

November 4, 2020

NAL Team Members,

We appreciate your continued hard work and commitment during this challenging time. We have a few HR related announcements to share with everyone. As you know, it's important that NAL continues to evolve and adapt to the challenges we are facing.

Benefits Open Enrollment will continue through November 9th. All elections need to be made online through BenefitFocus (<https://nalbenefits.hrintouch.com>) or with the BenefitFocus app on your mobile device. **Everyone is required to complete Open Enrollment**, and we encourage all Team Members to use this opportunity to review their current benefit elections.

The online COVID-19 screening process has been going very well. We appreciate everyone's cooperation and patience through this transition. The process has proven to provide better daily health information as well as provide better efficiency. We hope to have NAL thermometers ready for distribution within the next few weeks.

It's important that everyone is at work as scheduled when they are healthy and able to be here. However, some Team Members are taking advantage of the "Attendance Point System" as it relates to COVID-19 screening. The Point System is intended to allow for absences for various reasons that occur from time to time. NAL also wants to support our Team Members when faced with actual COVID situations. With this in mind, we will begin assessing points for any missed time according to NAL policy unless the absence is confirmed by a positive COVID test, approved quarantine by NAL Human Resources (or local health department) or otherwise qualifies for FMLA. **This change in policy will be EFFECTIVE THURSDAY, NOVEMBER 5TH**. The intent of this policy is not to negatively affect those with valid COVID or FMLA related issues.

The company texting program has proven to be a successful tool in sharing information in a timely manner. However, we feel that texting Team Members daily with COVID information has become mundane or ignored at this point. Starting next week, we will provide weekly COVID updates on Fridays to share any positive cases within each facility. There will be no change in our diligent process of COVID contact tracing, communication to close contacts or case management.

And finally, we have started gathering information for our annual all company meetings. Obviously, we will not be able to bring everyone together as in the past due to social distancing guidelines. This year we will send out a video link to Team Members that will include Kirk's presentation as well as the normal information provided by your facility management team. Team Members will be able to watch the video at their discretion and details will be provided on how to ask questions.

Again, we continue to adapt and overcome challenges together. The NAL COVID-19 Playbook has been updated to reflect these changes. You may review the playbook at

<https://www.nal.com/>. We understand no one likes change, but it is essential in order to keep everyone safe and meet the demands of our business. We appreciate your cooperation and commitment to NAL.

Be safe,

Chad Thompson
Corporate GM of Human Resources