any other consideration made unlawful by federal, state, or local laws will not be tolerated.

Unlawful harassment includes verbal or physical conduct that is unwelcome and has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Prohibited behavior includes but is not limited to the following:

- Written form such as cartoons, e-mail, posters, drawings, or photographs.
- Verbal conduct such as epithets, derogatory comments, slurs, or jokes.
- Physical conduct such as assault or blocking an individual's movements.

This policy applies to all employees including managers, supervisors, co-workers, and non-staff, such as community employees, clients, vendors, investigators, consultants, etc.

One aspect of our policy that requires special clarification is our prohibition of any form of sexual harassment in the workplace.

NTS's position is that sexual harassment is a form of misconduct which undermines the integrity of the employment relationship. No employee, either male or female, should be subject to unsolicited and unwelcome sexual overtures or conduct, either verbal or physical. Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior, which is not welcome, which is personally offensive, which debilitates morale, and which, therefore, interferes with work effectiveness.

As with all forms of unlawful harassment, sexual harassment, whether committed by supervisory or non- supervisory employees, is specifically prohibited as unlawful and against NTS stated policy.

Specifically, no supervisor shall threaten or insinuate, either explicitly or implicitly, that an employee's submission to or rejection of sexual advances will in any way influence any personnel decision regarding that employee's employment, wages, advancement, assigned duties, shifts, or any other condition of employment, or career development.

NTS also prohibits other sexually harassing conduct in the workplace that may create an offensive work environment, whether it be in the form of physical or verbal harassment, and regardless of whether committed by supervisory or non-supervisory employees. This includes, but is not limited to, repeated offensive or unwelcome sexual flirtations, advances, propositions, verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body; sexually degrading words used to describe an individual's body; sexually degrading words used to describe an individual; the display in the workplace of sexually suggestive objects or pictures; and physical assault.

Such conduct may constitute harassment even if it is not directed at a particular individual but takes place within such person’s viewing or hearing. Additionally, such conduct is unacceptable in the workplace as well as other workplace environments, such as company trips, training programs, or company-related social events.

Employees who have complaints of unlawful harassment or who become aware of an incident whether by witnessing it or being told of it should report such conduct to their immediate supervisor immediately. If this is not appropriate, employees are urged to seek the assistance of NTS management or the Operations Director. Such internal complaints will be thoroughly, promptly, and objectively investigated. Confidentiality will be maintained throughout the investigatory process to the extent practical and appropriate under the circumstances.

Upon completing the investigation of a harassment complaint, NTS will communicate its intended actions to the complainant and to the alleged harasser. If NTS finds that harassment occurred, the harasser may be subject to appropriate disciplinary action, up to and including termination from employment. The harassing employee may also be subject to legal and financial liability. If an investigation results in a finding that the complainant knowingly made a false accusation of harassment, the complainant may be subject to disciplinary action, up to and including termination from employment.

NTS prohibits any employee from retaliating against or intimidating anyone in any way who has raised any concern about, or who is serving as a witness to, sexual harassment or discrimination against another individual. Retaliation is a violation of this policy as well as federal and state law and should be reported immediately to a member of management and/or the Operations Director.

You are encouraged to address anyone who is harassing you and try to work out the situation yourself. However, if you are unable to resolve the situation to your satisfaction, please bring the matter to the attention of a member of the management team and/or the Operations Director.

NTS cannot assist its employees or take corrective action if they are unaware that a problem exists. Please be aware, however, that once NTS becomes aware of the existence of harassment, it is obligated by law to take prompt action, whether or not the victim wants NTS to do so.

Harassment Complaint Procedure

If you believe there has been a violation of the anti-harassment policy, as outlined above, including sexual harassment, please use the following complaint procedure. NTS expects employees to make a timely complaint, to enabling NTS to promptly investigate and correct any behaviors that may be in violation of this policy.

Report the incident to the Supervisor or Operations Director. The complaint will promptly be investigated, and the appropriate corrective action will be taken as determined by management. The complaint will be kept as confidential as practicable; however, NTS cannot guarantee anonymity, considering the need to conduct a fair and complete investigation of all complaints.

Workplace Violence Prevention

NTS is committed to preventing workplace violence and to maintaining a safe work environment. NTS has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, shall be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another employee, a client, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, shall be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

NTS will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, NTS may suspend employees, either with or without pay, pending a formal investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action, up to and including termination of employment.

NTS encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Operations Director, before the situation escalates into potential violence. NTS is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

Business Ethics and Conduct

The successful business operation and reputation of NTS is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of NTS is dependent upon our clients' trust and we are dedicated to preserving that trust. Employees have a responsibility of duty to NTS, our clients, and owners to act in a way that will merit the continued trust and confidence of the public.

NTS will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles and NTS Core Values will guide employees with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with the employee's immediate supervisor.

Compliance with this policy of business ethics and conduct is the responsibility of every employee. Disregarding or failing to comply with this standard of business ethics and conduct will not be tolerated.

Code of Conduct

NTS requires a set of rules so that all employees, contractors, and vendors may operate smoothly and safely to accomplish its goals. When working for NTS any failure to adhere to high standards of conduct may affect the well-being of other employees or clients. We require the cooperation of all employees in the observance of these policies and acknowledge that the following actions or other similar actions will not be tolerated.

The following is a list of examples of the behaviors that would be a violation of NTS' Code of Conduct policy. The intent of the list is to give employees a guide for making choices about their actions and is by no means exhaustive.

- Abuse, violence, intimidation, mistreatment, fighting, coercing, or threatening of a client or another employee, whether physical, verbal, or psychological.
- Falsification of employment application or other employee records.
- Insubordination.
- Using foul and/or abusive language.

