

STAY HEALTHY
STAY WELL

**A Guide for NS Nonagreement Employees on Maintaining
Physical and Mental Well-Being Through Trying Times**

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WellNS at Norfolk Southern

As a valued member of the NS team, it's important to us that you have the tools and resources to support all the pieces of your personal well-being – physical, mental, emotional, social, and financial.

This guide provides insight into each of these topics, offering advice for maintaining your own and your family's wellness during this particularly trying time, while also highlighting the specific tools and benefits NS offers to help.

Tips for Maintaining Wellness During the Pandemic

Take Affirmative Steps to Manage Stress

We're all adjusting to a more isolated, socially distant world, adapting to new work practices, and dealing with major disruptions to our daily routines. These changes can take a major toll on your mental health, leading to stress and potential burnout.

While this may seem obvious, it's important to be aware of your stress and look for ways to relax and manage it. This could include practices as basic as deep breathing, stretching, or meditation, and ensuring that you maintain regular routines. Make time for what you need, including time to shower, get ready, work, eat lunch, and taking coffee breaks. It may be tempting to skip some of your usual steps because you're working from home, but don't let work take your entire day just because you're working from home.

Finally, it's important to set boundaries. Adhere to set work hours as best you can to maintain proper work-life balance and ensure you're taking the time you need to mentally recharge. Relatedly, temper your exposure to news coverage, including social media, which can often be a source of unwarranted stress.

Maintaining Physical Health

During difficult times, your mental and physical health go hand in hand. Physical exercise is one of the best ways to ease the stress mentioned above, as well as to clear your head and promote better sleep. Although gyms are closed, there are many options for either getting back to a physical routine or starting a new one.

Getting out in nature and taking a walk or a run provides physical exercise for your body and endorphins for your mind. Science has shown that simply getting up and walking briskly for three 10-minute intervals throughout your day is just as effective as one long workout. Other activities – biking, gardening, shooting some hoops – all are easy ways to build active, healthy habits. And this sort of activity not only enhances your fitness, but also heightens your mental sharpness and eases stress.

If you're looking for a more structured fitness routine, online workouts can be found through many outlets free of cost. Curious about yoga, kickboxing, meditation, or high-intensity training? Some of these workouts are available on [GlobalFit](#), a site NS has made available to employees to access free online fitness programs.

When It Comes to Your Finances, Ask the Experts

The global pandemic has completely changed the financial landscape over the past few months. Do questions about your finances keep you awake? Should you refinance your mortgage or school loan? Should you be investing differently? Can you still retire as planned?

These are all valid questions, and ones that may not have been top of mind only a few months ago. As with many other elements of wellness, the trick to financial well-being is to have a long-term plan. However, this is one area where you'll definitely want help. Building a solid financial plan often requires help from experts who are familiar with your specific financial circumstances and the circumstances and the opportunities and options available to you.

That's why NS provides you access to two sources of expert advice – Ayco Financial Counseling and Optum Financial and Legal – to help build your plan and allow you to have confidence in your financial future. For more information see [Financial Planning](#) below.

Stay Socially Connected

Humans are naturally social beings, yet the pandemic has required us to stay physically distant from many of those we care about. During this difficult time, make sure you're communicating with others aside from virtual coworkers. Maintaining your connection with those who are important in your life is a must to maintain your social wellness throughout this period of separation.

Find creative ways to connect by using social media and other collaboration technologies. Hold a family game night or happy hour using one of the many approved face-to-face video options available through phones and computers. Or go old-school and check on older neighbors and relatives by chatting through a door or window to brighten their day. Finally, don't forget to take the time to enjoy the family living under your own roof while everyone is together.

Unplug from Work and Take a Staycation

Taking time away from work to refresh and enjoy a day off is essential for your mental and emotional health, especially during times of increased stress. Changes in routine and work arrangements present a heightened risk for anxiety, especially as the lines between your work and personal life blur.

To prevent burnout and keep your batteries charged, it's critical that you take vacation when possible. While the pandemic has limited travel options, don't write off a staycation. Plan to take the time you need. Read that book you bought, watch that series, learn to cook something new, finish a home project, or get some "me time". Spend time with your family without work constantly on your mind. You'll feel better, healthier, and mentally sharper when you return.

For additional information about our nonagreement vacation program, see our [Vacation FAQs](#) below.

WellNS Benefits and How to Access

Building Your Way to Wellness

Before you start, you need a roadmap for success. Not sure how to build your wellness plan? Click [here](#) to download your guide to creating an overall wellness plan for you. Take time to define wellness for you, identify personal goals, and create a plan to succeed.

Mental and Emotional Support Through Optum

Help Line and COVID-19 Resources

Sometimes you just need someone to talk to. NS employees can access free, 24/7 emotional support by contacting Optum's toll-free help line at 866-342-6892.

