Frequently Asked Questions

Welcome to our Employee FAQ sheet! We've gathered answers to common questions to help you during your time with us. Whether you're new or have been with us for a while, we want to make sure you have the information you need. If you have any questions, please reach out to HR. We're here to help make your experience as smooth as possible.

General

Do we have an employee hub?

- We have a variety of resources for employees on our company website. You can find these resources at https://katmaicorp.com/life-at-katmai/employees/.
- Password: s@lMon2024
- Should you have issues accessing the page please contact Ashley Hoffman at AHoffman@KatmaiCorp.com.

How do I update my personal information (i.e. mailing address, phone number, email address, emergency contacts, etc.)?

- If you're using Deltek Costpoint Timekeeping, you can access this through the Employee Self Service (ESS) page. Click here for step-by-step instructions – Using ESS.
- *If you aren't using Costpoint, send your changes to HR@KatmaiCorp.com.*

My name has changed, is there anything I need to do?

- Yes, if your name has changed, you will need to submit a copy of your Social Security Card with your new name on it to HR@KatmaiCorp.com.
- If your name change is due to a marital status change, you will need to submit a copy of your marriage certificate/divorce decree. Please forward this document to HR@KatmaiCorp.com.
- If you have a security clearance, you will be required to submit a copy of your driver's license with your new name on it to Henry Gill at HGill@KatmaiCorp.com.

How do I submit an IT Support ticket?

- Go to https://support.katmaicorp.com/support/home or email Support@KatmaiCorp.com.

What is PolicyTech/NAVEX?

- PolicyTech/NAVEX contains a full library of our Compliance and Human Resources Departments company programs, employee handbook and policies, procedures, and forms. This resource is available 24/7 through the online portal which can be accessed via smartphone or computer.

How do I access PolicyTech/NAVEX?

- You should receive an email notification from NAVEX (noreply@navexone.com) *by the end of your first week* with additional instructions for setting up your account.
- Login details:
  - Website: https://katmai.policytech.com/
  - Username: Employee ID (can be found on timecard in Deltek Time)
  - PW: Can be set/reset on login page
- Our PolicyTech Quick Start Guide can be found here: https://katmai.egnyte.com/dl/ekIGblgRus/PolicyTech_Quick_Start_Guide.pdf_

Who can I contact if I need assistance with PolicyTech/NAVEX?

- You can send an email to PolicyTech@KatmaiCorp.com for further assistance.

How do I apply for another position?

- Go to https://katmaicorp.com/life-at-katmai/.
  - Click on the **Careers** button to view all open positions.
  - Click on the **Role Player Opportunities** button to view open Role Player positions.

I have a referral for one of our open positions, how do I formally refer them?

- You'll need to complete the Employee Referral Program Form and send it over, along with the referred candidate's resume to AHoffman@KatmaiCorp.com.

Payroll

How do I fill out my timesheet?

- You'll do this through Deltek Costpoint Timekeeping. You can start inputting your time once you've received access from IT/Payroll *by the end of your first week of employment*. Click here to watch a quick tutorial on how to complete your timesheet – Entering Time. *Note – Company holidays will be highlighted in yellow on your timesheet. For all Timekeeping tips and guides, click here - https://katmai.egnyte.com/fl/D40fHvZ2DK.* For non-electronic timesheets, please contact your manager for more information.

I'm an hourly employee and have overtime hours this week. How do I enter overtime hours?

- Follow this example here, https://katmai.egnyte.com/dl/AC6a0yuLJ5.

How do I view my pay stubs, leave hours, and/or W2?

- **If you are using Deltek Costpoint Timekeeping**, you can access this through the Employee Self Service (ESS) page. Click here for step-by-step instructions – Using ESS.
- **If you are *not* using Deltek Costpoint Timekeeping**, your pay stubs are mailed to you each pay period. The pay stubs also include your leave hours. W2s are mailed out in late January to the mailing address we have on record for you. If you have questions or concerns about this information, please contact Payroll@KatmaiCorp.com.

How do I update my pay information (i.e. direct deposit or tax withholdings)?

- If you're using Deltek Costpoint Timekeeping, you can access this through the Employee Self Service (ESS) page. Click here for step-by-step instructions – Using ESS.
- *If you aren't using Costpoint, send your changes to Payroll@KatmaiCorp.com.*

Benefits

Who is an "Eligible Employee"?

- An eligible employee is any full-time, non-temporary employee working 30 hours or more per week who has met their eligibility period.

What if I am not yet an Eligible Employee?

- If you are not yet an "Eligible Employee," then you will be given the option to enroll in these plans prior to your eligibility date. Your entry into the plans will be your eligibility date.

Can I choose not to be enrolled in Katmai's employee-only health insurance plan?