- Gambling on Company premises or post.
- Smoking on Company premises or in any unauthorized area.
- Disregard of one's appearance, uniform, dress or personal hygiene.
- Dishonesty
- Commission of a crime whether on the job or not.
- Unauthorized possession, sale and/or use of Company inventory.
- Violation of any and all safety rules.
- Falsifying a timecard, reporting time of arrival or departure for another employee or requesting another employee to record your time on a timecard.
- Immoral, indecent, or disorderly conduct of any nature.
- Use and/or possession of narcotics, dangerous drugs, intoxicating beverages, or substances, or being under the influence of intoxicants or drugs on NTS or client premises, security posts or during working hours.
- Possession of unauthorized firearms or any other type of weapon while on NTS or client premises or security post, in accordance with applicable laws.
- Unauthorized possession of property belonging to NTS or NTS clients.
- Negligent or deliberate destruction of or misuse of property belonging to NTS.
- Unauthorized solicitation and/or distribution of literature.
- Unauthorized possession, use, copying or reading of NTS' records, or disclosure of information contained in such records to unauthorized persons.
- Poor attitude or disrespect to management, your supervisor, other employees, NTS clients or visitors.
- Divulge Risk Assessment methods, documents, and tools.
- Divulge NTS contracts and agreements.

Questions about conduct and/or appropriate actions and behaviors should be directed to the employee's direct supervisor.

Outside Employment and Non-Competition

Employees may hold outside jobs as long as they meet the performance standards of their job with NTS. All employees will be subject to the same performance standards and will be subject to NTS' scheduling demands, regardless of any existing outside work requirements.

If NTS determines that an employee's outside work interferes with their performance or the ability to meet the requirements of NTS, as they are modified from time to time, the employee may be asked to terminate the impacting outside employment if they wish to remain with NTS.

Outside employment that constitutes a conflict of interest is prohibited. NTS employees may not receive any income or material gain from employers or clients outside NTS for materials produced or services rendered while performing their jobs.

Non-Disclosure and Confidentiality

The protection of confidential business information and trade secrets is vital to the interests and the success of NTS. Such confidential information includes, but is not limited to, the following examples:

- Computer processes
- Computer programs and codes
- Client lists
- Client preferences
- Financial information
- Marketing strategies
- New materials research
- Pending projects and proposals
- Proprietary platforms and security processes
- Research and development strategies
- Scientific data
- Technological data
- Technological prototypes

All employees will be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Proprietary Information

Employees must acknowledge that in the course of performing services for NTS, they will come into possession of information relating to company client information, recipes, management of properties, supplier information, financial data, business plans, business systems and other proprietary information of a material nature which is confidential. Employees are required to keep such information confidential and not to disclose this information to any other person or entity without the prior written permission of NTS.

Copyrights, Trademarks and Patents (Intellectual Property)

Any and all materials, equipment, devices or other items of value developed by NTS employees, while working for NTS, become NTS' exclusive property. This includes materials copyrighted, registered, or patented by the employee.

Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which NTS wishes the business to operate.

The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Operations Director for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of NTS. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit either the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require a specific executive-level of approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of NTS business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of NTS as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which NTS does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving NTS.

Introductory Period

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether their employment meets their expectations. NTS uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or NTS may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first ninety (90) calendar days, following their date of hire. Any significant absence will automatically extend an introductory period by the length of the absence. If NTS determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended.

Employment Categories

It is the intent of NTS to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time.

Employee Status

Each employee is classified as either Exempt or Nonexempt status.

Exempt: Exempt employees are exempt from the overtime and minimum wage provisions of the Fair Labor Standards Act (FLSA). If a position is classified as Exempt, employee(s) holding that position will receive a set salary each pay period, which is intended to compensate them for any hours, they may work, regardless of the number.

Nonexempt: Non-Exempt employees are entitled to overtime pay and minimum wage under the provisions of the Fair Labor Standards Act (FLSA). Nonexempt employees are paid at an hourly rate and are required to maintain a record of the total hours they work each day.

Employee Classifications

Full-Time: Employees who have completed their ninety (90) day introductory period and work on average forty (40) hours or more every week are considered Full-Time.

Part-Time: Employees who have completed their ninety (90) day introductory period and who work on average less than forty (40) hours every week are considered part-time.

Employee Relations

Access to Personnel Files

NTS maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals, salary increases, and other employment records. This information is considered confidential and is treated as such.

Personnel files are the property of NTS and access to said files is restricted. Generally, only supervisors and management personnel of NTS who have a legitimate reason to review information in a file are allowed to do so.

In addition, employees are allowed to review their own personnel file each year during their annual review.

Personnel Data Changes

It is the responsibility of each employee to promptly notify NTS of any changes in personnel data by filling out a Status Change form and submitting it to their immediate supervisor. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishment, and other such status reports should be accurate and current at all times. If any personnel data has changed, employees are to notify their manager. Any falsifications or misrepresentations of information given to NTS at any time, either in the application/hiring phase or during employment, may be subject to disciplinary action, up to and including, termination or ineligibility for employment.

Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. At NTS, employee pay rates are based on job position, job knowledge, efficiency, performance, contracted billable rate with the client, and the financial position of the organization. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage, and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled every January, coinciding generally with the anniversary of the employee's original date of hire or most recent promotion. Additionally, the company may elect to engage in a performance review after ninety (90) days of employment.

Merit-based pay adjustments may be awarded by NTS in an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process. Remember that all pay raises are issued at NTS' sole discretion and may or may not coincide with the annual review process.