Optum has also created a dedicated COVID-19 support page with strategies for coping, setting structure for alternate school and work arrangements, and dealing with grief, as well as other FAQs and articles. This page can be accessed [here](#).

Access to Mental Health Care

Mental health conditions are treatable diseases. And under our nonagreement insurance, employees have access to six free visits per year with a mental health professional.

To learn more about mental health conditions, treatment, and providers that can help, visit the liveandworkwell.com site, using the access code "choiceplus", where you can:

- Find a provider near you by entering your zip code
- Learn more about mental health diseases, take an assessment, read an article, or find a support group
- Access related resources on financial stress, life and work, mind and body, and crisis support

GlobalFit – Free On Demand Classes and More



GlobalFit is available to all employees at no cost, offering free on-demand exercise programs, healthy eating tips and recipes, and educational videos about fitness to get you back on track from home. There are also discounted branded group classes such as Honor Yoga and Les Mills for under \$10 a month.

And when the gyms eventually reopen, check GlobalFit for exclusive discounts at nearby fitness clubs by entering your zip code. Click [here](#) to access our Global Fit benefit page.

Weight Loss Assistance Through WW



WW is a membership program that provides digital access and, if preferred, in-person meetings geared towards better eating habits to enable weight loss. This program has a long history of success and was formerly known as Weight Watchers. Norfolk Southern employees enjoy a 50% discount for the digital or digital plus workshop.

Click [here](#) to learn more about this program and how to enroll.

WW for Diabetes

Diabetes is one of the top 10 leading causes of death in the US and affects 26 million Americans. WW for Diabetes is a program targeted for diabetics and pre-diabetics providing a personalized food plan and unlimited coaching from a certified diabetic educator and registered dietician. Norfolk Southern employees and their spouses will receive 67% off the cost of this important step in managing their disease.

Click [here](#) to learn more about this program and how to enroll.

Drug and Alcohol Rehabilitative Services (DARS)

Although isolation is helping to decrease the spread of COVID-19, at the same time these restrictions are causing a perfect storm for relapse or increased drug and alcohol use. During stressful life events, we may turn to unhealthy ways of coping by using drugs and alcohol. Substance use disorders affect the entire family.

NS' employee assistance professionals (EAPs) are available 24/7 to provide confidential drug/alcohol assessments to employees and their covered family members to ensure they get the level of care needed, make referrals to trusted facilities, and follow up post rehab. **Call 844-215-4188 for assistance.**

Click [here](#) to learn more about our DARS program. And click [here](#) for a list of EAPs located near you.

Financial Planning



Ayco provides nonagreement NS employees with free, highly tailored financial counseling services. Create a plan for your financial wellness with the help of Ayco's online tools or speak with a financial counselor to begin more in-depth planning. To learn more from the experts about creating a long-term plan for financial health, click [here](#).

Optum's [liveandworkwell](#) site (access code "choiceplus") also provides information and guidance on financial and legal issues. Your financial benefit includes an online financial stress assessment, other online tools, tax consultation services, and a 25% discount on tax preparation. It also includes two calls with a money coach.

Optum's legal benefit includes a 30-minute consultation with an attorney in your area at no cost for each new legal matter for which you may need assistance.

Norfolk Southern Nonagreement Vacation FAQs

Q. How much vacation can I carry over into 2021?

Per the standard terms of our nonagreement program, you can carry over up to one week of vacation with department head approval.

Q. Can I purchase a week of vacation for 2021?

Yes, vacation purchase for 2021 will be available in the fall.

Q. If I carry over a week of vacation can I still purchase a week in 2021?

Yes, though vacation carryover and vacation purchase both require department head approval.

Q. The pandemic has limited my ability to travel, and I'm already working from home, so I don't need to use vacation this year. Can I roll over additional time?

You absolutely do need to use vacation this year, especially during this stressful time.

We strongly believe (and science has shown) that it is essential for individuals working from home to unplug and take time off from work. In fact, prolonged periods of remote work are more likely to lead to burnout than in-office work given the diminished level of work-life balance.

We understand that a staycation at home isn't as glamorous as that trip to a tropical island, but it's still essential for your mental and physical well-being, which is what our vacation program is all about.

Our current roll over allowance of one week promotes the right balance, allowing you the flexibility to carry forward some vacation while also encouraging us all to take the time we need for proper rest and rejuvenation.

Q. Given the pandemic, am I able to cancel my 2020 vacation purchase?

Unfortunately, vacation purchases cannot be reversed. Although the pandemic has limited travel options for employees, we still strongly encourage all employees to take their planned vacation time to recharge and relax with their families.

Q. What if I have other questions that aren't answered here?

Please contact the HR Helpdesk at hrhelpdesk@nscorp.com.