- Yes. You may waive being enrolled in Katmai's health insurance, but only if you have health insurance coverage under another qualified health insurance plan and can provide proof of that coverage. If you do not have proof of health coverage under another qualified health insurance plan, then you must be enrolled in the employee only plan. Other coverage that is considered qualified to be waived includes enrollment on a spouse's plan or Tricare/VA. Unfortunately, the Internal Revenue Service has provided guidance that Medicare and Medicaid are not qualified plans under the Affordable Care Act, therefore you cannot waive enrollment if Medicare or Medicaid is your only other coverage. You also may not waive coverage if you are enrolled in a plan purchased from a healthcare exchange. If you do waive enrollment in the company health insurance plan you can still enroll in the voluntary plans.

What does "Employee-Only" health insurance coverage mean?

- "Employee-Only" health insurance coverage means that only you as an employee of Katmai are covered under the plan. If you have a spouse, a partner, and/or dependents, those individuals will only be covered by your plan if you choose for them to be covered during Open Enrollment or due to a family status change.

When does the open enrollment period open and close?

- Open Enrollment typically begins the second week of November and ends the last week of November – lasting two weeks.

When will my new enrollment/healthcare plan changes take effect?

- All elections made during the current Open Enrollment period will be effective January 1 through December 31 or when you or your dependent(s) become eligible for or ceases to be eligible for the plan.

What insurance plans are available to me?

- **Health Insurance**
- **Dental Insurance**
  - Dental coverage is 100% voluntary; you are not required to purchase dental insurance. You may purchase dental insurance separate from health insurance (i.e., your health insurance and dental elections can be different).
  - Dental insurance is 100% employee paid.
- **Vision Insurance**
  - You may enroll in vision even if you waive health insurance.
  - Vision coverage is 100% voluntary and 100% employee paid.
- **Basic Life, Basic AD&D, Voluntary Life, Voluntary AD&D, Voluntary Life and Voluntary Short-term and Long-term Disability Insurance**
  - Hartford will remain our provider for life, AD&D and disability insurance benefits in 2024.
  - Voluntary life and AD&D insurance for an employee, employee's spouse/domestic partner, and employee's children can also be purchased.
  - The new guarantee issue amount for employee voluntary life and AD&D insurance is 3 times earnings up to a maximum of $400,000 for themselves and $25,000 for spouse, and $10,000 for children. You can purchase up to $500,000 or 5x your annual salary with an Evidence of Insurability (EOI) form.
  - Upon initial enrollment upon hire you can purchase up to $400,000 in voluntary life and AD&D for yourself without an EOI. If you do not have coverage currently you must submit an EOI for yourself for any amount. Each year you can increase your coverage by $25,000 without an EOI, up to $400,000. For example, if you have $275,000 in coverage now, you can increase it to $300,000 for 2024 without an EOI. If you have $300,000 in 2024, during next year's open enrollment, you can increase it to amounts over $25k with an EOI (and carrier approval) for 2025. If you want to purchase coverage over the guarantee issue limit, you may do so but will be required to submit an EOI and be approved by the insurance carrier. The same process is also in place for changing the amount on your spouse's life coverage.
  - Voluntary life and AD&D are combined (i.e., your voluntary life and voluntary AD&D elections must be the same and you will pay one combined premium for both).
  - Voluntary life and AD&D coverage for the employee must be purchased in $25,000 increments. Voluntary life and AD&D coverage for a spouse/domestic partner must be purchased in $25,000 increments. Voluntary life and AD&D coverage for children includes $10,000 for each child enrolled in the plan (the monthly cost is the same regardless of the number of children enrolled - each child is a flat $10,000 policy).
  - Voluntary Long-term disability insurance covers 60% of your monthly earnings up to a maximum of $15,000 per month.

- Voluntary Short-term disability insurance covers 60% of your weekly earnings up to a maximum of $3,000 per week, for a maximum of 13 weeks.

