

WELCOME TO RAF MILDENHALL and the 100th FORCE SUPPORT SQUADRON

We would like to take this opportunity to “Welcome” you to the 100th Force Support Squadron (FSS). We are happy to have you as part of the FSS here at RAF Mildenhall. The staff of the Human Resources Office (HRO) is happy to assist you in all your personnel related concerns. This Handbook has been prepared to help answer some of your questions. It is not intended to be all-inclusive nor to be designed to be regulatory in nature. AFMAN 34-310, Non-appropriated Fund Personnel Program, Management and Administration Procedures, contains specific guidance and technical procedures for managing and administering employees of non-appropriated fund instrumentalities (NAFI). Your supervisor can further explain the conditions of your employment. Feel free to ask your supervisor about anything you do not understand. The Human Resources Office (HRO) is also available to provide assistance.

Non-appropriated Fund Employment. What is NAF?

A NAF activity is an instrumentality of the United States Government. Most NAFI's are involved in providing Morale, Welfare, and Recreation (MWR) activities for uniformed military personnel, civilian employees, military retirees and their families. The NAF organizations contribute to the financial support of various MWR programs. NAF positions are funded directly by the employing activity, which is self-supporting as a result of charging fees for services they provide.

OUR ROLE

Congratulations on your selection for NAF employment. We are confident that your employment will prove to be beneficial to you and the 100th Force Support Squadron, RAF Mildenhall. We look forward to having you join us.

The purpose of the Air Force NAF HRO is to administer the NAF Personnel Program by providing an efficient and effective management of NAF personnel while assuring their fair and equitable treatment. We are located in building 460; rm 209 and our address is 100th FSS/FSCN, Unit 4702, APO AE 09459. Our contact information is 100fss.hrostaff@us.af.mil on base telephone number is DSN 238-3682/3684; and commercial from off-base is 01638-543682/3684.

We advise and help management meet personnel needs and solve personnel problems. In addition, we make sure programs and actions comply fully with the spirit and intent of laws, regulations, and policies. All actions will be based on merit, without regard of grade, race, color, religion, gender, marital status, sexual orientation, national origin, physical handicap, age, or political affiliation.

You are under the responsibility of your immediate supervisor. If you are unhappy at work for whatever reason, discuss it with your supervisor. Two-way communication is the key to solving problems, having an effective workforce, and reaching mutual goals. If you need information on a particular problem, you should first discuss the matter with your supervisor. If your supervisor is unable to answer your question, you should request an appointment with the appropriate personnel in the HRO. Human Resources Office has an open door policy and we are always available to provide you with information. We look forward to working with you and hope that you find your new job pleasant, challenging, interesting, and a rewarding experience. We are here for you!

From the staff of the NAF HRO!

SECTION A - YOUR EMPLOYMENT

WELCOME! You are employed as non-appropriated fund (NAF) civilian employee by the United States Air Force and paid from non-appropriated funds. NAF employees are federal employees of the Department of Defense. Unlike their civil service counterparts, who are paid from funds appropriated by Congress. NAF employees' salaries are paid for – from the monies generated by the Air Force Support Activities on the base (Clubs, Golf Course, Bowling Center, etc).



SECTION B - THE HUMAN RESOURCES OFFICE

The HRO is the operating office designated to administer the NAF personnel system. The HRO is located on the 2nd floor of building 460, rm 209. The official address of the HRO is: 100th FSS/FSCN, Unit 4702, APO AE 09459. The hours of operation are from 7:30 a.m. to 4:30 p.m every day except Wednesday; 10:00 a.m. to 4:30 p.m. The telephone number is 238-3682/3684 or commercial from off-base are 01638-543682/3684. In addition, our job information is available on our web page at www.nafjobs.org. If you have business to conduct at our office, you should get permission from your supervisor before leaving your work area.

SECTION C - EO EQUAL OPPORTUNITY (EO)

We are dedicated to the full implementation of federal laws mandating equality of opportunity for NAF employees. Personnel actions are based on the principles of merit and qualifications. If you feel there was discrimination involved in any personnel action because of race, color, sex, religion, age, marital status, national origin or handicap you may file a complaint of discrimination. Personally demeaning conduct such as slurs, unwelcome sexual overtures, or other harassment will not be tolerated. Complaints may be filed without fear of reprisal. If you feel you have been discriminated against, you may file your complaint directly with an EO counselor. The EO counselor must be contacted within **45 calendar days** of the date of the alleged discriminatory act or within 45 days of the effective date of the personnel action. You have the right to be represented during the informal and/or formal process of the complaint. The names of counselors are posted on the employee bulletin board at your place of work. For further information you may call 238-2468 or commercial from off base is 01638-542468.



SECTION D – DUAL COMPENSATION

A civilian employee (Civil Service, NAF, or AAFES) may not receive basic compensation from more than one civilian office or position of the government for more than 40 hours in any one calendar week (Sunday through Saturday). If you are other than a “regular” employee, you may work in other jobs (in other NAFIs) as long as the total hours worked in all jobs do not exceed 40 hours per week. This restriction applies to all jobs within the United States government, including appropriated fund (civil service) and Base Exchange (AAFES) jobs. The intent of the law is to prohibit an employee from holding more than one full time government position. Employees cannot hold both a NAF and APF position within the Child Development Center (CDC). This provision does not prohibit CDC APF employees from holding a NAF position in another activity including the School Age Program.

SECTION E – OFF DUTY MILITARY (ODM) PERSONNEL

Active duty enlisted personnel may be hired as NAF employees during their non-duty hours, but may not work more than 34 hours a week. Although ODM employees may be employed as “Regular” employees and accrue sick leave, annual leave and participate in the life insurance program, they are not eligible for group health insurance, worker’s compensation, or retirement. In overseas areas, ODM applicants receive a hiring priority preference.

SECTION F – TYPES OF EMPLOYMENT CATEGORIES

There are three types of employment categories: regular full time, regular part time and flexible. Supervisors determine which type of appointment will be used. The following describes the compensation and benefits for each type of appointment.

1. Regular Employment Categories (Part Time/Full Time): Have a set of guaranteed hours of minimum 20 hours per week to a maximum of 34 hours per week for **Regular Part Time**. Guaranteed hours of **Regular Full Time** of minimum of 35 hours per week to a maximum of 40 hours per week. Guaranteed hours are not the amount of hours in which you will work, but rather the minimum number of hours per week you will be scheduled. Changes in the work schedule that do not decrease an employee’s guaranteed hours may be made with a minimum of 24 hours prior notice to the employee. Regular category will be eligible for the following benefits and compensation:

- a. Health and Life Insurance
- b. Awards
- c. Retirement Plan (after 1 year)
- d. Shift Differential
- e. Annual and Sick Leave
- f. 401(k)
- g. Sunday Premium Pay (Crafts and Trades only)
- h. Holiday Pay
- i. Overtime Pay
- j. Workers Compensation Unemployment Compensation

2. Flexible Employment Categories: Flexible category employees have work schedules that depend on the needs of the activity, work schedules generally temporary, limited or sporadic in nature. Schedules depend on the needs of the activity and employees may work a minimum of 0 to a maximum of 40 hours per week. Employees on a flexible appointment may be converted to regular at any time by the approving official providing there is a need for the regular category position and the budget will support it. Employees whose appointments are flexible are eligible for:

- a. Awards
- b. Overtime Pay
- c. Shift Differential
- d. Workers Compensation
- e. Unemployment Compensation
- f. Sunday Premium Pay (Crafts and Trade only)

SECTION G – PRE-EMPLOYMENT BACKGROUND CHECKS & DRIVERS LICENSE

All positions under NAF employment are considered Position of Trust. Prior to becoming an NAF employee, an initial job-related background check is conducted. Position working with children or youth under the age of 18, will require a more comprehensive background check. These check will consists of pre-employment verification, reference checks, national and state criminal records checks, local and previous installation checks, and as appropriate, credit, and/or driving record history. Positions which require the operation of a motor vehicle must present and submit a valid driver's license, obtain a copy of your driving record and are subject to random drug testing.

SECTION H – POSITION CLASSIFICATION AND PAY

Your position guide is a set of guidelines which describes your duties and responsibilities, qualifications, performance standards, and training. It is an approximate record of your duties. It is not intended to cover every minor duty assignment, permanent or temporary in nature that is assigned. Incidental tasks or duties required of you are frequently necessary in order to operate the organization successfully.

NAF positions are classified into one of three major pay-setting systems, based on the duties and responsibilities of the position.

1. **Crafts and Trades (CT) (NA, NL, NS):** Positions in this pay system include, but are not limited to: Food Service Worker, Cook, Waiter, Laborer, Bartender, etc. Pay setting policies for CT employees are governed by law. There are three crafts and trades pay schedules; non-supervisory (NA), Leader (NL), and supervisor (NS). Each pay schedule consists of fifteen grades with five steps in each grade. The grade is determined by the duties and skills required for the position. The following are the waiting period for advancing to each step. Increases are granted at the following intervals:

DURATION OF WAITING PERIOD FOR CT POSITIONS WITH REGULAR EMPLOYMENT CATEGORY			
If WGI is for a person who is	And calendar weeks in a nonpay status do not exceed	Then employee advances to step rate	at the end of
NA, NL, NS	1	2	26 calendar weeks
	3	3	78 calendar weeks
	4	4,5	104 calendar weeks
DURATION OF WAITING PERIOD FOR CT POSITIONS WITH FLEXIBLE EMPLOYMENT CATEGORY			
If WGI is for a person who is	And the employee has worked at least	Then employee advances to step rate	
NA, NL, NS	130 workdays no less than 26 weeks (6 months)	2	
	390 workdays no less than 78 weeks (1 ½ yrs)	3	
	520 workdays no less than 104 weeks (2 yrs)	4,5	

2. **Pay Band (NF):** Positions in this pay system include, but are not limited to: Cashier, Sales Clerk, Recreation Aid, Accounting Technician, etc. Pay Bands include supervisory, managerial, executive, technical, professional, administrative and clerical positions.

a. There are six pay bands (not all bases have all pay bands) with a minimum and maximum rate established for each band. New employees will normally start at the minimum rate within the applicable band. However, the supervisor may recommend the salary be set at any rate within the band. The Flight Chief or Squadron Commander is the approving authority for pay setting above the minimum. Market requirements such as rates required to recruit and retain qualified candidates, the importance of the job to the mission of the organization and the specialized qualifications of the candidate may influence the pay rate selected.

b. The supervisor may increase an employee's salary within the pay band at any time he or she feels an increase is justified. Such an increase is subject to approval by the appropriate authority. There are no automatic within grade increases in this system.

