



## DID YOU KNOW?

### GENERAL

NTS is an Equal Opportunity Employer

If any employee feels they have been discriminated against in regard to, but not limited to, race, color, religion, sex, national origin, disability, Vietnam era, or age, they should contact their senior manager, one of the corporate executives, or Sharon Lin, Director of Human Resources – in Louisville: 429-9888 ext. 178, out of Louisville: (800) 928-1492 ext. 178.

NTS has a Sexual Harassment Policy

If any employee feels they have been harassed, or have witnessed any kind of harassment, they should contact one of the corporate executives, or Sharon Lin, Director of Human Resources - in Louisville: 429-9888 ext. 178, out of Louisville: (800) 928-1492 ext. 178.

NTS has a Concealed Weapon Policy that does not allow any concealed weapons in any of our properties at any time.

NTS has a No Smoking Policy that only allows smoking in designated areas in all of our properties at all times.

NTS complies with all federal and/or state laws. Examples included, but not limited to:

- Age Discrimination in Employment Act of 1967, as amended by The Older Workers Benefit Protection Act
- American Recovery and Reinvestment Act of 2009
- Americans with Disabilities Act
- Title VII of the Civil Rights Act of 1964
- Comprehensive Omnibus Budget Reconciliation Act of 1985 (COBRA)
- Consumer Credit Protect Act (CPCA)
- Drug-Free Workplace Act of 1988
- Employee Polygraph Protection Act
- Employee Retirement Income Security Act (ERISA)
- Equal Employment Opportunity Act
- Equal Opportunity Act
- Equal Pay Act
- Fair Labor Standards Act (FLSA)
- Family and Medical Leave Act (FMLA)
- Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Hiring Incentives to Restore Employment (HIRE) Act of 2010
- Immigration and Nationality Act (INA)
- Occupational Safety and Health Act of 1970(OSH)
- Uniformed Services Employment and Reemployment Rights Act
- Veterans' Employment and Training Service (VETS)
- Women's Health and Cancer Act of 1988
- Worker Adjustment and Retraining Notification Act of 1989
- and any corresponding state legislation



NTS has an Employee Handbook

The NTS Employee Handbook is CURRENTLY BEING REVISED. You may review the original Handbook on the NTS Intranet.

Any type of insurance claim that involves property, casualty, or liability should immediately be reported to the immediate supervisor and Perilyn Wood, Insurance Coordinator – in Louisville: 429-9888 ext. 542, out of Louisville: (800) 928-1492 ext. 542.

Any type of Worker's Compensation claim should be reported as soon as possible to the employee's immediate supervisor and Perilyn Wood, Insurance Coordinator – in Louisville: 429-9888 ext. 542, out of Louisville: (800) 928-1492 ext. 542. There are strict guidelines as to how quickly an accident must be reported to the applicable insurance company and the Occupational Safety and Health Administration.

When traveling for business purposes and renting a vehicle, there is no need to accept the additional insurance, NTS' automobile insurance includes leased vehicles.

There are strict guidelines for items that are required to be worn by employees on certain kinds of work sites. Examples of Occupational Safety and Health Administration requirements are, but not limited to: work boots, protective eyeglasses, hard hats, earplugs, back belts, etc. It is NTS' intent that all employees wear what is required. Each location manager is responsible for knowing the requirements. The information may be obtained from Sharon Lin, Director of Human Resources – in Louisville: 429-9888 ext. 178, out of Louisville: (800) 928-1492 ext. 178, or Perilyn Wood, Insurance Coordinator – in Louisville: 429-9888 ext. 542, out of Louisville: (800) 928-1492 ext. 542.

All employees should be made aware that any and all voice mail systems, e-mail systems, network systems or personal computer systems, and similar systems that they are users on are solely the property of NTS and that any and all messages and information residing on these systems are the property of NTS. Therefore, a company representative could access these at any time, making the systems non-confidential. Discretion should be used when using one of these systems. There should not be an expectation of the right to privacy.

If an employee is contacted by the press (newspaper, television, etc.) in regard to any NTS matter; they should immediately refer the contact to the office of Brian Lavin, President – in Louisville: 429-9888 ext. 241, out of Louisville: (800) 928-1492 ext. 241.

Any legal matter should be sent immediately to the NTS Legal Department to the attention of Rosann Tafel, Senior Vice President & Corporate Counsel – in Louisville: 429-9888 ext. 153, out of Louisville: (800) 928-1492 ext. 153, or one of the corporate executives.

NTS has a professional dress code. The requirements may vary slightly by location or job duty. Each manager is responsible for making sure their employees come to work appropriately attired to maintain the corporate image NTS represents.



If a manager knows of any employee who deserves recognition for outstanding service, they may discuss the matter with their senior manager. NTS has several means of recognition. Depending on the means of recognition, the senior manager should discuss the matter with one of the corporate executives.

