

## **Conditions of Your Employment**

**At Will.** All NTI employees are employed "at will". This is a legal term that means either you or NTI may terminate your employment at any time, with or without cause, and with or without notice. Neither your job offer letter, these policies, your work performance, nor any other oral or written representations may be considered a contract that requires you to work for NTI for a specific period of time.

### **Your Work Environment.**

(A) **Home Office Obligations.** NTI is not responsible for the maintenance or performance of your computer hardware, software, Internet access, or telephone equipment and service. The equipment and related services enables you to report for your shift. It is your responsibility to obtain and maintain your home office. While NTI and our clients take reasonable care to reduce the likelihood that hardware or software will damage or interfere with your hardware or software or Internet access, we cannot eliminate that risk. You are also responsible for obtaining and maintaining your home office in a manner that allows you to perform the functions of your job with NTI. NTI cannot approve paying you for any time or shifts missed due to issues related to your home office equipment or services.

(B) **Quiet.** All of NTI's clients require agents to maintain a quiet work environment. Most clients enforce a zero tolerance policy on background noise. If you are not sure you can eliminate background noise during a given shift please contact your supervisor on how to follow the proper adherence policies. If you cannot maintain a quiet work environment your supervisor may inform you will not be able to work your schedule. If this continues you could be removed from the position.

(C) **Comfortable and Safe.** All NTI agents must maintain a safe work environment. We understand that each disability is different and encourage agents to create an ergonomically safe home office based on your disability and safety.

**Privacy of Your Personal Information.**

NTI will ask and use your employment information solely for business purposes. This information includes all the information you provide NTI and our client in your applications, pre-employment profiles, post-employment profiles, or at any other time. We will not your share your information with any third party without your prior written approval unless we are required to by law. However, NTI and Alpine reserve the right to provide existing and potential business partners with detailed information about agent profiles, as long as any personally identifiable data, such as names, email addresses, and phone numbers, has been removed. A few exceptions to this policy are requests we get from specific government agencies, like Social Security and State Unemployment Insurance agencies.