3. **Child Care (CY):** Positions include all child caregiver, teacher positions, and employees who work in the Youth Center providing child care services. There are 5 grades with the CY positions. CY-01 & CY-02 are included in pay band I (CY-01) and CY-03, CY-04, and CY-05 included in pay band II (CY-02).

SECTION I – PROBATIONARY PERIODS

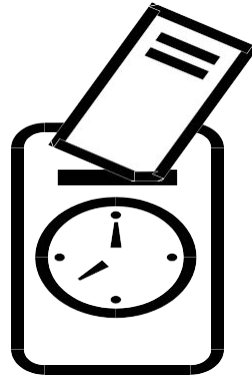
All new, regular and flexible, employees must serve a probationary period. A probationary period is used to test your ability, suitability, and fitness for the job, as shown by the actual job performance. The length of the probationary period is listed below. During this timeframe, your conduct and performance are observed and you may be separated if condition warrant.

PAY PLAN	LENGTH OF PROBATIONARY PERIOD
NF-I through NF-II	6 months
NF-III through NF-IV	12 months
Initial Managerial and Supervisory Positions	12 months
Child and Youth Program Assistants (CY)	12 months

Employees moved to a position with a requirement for a longer probationary period must serve the new probationary period. Time served in a previous probationary period is not creditable toward completion of the new probationary period.

SECTION J – HOURS OF WORK

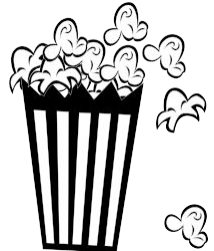
1. **Work Schedules** – All employees have access to a posted work schedule. Your work schedules are those days of the week and hours of the day which you are required to be on duty. Flexible employees may be subject to “on call” work in addition to hours posted on the schedule. A time clock is used at most locations for clocking in and out. Clocking in early or clocking out late without prior supervisory approval is not permitted. Work schedules may be changed by supervisors/managers by providing a minimum of 24 hours advanced notice as long as any guaranteed hours are not reduced.



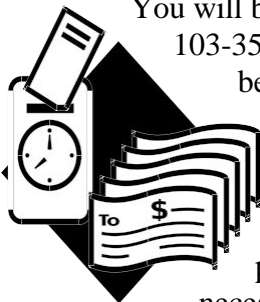
2. **Meal Periods** – Regular meal or lunch periods normally are established at no less than 30 minutes and not in excess of 1 hour. For meal periods which are unpaid, employees will be free of duty. Under conditions where time-off for a meal period is not possible, a meal period of 20 minutes or less may be authorized and included in the scheduled tour of duty (paid meal period). The time covered by the 20 minutes or less is compensable, and the employee must spend their on-the-job meal period at or near their workstation.

Supervisor must establish and advise each employee of their type of meal period. No employee will be required to work more than 6 consecutive hours in any workday without a meal period. Meal periods may not be scheduled in conjunction with a rest break or the beginning or ending of a work shift.

3. **Rest Periods** – Short rest periods, not exceeding 15 minutes may be granted at **manager’s discretion**, when the manager believes such rest periods are necessary. Rest periods may not be scheduled in conjunction with a meal break or the beginning or ending of a work shift.



SECTION K – PAYDAYS AND PAYCHECKS



You will be paid every two weeks for a total of 26 pay periods a year. Public Laws 103-356 & 104-134 require that Federal wage, salary and retirement payments will be paid to the employee by Direct Deposit (DD)/Electronic Funds Transfer (EFT). Instead of getting a paper copy of your bi-weekly Leave and Earning Statement (LES) from your activity managers, you will retrieve your LES from the following web site title “My Money” located at: <https://nafpay.afsv.net>. Access is available 24/7; your activity manager can provide computer access if needed. You can change your own data as necessary versus submitting paperwork to your HRO for the following actions: review leave and earnings statement, view and update federal W-4s, add, review change or delete allotments to financial institutions, update electronic fund transfer information to a financial institution, review and update mailing address. For additional information, contact the Payroll Office at 238-2346.

SECTION L – LEAVE PROGRAMS

1. **Annual Leave (Regular Employees)** – All employees in a regular employment category accrue annual leave. Annual leave is paid time-off from work and is granted for the purpose of vacations or to transact personal business, which cannot be taken care of during off-duty hours. Annual leave is charged in 15-minute increments, not exceeding eight hours a day or 40 hours a week. Use of annual leave is subject to approval of your supervisor. OPM Form 71, Application for Leave, is required for any request for leave and must be submitted to your supervisor for approval or disapproval.

- a. Employees begin to earn annual leave immediately upon appointment or change to a regular position; however you must wait until the first pay period after 90 days before annual leave may be used. Annual leave is earned based on the number of hours worked in the pay period. The balance of the amount of leave earned and used will appear on your bi-weekly LES.
- b. Up to 240 hours of annual leave may accumulate and carry over annually. Leave in excess of 240 hours must be used prior to the end of the leave year, or it is forfeited. Annual leave, to include leave which may be forfeited, may be donated under the Squadron Voluntary Leave Transfer Program (VLTP). Exceptions to the 240 hours of annual leave ceiling: Employees who were directly recruited or transferred by NAF from the United States for employment overseas may accumulate 360 hours.
- c. Earned based on the total years of creditable service and the number of hours worked in the pay period. The amount of annual leave earned depends on total length of creditable service. All prior DOD NAFI service, including service with current employer, as a regular employee is creditable. Prior Military time served may count toward the total years of service. Annual leave is earned as follows:

Years of Creditable Service	% of hours worked per pay period
0-3	5%
3-15	7.5%
15 and over	10%
*Between 3 and 15 years of service, annual leave earned during the last pay period of the year is earned at the rate of 12.5%	

- d. If an employee resigns or separates after the initial 90-day waiting period, a lump-sum payment for any unused annual leave is paid to the employee.

2. **Sick Leave (Regular Employees)** – All employees in a regular employment category earn sick leave. Sick leave is intended solely for absences due to illness, injury, examinations and treatment by a physician, exposure to a contagious disease, or illness of a family member with contagious disease, or for the purposes related to the adoption of a child. According to the Family Friendly Leave Act, an employee may also use sick leave when caring for a family member.

- a. An employee requesting sick leave must notify their supervisor within two hours after the scheduled workday begins – preferable to report prior to the shift beginning. Supervisor approval must be granted before any sick leave is taken.

- b. Sick leave is earned at the rate of 5% of hours worked per pay period. Unlike annual leave, a waiting period is not required before sick leave may be taken, subject to supervisor's approval. Sick leave is taken in 15-minute increments not-to-exceed 8 hours per day or 40 hours per week.
- c. There will be no payment for unused sick leave upon resignation or separation from employment.
- d. The supervisor may require employees to furnish a medical note from your doctor verifying the illness for absences of 3 days or more or if an excessive amount of sick leave is being used.
- e. Voluntary Leave Transfer Program (VLTP): Employee who are faced with a serious, long-standing illness may request donated annual leave under the Voluntary Leave Transfer Program. The VLTP permits employee to donate annual leave to other NAF employee who suffer a substantial loss of income; because they have insufficient sick and annual leave to cover a lengthy period of absence caused by a medical emergency. The VLTP is not used to cover absences of 80 hours or less:
 - 1. To be eligible to receive donated annual leave from other individuals; an employee must not have any sick leave or annual leave available.
 - 2. Application Procedure: You must make a written application to your first-level supervisor to become a leave recipient. Eligible employee must fill out a "Request to Receive Donated Leave" form (available at the HRO or your supervisor). The completed form must be submitted to the employee's supervisor along with a medical certification, duration of absences and copy of your LES to verify leave balances.
 - 3. Donors complete a "Request to Donate Annual Leave" form. Donors may only submit annual leave, **not** sick leave. Employee should remember there is no guarantee of finding donors. With this in mind, sick leave should be used wisely.
- f. Family Friendly Leave Act (FFLA): This act allows employees with Regular employment category to use sick leave to attend to the medical needs of a family member, and for purposes relating to the death of a family member (bereavement).
 - 1. The use of sick leave for these purposes may not exceed 40 hours in any year. However, you may use an additional 64 hours in any year (up to 104 hours) only when the remaining sick leave balance does not fall below 80 hours.
 - 2. If you work less than 40 hours per week or your workweek hours vary, the amount of hours you may be authorized to take will be less than the amount stated above. These will be calculated on a case-by-case basis.
 - 3. Sick leave for family care and bereavement must be requested and approved in the same manner as sick leave for personal illness or medical care, and the same documentation requirements apply.

3. Leave Without Pay (LWOP) (All Employees) - LWOP is a temporary nonpay status and an authorized absence from duty granted to employees for reason acceptable to the supervisor. There is no requirement to grant LWOP if it will disrupt operations in any way. Employees with regular employment category may be granted LWOP in lieu of annual or sick leave or employees with flexible employment category who cannot work a scheduled shift. LWOP is charged in 15

minutes increments. Activity managers/supervisor may approve LWOP up to 30 days. LWOP beyond 30 days requires Commander (or designee) approval.

4. LWOP for Regular Employees Moving with Head of Household: This is granted to regular employees who must resign from their NAF position due to an employer's transfer (PCS) of their sponsor. The employee is entitled to LWOP for up to 150 calendar days in order to avoid a break in service. See HRO for additional information.

5. Family and Medical Leave Act (FMLA): If you have completed 12 months of service, you are entitled to a total of 12 weeks of unpaid family and medical leave in a 12 month period, with employment and benefits protection. This entitlement is for certain medical needs such as birth or adoption of a child; care of spouse, parent, child who has serious health condition; or serious health condition of the employee. If the need for leave is foreseeable, you are required to provide 30 calendar days notice before the leave is to begin. If events beyond your control require you to begin family and medical leave before the full 30 days notice can be provided, you remain responsible for providing as much notice as possible. More information and details may be obtained from the HRO.