All NTS business cards should be ordered through Dwayne Darnell, Corporate Administration Manager – in Louisville: 429-9888 ext. 180, out of Louisville: (800) 928-1492 ext. 180, to ensure compliance with company standards and to order in volume, when practical.

Telephones should be answered within three rings. When handing off a call to another person for response, be sure to follow up with the other person to be sure the call was handled.

When you are the last employee to leave a work area, be sure all lights are turned off.

When traveling for business or personal purposes, each employee should be sure to seek the most cost effective travel and accommodation facilities.

We have discounted rental car agreements available from Avis, Budget, and Enterprise rental car companies. All an employee needs to do to receive the discount is to provide the NTS corporate account number.

For Avis: Account # B957700  
For Budget: Account # T439900  
Enterprise: Account # 58B1067

### **GENERAL OFFICE – LOUISVILLE**

Normal Corporate Office hours are 8:30 a.m. – 5:30 p.m. Some employees, however, are assigned alternate schedules.

The doors on the Corporate Office Building are automatically locked for security reasons. To obtain a key to the Louisville Corporate Office, an employee's manager should send a written request to Jessica Koetter, Property Director - in Louisville: 429-9888 ext. 850, out of Louisville: (800) 928-1492 ext. 850.

### **INFORMATION SERVICES**

For telephone, voice mail, e-mail training, changes and assistance, call Susan Womack, Network Administration Specialist – in Louisville: 429-9888 ext. 185, out of Louisville: (800) 928-1492 ext. 185.

For Yardi training, changes and assistance, call Laurie Kaplin, Senior Programmer/Analyst – in Louisville: 429-9888 ext. 194, out of Louisville: (800) 928-1492 ext. 194, or Tammy Robinson, Programmer/Analyst – in Louisville: 429-9888 ext. 115, out of Louisville: (800) 928-1492 ext. 115.

For Avid Exchange training, changes and assistance, call Laurie Kaplin, Senior Programmer /Analyst – in Louisville: 429-9888 ext. 194, out of Louisville: (800) 928-1492 ext. 194, or Tammy Robinson, Programmer/Analyst – in Louisville: 429-9888 ext. 115, out of Louisville: (800) 928-1492 ext. 115.



## **HUMAN RESOURCES MATTERS**

Reference Requests for any employee (past or present) should be sent directly to the Human Resources Department where they will only verify employment dates and title. If it is a telephone request, the call can be sent to Ann Mathews, Human Resources Administrator - in Louisville: 429-9888 ext. 171, out of Louisville: (800) 928-1492 ext. 171, or Penny Wiedeback, Senior Human Resources Administrator – in Louisville: 429-9888 ext 536, out of Louisville: (800) 928-1492 ext. 536.

There are required posters that must be displayed for all employees to read at all employee locations. The posters vary according to state, therefore the Property Manager is responsible for making sure their work location has the appropriate posters displayed at all times. To obtain the required information, the Property Manager should call Ann Mathews, Human Resources Administrator - in Louisville: 429-9888 ext. 171, out of Louisville: (800) 928-1492 ext. 171.

For questions regarding any of NTS' employee benefits, call Sharon Lin, Director of Human Resources – in Louisville: 429-9888 ext. 178, out of Louisville: (800) 928-1492 ext. 178.

For questions regarding Paid Time Off, call Penny Wiedeback, Senior Human Resources Administrator – in Louisville: 429-9888 ext. 536, out of Louisville: (800) 928-1492 ext. 536.

An eligible employee can enroll in the NTS 401k Retirement Savings Plan effective at the beginning of every calendar quarter. To enroll, an eligible employee should contact Ann Mathews, Human Resources Administrator – in Louisville: 429-9888 ext. 171, out of Louisville: (800) 928-1492 ext. 171.

A participating employee can make changes to their current 401k Plan contribution percentage at any time. To do this, they should call PNC (401k Administrator) at (800) 374-4631 or logon to [www.retirementdirections.com](http://www.retirementdirections.com) or contact Ann Mathews, Human Resources Administrator – in Louisville: 429-9888 ext. 171, out of Louisville: (800) 928-1492 ext. 171.

A participating employee can make changes between their 401k investment funds daily. An employee should call PNC (401k Administrator) at (800) 374-4631 or logon to [www.retirementdirections.com](http://www.retirementdirections.com).

An employee who has money invested in the NTS 401k Plan can borrow up to 50% of the balance of their individual account. The loan would be paid back through payroll deductions. To obtain a 401k loan, an employee should call PNC (401k Administrator) at (800) 374-4631 or logon to [www.retirementdirections.com](http://www.retirementdirections.com).