Business Expense Reimbursements

Employees may be reimbursed for pre-approved business-related expenses when conducting assigned duties. An employee must have supervisor approval for expense reimbursement prior to incurring the expense.

Any employee seeking reimbursement for an approved expense will need to complete an NTS Expense Reimbursement Form, attach all receipts and/or other appropriate documentation, and submit it to their supervisor within thirty (30) days of the incurred expense. Employees will not be reimbursed for expenses without prior approval or receipts.

Once approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives (or, any combination of these expenses) will be reimbursed by NTS. Employees are expected to exercise restraint and good judgment when incurring expenses.

Gossip Policy

It is requested that all employees refrain from participating in workplace gossip. Gossip is unprofessional, unnecessary, and not required to perform any job functions. Participating in or instigating gossip by employees will not be tolerated as it is disruptive to the work environment.

Employee Benefits

NTS offers benefits to full-time employees who have successfully completed their 90-day introductory and evaluation period.

Medical (Health) (first of month following 90-days)

NTS does offer several health insurance options, which may include an Employee Assistance Program (EAP), upon successful completion of their ninety (90) day introductory period. Please contact the Operations Director for current benefit information.

COBRA Benefits (available first of month after termination of employment for up to 18 months). The Federal Consolidated Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the option to continue health insurance coverage under an NTS health plan when a "qualifying event" would normally result in the loss of eligibility.

Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or leave of absence, divorce or legal separation and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or their beneficiary will be required to pay the full cost of coverage at NTS group rates plus an administrative fee. NTS or NTS' designated agent will provide each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under NTS' health insurance plan. The notice contains important information about the employee's rights and obligations.

Paid Time Off (after 90 days)

Paid Time Off (PTO) is an all-purpose time off plan for regular full-time employees who have successfully completed their introductory period to use for PTO, illnesses or injury, and personal business. It combines traditional vacation and sick leave plans into one flexible, paid time-off guideline. NTS primary focus will always be on the client and business operations, and NTS has built as much flexibility as possible into the following PTO plan.

PTO is earned according to the following schedule and will be calculated based on each employee's anniversary year:

- ***90-days – 12 months:*** Employees will earn 40 hours of paid time off; 20 hours may be taken in the first 6 months and 20 hours may be taken in the second 6 months, with an 8-hour per year rollover maximum.
- ***Years 1 – 5:*** Employees earn 60 hours; 30 hours may be taken in the first 6 months and 30 hours may be taken in the last 6 months, with a 16-hour per year rollover maximum.
- ***Years 6 – 15:*** Employees earn 80 hours; 40 may be taken in the first 6 months and 40 hours may be taken in the last 6 months, with a 16-hour per year rollover maximum.
- ***Years 15+:*** Employees earn 120 hours; 60 hours may be taken in the first 6 months and 60 hours may be taken in the second 6 months, with a 24-hour per year rollover maximum.

An employee may not take more than 1 week (40 hours) at a time to ensure effective business operations. All granted time off, with or without pay, will be at the sole discretion of the company, dependent upon the needs and operations of the company.

To request Paid Time Off (PTO), the appropriate NTS PTO request form must be completed by the employee and presented to management two (2) weeks prior to the requested time off. Requests will be reviewed based upon a number of factors, including business needs and staffing requirements. An employee who fails to report for work on unapproved requested PTO is considered in violation of this policy and will be subject to disciplinary action.

Employees who are unable to report to work due to emergent or unforeseeable circumstances should notify their direct supervisor four (4) hours prior to their scheduled start of their shift, if possible. The direct supervisor must also be contacted and notified prior to each additional day of absence. If the direct supervisor is unavailable, then the employee must notify the Operations Director. The employee is responsible for following-up with their manager to ensure they are aware of the absence.

PTO is paid at the employee's base salary pay rate at the time PTO is taken for the number of hours taken. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. At no time will it be paid out in lieu of actually taking the time off.

NTS may decide to allow an employee who does not have enough accrued PTO the ability to use advanced hours they haven't earned yet (i.e. to go into the negative). This will be done during exigent circumstances and must be pre-approved by the NTS management.

If an employee is authorized pre-approved advanced time off, they will be required to pay back the advanced PTO through paycheck accruals until obtaining a positive balance again.

NTS employees will not be authorized to use/borrow additional PTO until they have a positive balance. If the employee separates from the company for any reason prior to paying back the borrowed PTO, a deduction for the remaining balance owed to the company will be taken from the employee's final paycheck, per the NTS Employee Absence Form.

Upon termination of employment for any reason, employees will be paid for accrued unused PTO, as required by applicable law.

Paid Holidays (after 90 days)

NTS will grant holiday time off to all regular full-time employees upon successful completion of their introductory period. Recognized holidays are:

- 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)

If a holiday occurs on an employee's normally scheduled workday:

- If eligible nonexempt employees work on a qualified observed holiday, they will receive wages at their straight- time rate plus 1/2 the hourly rate per hour for hours worked on the holiday. Working on a scheduled holiday must be approved in advance by the Operations Director.

- Administrative employees will be paid 8 hours of straight time per holiday scheduled on a normal workday for the affected employee.

To be eligible for holiday pay or earned PTO, employees must work the last scheduled day immediately preceding and the first scheduled day immediately following the holiday, unless the time off has been approved and scheduled in advance. Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

Workers' Compensation Insurance (Date of Hire)

NTS provides workers' compensation coverage to all employees. This program covers injuries or illness sustained during the course of conducting scheduled and assigned duties.

Employees who sustain work-related injuries or illnesses, no matter how minor, are required to inform their supervisor immediately.