6. Absence Without Leave (AWOL) (All Employees) – AWOL is an absence from duty without proper supervisory authorization. AWOL status places an employee in a non-pay status and may be subject to disciplinary action. If an employee does not contact the supervisor within 2 hours after the shift has initiated, the employee will be placed on AWOL. Maximum penalty for AWOL is removal or termination from employment. If an employee is AWOL for three or more consecutive shifts, will be considered to have resigned his/her position.

7. Leave for Maternity Reasons: Employees with Regular employment category may be granted sick leave, annual leave, and/or LWOP for incapacitation due to pregnancy as supported by a medical certificate.

8. Military Leave/Furlough: Employees who are a member of a Reserve or National Guard Unit, who are in a Regular employment category are entitled to military leave of absence up to 15 calendar days in any year, without loss of pay, time, or performance rating when called to active duty or for active duty training. Military Furlough is granted to all employees for induction or recall to active duty in one of the U.S. Military Services.

9. Administrative Leave: Installation Commanders may suspend some or all NAFI operations when severe weather conditions or other emergency situations dictate such action being in the best interest of the Air Force.

- a. Regular employees on duty at the time of operations are suspended are released from duty without charge to leave
- b. Flexible employees at work when operations are suspended will be paid for hours actually worked and relieved of duty on LWOP.
- c. Employees who are notified of suspended operations in advance, normally 24 hours, may elect to take annual leave or LWOP.

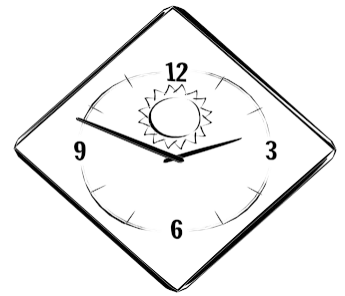
10. Forced Leave: Forced leave is used by management when reduced or suspended business operations result in reduced or suspended work schedules. Reasons for forced leave include lack of business, facility repair or remodeling. Forced leave will be used only when the required 24-hour notice for schedule change cannot be met. Regular employees will be paid for actual hours worked, and have the option of using annual leave or LWOP for the remainder of their shift. Flexible employee will be paid for actual hours worked, and relieved of duty in a non-pay status (LWOP).



11. Court Leave: Court leave is authorized absence from work for jury duty or for attending court in any unofficial capacity as a witness on behalf of the U.S. Government upon advance submission of a court order, subpoena, summons or other judicial notification. Employee will receive their regular pay for such time off, or will retain the court fees received from the court, whichever is the greater amount. If the court fees are the lesser amount, such fees, exclusive of transportation costs, will be turned over to the employing NAFL.

SECTION M – PAY ADMINISTRATION

1. Overtime: You may occasionally be required to work overtime. If a manager determines there is a need for overtime work, proper approval of funds must take place before work is performed. How your position is classified determines how you are paid overtime. The following guidelines will be followed:



Pay Plan	Work Performed in Excess of	Rate Paid
CT (NA, NL, NS)	8 hours per day or 40 hours per week	1 ½ times hourly rate
NF and CY	40 hours per week	1 ½ times hour rate

Positions are classified as exempt or nonexempt under the Fair Labor Standard Act (FLSA). Your position guide indicates your FLSA exempt or nonexempt status. Exempt employees may be given compensatory time off or be paid for their overtime hours. All nonexempt employees must be paid overtime.

2. Compensatory Time Off: Compensatory time off is time off from scheduled tour of duty in lieu of OT pay for an amount of time spent in irregular or occasional overtime work and must be approved by authorized official.

- a. Crafts and Trades (NA, NL, NS), NF-I, NF-II and CY employees are not entitled to compensatory time except for **religious observance**. All NF-III and above employees may be granted compensatory time in accordance with AFMAN 34-310, Chapter 18.
- b. An employee may not accumulate more than 60 hours of compensatory time.
- c. An employee with compensatory time credited must take such time off before annual leave is granted.
- d. Compensatory time accrued and taken must be recorded on applicable time and attendance cards.

3. Holiday Pay (Employees with Regular Employment Category): Regular employees receive holiday off with pay whether or not the holiday falls within their scheduled workweek. If the holiday falls on the employee's normal day off, he/she will be entitled to observe the holiday on the day preceding or the day following the holiday as established by the manager. Regular employees required to work on the holiday, receive holiday pay plus pay for the number of hours actually worked. Flexible employees are paid for actual hours worked on a holiday, if they do not work, they do not get paid.

The following is the list of observed legal holidays:

New Year's Day	1 January
Martin Luther King's Day	3 rd Monday of January
President's Day	3 rd Monday of February
Memorial Day	Last Monday of May
Independence Day	4 July
Labor Day	1 st Monday of September
Columbus Day	2 nd Monday of October
Veteran's Day	11 November
Thanksgiving Day	4 th Thursday of November
Christmas Day	25 December

4. Sunday Premium Pay (SPP): All NAF employees who work or any part of which falls on Sunday, are entitled to Sunday premium pay. Compensation is paid at 25% over the employee's basic hourly rate for non-overtime hours worked on Sunday.

5. Differential Pay:

- a. Night Shift Differential: All positions, regardless of employment category, in pay bands NF-I, NF-II and all crafts and trades (NA, NL, NS) are entitled to be paid a night shift differential. Night shift differential pay is the basic rate of pay plus a differential of 7.5% for regularly scheduled work when the majority of whole hours worked occur in second shift, between 3:00 pm and midnight; or the basic rate of pay plus a differential of 10% for regularly scheduled work when the majority of whole hours worked occur in third shift, between 11:00 pm and 8:00 am
- b. Night Pay Differential: All positions, regardless of employment category, in pay bands NF-III and above, and all Child and Youth (CY) positions will receive night pay differential of 10% for hours worked between 6:00 pm and 6:00 am.

6. Post Allowance: Post allowance is a cost of living allowance that offsets the costs of goods and services at an overseas location as compared to costs in Washington, DC. U.S. citizen employees assigned to a regular employment category with a guaranteed workweek of 35 hours or more are entitled to post allowance. It is paid out at a flat rate, which is determined by the employee's basic salary, number of dependents, and the classification of the employee's post in the foreign area.

6. Call-Back Duty Time: Call back duty time is when a regularly scheduled, regular or flexible employee is required to work on a day when work was not scheduled, or when the employee is officially required to return to his or her place of employment. Compensation for call back is at least two hours (whether or not work is performed). Compensation is computed at the employee's regular basic rate of pay, unless the number of hours worked that day or week entitled the employee to overtime pay.

7. Call-In Duty Time: Call-in duty time is work performed by an unscheduled flexible employee who is officially required to report for work. Compensation for call-in duty must be at least two hours (whether or not work is performed). Compensation is the same as for call-back duty time.

SECTION N – POSITION CHANGES

Employees may obtain information about other job opportunities within FSS by calling the HRO. Job vacancies are listed on NAF employee's activities bulletin board, HRO and posted at <http://www.nafjobs.org>. Applicants may use the web site to search, register and apply for NAF positions. All internal and external applicants must register to be considered. To apply for other position within NAF you must create your profile and apply for each position you wish to be considered.

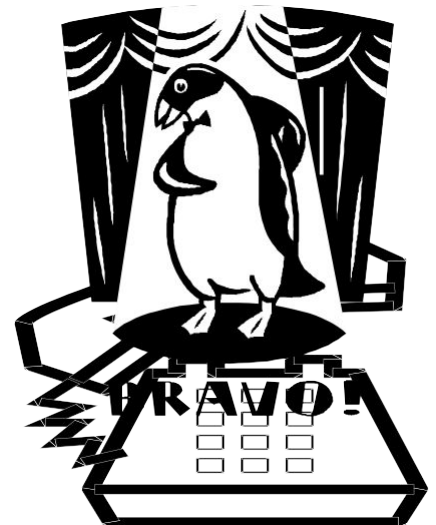
1. Reassignments:

- a. Managers may reassign employee to other positions within the same employment category and pay plan or pay band at any time to promote the efficiency of the organization.
- b. Employee may request reassignment to other NAF positions by completing AF Form 2550, NAF application for Promotion or Other Position Change, and submitting it to the HRO. A resume may be attached.

2. Details: Upon management's determination that the temporary services of an employee are required in another position/area, detail may be used to satisfy the requirements not to exceed 60 days. The supervisor notifies the employee in writing of the detail and records the detail on the employee's AF Form 971 in the Supervisor's Employee Work Folder. A copy of the written notification is provided to the HRO and filed in the employee's Official Personnel Folder (OPF). Details will not last longer than 60 days; HRO will track the length of the detail. Employees should update their OPF by filling out an OF 612 on the duties and responsibilities of the detail.

3. Promotions:

- a. All promotions are competitive unless:
 - The promotion is the result of job growth
 - The promotion is the result of improper classification
 - The promotion is required to comply with new classification standards; or
 - The promotion follows competitive assignment to a developmental position



- b. Should the duties of your position change significantly; your supervisor may rewrite your position guide and submit it for reclassification. If the new duties result in a higher grade or pay level, you may be promoted non-competitively into this new higher paying position.
- c. The employee must meet the qualification requirements for the position.
- d. Complete AF Form 2550 to apply for any higher grade or pay band position. The form must be submitted to the HRO. A complete listing of all NAF positions is maintained in the HRO and posted in all Force Support activities.

4. Temporary Promotions: Made non-competitively when an employee's services are needed in a higher grade or pay band position and the employee meets the qualification requirements for the position. Temporary promotions must be for a minimum of at least two pay periods (4 weeks) and may not exceed 6 months.

5. Release of Employees: When selecting a current NAF employee to fill a position, the gaining supervisor contacts the losing supervisor and arranges for a release date. The gaining supervisor notifies the HRO of the agreed upon release date. HRO establishes the effective date. Release to the new position will be within 15 calendar days. The gaining and losing supervisor may agree upon extension of no more than 10 days.

6. DOD Employee Benefit Portability Program: This program applies to employees who move between NAF and APF or APF to NAF employment systems, without a break in service of more than three calendar days. The program applies regardless of whether the move is involuntary or voluntary. Provisions are applied differently depending on which type of move occurs. Pay setting and pay provisions are applied from the program for all involuntary moves. Annual/Sick leave transfers with the employee. Retirement may be retained in current plan or election can be made to enter retirement coverage of gaining employment system. Insurance does not transfer with the employee. As applicable, the provision of the Portability Act will apply.