New eligible employees can roll over 401k funds from other companies into the NTS 401k Plan. To do this, an employee should contact Ann Mathews, Human Resources Administrator – in Louisville: 429-9888 ext. 171, out of Louisville: (800) 928-1492 ext. 171.

To obtain insurance enrollment or change forms for any of our insurance plans, an employee should contact Ann Mathews, Human Resources Administrator – in Louisville: 429-9888 ext. 171, out of Louisville: (800) 928-1492 ext. 171.



To receive the best benefit from our Medical insurance, an employee is encouraged to utilize a participating provider or facility, and to see if a medical procedure requires pre-certification by Anthem BCBS. It is the employees' responsibility to check whether a physician or facility is participating.

For questions regarding our Anthem Medical insurance networks of physicians, hospitals or claims, an employee should call Anthem BCBS – (888) 650-4047 or logon to [www.anthem.com](http://www.anthem.com).

For questions regarding our Anthem Blue View Vision insurance networks of physicians, hospitals or claims, an employee should call Anthem BCBS – (866) 723-0515 or logon to [www.anthem.com](http://www.anthem.com). (Note: employees in Tennessee and Florida should refer to the network of providers as “EyeMed”)

For questions regarding our MetLife Dental insurance benefits, claims, and participating providers information, an employee should call MetLife - (800) 275-4638 or logon to [www.metlife.com](http://www.metlife.com).

For questions regarding our Dependent Care Flexible Spending Accounts, an employee should call BMS – (502) 244-1161 or (800) 919-2674.

For questions regarding our Allstate Accident and/or Cancer insurance information, an employee should call the Customer Care Center – (800) 521-3535 for benefits or (800) 348-4489 for claims.

For questions regarding a Wells Fargo Health Savings Account, an employee should call Wells Fargo Account Holder Customer Service – (866) 884-7374.

A Performance Evaluation should be completed and discussed with a new employee after 90 days of employment to let the employee know if they are meeting the job requirements. Subsequent Performance Evaluations should be completed at least annually from that point on. However, at any time performance consistently improves or decreases, an evaluation should be completed. If a termination were to follow, it is imperative that the manager has been candid and clear in the evaluation process so the employee will not be surprised of the termination.

Terminations of employment should be first discussed with a second level of management, then the Human Resources Department should be called to obtain the appropriate paperwork and to be sure separation guidelines are followed. Call Sharon Lin, Director of Human Resources – in Louisville: 429-9888 ext. 178, out of Louisville: (800) 928-1492 ext. 178.

Weekly Attendance Records should be completed and faxed every Monday for hourly and salary non-exempt employees, then followed by submitting the originals to the Human Resources Department. If any questions or if you need forms, call Penny Wiedeback, Senior Human Resources Administrator – in Louisville: 429-9888 ext. 536, out of Louisville: (800) 928-1492 ext. 536.

Monthly Exempt Employee Attendance Records should be completed and submitted to the Human Resources Department by the 5<sup>th</sup> of each subsequent month. If any questions or if you need forms, call Penny Wiedeback, Senior Human Resources Administrator – in Louisville: 429-9888 ext. 536, out of Louisville: (800) 928-1492 ext. 536.



NTS provides the option to automatically deposit payroll checks into each employee's bank account(s) and go paperless through ADP's iPay system. For assistance to set up or make changes to a direct deposit or if you have any questions regarding setting up your account with ADP's iPay system to access your paperless payroll check voucher, contact Ann Mathews, Human Resources Administrator - in Louisville: 429-9888 ext. 171, out of Louisville: (800) 928-1492 ext. 171, or Penny Wiedeback, Senior Human Resources Administrator – in Louisville: 429-9888 ext 536, out of Louisville: (800) 928-1492 ext. 536.

NTS has a Tuition Reimbursement Program that reimburses full time employees for a portion of the costs of obtaining an undergraduate or graduate degree. Reimbursement levels vary according to the level of degree and the grade obtained in the class. For specific information regarding the program, contact Sharon Lin, Director of Human Resources – in Louisville: 429-9888 ext. 178, out of Louisville: (800) 928-1492 ext. 178.

NTS has an Employee Referral Bonus Program that pays a bonus to any full time employee who refers an applicant for a full time position with NTS and that applicant is employed for a period of time. For specific information regarding the program, contact Sharon Lin, Director of Human Resources – in Louisville: 429-9888 ext. 178, out of Louisville: (800) 928-1492 ext. 178.

NTS has an Employee Rental Discount Program which allows a full time employee to rent an apartment, which is owned and/or operated by NTS, at a discounted rate. All other rental requirements apply. For specific information regarding the program, contact Sharon Lin, Director of Human Resources – in Louisville: 429-9888 ext. 178, out of Louisville: (800) 928-1492 ext. 178.