NTS wants any employee who has suffered a work-related injury or illness to receive necessary

medical care. As such, NTS has two designated health care providers. If an employee chooses to be treated at any doctor's office, other than the designated health care provider, they may be responsible for all medical expenses. If an employee sustains a major injury or is involved in an accident with injury, please call 911 for immediate treatment. All subsequent and follow-up treatment must be done by a designated medical provider. A list of NTS designated providers can be obtained by contacting the NTS HR Representative or Operations Director.

If you're given a Work Status Report by your doctor, please submit it to your supervisor or the Operations Director on the day you received treatment. If you are unable to return to work, due to health-related issues, please request the physician to contact the Operations Director with a written Work Status Report.

NTS will do everything we can to provide modified work duties as prescribed in the Work Status Report, as appropriate. Employees must return to work and perform only those duties that fall under NTS modified duties as prescribed by the attending physician. Failure to report to work may affect worker's compensation benefits and employment status of the injured worker.

Neither NTS nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by NTS or attended by the NTS employee or corporate officers.

Jury Duty (after 90 days)

NTS understands that employees need to fulfill their civic responsibilities by serving jury duty when required. Non-exempt employees will be provided time off to perform jury service and be paid their regular wages, up to fifty (50) dollars per day, for the first three (3) days only. Exempt employees will be paid their regular salary for each day they serve in jury duty unless they are absent from work and not working for one (1) or more entire workweeks. NTS will also deduct any compensation the exempt employee receives from the court from their regular salary amount as an offset.

Employees must provide a copy of the jury duty summons to their supervisor as soon as possible, providing the supervisor ample time to make arrangements to accommodate for their absence. Employees are expected to report for work whenever the court schedule permits and immediately upon release from jury duty.

Voting Leave (Date of Hire)

In accordance with Wisconsin State law, NTS permits employees to take time off to vote as long as their regular work shift does not allow them three (3) consecutive hours outside of their work shift while the polls are open.

The employee is required to submit an NTS voting leave request form PRIOR to the day of the election. The employee will be paid their regular wage for up to two (2) hours of voting leave. The employee is required to return to their scheduled work assignment immediately after

voting. NTS reserves the right to schedule when the employee takes their leave on Election Day.

Witness Duty (after 90 days)

Employees may be required by law to appear in court as a witness. Employees will be granted time off for testifying in court. Non-exempt employees will be granted time off without pay. Employees must provide their supervisor reasonable advanced notice of the date of intended absence.

Military Leave (after 90 days)

All employees will be granted a leave of absence to accommodate military orders for deployment with the U.S. Armed Forces. Specific terms of the absence and of your right to reinstatement, seniority, benefits, and compensation after a military leave are governed by law, and NTS will manage your leave within applicable laws. Please contact the Operations Director for any questions regarding this type of leave.

Notifying Your Supervisor: If you require leave, you are required to provide your orders to your immediate supervisor as soon as they are received. You are expected to return promptly from leave. Upon receipt of the Leave and Earnings Statement (LES) you are expected to provide a copy to payroll to ensure proper pay differential is made, if applicable.

Employee Referral Program (after 90 days)

NTS values employee referrals from teammates, and as such NTS will pay an employee a $500 referral bonus if a referred individual becomes employed by NTS. The guidelines for this bonus are:

- The candidate must have been referred to NTS by an active NTS employee.
- The referring employee must inform the Operations Director of the relationship at the time of candidate application.
- The candidate must be employed as a full-time employee in good standing at the 6-month employment mark.
- After the 6-month period, the referring employee will receive a $500 bonus check with the next pay cycle.
- If two or more employees refer the same candidate, The first referrer will receive the bonus.
- There is no cap on the number of referrals or referral bonuses an employee may earn.
- Referrers are eligible for a bonus even if the candidate is hired at a later date or gets hired for a different position within NTS.
- All employees are eligible for the program except those holding Leadership positions (i.e., President, CEO, Operations Director).

Employee Compensation

It is the practice and policy of NTS to accurately compensate employees for time worked and within compliance of all applicable state and federal laws.

Timekeeping

Accurately recording time worked is the responsibility of all employees. Federal and state law require NTS to keep an accurate record of time worked in order to calculate employee pay and benefits. “Time worked” is all time spent performing scheduled assigned duties and additional hours worked for approved overtime.

All employees will accurately record the start and end of assigned shifts by using the NTS timekeeping system established for the given assignment. Time records must accurately reflect all regular and overtime hours worked, absences, late arrivals, early departures, and meal breaks. Employees are prohibited from performing any “off-the-clock” work. “Off-the-clock” work means, work performed but fail to report. Employees shall also record the beginning and ending time of any split shift or departure from work for unforeseen personal reasons. Overtime work must be pre-approved by a supervisor before it is performed.

If an employee fails to check in for an assignment, they are required to notify a manager IMMEDIATELY. Errors in the timekeeping system will cause errors on paychecks. Employees who do not report their time accurately will be subject to disciplinary action, up to and including, termination. Paycheck errors caused by an employee’s failure to report their time will be corrected on the next regular paycheck.

It is a violation of NTS policy for any employee to falsify or alter their, or another’s, timesheet. It is a serious violation of NTS policy for any employee or manager to instruct another employee to incorrectly or falsely record hours worked or not worked. Any activity that violates this policy shall be reported immediately to your supervisor. Altering, falsifying, tampering with time records, or recording time on another employee's time record, will not be tolerated.

Training

NTS employees will be compensated at the rate of $20.00 per hour while attending scheduled and sanctioned training events.

Overtime

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled and/or permitted to work additional overtime hours. When possible, advanced notification of these mandatory assignments will be provided. Employees are not permitted to work overtime without prior supervisor approval.