7. DOD OPM Interchange Agreement: The interchange agreement allows NAFI employees to apply for and be considered for appointments to positions that are competitive positions. You can self-nominate for the advertised appropriated position on <http://usajobs.gov>. To be eligible you must be in a continuous NAF position for one year or have been involuntarily separated from such appoint without personal cause within the preceding year and must meet the qualification standards for the appropriated position.

SECTION O – GROUP LIFE & ACCIDENTAL DEATH & DISMEMBERMENT PLAN

The Group Life & Accidental Death & Dismemberment Plan – is a commercially insured (Life Insurance) plan which provides a means for employees to maintain a measure of security for themselves and their beneficiaries in the event of death or accidental injury. The plan offers employee only coverage, for which the AF pays the majority share, and two levels of family-member life insurance for which an employee pays the full cost. Participation in the program is voluntary; however election is limited to 31 days at the time of appointment to a regular category

position or any time prior to expiration of that one month period. If you initially waive life insurance and later want to enroll, you must submit evidence of insurability to Minnesota Life at your own expense. They may approve or disapprove your enrollment. To obtain specific information on benefits and costs, contact your HRO. NOTE: If you add or change dependents to your family, you need to notify the HRO within 30 days to keep your benefits precise and all dependent covered.

SECTION P – GROUP HEALTH BENEFITS PLAN

The DOD NAF Health Benefits Plan (DOD HBP) is a uniform health insurance program available to all eligible DOD NAF employees. To be eligible, an employee must be in a Regular employment category. AF pays its pro-rata share of administrative and claim-payment expenses using employees and employer contributions deposited into the AF Insurance Fund (IF). Participation in the program is voluntary; however election is limited to 31 days at the time of appointment to a regular category position or any time prior to expiration of that one month period, open enrollment season, or qualifying events or special circumstances such as loss of other health coverage. To obtain specific information on benefits and costs, contact the HRO. NOTE: if you add or change dependents to your family, you need to notify the HRO within 30 days to keep benefits precise and all dependents covered.



SECTION O – USAF NAF RETIREMENT PLAN

Employees with Regular employment category are eligible to enroll in the USAF NAF Retirement Plan after 12 months of AF NAF employment under a Regular employment category. This program provides for retirement, disability and death benefits. These benefits, combined with Social Security will give the retired or disabled employee or eligible survivor a measure of financial security. Off duty military (ODM) employees are not eligible to participate in the retirement program. Enrollment is optional and may be elected at any time you are in an eligible employment category. Employees should contact the HRO at least 3 months before they plan to retire. See Summary Plan Description for example of retirement benefit calculations. See Section Z for your retirement options.

SECTION R – USAF NAF 401(k) SAVINGS PLAN

Employees with Regular employment category are eligible to enroll in the NAF 401(k) Savings Plan program after 30 days of employment. This savings program allows you to automatically contribute portion of salary each pay period as “pre-tax” contributions. Contribution can be as little as 1% and as much as 97% of your bi-weekly pay. You pay no federal or state income tax on your contributions until you receive a distribution from the Plan. The Air Force will make a matching contribution as follows:

Employee Contribution	Employer Matching Contributions
1.0%	1.0%
2.0%	2.0%
3.0%	2.5%
4.0% or more	3.0%



You can invest your money in any of investment options, each with different degrees of risk and reward potential. Your investment options help you design your own personal investment strategy. You receive quarterly statements so you can keep track of your investments.

To be eligible for the catch-up contribution benefits, the employee must be at least 50 years of age by 31 December of each year and be contributing the maximum allowed into the 401k plan.

SECTION S – WORKERS COMPENSATION PROGRAM

All employees (except active duty military employed by NAF during off-duty hours), are entitled to workers' compensation benefits for injuries and illnesses incurred on the job and as a result of your employment. To be eligible for benefits, you must comply with all safety and health directives and promptly report on-the-job accidents and injuries to your supervisor. The supervisor will authorize you to seek any required medical attention. The following information will be helpful to you, if you should sustain an on-the-job injury.

You are limited to one free choice of physician. Your chosen physician may refer you to another physician. This referral must be in writing and state specifically why you are being referred. A referral is required when:

- Your chosen physician sends you for a consultation but your care does not transfer to the consulting physician or
- Your chosen physician sends you to another physician for specialized care and your care is transferred to that specialist.

All referrals are subject to review by the HRO and Headquarters, Air Force Services Agency (HQ AFSVA). Without benefit of a referral, you cannot receive treatment from a different physician without prior approval from the HRO or HQ AFSVA. If necessary, you may request change from your first choice of physician. Your request must be in writing and state specifically why you wish to make a change. You could be held responsible for the cost of treatment by an unauthorized physician.

You will remain in a normal duty status for the day of the injury when immediate initial treatment is required. Subsequent appointments, consultation, therapy, etc., is non-duty time. Regular employees may use sick leave, annual leave, or leave without pay.

Complete medical records are important for evaluation of your claim and processing of charges. You must have all physicians who examine you for your work related injury send us copies of their records and copies of any test performed. In cases involving follow-up treatment or disability, regular medical reports are required to keep us up-to-date on your treatment program, medications for your accepted condition and progress.

You must get advance approval for diagnostic tests and procedures, hospitalizations and all surgical procedures other than emergency surgery. (Emergency surgery is defined as any procedure that needs to be performed promptly after the onset of a condition in order to preserve life or function of an organ or body part.) You should have your doctor contact the HRO with specific information about the test or procedure. Procedures will be subject to medical review. A second opinion will be required for surgical procedures prior to approval by HQ AFSVA. You may be held responsible for costs incurred as a result of unauthorized or disapproved procedures. To facilitate prompt and accurate processing of your bills, submit copies of all bills to HRO.

You are required to notify your supervisor immediately if you are placed on any medical restrictions, are released in a light duty status, or are given a period of total or partial disability. You must also immediately notify your supervisor when your restrictions are changed, your disability ends, or you are returned to full duty. If you are on disability, you should contact your supervisor about every two weeks to provide information on your condition and status.

SECTION T – COMPONENT STATUS

As defined by the NATO Status of Forces Agreement of 1951, members of the US Civilian Component in the UK are entitled to certain privileges. Flexible and regular (Full or Part Time) NAF employees who are not active duty military members or their dependents can apply for civilian component status if they:

- Hold a US or NATO country (other than UK) passport containing a valid “Leave to Remain” visa (not applicable to citizen of EU countries)
- and are guaranteed at least 20 hours per week

The civilian component endorsement is entered into a passport using two separate stamps. Each entitles the bearer to different privileges. The 3rd Air Force stamp allows base and ration privileges, i.e. Commissary, Base Exchange (AAFES), post office, etc. The Home Office stamp gives the exemption from council tax and entitlement to purchase a new vehicle tax-free. Military retirees are eligible for both stamps with a minimum of 20 guaranteed workweek hours, whereas all other applicants must be guaranteed at least 20 hours per week for on-base privileges and 34 hours per week for privileges granted by the Home Office.

Please contact the HRO for more information on eligibility requirements and application procedures.

SECTION U – UNEMPLOYMENT INSURANCE

Upon separation, you will be provided your notification of personnel action (AF Form 2545) and a SF-8, Notice to Federal Employee about Unemployment Insurance. You may file a claim using your social security card, SF-8 and a copy of your personnel action to the local state unemployment office. However, while in United Kingdom, you are not eligible for unemployment insurance.

SECTION V – COMMUNICATION/APEAL AND GRIEVANCES

Employees have the right to express their dissatisfaction and give their view on matters that relate to employment and working conditions without fear of restraint, interference, treat, discrimination or reprisal.

Resolving Employee Complaints. Under normal circumstances, if you have a job-related problem, concern, questions, or complaint, you should discuss it with your supervisor. The simplest, quickest, and most satisfactory solution often will be used at this level.

If the discussion with your supervisor does not answer your question or resolve the matter to your satisfaction, you should then present your case to the manager or director of your facility, (use your chain of command). At this point, if the matter is still not resolved satisfactorily, you may file an appeal or grievance. Call the HRO for further assistance.

If you become dissatisfied with matters relating to your condition of employment, and you have tried to resolve it through your chain of command and still are not satisfied you are entitled to express that dissatisfaction by filling an appeal or grievance. Filling an appeal or grievance does not reflect unfavorably upon either your standing in the organization or your loyalty or value to the organization. You are free to use these procedures without fear of penalty and reprisal.

Representation. You may be accompanied, represented and advised by a representative of your choice at any stage of these procedures. You must designate your representative in writing, which can only be changed by you.

Official Time. You are entitled to a reasonable amount of official time, if you request it and are otherwise in a duty status, to prepare and present an appeal or grievance. What is reasonable depends on the facts and circumstances of each case. If your representative is an AF employee in a duty status, the representative is also entitled, upon request, to a reasonable amount of official time to assist or act for you in the preparation and presentation of an appeal or grievance.

Appeals. An appeal is a written request to contest a removal for cause, demotion for cause, BBA, or a demotion based on position classification. If you find it necessary to file an appeal, deliver or mail the appeal to the HRO not later than 7 days after the effective date of the action giving rise to the appeal. If the appeal is mailed, it must be postmarked no later than 7 days after the effective date of the action. The appeal must be in writing, signed, dated and include:

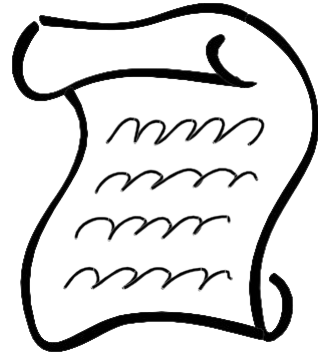


- Your name, grade, organization, duty phone, home address, and home phone.
- The name, organization, duty phone, home address and home phone of your representative, if any.
- A clear indication that the memorandum is a Step 1 Appeal.
- A statement of the specific action giving rise to the appeal, including the date on which the action was effective.
- A statement of your reasons for believing that the action is improper. If the action giving rise to the appeal is a BBA or demotion based on position classification, this statement

must specifically state the manner in which the action violated regulations or procedures governing the action.