- **Flexible Spending Accounts**
  - Wex remains our FSA provider. There are four different FSA accounts you can enroll. You may elect to enroll in one or more of the FSA plans.
  - When you enroll in one or more of the FSA plans you decide on your annual contribution. Contributions are deducted from your check on a before tax basis.
  - Carefully consider the amount you contribute and ensure you understand the "use it or lose it" rules concerning the forfeiture of money remaining in your account at year's end.
  - Health Care FSAs can be used for health care expenses not covered by insurance including co-pays, dental work, eyeglasses and more. You can elect to contribute to a Health Care FSA even if you do not enroll in the company's health care plan.
  - The Dependent Care FSA can be used for dependent care expenses such as day care for your child or adult day care for an elderly parent.
  - Transit FSA money can be used for your commuting expenses such as bus fare, metro or subway fares, or similar. It cannot be used for tolls or auto maintenance.
  - Parking FSA money can be used to reimburse you the cost parking your vehicle while you are at work. This does not include parking at an airport or similar for you to travel on company business.
  - Please read the detailed information included online in the open enrollment materials so you understand fully the contribution limits, reimbursement requirements, and additional information of the plans.
- **401(k)**
  - We offer a 401(k) savings plan through Empower Retirement. The company will match 100% the 1st 3% of contributions, 50% the next 2%. **You are 100% vested in all funds under our Safe Harbor plan.**
- **Pet Insurance**
  - By Wishbone, offers 90% reimbursement on your pet's accident and illness vet bills with a low annual deductible at exclusive employee benefit rates. Coverage includes office visits and prescription medications.
- **Legal Plan**
  - By ARAG – attorney fees for most covered legal matters are 100% paid in full when members work with a network attorney.
- **Employee Discount Program**
  - TicketsatWork – this includes shopping discounts, theme park ticket discounts, cruise discounts, and much more.
  - Hotelogical – discounted hotel prices
- **Employee Assistance Program (EAP)**
  - Our EAP is managed by Charles Nechtem Associates (CNA). To register for the CNA Health & Wellness Library, click here – https://healthandwellness.personaladvantage.com
  - You'll need the following to register:
    - Email Address (user name)
    - Employer name
    - Password

How much will coverage cost?

- When you enroll online, you will see the cost associated with the various lines of coverage you choose.
- Benefit deductions are withheld 24 pay periods per year.

What constitutes a "qualifying life event"?

- Examples of Qualifying Life Events include involuntary loss of other coverage, marriage, divorce, legal separation, birth, adoption, and ceasing to be a dependent child for reasons of age (child coverage up to the age of 26).

Contact Human Resources for a full list of Qualifying Life Events. You must make any changes within 30 days of a Qualifying Life Event. Changes to your coverage cannot be made beyond 30 days after the Life Event.

What happens if I don't waive health insurance coverage?

- If you choose not to waive health insurance coverage for the current plan year (and you are eligible to do so), your next chance to waive coverage will be during the next year's Open Enrollment unless you experience a Qualifying Life Event and notify Human Resources of the event within 30 days.

Do we have a Wellness Program?

- Yes, our Wellness Program is through Wellworks (our wellness partner).

How do I participate in the Wellness Program?

- UMR Wellness (Non-SCA Employees) – Participate by completing an annual physical each year and submit the required physician form to Wellworks to receive a reduction in your health care premiums.
- Cigna Wellness (SCA Employees) – Participate by completing an annual physical each year and submit the required physician form to Wellworks to earn a $75 gift card.

How does my Paid Time Off (PTO)/vacation accrue?

- Refer to your benefits summary for details specific to your time off accruals.

How do I view or make changes to my benefits?

- Log on to the portal at www.mybensite.com/katmaicorp. *Changes can only be made during the Open Enrollment period unless you experience a Qualifying Life Event and notify Human Resources of the event within 30 days.*

Who do I contact if I have benefits questions or need help?

- If you have questions regarding benefits, please contact the Human Resources Department at Benefits@KatmaiCorp.com or telephone (407) 281-6093 x 215 or x 229.

Training

What are Emtrain and Mineral?

- These are Ouzinkie/Katmai's training platforms. Employees will use these platforms to meet company, federal, state, and local government training requirements.

What types of training courses will be assigned?

- **Code of Conduct**
- **Preventing Workplace Harassment** – This training is sent at time of hire and then biennially depending on work location requirements and position.
- **Personally Identifiable Information** – Employees with access to PII take this training annually.
- **Hiring Manager Training** - Employees involved in the hiring process take this training.
- **Supervisory Training** - Employees hired into a supervisory position take this training.
- **Drug-Free Workplace** - This training is sent at time of hire and then annually thereafter.

How can I login to take my training course(s)?

- **Websites:**
  - Emtrain: https://katmaicorp2.ai.emtrain.com/login
  - Mineral: https://apps.trustmineral.com/auth/login
- **Username**: Email on file with HR
- **Password**: Can be set/reset on login page

Who do I contact if I have questions or issues with my training?

- You can send an email to Training@KatmaiCorp.com.

Not sure who to contact?

- Human Resources inquiries: HR@KatmaiCorp.com
- Recruitment related questions: Jobs@KatmaiCorp.com
- All I-9 related questions: i9@KatmaiCorp.com
- All Payroll related questions: Payroll@KatmaiCorp.com
- Credit card, purchasing, and employee reimbursements: AP@KatmaiCorp.com
- To Report a Complaint or Suspected Violation to the company's Code of Ethics and Business Conduct: Call 1-877-874-8417; Submit a report via email at https://katmai.alertline.com