Overtime compensation is paid as one and a half times the regular hourly wage to all nonexempt employees who work over 40 hours per week. Exempt employees are not eligible

for overtime compensation.

Overtime pay is based on actual hours worked and is in conformance with Wisconsin Revised State Statutes. Time off on paid holidays, PTO, or any leave of absence are not considered hours worked for the purpose of performing overtime calculations.

Overtime worked without prior authorization from an NTS supervisor may result in disciplinary action, up to and including loss of pay and possible termination of employment.

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime must receive pre-approval from an NTS supervisor. Employees who work overtime without authorization may not be compensated for time worked and may be subject to disciplinary action.

Overtime compensation is paid to all nonexempt employees, at one and one-half times their regular rate of pay, in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked and does not include vacation, paid holidays, or sick time.

Work Week and Paydays

All employees are required to have their paycheck direct deposited in their bank account of choice. Direct deposits will be paid on a bi-weekly basis on scheduled paydays. Each paycheck will include earnings for all work performed through the end of the previous payroll period. NTS' workweek is Sunday through Saturday. In the event that a regularly scheduled payday falls on a holiday, employees will be paid on the first regular business day following the regularly scheduled payday.

Employees shall have their paycheck directly deposited into their bank accounts. Employees will complete an NTS Authorization for Direct Deposit form when hired. Employees will receive an itemized statement of wages when NTS makes direct deposits. Please contact the Operations Director for complete forms and details.

NTS management makes every effort to ensure paychecks are accurate, but in the unlikely event that there is an error, employees should promptly bring the discrepancy to the attention of their supervisor who should then contact the Operations Director so that corrections can be made as quickly as possible.

Pay Deductions and Setoffs

State and Federal law requires that NTS make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. NTS also must deduct Social Security taxes on each employee's earnings up to a specified limit, called the Social Security "wage base."

NTS will comply with legal orders to include child support withholdings issued by a court. If a

child support order is issued, NTS will setup an electronic funds payment through NTS's Accounting Department to ensure payments and proof of payments are made in compliance with a valid issued court order.

NTS offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs for participation in these programs. "Pay setoffs" are pay deductions taken by NTS, typically to help pay off a debt or obligation to NTS, or other applicable parties, and will be processed in full compliance with federal and state law.

If you have questions concerning deductions made from your paycheck, or how they were calculated, your supervisor may assist in having your questions answered. If you have questions about deductions from your pay, or if you believe you have been subject to improper deductions, you should immediately report the matter to the Operations Director.

Employee Safety and Security

NTS is committed to providing a safe work environment for all employees, customers, and visitors. The success of any safety program depends on the alertness and commitment of all personnel. Employees must always ensure they know where first aid kits, fire extinguishers and AED's are located at assigned work locations. Ask questions and be aware of people or things that do not belong or seem out of place.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with a supervisor or manager. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must comply with all occupational safety and health standards and regulations established by the Occupational Safety and Health Act (OSHA) and state and local regulations. Employees must immediately report any unsafe condition to their supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report, or fail to remedy such situations when appropriate, may be subject to disciplinary action up to and including suspension and/or termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

911

In the event of a medical or safety emergency, call 911 without hesitation and ensure you or an assigned bystander is waiting outside at a safe arrival location to direct emergency personnel once they arrive. NTS administration should be notified after the call has been placed and it is safe to do so.

Solicitation

In an effort to ensure a productive and harmonious work environment, persons not employed by NTS may not solicit or distribute literature in the workplace at any time for any purpose.

NTS recognizes that employees may have interests in events and organizations outside the workplace. NTS management has the right to remove or cease activities deemed as they feel appropriate.

In addition, the posting of written solicitations on company bulletin boards is prohibited. Bulletin boards are reserved for official NTS communications on such items as:

- Internal memorandums
- Job openings
- Organization announcements
- Payday notice
- Workers' compensation insurance information
- NTS advertisements and marketing material

Posting or handing out personal or non-work-related items is not permitted unless the employee obtains pre-approval from the Operations Director in advance.

General Policies and Procedures

Work Schedules

NTS is generally open for business 24 hours a day 7 days a week. All employees will be assigned a work schedule by their supervisor, and they will be expected to begin, end, and perform all duties assigned according to their work schedule. NTS may change or alter any employee's schedule at any time to accommodate business needs, either on a long or short-term basis.

Work from Home

Where feasible, employees may be permitted to work from home, depending upon the needs of the company. NTS positions (Consultants, Investigators, Supervisors and Admin Staff) may be eligible to work from home. Protective Agents and Security Officers are not eligible to work from home.

Work from home privileges require pre-approval from the Operations Director and will only be offered if the employee is in good standing, is self-motivated in completing tasks/projects, and has been employed by NTS for at least six (6) months. Certain conditions such as pandemics will also affect work from home privileges.

Employees working from home will be expected to maintain the same working hours they would have while in the office. Timekeeping (clocking in/clocking out) remotely will be done just as you would in the office. While clocked in, employees will be expected to be logged in and 'available' via phone, email, and NTS chat platforms. NTS employees will be expected to respond to emails and phone calls.

Email, NTS chat platforms and Zoom applications will be utilized to correspond between employees.

Meal Periods

All employees who are scheduled to work a shift of five (5) consecutive hours or more, are entitled to one unpaid meal period of thirty (30) minutes in length each workday. Employees who are scheduled for eight (8) hours or more may take up to a sixty (60) minute meal period, if they choose. Employees requesting a longer period must obtain supervisor pre-approval. Due to the nature of Protective Agent and Security Guard services, agents shall break when feasible while on post. Protective Agents and Security Officers will be paid for their breaks while on post assignments.