- A statement describing the specific personal relief sought, i.e. what do you want management to do?

There are three appeal levels available to you if you are dissatisfied with a lower appeal level decision. The review levels for appeals are (1) Squadron Commander for Step 1 appeals; (2) Installation Commander (or designated) for Step 2 appeals; and (3) for regular employees only, MAJCOM SV for Step 3 appeals.



Grievances. A grievance means a request by an employee, or a group of employees acting collectively, for personal relief in a matter of concern or dissatisfaction relating to the employment of the employee(s) that is subject to the control of Air Force management. If you find it necessary to file a grievance, deliver or mail the grievance to the HRO not later than 7 days after the effective date of the action giving rise to the grievance. If the grievance is mailed, it must be postmarked no later than 7 days after the effective date of the action. The grievance must be in writing, signed, dated, and include:

- Your name, grade, organization, duty phone, home address, and home phone
- The name, organization, duty phone, home address, and contact information of your representative, if any.
- A clear indication that the memorandum is a Step 1 grievance.
- A statement of the specific action or incident giving rise to the grievance, including the date on which the incident occurred or action took effect, and the date on which you became aware of such action or incident.
- A statement of your reasons for believing that the action or incident is improper
- A brief explanation of any attempt by you to resolve the grievance informally
- A statement describing the specific personal relief sought, i.e., what do you want management to do?

There are three review levels available to you if you are dissatisfied with a lower review level decision. The review levels for grievance are (1) immediate supervisor for Step 1 grievances; (2) Squadron Commander for Step 2 grievances; and (3) Wing Commander for Step 3 grievances.

SECTION W – PERFORMANCE EVALUATION

As a NAF employee, you must be aware of what is expected of you. Your supervisor should continuously monitor your work performance and provide training and/or assistance where needed. All employees will receive a formal annual performance evaluation from their supervisor each year.

1. **Annual Performance Evaluation:** The annual performance evaluation cycle is 1 October through 30 September of each year. At the end of the evaluation cycle, you will be advised whether or not you are meeting the performance standards of your position. Employees who have met the performance standards **may** be recommended for performance awards. Those employees not meeting their performance standards will be advised of their performance

deficiencies, needed improvements and be provided reasonable assistance and time to improve. Failure to improve may result in reassignment, change to lower grade, or separation.

2. Mid Cycle Performance Feedback: Supervisors **may** conduct mid-cycle performance feedback at any time, normally during the months of March or April. All performance feedbacks are documented and made a matter of record.

SECTION X – INCENTIVE AWARDS PROGRAM

NAF employees play an important part in the efficiency and economical operation of the activity and we believe in recognizing them accordingly. All NAF employees may be considered for cash awards.

1. Performance Awards: Given to employees to recognize outstanding performance of a continuing nature. These awards are normally given during the annual performance evaluation cycle.

2. Special Act or Service Awards: Given to an employee for a specific event that results in a unique contribution to the organization above and beyond the scope of assigned duties. The amount of the award should be determined by the savings to the organization, either in actual dollar savings or in intangible benefits.

3. On-the-Spot Cash Award: Given to an employee for a specific event that results in a unique contribution which benefits the organization. The amount of the award may not exceed \$250.



4. Time-Off Incentive Awards: A time off award is granted in recognition of superior accomplishment or other personal effort which contributes to the quality, efficiency or economy of operations. This award is granted without loss of pay or charge of leave.

5. Service Recognition: Recognizes long and faithful service. Creditable NAF service includes regular service with any DOD NAFLI. A certificate is given for 5 years of service; 10, 20, 30, 40 and 50 years of service receive certificates and pins.

6. Employee Quarterly and Annual Award Recognition: Through respective flights, activity managers may recommend employees for quarterly and/or annual award recognition for each category. Squadron winners go on to compete at the group/wing level.

7. Activity Specific Awards Programs: Many activities have their own recognition and awards programs. Inquire with your supervisor.

SECTION Y – MAINTAINING DISCIPLINE

Hopefully, you will be a model employee while you are employed with us. However, if you should experience some conduct problems, you need to be aware of the discipline policy. Supervisors will set reasonable standards of conduct and maintain a constructive, disciplined work environment in which you are expected to recognize and carry out your responsibilities and

comply with the standards of conduct. Disciplinary action may be taken against an employee who violates established rules or policies. A disciplinary action is an action taken by management to correct delinquency or misconduct. Depending on the nature and circumstances surrounding the offense disciplinary action may consist of oral admonishment, written reprimand, suspension from duty without pay, demotion or separation from duty for cause. All disciplinary actions are recorded on the AF Form 971. You may be asked to initial the AF Form 971 entry. Your initials/signatures do not indicate agreement with the entry content, but only awareness of the entry.

SECTION Z – BUSINESS BASED ACTIONS (BBA)

Even though we plan on continued growth and expansion, the business climate may hinder our efforts to do so. A business based action is a reduction in employment category or pay rate, a change to lower pay band or grade, a furlough of eight calendar days or more, or a separation action initiated by management for non-disciplinary reasons. It is used to adjust resources in response to reorganize, realignment of workload, elimination of duties or responsibilities from a position, lack of funds, or from a need to be competitive with pay in the local labor market. A BBA is not used to address a performance or conduct deficiency, or to down grade a position because of a change in classification standards, or correction of a misclassification. Employees are affected by BBAs only if so identified after an objective, fair and equitable ranking against other employees in the same employment category, occupational series, grade or pay band, and in the same FSS organization. In addition, every effort will be made to find alternate employment for you where possible. Regular employees with at least one year of service who are involuntarily separated under this procedure are entitled to receive severance pay.

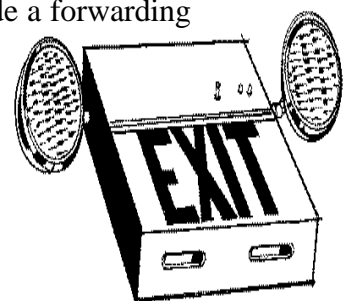
SECTION AA– TYPES OF SEPARATIONS

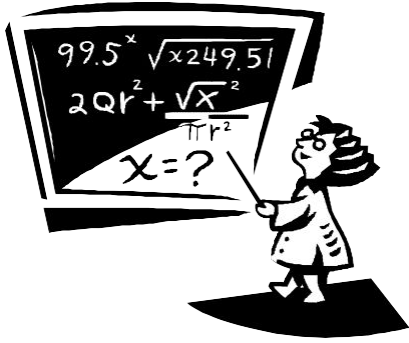
1. Retirement: A regular employee who joined the retirement program is eligible to retire. If you are considering retirement under the NAF Retirement system contact the HRO at least 3 months prior to your anticipated retirement date or earlier if possible.

- a. Normal Retirement. You must be 65 years of age to retire under the plan's "normal retirement", regardless of your years of credited service.
- b. Voluntary Early Retirement: The following applies:
 - At least 62 years of age with 5 years of credited service
 - Be at least 60 years of age with 20 years of credited service
 - Be at least 55 years of age with 30 years of credited service
- c. Optional Early Retirement: Be at least 52 years of age with 5 years of credited service.

2. Resignation: An employee wishing to resign needs to complete AF Form 2548 (NAFI Request for Personnel Action) either with your supervisor or at the HRO. Be sure to include a forwarding address. The effective date must be the last day you expected to work. Two week's notice should be given when possible.

3. Termination: A flexible employee may be terminated for any valid reason with 24 hours notice.





4. Separation During Probation: (Regular and Flexible Employees): An employee may be separated during probation if he or she fails to demonstrate that he or she possesses the skills or character traits necessary for satisfactory performance in the position.

5. Separation (Regular Employees): Will normally be processed as a BBA

6. Removal (Regular Employees): This is an action taken by management to separate a regular employee for cause, which may be used in cases of performance, misconduct or serious delinquency.

7. Resignation – Abandonment: (Regular and Flexible Employees) An employee who fails to report to work or notify management for three consecutive workdays without a reasonable explanation is considered to have resigned.

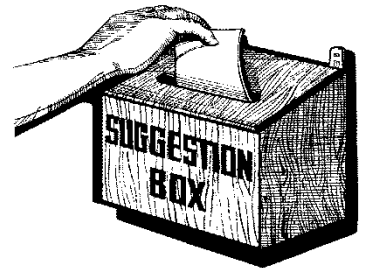
SECTION BB - IDEA PROGRAM

We encourage all employees to bring forward their suggestion and good idea about how we can be a better place to work or enhance our services.

Employees are encouraged to suggest improvement, which would result in tangible and intangible benefits. Suggestion must outline a specific area for improvement, state a workable solution, and incorporate expected benefits. Idea can be submitted individually or as a team or group. All IDEAs should be submitted through the IDEA Program Data System website at

<https://ipds.randolph.af.mil>

or by calling 238-IDEA (4332); for NAF you will need to complete AF Form 1000, Idea Application. (You may be eligible to win cash awards for adopted suggestions submitted to improve work methods, efficiency, and morale which result in savings. Additional information is available through AFI 38-401, The Air Force Innovating Development Through Employee Awareness (IDEA) Program.



SECTION CC – EMPLOYEE DEVELOPMENT/TRAINING

It is Air Force policy to provide the training necessary to ensure the maximum efficiency of employees in the performance of official duties. First line supervisors are responsible for job induction; provide required OJT; inform employee of self-development opportunities, and encourage participation in these activities. Self-development is the responsibility of each individual employee. Self-development is not necessarily limited to attendance at formal training programs, but may also consist of participation in community activities where speaking ability or human relations experience broadens one's outlook.

NAF employees are eligible for all needed training offered through base facilities, Air Force, interagency, and non-government training for which they meet the established prerequisites if quotas have been obtained and funds have been approved. In addition, the FSS employs a training technician whose function is to coordinate training for all FSS employees. Because of the variety of facilities comprising the FSS, training requirements vary with the type of job and the type of facility. On-the-job training is, in many cases, the most effective and practical form

of training offered. New employees are required to attend NAF Newcomer's Orientation as soon as possible after beginning work. Your supervisor will document all your training on your AF Form 971, Supervisor's Record of Employee. The commander considers training to be one of the most important aspects of your job.



SECTION DD – MISCELLANEOUS

1. My Money: Employees have the option to view and print Leave and Earning Statement (LES) and Federal Forms W-4 through My Money (<https://nafpay.afsv.net>). This website is accessible from any computer with an internet access and is available 24 hours, 7 days a week. LES and W-2 forms will not be printed and distributed to employees via interoffice mail or USPS mail. With My Money website, employees will have the ability to:

Review LES for accuracy of payment and any deduction	Print current and some past LES's
View and change Federal tax withholding (W-4)	Add, update, and delete allotments
View and Print W-2s	Change Direct Deposit Information
Review and/or change mailing address	

Any updates and/or changes you make using My Money site are effective immediately and may impact your pay. Employees should be careful, especially when updating tax withholding and banking information.

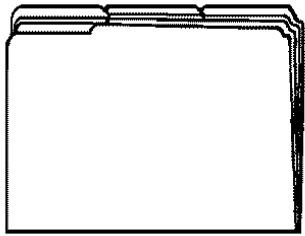
Many computers are available for use throughout the base for access to My Money, such as the base library and community center. You will be able to access My Money from any computer with an internet connection, to include any off base computer with internet access. If you happen to lock yourself out or you can't remember your password. You must contact HRO to unlock or reset your password.

2. Punctuality: It is your responsibility to report to work on time each day. Failure to do so, could lead to disciplinary being taken. Your supervisor will determine whether you will or will not be excused for the period of tardiness, whether you will be charged annual leave, leave without pay (LWOP), or whether such tardiness will be charged to absence without leave (AWOL).

3. Safety: It is important to be safety-oriented at all times. Accident prevention is everyone's responsibility. Always adhere to safety guidance and report all safety hazards to your supervisor. Keep safety in mind both on and off the job.

4. Civilian ID Cards: NAF employees will be issued proper documentation to obtain employee identification card on the day of in processing, if applicable. Upon resignation, employees who have been issued a civilian ID card must relinquish the card to Pass and ID, to their supervisor, or to the HRO during out processing. Failure to surrender these items will have their names turned in to the Security Police and appropriate action will be taken to recover the card.

5. Personnel Records: The HRO maintains the only Official Personnel Record (OPF) for each employee. All NAF employees are provided copies of each personnel action; such as appointments, pay increases, promotions, election/change in insurance coverage, etc., These are very important to keep, as they are a record of your employment here at RAF Mildenhall. Employees may review and obtain copies of their OPF through HRO. After an employee separates, the OPF is sent to the National Records Center for a long term staging. If you leave the RAF Mildenhall area and are hired at another military base in the a NAF position, your new HRO will request your personnel records either from this office or from the Records Center in Valmeyer, IL.



6. Supervisor's Employee Work Folder: Your supervisor maintain a six-part folder which consists of job related documentation such as, training, work history, performance and your conduct during your employment. The contents of this folder are confidential between you and your supervisor. If you desire to review your record, ask your supervisor. Should you move to another NAF position here at RAF Mildenhall, your folder will be forwarded to your new supervisor. Your folder will be destroyed 60 days after separation from NAF service at RAF Mildenhall.

7. Driving on Base: If you chose to drive on base, it is your responsibility to abide the law and rules. Driving on base, all passengers are required to wear seat belts. Children 5 years of age and under must be secured in a child safety device. The speed limit is 30 mph on RAF Mildenhall unless otherwise posted. Maximum speed limit in any parking lot is 5 mph. Maximum speed limit while backing is 5 mph. Construction areas or dirt roads are 10 mph. Dormitory area is 20 mph unless otherwise posted. Housing areas are 15 mph unless otherwise posted. Use of non-hands-free cell phones while driving on base is prohibited; those caught in the act will be banned from driving on base for one week minimum.

8. Dress and Appearance: Employees are expected to comply with reasonable dress and grooming standards, based on comfort, productivity, health, safety, and type of position occupied. Employee's attire must be in good repair and should not be considered offensive, disruptive or unsafe. Neat, tasteful appearances contribute to the positive impression we make on our patrons. A good, clean appearance bolsters your own poise and self-confidence and greatly enhances the FSS image. Employees who wear standard uniforms may be expected to comply with grooming and appearance standards for employees in similar occupations employed by other Federal, state or municipal governments (e.g. such as those prescribe in AFI 36-801, Uniforms for Civilian Employees, or distinctive apparel or food service personnel furnished uniforms by management).

9. Change in Dependent Status or Retirement from Active Duty: If you are a dependent of an active duty military member, and they separate from military, please advise the HRO so that your records may be updated. If you are active duty military member and you retire or separate from the military, please advise the HRO so that your records may be updated.

10. Bulletin Boards: Regulations and notices affecting your employment are posted on bulletin board located in your activity. It is your responsibility to read them periodically.

11. Violence in the Workplace: Violence in the workplace will not be tolerated. Acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect the mission or property, will not be tolerated. Acts or treats of violence include conduct which is sufficiently severe, offensive, or intimidating to alter the employment conditions, or to create a hostile, abusive, or intimidating work environment for one or several employees. All threats or acts of violence occurring on installation premises, regardless of the relationship between the 100th FSS and the parties involved. Violations of this policy by any individual will lead to disciplinary action, up to and including termination and/or legal action as appropriate. Every employee is encouraged to report incidents of threats or acts of physical violence.

12. Public Relations: As an employee of a service oriented organization, you will have constant contact with the public. Treat each customer courteously and professionally. Keep your personal life personal and do not entertain gossip. This will ensure good relations with the public and your colleagues.

13. Computers, Electronic Mail, Internet and Voice Mail Usage: The USAF makes every effort to provide the best available technology for the 100th Force Support Squadron, to include computer, electronic mail, and internet access and voice mail. The use of these must be restricted for official business only. All internet searches can be retrieved by the system administer and reviewed. Searches made to unauthorized sites can be traced. Any employees who consciously violate the use of internet or the use of electronic mail for improper purposes may be subject to severe disciplinary actions up to and including removal. You must be familiar with and adhere to AFI 33-100 User Responsibilities and Guidance for Information Systems.

14. Drug and Alcohol Abuse: Your decision to consume or abstain from alcoholic beverage is your personal choice. However, if your alcohol consumption has an adverse impact on your performance or conduct on the job, then it becomes the concern of your supervisor. If your supervisor suspects that your poor job performance or undesirable conduct adversely affected by abuse of alcohol or drugs, you will be referred for professional counseling. This does not mean that it has been concluded that you have a substances problem. The purpose of the appointment is to advise you that help is available. You are under no obligation to accept any assistance that might be offered after the initial interview. If there is a problem and you refuse to seek assistance, your supervisor is then free to pursue the appropriate personnel action to deal with the poor performance or misconduct. If you desire more information about this program or would like to arrange for a confidential meeting with counselor, professional counseling is available, your supervisor or the RAF Lakenheath Alcohol and Drug Abuse Prevention Treatment Program (ADAPT) at 226-8602. Possession or use illegal drug is a crime and can be the basis of disciplinary action including removal. In addition, NAF employees are prohibited from possessing, selling or using drug abuse paraphernalia on or off duty on the Air Force installation. Failure to comply with this provision may result in disciplinary action.

15. Confidentiality: Often in the course of business, you may be exposed to highly confidential information. This information may concern the Employer (USAF), its business, or one of our employees, or customers. Discussing sensitive information with unauthorized individuals can do damage both professional and personally, so we request you avoid such discussion. Contact your manager or HRO if you hear something that concerns you.

ATTACHMENT 1 - STANDARDS OF CONDUCT BRIEFING

Air Force personnel, on or off duty, are expected to conduct themselves in a lawful manner; to observe the spirit as well as the letter of the laws and regulations governing conduct; and to refrain from private activities which would place them in a position where there is a conflict or an appearance of a conflict between public interest of the United States and their private interest. The following prohibitions apply to NAF employees:

1. Using civilian or military titles or positions in connection with any commercial enterprise or in endorsing any commercial product.
2. Engaging in any business, activity or financial transaction involving direct or indirect use or appearance of use of inside information gained through an Air Force position for their own or another's private gain.
3. Engaging in teaching, lecturing or writing that is dependent on information obtained as a result of Government employment, unless that information has been published or is or will be made available to the public on request, or where the agency head authorizes use of nonpublic information because it is in the public interest.
4. Using or allowing the use of Government property for other than officially approved activities.
5. Personal commercial solicitation and sale to military personnel, junior in rank or grade, on or off duty, in or out of uniform, except for one time sale of one's property or privately owned dwelling.
6. Participating in, conducting or selling or purchasing tickets for any gambling activity on Government owned or leased property or while on duty for the government.
7. Soliciting or accepting a gift from DOD personnel receiving less pay than oneself.
8. Giving preferential treatment to any person.
9. Actions affecting adversely the confidence of the public in the integrity of the Government.
10. Soliciting or accepting gifts, favors, entertainment or any other thing of monetary value, directly or indirectly, from individuals or firms doing business or attempting to do business with the DOD.
11. Your personal conduct, both on and off your job, should not reflect discredit upon the Air Force. You should be careful not to incur financial obligation which you may have difficulty in meeting. Any Government employee who contracts debts, willfully and without sufficient cause, and neglects or avoids payment will be discharged as unsuitable for employment by the Air Force.

ATTACHMENT 2 - POLITICAL ACTIVITY DOS AND DON'TS FOR FEDERAL EMPLOYEES

- **May** be candidates for public office in nonpartisan elections
 - **May** register and vote as you choose
 - **May** assist in voter registration drives
 - **May** express opinions about candidates and issues
 - **May** contribute money to political organizations
 - **May** attend political fundraising functions
 - **May** attend and be active at political rallies and meetings
 - **May** join and be an active member of a political party or club
 - **May** sign nominating petitions
 - **May** campaign for or against referendum questions, constitutional amendments, municipal ordinances
 - **May** campaign for or against candidates in partisan elections
 - **May** make campaign speeches for candidates in partisan elections
 - **May** distribute campaign literature in partisan elections
 - **May** hold office in political clubs or parties
-
- **May not** knowingly solicit or discourage the political activity of any person who has business before the agency
 - **May not** engage in political activity while on duty
 - **May not** engage in political activity in any government office
 - **May not** use your official authority or influence to interfere with an election
 - **May not** collect political contributions unless both individuals are members of the same federal labor organization or employee organization and the one solicited is not a subordinate employee
 - **May not** engage in political activity while wearing an official uniform
 - **May not** engage in political activity while using a government vehicle
 - **May not** solicit political contributions from the general public
 - **May not** be candidates for public office in partisan elections

Contact the HRO for additional information.