NTS authorizes employees to take a single paid thirty (30) minute meal period if they are scheduled to work at least eight (8) hours and remain on site for their meal period. Any meal period taken away from the employees assigned post will be unpaid and will require the employee to clock out/clock in for that period.

Supervisors may schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during unpaid meal periods. See site specific POST orders for further assignment guidance.

Rest Periods

Each employee is allowed a fifteen (15) minute paid rest period for every four (4) hours of work or major portion thereof. Employees are not to take more than fifteen (15) minutes for the rest period unless pre-approved by their supervisor, with one exception: employees are permitted to combine their two (2) fifteen (15)-minute breaks into one (1) thirty (30)-minute break if they choose. NTS reserves the right to schedule rest periods in accordance with business needs and restrict employees from leaving the premises during their rest periods.

Attendance and Punctuality

To maintain a safe and productive work environment, NTS expects employees to be reliable and to be punctual when reporting for scheduled work. Employees are also expected to take lunch/mealtimes within time limits set by the assigned supervisor. Absenteeism and tardiness place a burden on other employees and on NTS. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they shall notify their manager as soon as possible in advance of the anticipated tardiness or absence, but no less than two (2) hours prior to their scheduled start time. Employees who are calling in sick or tardy are REQUIRED to speak with a manager or the Operations Director. It is not acceptable to leave a message.

If you do not inform a manager, then your tardiness or absence will be considered an unapproved, unscheduled absence. If you fail to notify your supervisor after three (3) consecutive days, you will be considered to have voluntarily resigned your position.

Poor attendance and excessive tardiness are disruptive and will not be tolerated. It reflects poorly with NTS clients and sets a bad example for all employees, especially those who adhere to NTS' punctuality rules. Those who have multiple occurrences of being tardy or absence, or who do not adhere to this policy may be subject to disciplinary actions, to up and including, termination.

Social Media Policy

NTS has very strict requirements regarding social media. During working hours an employee is not permitted to be on social media unless for the express and approved purpose of posting on behalf of NTS or researching information that may be critical to safely perform your assigned duties.

All employees are to refrain from posting any negative or disparaging comments about NTS or NTS' clients on their social networking sites. If employees have any questions, comments, or concerns regarding any aspect of their employment, or are experiencing issues with client(s), we ask that they please bring those to the attention of a member of the management team.

If comments that are deemed by NTS as negative, disparaging, harassing, confidential and/or inappropriate are posted by an employee on any social media sites, NTS reserves the right to subject the employee to disciplinary action, up to and including, termination.

Complying with this policy will ensure that the actions of our employees reflect our mission to provide the highest quality products and the best service. When online, employees are speaking in their personal capacity, not on behalf of NTS. Therefore, NTS requires that all NTS information be kept confidential at all times and at no time is NTS information to be posted on a social media site, or anywhere else by employees. NTS reserves the right to restrict and monitor employee's use of social media.

Personal Appearance and Dress Code

Dress, grooming, personal hygiene, and cleanliness standards contribute to the morale of all employees and reflect on the business image NTS represents. During business hours, or when representing NTS in any capacity, employees are expected to present a clean, neat, and tasteful appearance. Employees should dress and groom according to the requirements outlined within specific POST orders, outlined at their assigned duty location, and use good judgment when selecting appropriate attire for their work assignment. This is particularly true if their assignment involves dealing with clients or visitors in person.

If NTS determines that your dress and/or hygiene is deemed inappropriate, you may be relieved of post and asked to go home and return after changing your attire and or grooming standard.

Vaping, Smoking and Tobacco

In keeping with NTS intent to provide a safe and healthy work environment, vaping, smoking, and chewing tobacco is prohibited throughout the workplace, on post, and on assigned client property, except for in designated areas. This policy applies equally to all employees, customers, and visitors. Smoking and vaping are only permitted in designated areas, which is determined by each duty location's managers, and may only be done when on break or with permission.

Drug and Alcohol Use

NTS promotes a drug-free, alcohol-free, healthy, and safe workplace environment. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their duties in a safe and satisfactory manner.

While on NTS premises or at an assigned work location, no employee may use, possess, distribute, sell, or be under the influence of alcohol, recreational or illegal drugs. The legal use of prescribed drugs is permitted on the job, only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endangering other individuals in the workplace. Employees may be required to show proof of prescription and/or recommendation for legal use of any drugs in the workplace.

Any employee who is visibly impaired while at work may not perform required duties and will be removed from the jobsite by an NTS supervisor. NTS reserves the right to conduct random drug and alcohol testing and required testing based on reasonable suspicion, to the extent provided by law. Refusal by a prospective employee to submit to drug testing may constitute the basis for NTS refusal to hire the prospective employee. Furthermore, refusal by an employee to submit to a drug or alcohol test, or testing positive, may result in disciplinary action up to and including termination. Additionally, tampering with a drug or alcohol test may be cause for immediate termination.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.
Employees with reported or observed drug or alcohol abuse are subject to disciplinary action and may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problemed substance; abides by all NTS policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause NTS any undue hardship.

Employees with questions regarding this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Operations Director without fear of reprisal.

Emergency Closings

At times, emergencies such as severe weather, fires, power failures, or natural disasters, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. NTS management and/or a client will notify employees in the event any locations are closed. Emergency closings may or may not be compensable time, which will be determined by the management team.

Coaching and Discipline

At NTS we believe that communication can solve many issues or misconceptions in the workplace. Therefore, we like to use a coaching approach to help employees better understand expectations, what our polices are, and the impact their choices and behavior have on others their jobs and their work environment. This approach will be used whenever possible.