ATTACHMENT 3

EQUAL EMPLOYMENT OFFICE (EEO) AND EQUAL OPPORTUNITY & TREATMENT (EOT/HRE)

1. Discrimination:

Civilian Definition - Any act or failure to act, based whole or in part on a person's race, color, national origin, religion, sex, age, mental or physical handicap, that adversely affects privileges, benefits, working conditions or results in disparate or unequal treatment of employees or applicants.

Military Definition - Any action that unlawfully or unjustly results in unequal treatment of persons or groups based on age, race, color, religion, national origin, ethnic group or gender and for which distinctions are not supported by legal or other considerations.

2. The use of disparaging terms and remarks pertaining to race, color, sex, national, origin, age, ethnic group, religion or handicap constitutes unlawful discrimination. Trigger words and sexist remarks are intolerable and ethnic/sexist jokes will not be condoned. Posters and pictures that degrade or exploit certain groups will also not be tolerated.

SEXUAL HARASSMENT

A subcategory of gender discrimination that involves sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

1. Submission to or rejection of such conduct is made explicitly or implicitly a term or condition of a person's job, pay or career, or
2. Submission to or rejection of such conduct by a person is used as basis for career or employment decisions affecting that person, or
3. Such conduct interferes with an individual's performance or creates an intimidating, hostile or offensive environment, or
4. Any person in a supervisory or command position who uses or condones implicit or explicit sexual behavior to control, influence or affect the career, pay or job of a military or civilian employee, or
5. Any military member or civilian employee who makes deliberate or repeated unwelcome verbal comments, gestures or physical contact of a sexual nature.

EQUAL OPPORTUNITY & TREATMENT COMPLAINT PROCESS:

Complainants should make every effort to resolve problems at the lowest level (i.e., your supervisor or chain of command). If the problem cannot be resolved at that level, the employee should contact the 100 Wing EEO staff at 238-2468

Any employee who thinks they may have been discriminated against must contact an Equal Employment Opportunity (EEO) counselor WITHIN 45 CALENDAR DAYS of the date of the incident before a formal complaint of discrimination or sexual harassment can be processed IAW 29 CFR 1614.105, AFI 36-1201 and 36-2701.

ATTACHMENT 4

DUAL COMPENSATION

The Dual Compensation Act prohibits an individual from receiving pay from more than one position for more than an aggregate of 40 hours of work in one calendar week. This restriction applies to all positions within the U.S. Government including appropriated fund (APF) (civil service), nonappropriated fund (NAF) and Army and Air Force Exchange Service (AAFES) positions. The Act does not prohibit the employment of off-duty military personnel.

UNEMPLOYMENT COMPENSATION FOR FEDERAL EMPLOYEES (UCFE)

All Recently Hired and Rehired Employees:

If you have applied for or have been receiving Unemployment Insurance benefit payments, it is your responsibility under penalty of law, to promptly notify the appropriate local offices, in writing, to discontinue the issuance of Unemployment Insurance checks now that you are employed. Failure to notify the State Agency can result in a fine, imprisonment or both.

ATTACHMENT 5

ANTI-ROBBERY PROCEDURES

This procedure outlines steps which must be taken in the event of a robbery (actual or exercise) at your facility. All assigned personnel must become thoroughly familiar with the following:

1. Remain calm! Do not resist, but provide only what the robber demands.
2. Observe the robber(s), noting significant facts, i.e., color of hair and eyes, height, weight, race, clothing, scars, tattoos, speech (slurred, accent) and type of weapons.
3. If a duress switch is available, activate it as soon as possible, but only if it is safe to do so.
4. After the robber has departed, secure the facility. Allow no one to enter/depart without permission of the Security Police.
5. Notify co-workers and your supervisor of the incident. (Teamwork is essential at this point.)
6. Notify the Security Police via telephone, 911, and relay all pertinent information to the desk sergeant. Be sure to let the desk sergeant know if the robber has departed the facility.
7. When it's safe to do so, follow the robber(s) outside to obtain mode and direction of travel. You do not have to do this yourself, but ensure it is done. Let the desk sergeant know this right away.
8. Secure your area. Do not allow anyone, including yourself, to touch anything the robber(s) may have touched (notes, counter tops, etc.).
9. Get names and addresses of all possible witnesses. Write them down!
10. Do not discuss this incident with anyone except the Security Police or other investigating agency.

ATTACHMENT 6

BOMB TREAT PROCEDURES

1. For abusive or obscene calls, contact the Security Police, 238-2667 or 911.
2. Should you receive a bomb treat, the most important action to remember is to remain calm. Notify the Security Police, 911, immediately.
3. The following checklist is provided for use when a telephone bomb threat is received:
 - a. Do not hang up the telephone
 - b. Activate the telephone tracer system if installed
 - c. Attempt to keep the caller on the line
 - d. Ask as many questions concerning the bomb as the caller will allow
 - e. Attempt to write down the conversation word for word
 - f. When possible, attempt to have another person in the immediate area notify Security Police, 911. After the caller has terminated the call, immediately notify the Law Enforcement Desk if not already accomplished. When possible, do not use the same line that was used by caller
 - h. Do not hang up the phone even after the caller has hung up
 - i. Notify the building custodian
 - j. Document the following information:
 - (1) Time of call
 - (2) Location of device(s)
 - (3) Denotation time
 - (4) Any information about the type of device
 - (5) Background noises
 - (6) Sex of caller and approximate age
 - (7) Accent or speech impediment
 - (8) Emotional state of caller
 - (9) Did the voice sound familiar? If so, who did it sound like?

If it is determined that it is necessary to evacuate, direct all personnel to one location outside of threatened facility. Wait for the Security Police to check the building before reentering.

ATTACHMENT 7

GROUND SAFETY BRIEFING

It is a well know conclusion that mishaps are invariably caused by failure of a person to perform in a safety-oriented manner or by exposure to unsafe surroundings. Although the safety manager is the "key person" in any mishap prevention effort, the safety program involves everyone. If you should see an existing or potential hazardous condition, act or procedure you should bring it to your supervisor for action or submit an AF Form 457, USAF Hazard Report, to your supervisor or to the Base Safety Office. These forms are available in your activity. Follow instructions provided. Reports may be submitted anonymously.

Here are 10 safety rules that can be universally applied by all NAF employees to eliminate mishaps, increase production and make your activity a better place to work:

1. Follow instructions. Don't take chances. If you don't know, ask
2. Correct or report unsafe conditions
3. Help keep everything clean and orderly
4. Use the right tools and equipment for the job
5. Report all injuries, get first aid promptly
6. Use prescribed protective equipment, wear safe clothing
7. Use, adjust or repair equipment only when authorized
8. Pay attention to the task at hand, don't be distracted or distract others
9. When lifting bend your knees, not your back; get help for heavy or awkward loads
10. Comply with all safety rules, heed safety signs

ENERGY CONSERVATION BRIEFING

As a NAF employee, you play a key role in our collective effort to conserve energy. Efficient management of climate control, building maintenance and operation of utilities will result in tremendous energy savings with resultant decreases in costs. You are the overall building manager in the application of these energy conservation schemes:

1. Close the doors and windows when the air conditioner or heater is on.
2. Turn off unneeded lights and unplug unnecessary appliances.
3. Check for leaky faucets when performing closing inspections.

ATTACHMENT 8

FIRE PROTECTION BRIEFING

As a NAF employee, it is essential that you enforce safe smoking habits and ensure that smoking is permitted only in safe and designated smoking areas. Make sure that receptacles are provided and used in areas where smoking is permitted.

Make close inspections at the end of each tour of duty to ensure areas are left in fire-free condition. You should be very familiar with the firefighting apparatus located on your immediate work area. When a fire occurs or is discovered, notify the Fire Department immediately by the most expeditious means available. In all instances, keep calm, speak clearly and answer all questions asked by the fire dispatcher. Even if you smell smoke, do not hesitate. Report it immediately. Do not hang up the phone until told to do so. Fire may be reported by one or more of the following methods:

1. Using an administrative telephone:
 - a. Lift the receiver; ensure a dial tone is heard
 - b. Dial 911
 - c. Give building number
 - d. Give facility title, for example, Bowling Center, Enlisted Club, etc.
 - e. Tell where the fire is burning, for example, kitchen, front office, etc.
 - f. Tell what is burning, for example, grease, curtains, etc.
 - g. Give your name to the fire dispatcher
2. To report a fire from any manual fire alarm box, pull trip handle to activate the alarm.
3. Three steps on reporting a fire or smell of smoke are as follows:
 - a. Evacuate the facility by pulling the pull station located at exits
 - b. Call the Fire Department by dialing 911 or 238-2763
 - c. Have someone direct fire fighters to the scene
4. All fires regardless of size, nature or whether they have been extinguished will be immediately reported to the fire department for further investigation.

ATTACHMENT 9

DRAM SHOP THEORY BRIEFING

1. This theory deals with legal liability, created by law or court decision, which imposes on the server (owner or operator) of alcoholic beverages the duty to refuse to serve alcoholic beverages to a patron who reaches or appears to be reaching the point of intoxication. Under some state or local laws, the server (owner or operator) may be held liable for damages when alcoholic beverages continue to be sold to such a patron who brings harm to property, himself or others.

2. If you are a NAF employee that serves alcoholic beverages, you are required to read the operating instructions that prohibit serving alcoholic beverages to those appearing to be intoxicated and not in complete control of their faculties. In addition, you are required to acknowledge understanding of the following statement:

"I understand my responsibility under the Dram Shop Theory not to sell or serve alcoholic beverages to persons that appear to be intoxicated and not in complete control of their faculties."

3. This statement will be entered on your AF Form 971, Supervisor's Record of Employee, and must be signed by the server.

ATTACHMENT 10

NAF EMPLOYEE GROUP LIFE INSURANCE PLAN

General: The NAF Employee Group Life Insurance Plan is provided to NAF employees through a contract with Minnesota Life which underwrites the coverage. The following is a very brief, general summary of the primary provisions of the plan. More detailed information may be obtained from your servicing HRO.

Eligibility: Regular NAF civilian employees and off-duty military members who are employed in a regular NAF position.

Enrollment: Enrollment must occur within the 30-day period after an employee first becomes eligible for coverage. Enrollment at a later date requires submission of evidence of insurability, approved by Minnesota Life.

Contributions: Employees and their employing NAFI both contribute to the cost of the plan. The rates are established annually and are paid biweekly through payroll deductions. The amount of your contribution is determined by the amount of your insurance coverage.

Accidental Death and Dismemberment (AD&D): Your coverage includes AD&D insurance equal to the amount of your life insurance.

Amount of Insurance: The amount of life insurance is based on your annual rate of basic earnings.

Beneficiaries: You may designate your beneficiary(ies). If you do not, any proceeds will be paid according to law.

Conversion/Continuation: There are provisions under which you may convert to a commercial policy following loss of eligibility to participate in the plan. There are also more limited provisions under which some participants may be able to continue their participation in the plan following loss of eligibility to participate as an active employee. Conversion and continuation provisions do not include AD&D coverage.

ATTACHMENT 11

NAF EMPLOYEE GROUP HEALTH INSURANCE PLAN

General: The DOD Health Benefits Plan is a self-insured, Open Choice Preferred Provider Organization (PPO) plan with all expenses paid from the contributions made by enrolled employees and their employers. Claims are processed by the Minnesota Life Insurance Company under a contract for those services. The following is a brief, general summary of the plan. More detailed information may be obtained from your servicing HRO.

Eligibility: Regular NAF civilian employees.

Enrollment: Must occur within the 31-day period after an employee first becomes eligible for coverage. Enrollment at a later date can only take place during the next Open Season. You may enroll in either individual coverage for yourself or family coverage to include your eligible dependents.

Contributions: Employees and their employing NAFI contribute to the cost of the plan. The rates are established annually and are paid biweekly through payroll deductions. Through the Flexible Benefits Plan, employees have the option of paying their contributions with pre-tax dollars, thus reducing their taxable income.

Basic Coverage: The plan provides comprehensive coverage for hospital, surgical and other medical expenses.

Claims: Claims are submitted directly to Aetna for processing and payment.

Continuation/Coverage: There are provisions under which covered employees and their dependents may extend their coverage under the group plan, or convert to a commercial policy, following loss of eligibility to participate in the plan.

ATTACHMENT 12

EMPLOYEE'S RESPONSIBILITIES UNDER THE WORKERS' COMPENSATION PROGRAM

Notify your supervisor immediately if you are injured while on the job.

Get a form **LS-1**, Request for Examination and/or Treatment, from your supervisor to take with you to the doctor.

Your physician must complete the back of the **LS-1**. Make sure you look at a sample **LS-1** so you will know what information is especially important for the physician to complete. It is your responsibility to get the **LS-1** filled out properly. You and/or your supervisor must return this form to the HRO after it is completed.

If your injury requires emergency treatment, it is your responsibility to get the treating physician to complete the **LS-1** within 24 hours. No hospital bills can be paid without the **LS-1**.

You have the right to choose the physician you wish to see. You are entitled to only one choice of physician.

You must inform the physician that the injury is job-related. You need to ensure that the physician does not involve Tricare or any other personal insurance you are enrolled in.

You must complete **AF Form 786**, Patient's Authorization for Release of Medical Information, and return the form to your supervisor within 5 days of the injury.

You must complete the form **LS-201**, Notice of Employee's Injury, immediately or, in an emergency, within 24 hours of the injury.

All required forms, medical reports and bills must be sent to the Human Resources Office, 100 FSS/FSMH, Unit 4702 APO AE 09459 as soon as possible.

Obtain from your treating physician a return to work date and whether it is to regular or light duty. Notify your supervisor immediately. If you are released for light duty, ensure your physician indicates all work restrictions. This should be documented on the **LS-1** or **LS-204**.

If any follow-up visits are required for treatment of this injury, you must have the physician complete a form **LS-204**, Attending Physician's Supplementary Report, each time you see the physician, after the initial visit. Make sure you look at a sample **LS-204** so you will know what information is especially important for the physician to complete. It is your responsibility to get the **LS-204** filled out properly.

Keep your supervisor informed of your condition and any change in status.

Your disability benefit may be supplemented from available sick leave or annual leave (*regular employees only*) so that your combined income from the disability benefit and the leave payment

equal but does not exceed 100 percent of your wage at the time of injury. You may initiate this action by completing and submitting an OPM Form 71, Request for Leave or Approved Absence, to your supervisor.

NOTE: The Shared Services Center and HQ will not pay medical bills or compensation without the original **LS-1** and **LS-204** as needed.

Reasonable medical and other related expenses are payable for the period that the nature of the injury or the process of recovery requires.

ATTACHMENT 13

NONAPPROPRIATED FUND (NAF) CAREER PROGRAM

1. The Services NAF Career Program centrally manages positions in pay band IV and above for the following:

- Club Managers and Assistants
- Golf Course Managers and Assistants
- Golf Course Superintendents
- Name Brand Restaurant Managers
- Bowling Center Managers and Assistants
- HQ AFSVA Staff
- Lodging Managers and Assistants

2. Registration Eligibility: To be eligible to self-nominate for AF Services NAF Career Program positions applicants must be registered in the program.

United States (US) Citizens: Registration is open to all US citizens regardless of current grade or pay band.

Military Members: Active duty enlisted military members may register within 6 months of retirement or separation and can be referred for positions within 60 days of terminal leave

3. Registration Procedures:

Registration Packages: Registration packages must be submitted via email to NAFCAREERS@RANDOLPH.AF.MIL or by FAX to DSN 665-3703; CMCL 210-565-3703. Registration in the program remains current for one year from the date of registration. To remain an active registrant and be eligible to self-nominate for vacant positions, registration must be updated annually or any time the resume changes.

Registration Requirements: Only persons registered in the Career Program may be selected or placed in a Career Program covered positions. The following documents are required for registration.

Properly formatted resume with supplemental data information. Call HRO for further information.

Current AF NAF employees must provide a copy of their latest AF Form 2545, NAFI Notification of Personnel Action

Current APF employees must provide a copy of their latest SF 50, Notification of Personnel Action

Applicants claiming veteran's preference must provide a member 4 copy of their DD Form 214, Certificate of Release or Discharge from Active Duty

Military members within 6 months of retirement must provide a copy of their retirement orders and a letter from their supervisor indicating start date of terminal leave.

4. Internal and External Registrants: Registrants are categorized as Internal or External candidates. Internal candidates are current Air Force NAF Services employees. External candidates are applicants who do not meet the criteria to be categorized as an internal candidate (APF, military, DOD NAF, and non-federal).

5. Updating Registration: At a minimum, registrants must update their resume annually to remain active. Resume changes are reported by submitting an updated resume to NAFCAREERS@RANDOLPH.AF.MIL or by faxing it to DSN 665-3703; CMCL 210-565-3702. Registrants are responsible for ensuring their registration remains current. If information is not current, the file may be deemed inactive, and thereby, not referable.

6. Self-Nomination Procedures: NAF Career Program registrants are eligible to self-nominate for vacant positions within the open and close dates on the vacancy announcements. Registrants may self nominate by e-mail to NAFCAREERS@RANDOLPH.AF.MIL or FAX to DSN 665-3703, CMCL 210-565-3703. Registrants may not self-nominate by phone. Self-nominations must be in writing and include the following.

- a. Name
- b. Social Security Number
- c. Complete Address
- d. Contact Phone Numbers
- e. Vacancy Announcement Number
- f. Position Title and duty location of vacancy

7. Posting Vacancies: Vacant positions are posted on the NAF Services Career Program web page at <http://www-p.afsv.af.mil/CR>. A separate self-nomination must be submitted for each vacancy for which a registrant wishes to be considered.

8. Simultaneous Registration and Self-Nomination: Applicant may update their registration and self-registration and self-nominate simultaneously. Applicants not currently registered may submit their registration package along with their self-nomination. Applicants will only be considered for those positions for which they have self-nominated.

9. Closing Vacancy Announcements: All self-nominations must be received in the Services NAF Career Program office by closing date listed on the vacancy announcement to be referred and considered for selection.

10. Multiple Referrals: Registrants referred simultaneously for more than one vacancy may accept the position offered, or may subsequently decline the first offer without penalty to accept a second offer for another NAF Career Program position. However, once a position has been accepted and funds allocated, no further changes are authorized.

100th Force Support Squadron Directory

www.100fss.com

When calling from a civilian line: 01638-54-XXXX

When calling from DSN: 238-XXXX

ACTIVITY	PHONE
Airman & Family Readiness Center, Bldg 460	3406
Arts and Craft Center, Bldg 442	2644
Auto Hobby Complex, Bldg 240	2480/1480
Bob Hope Community Center, Bldg 404	2579
Bowling Center, Bldg 160	2348
Daily Grind Coffee Shop, Bldg 404	7178
Child Development Center, Bldg 288	2042/7153
Civilian Personnel Customer Service, Bldg 435	3540
Education Center, Bldg 427	2350
Family Child Care (RAFL)	226-2170
Hardstand Fitness Center, Bldg 849	3730
North Fitness, Bldg 463	2041
Galaxy Club, Bldg 437	2680
Gateway Dining, Bldg 436	2689
Human Resources (NAF), Bldg 460	3682/3684
Information, Ticket & Tours, Bldg 168	2630/1004
Library, Bldg 425	2352
Lodging (Gateway Inn), Bldg 459	6001
Low Cal Bistro	3040
Marketing, Bldg 450	2057
Military Personnel Customer Service, Bldg 436	5298
Outdoor Recreation and Supply, Bldg 162	4283
Post Office	5159
Professional Development Center	5933
VAT Relief Office	3822
Youth Center, Bldg 293	5437

CHANGES IN EMPLOYMENT PROCEDURES

The information contained in this employee handbook may be changed when DOD, FSS, USAFE or Headquarter USAF deems necessary to change or add a policy or regulation. While it is our intention to provide you with advance notice of any changes, it may not always be possible. To be sure you are up to date with employment information and procedures, stay in close communication with your supervisor and look for changes posted on you employee bulletin board. If in doubt call HRO to ensure the information you have is accurate.