Sometimes coaching is not sufficient or possible and the situation may require escalation to a disciplinary level. This policy serves to notify employees that NTS may use disciplinary measures, if necessary, as an attempt to correct behavior. NTS will employ any appropriate disciplinary steps necessary to remedy the behavior.

NTS expects adherence to all policies and procedures, good decision making, and appropriate conduct of all employees, at all times. All policies in this handbook will be enforced and NTS reserves the right to discipline employees in its sole discretion, with use of any disciplinary step deemed appropriate, regardless of previous action.

Any Violations of any policy outlined in this handbook, whether specifically stated or not, or disregard of verbal directives and conduct that does not align with the job description or expectations is subject to disciplinary action, up to and including, termination.

Company Property

Use of Equipment

Equipment essential in for accomplishing job duties related tasks is expensive and may be difficult to replace. When using company property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify your supervisor if any equipment, machines, tools, or other property appear to be damaged, defective, missing or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and the possibility of injury to employees or others. Supervisors are available to answer any questions about an employee's responsibility for maintenance, and care of equipment, or vehicles used on the job.

NTS issued laptops or tablets (iPad) used on a jobsite or at home is allowed with prior approval from the Operations Director. Any other company property that leaves the premises must be approved by the employee’s supervisor.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or other property may result in disciplinary action, up to and including termination of employment.

Computer and Email Usage

Computers, tablets, computer files, the internal NTS email system, and software furnished to employees are Company NTS property and intended for business use. Employees should not use a personal password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

NTS strives to maintain a workplace free of harassment and is sensitive to the diversity of its employees. Therefore, NTS prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

NTS purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, NTS does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines or computers according to the software license agreement. NTS prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor or the Operations Director upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Credential and Passcode Protection

User credentials (username and password) to access websites, software programs, etc. will be provided to employees, as needed, to perform their job functions. Safeguarding of these credentials, as well as passcodes such as alarm codes, is critical for computer and system security. All credentials and passcodes are to be treated as sensitive, confidential information. Passwords should never be shared with peers, with the exception of shared credential systems.

Passwords should not be shared with anyone outside of the company NTS without the express permission of the Operations Director, and unless it is required to service or support NTS systems. If/when a password is shared outside of NTS, then that password should be changed as soon as possible after service.

Storage of credentials, to include passwords will be done using a password manager application. NTS Owners or the Operations Director will manage this application. Passwords should not be written down nor stored in a computer document or within a cellular telephone.

Guidelines for Passwords

- Contains both upper and lower case characters (IE: A-Z and a-z).
- Contains digits punctuation characters such (IE: 0-9 and @$%^*).
- Is at least 8 characters long and is a passphrase (IE: ‘Ohmy1stubbedmyToe$*’).
    - Note: A passphrase is a longer version of a password, containing multiple words, and is more secure.
    - Example: ‘Vaca@The#OBX!$MyDream!’
- Is not based upon personal information, family names or pet names.

Management may periodically change passwords to ensure system security. Credential and passcode violations should be reported immediately to the Operations Director. Any employee

found to be in violation of this policy may be subject to disciplinary action up to and including termination.

Internet Usage

Internet access is provided by NTS to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage.

All Internet data that is composed, transmitted, or received via NTS computer communications systems is considered to be part of official records of NTS, and as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of NTS. As such, NTS reserves the right to monitor Internet traffic, and retrieve and review any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not received authorization for its use, it may not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression. No files can be downloaded without prior authorization.

Abuse of the Internet access provided by NTS in violation of law or NTS policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and may result in disciplinary action:

- Watching non-work-related videos or movies.

- Sending or posting discriminatory, harassing, or threatening messages or images.
- Using NTS time and resources for personal gain.
- Stealing, using, or disclosing someone else's code or password without authorization.
- Copying, pirating, or downloading software and electronic files without permission.
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization.
- Violating copyright law.
- Failing to observe licensing agreements.
- Engaging in unauthorized transactions that may incur a cost to the organization or by initiating unwanted Internet services and transmissions.
- Sending or posting messages or material that could damage the organization's image or reputation.
- Participating in the viewing or exchange of pornography or obscene materials.
- Sending or posting messages that defame or slander other individuals.
- Attempting to hack the computer system of another organization or individual.
- Refusing to cooperate with an internal investigation.
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities.
- Using the Internet for political causes or activities, religious activities, or any sort of gambling.
- Jeopardizing the security of the organization's electronic communications systems.
- Sending or posting messages that disparage another's products or services.

Workplace Monitoring

Workplace monitoring may be conducted by NTS to ensure quality control, employee safety, security, and customer satisfaction.

While on NTS premises, employees have no expectation of privacy regarding their belongings within non-private workplace areas, which include, but are not limited to, offices, cubicles, work locations, company provided or designated parking areas, desks, computers, lockers, rest or eating areas, or vehicles engaged in company operations, and to include any personal belongings located on or within any of the above locations.

NTS computers furnished to employees are the property of NTS. As such, computer usage and files, including e-mail usage and related files, may be monitored or accessed to ensure compliance with NTS policies.

NTS may utilize video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

NTS is sensitive to the legitimate privacy rights of employees, every effort will be made to conduct workplace monitoring in an ethical and respectful manner.

Telephone Usage

NTS' telephones are intended for the use of serving our customers and in conducting company business.

Personal telephone usage during business hours is discouraged except for emergencies. All personal telephone calls should be kept brief to avoid conflict with assigned duties congestion on the telephone line. Long distance calls are not permitted for personal reasons.

To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit personal telephone calls during working hours. Personal telephone calls should only be made and taken during break times, unless there is an emergency.

Cell Phone Usage

When NTS provides cellular telephones to employees as a business tool, they are provided intended to assist employees in communicating with management, and other employees, NTS clients, associates, and others with whom they may conduct business. Cell phone use is primarily intended for business-related calls, and cell phone invoices may be regularly monitored. Although occasional, brief personal use is permitted within a reasonable limit, personal long distance phone calls are not permitted and associated charges will be the responsibility of the responsible employee.

Employees may carry personal cell phones with them on company time or while using company equipment, subject to the following restrictions:

- All phone calls, text messages, SMS messages and e-mails will be received or made during break periods or lunch periods only.
- Except during scheduled breaks, employees will not participate in personal incoming or make outgoing calls, text messages, or e-mail during work hours, except in the case of emergencies.
- Except for break periods, employees will not watch non-work-related videos or movies.
- Employees will not use cellular phones while operating company equipment.
- NTS assumes no liability for loss or damage to employees' personal property, including cellular phones carried on company equipment or left on company property. Employees assume the risk of loss or damage to cell phones or other electronic devices carried by employees during their work assignment.
- Employees will be held personally and financially responsible for all damages and litigation in the event of an accident involving company-owned equipment resulting from employees' use of cellular phones. Use of cellular phones during company work hours is considered outside the employees' scope of employment.

- Anytime NTS or a supervisor receives a complaint or suspects that an employee is violating this policy, the NTS supervisor may require the employee to cooperate with internal investigations by furnishing cellular phone records for the time frame in question so NTS can may verify or negate the complaint or the suspected abuse.

While utilizing a personal or NTS issued cellular phone, employees must adhere to state and local laws while operating a motor vehicle. The employee's primary responsibility is driving safely and obeying the rules of the road. Employees are prohibited from using cell phones to conduct business while driving and should safely pull off the road and come to a complete stop before dialing or talking on the phone, unless utilizing a hands-free system.

As a representative of NTS, cell phone users are reminded to utilize professional business etiquette employed when speaking from on office phones or in meetings. applies to conversations conducted over a cell phone.

Return of Company Property

Employees are responsible for proper care of NTS property in their possession or control, for example:

- Computers and Tablets
- Cell Phones and desktop phones
- Internal documents
- Credit Cards
- Keys/ Access Badges/ Cards
- Training Manuals
- Protective Equipment (handcuffs, flashlights, O.C. spray, weapons, ammunition, etc.)
- Tools
- Vehicles
- Written Materials
- NTS Identification Cards
- Badges/Credentials
- NTS issued uniforms (polos, jackets, uniform shirts & pants, NTS patches & placards)

All NTS property must be returned by employees on or before their last day of work. Where permitted by applicable laws, NTS may withhold from the employee's check or final paycheck the cost of any items not returned, when required. NTS may also take appropriate and necessary legal action deemed appropriate to recover or protect its property.

Compliance with Laws and Policies

Employees shall comply in all material respects with (i) applicable local, state, and federal laws, regulations, and ordinances; and (ii) entities or agencies that exercise authority to regulate, administer, license, reimburse or otherwise set standards for NTS operations. Employees shall

cooperate with NTS to assure compliance with applicable laws, regulations, government directives, licensing standards and requirements.

Employee Separation

Termination

Termination of employment is an inevitable part of personnel activity within any organization. Below are examples of some of the most common circumstances under which employment is terminated:

- ***Resignation*** - voluntary employment termination initiated by an employee.
- ***Discharge*** - involuntary employment termination initiated by the organization.
- ***Retirement*** - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Since employment with NTS is based on mutual consent, both the employee and NTS have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Applicable benefits may be continued at the employee's expense, if the employee so chooses. The employee will be notified in writing of any benefits that may be continued and of the terms, conditions, and limitations of such continuance.

Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with NTS. Although advance notice is not required, NTS appreciates the professional courtesy of a two (2) week written resignation notice from all employees wishing to separate from the company. Additionally, any employee who has not shown up to work or called the office for three (3) consecutive days will be considered to have voluntarily resigned their position.

If an employee does not provide advance notice, as requested, the employee will be considered ineligible for rehire.

Employee Handbook Acknowledgement Form

I have received and reviewed a copy of the NTS Employee Handbook & Policy Manual.

The employee handbook describes important information about NTS, and I understand that I may consult a member of management or the Operations Director regarding any questions not answered within this handbook.

I understand that my employment with NTS is at-will. I have entered into my employment relationship with NTS voluntarily and acknowledge that there is no specified length of employment. Accordingly, NTS or I may terminate the employment relationship at-will, with or without cause, at any time, and with or without notice, in accordance with any applicable federal or state law.

I acknowledge that my employment with NTS is at-will, and my employment agreement is with NTS senior executives, namely the company CEO and COO. Managers, supervisors, and other NTS staff members do not have the authority to offer a separate written or verbal employment agreement.

I understand that NTS senior executives may update any and all policies and practices outlined within this handbook at any time, for the safety, welfare and health of its employees, clients and company. The company reserves the right to revise this handbook and the terms of any employee agreement at any time. All implemented changes will be communicated through official internal NTS notice. I understand that revised information may supersede, modify, or eliminate existing policies.

I understand and agree that this Employee Handbook was created to standardize company policies, and procedures. I acknowledge that this handbook is neither a contract of employment nor a legal document.

I have received and reviewed a digital copy of this handbook and agree to comply with all outlined policies and procedures contained in this handbook, to include any future handbook revisions that I receive. I further understand that this handbook herein supersedes all previous handbook versions and prior practices.

_____ _____

Employee's Signature Date

_____

Employee's Name (Print)

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE