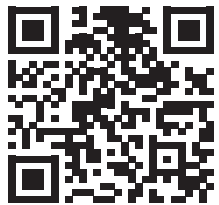




Darcy the Dragon, 5 FSS Mascot

Stay up to date on 5 FSS
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EEO Questions/Complaints:
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Non-Appropriated Fund

Employee Handbook

Minot Air Force Base, ND

Swimming Pools

The Minot Air Force Base pools offer a location for both fun and fitness. Exercise enthusiasts can utilize the pools for lap swim, and open swim allows fun for the entire family! During the summer months, usually May through September, patrons can visit the Outdoor Pool to beat the heat, and in winter months the Indoor Pool inside the McAdoo Fitness Center is available for all aquatic needs.

Sakakawea Inn

The Sakakawea Inn Provides quality service and accommodations to all visitors including visiting friends and family members, not just military personnel. Our Lodging facility has 87 rooms, including 12 pet approved rooms for any traveling furry friends. Check out our page at 5thforcesupport.com or details and pricing!

Youth Center

Minot Air Force Base boasts one of the largest Youth Facilities in the Air Force. Open to eligible youth ages 6 to 18, the Youth Center features before and after school programs as well as a teen center filled with a wide variety of activities! The knowledgeable staff plans daily curriculum for both individual students' needs and group interests including activities for leadership development, health & life skills, the arts, sports, fitness & recreation, career development, & more!

WELCOME !

Welcome to the 5th Force Support Squadron. As an employee of Minot Air Force Base, we sincerely hope you find your work pleasant, challenging, and interesting. The ultimate success of our efforts requires the best from all. Our motto, "Giving 'em the BEST--three times over... the BEST people, providing the BEST services to the BEST installation," says it all.

This handbook is provided to help you get off to a good start. It will provide answers to many of your questions; however, it is not designed to be regulatory in nature. You may obtain further explanation of conditions relating to your job from your supervisor. Feel free to ask your supervisor about anything you do not understand. The Human Resources (HR) Office is also available to provide assistance. You may visit the HR Office during your work hours with the approval of your supervisor.

We hope you find Minot Air Force Base a great place to work! If you find ways of improving methods, morale, and/or production, let us know. Our number one goal is to provide you the tools you need to take care of customers, whoever they may be.

Good luck in your new job. We are delighted to have you as a member of our team.

Joseph M. Andersen, Lt Col, USAF
Commander, 5th Force Support Squadron

CHAPTER 1 - YOUR JOB

Federal Employment

Employment in a Non-Appropriated Fund Instrumentality (NAFI) is Federal Service, however, it is not considered Civil Service. If you are appointed later to a Civil Service position, the period of NAF service may be creditable for: (1) establishing eligibility for reinstatement; (2) a pay rate above the authorized entrance salary; or (3) other benefits governed by federal statutes and related regulations of the Air Force or other federal agencies.

Types of Appointments

There are three types of job appointments, Regular Part Time, Regular Full Time, and Flexible.

Regular Category – Regular Part Time (RPT) category employees work a minimum of 20 to a maximum of 40 hours per week. Regular full time (RFT) employees work a minimum of 35 to a maximum of 40 hours per week. Regular employees accrue annual leave and sick leave, are eligible for the group insurance plan, and may contribute to the Non-Appropriated Fund (NAF) Employee Retirement Fund and 401(k) Investment Program.

Flexible Category - All appointments other than Regular are considered Flexible regardless of the regularity of the duty schedule. The employee works 0 to 40 hours per week. Flexible employees do not accrue annual or sick leave, and are not eligible for participation in benefits programs.

Probationary Period

The probationary period is only for regular category employees. The probationary period tests the employee's ability, suitability, and fitness for the job, as shown by actual job performance. During this period, the employee's conduct and performance are observed, and he or she may be separated if conditions warrant. The Human Resources (HR) Office processes a personnel action upon satisfactory completion of the probationary period.

The length of the probationary period is:

- 6 months for Pay Band NF-I and NF-II employees
- 12 months for Pay Band NF-III to NF-VI employees
- 12 months for CY employees
- 6 months for Crafts and Trades (NS, NL, and NA)

Position Guide/Position Description

A Position Guide and/or Position Description is given to each employee during in-processing. These forms list the major duties and responsibilities of your job, as well as performance standards, qualifications, and training requirements. The position guide and description are not intended to cover every minor duty assignment. However, if you feel that your major duties are not properly described in your position guide or position description, discuss this with your supervisor.

Questions?

As a rule, if you have any questions about your job, your pay, benefits or other work-related matters, you should first ask your supervisor before you contact your flight chief.

McAdoo Fitness Center

The McAdoo Fitness Center has a wide range of activities for every fitness level! Utilize our state-of-the-art equipment, enhance any workout with one of our available personal trainers, or join us for one of our exciting competitions or intramural programs! Plus, take advantage of our 1/8-mile elevated running track, racquetball courts, rock wall, family work out room, basketball courts, and more! Be sure to check out the calendar on our website for our wide variety of free monthly fitness classes and events.

Military and Family Readiness Center (M&FRC)

The Minot Military & Family Readiness Center offers assistance serving DoD military and civilian personnel and families, including Guard and Reserve, uniformed members of other branches, military retirees, eligible family members and annuitants. The office can assist with Personal and Family Readiness including the Key Spouse Program, Career Focus, Relocation Assistance including Spouse Employment, Family Life Education including Relationship Enhancement & Volunteer Resources, as well as Personal Financial Skills Development including the Air Force Aid Society.

Outdoor Recreation

Discover what nature and the North Dakota area has to offer at Minot AFB Outdoor Recreation! Let us take care of your rental needs with our wide selection of outdoor gear including camping, fishing, boating, lawn/gardening, and more! Keep an eye on our website for various trip and class opportunities, and be sure to stop in to give our indoor archery simulator a shot! Outdoor Recreation is also home to the Loan Closet offering many household items available for check-out, and Information, Tickets & Travel with details about various travel options including hotels, flights, and other traveling needs!

Rockers Bar & Grill

Rockers is the place to go for anyone craving a basket of wings or a mouth-watering burger! The sports bar motif offers the perfect atmosphere for an evening out with friends or catching the game on one of the many viewing screens. Bring the whole family to dine in our restaurant, and host your next meeting or celebration in the clubhouse! Along with food and drink specials, Rockers hosts multiple events each month including Thursday Night Football, karaoke, and more!

Rough Rider Golf Course

The Rough Rider Golf Course is a challenging nine-hole course open to the public located outside the Minot AFB gate. Featuring a driving range, putting green, chipping green, and picnic area, the Rough Rider Golf Course offers something for everyone with a wide variety of events and tournaments for all ages and skill levels. Cool off in the lounge with a snack at the indoor clubhouse and grab any golf items at the pro-shop!

Rough Rider Lanes Bowling Center

STRIKE up a good time at Rough Rider Lanes, Minot Air Force Base's Bowling Center! With 22 lanes, a complete pro-shop, and awesome group rates and birthday party packages, they can take care of any bowling needs. Check out the gaming activities, and be sure to keep an eye out for league information as well as special events throughout the year!

Child Development Center

The Minot Air Force Base Child Development Center seeks to provide a safe, healthy, and caring learning environment for children ages 6 months through preschool. Curriculum includes daily creative learning activities, dramatic play, cooking experiences, literacy skills, motor skill development through classroom and playground exercises, and more!

Dakota Inn Dining Facility (DFAC)

The Dakota Inn Dining Facility is ready to serve Minot Air Force Base Personnel – both military and civilian – every day, no matter what the North Dakota weather may have in store! With a wide array of dining options available including entrée, pizza, deli, grilled, and international dishes, there's something for everyone. Plus, keep an eye out for special holiday meals and seasonal events!

Family Child Care

Family Child Care provides valuable in-home child care services to support the families of Minot AFB. The FCC program offers quality care for children ranging from birth to five years of age by licensed, professional child care providers.

Fly-By-Inn (Flight Kitchen)

The Fly-By-Inn Flight Line Kiosk is open to all MAFB personnel, families, and visitors! It is open Sunday - Thursday for midnight meals available for late-shift personnel or anyone needing a late-night snack!

Jimmy Doolittle Center

Located immediately west of the Sakakawea Inn, the Jimmy Doolittle Center serves the base populace as a conference center, fully equipped to set up for a variety of special functions, celebrations, meetings, and training seminars. Catering services are available for large functions, small gourmet dinner parties, and anything in between. An expanded ballroom has the capability of converting into three smaller areas with the use of portable partitions. Plus, swing by the Ground Zero Lounge to utilize our pool tables, darts, games, and more!

EMPLOYMENT GUIDELINES

Additional or Outside Employment

You may hold more than one federal job, but you may not work more than a total of 40 hours per week. This restriction includes working for the Army and Air Force Exchange Service (AAFES) and Civil Service. Off-duty military members may not work more than 34 hours a week for NAF.

If you are interested in an additional or a different NAF position, you must complete an AF Form 2550, NAF Application for Promotion or Other Position Change. You must apply on NAFJOBS.org.

In accordance with the Code of Ethics, NAF Employees are prohibited from engaging in any outside or self-employment activities and interests that can be construed as adversely influencing the full and proper discharge of their NAF responsibilities. If you hold a second job or engage in any outside activity which, in our opinion, interferes with your performance here, you will be asked to either stop your outside activities or resign from your NAF position.

Re-employment After Military Service

NAF personnel have re-employment rights after U.S. military service. Employees leaving a position for the military must signify his or her intent in writing to return to employment with the same Force Support Squadron.

Security Clearances

All NAF positions require background checks. Continued employment is dependent upon satisfactory completion of the investigation.

Note: Positions dealing with youth and children under the age of 18. Persons selected for such positions must complete forms that provide information on past history, relationships, employment, and other personal data. Fingerprinting is also required. Positions having frequent contact with children require pre-employment security checks known as an Installation Records Check and a State Criminal History Records Check in addition to the National Agency Check.

Equal Employment Opportunity

Any employee, former employee or applicant who feel there was discrimination involved in any personnel action because of race, color, sex, religion, age, national origin, handicap or sexual orientation may file a complaint of discrimination. Names of Equal Employment Opportunity (EEO) counselors are posted on the bulletin in your work area. Claims need to be filed within 45 days of incident.

Our Chief EEO Counselor is listed on the back of this handbook.

Personnel Records

You will be given the original copies of all your NAF personnel actions, such as pay increases, transfers, promotions, etc. These documents are a very important record of your employment here at Minot AFB.

Your supervisor also maintains a copy in the Supervisor's Employee Work Folder. Your Official Personnel Folder is maintained in the HR Office; you may review this file by appointment. Your official personnel records are retired to the National Personnel Records Center in Valmeyer, IL after you separate from NAF employment.

Supervisor's Record of Employee, AF Form 971

When you begin working, your supervisor is given an AF Form 971, Supervisor's Record of Employee. He or she maintains it and uses it to document job induction, training, work history, and your conduct during employment. This record is USAF property, and the contents are protected by the provisions of the Privacy Act of 1974. If you wish to review your record, ask your supervisor to schedule a meeting with you. An employee's AF Form 971 is sent to the gaining supervisor upon reassignment or it is destroyed 1 year after separation.

Training

From time to time, your supervisor will schedule you for training, which will be done on the clock. Your supervisor will document completed training on your AF Form 971.

CHAPTER 2 - YOUR PAY

Pay Systems

There are three pay systems within NAF: (1) Crafts and Trades; (2) Pay Band; and (3) Child/Youth. These three systems have different pay schedules.

Crafts and Trades (CT): Positions include: Food Service Worker, Cook, Bartender, Waiter, Custodial Worker, Maintenance Worker, etc. Crafts and Trades positions are classified as NA (Nonsupervisory), NL (Leader), or NS (Supervisor) with grades ranging from 01-15.

Pay Band (NF): Positions are clerical, technical, or professional and include jobs such as: Operations Clerk, Accounting Technician, Cashier-Checker, Recreation Aid/Assistant and Club Manager. These pay band positions are classified as NF. Pay Bands range from I - IV.

Child/Youth (CY): Positions include Child and Youth Program Assistant. Pay Band I covers grades CY-01 and CY-02; Pay Band II includes grades CY-03 through CY-05.

Paydays

NAF employees are paid every 2 weeks on Friday. Payment is made by direct deposit to the banking institution of your choice. Direct deposit forms will be completed during in-processing. If there is any need to make changes to your banking information, you will have full access to do so on NAFPAY.

CHAPTER 8 - 5th Force Support Squadron Facilities

The following is a list of 5th Force Support Squadron facilities authorized for use by NAF employees. All employees are encouraged to become familiar with and make use of our facilities and programs.

Arts & Crafts Center

The Minot Air Force Base Arts & Crafts Center has a wide array of gift ideas for any age! Add a name, design, logo, or one of over 16,000 stock graphics available on our embroidery machine for your next project! Order custom engraving perfect for a present or award, and screen print on virtually any surface with our Magic Touch machine. Get your photos or artwork ready to hang with custom framing services, prepare for any party with our balloon room, and get signed up of our exciting classes including epoxy cutting board, acrylic paint pouring, wine & paint, and more!

Auto Hobby Shop

Stop by Minot AFB Auto Hobby to take advantage of our licensed mechanic's extensive knowledge and wide variety of tools with our Do-It-Yourself Services! Let Auto Hobby handle small engine repairs for those snow blowers or lawn mowers and be sure to give us a call for snow removal or on-base roadside assistance! Appointments are also available for welding instruction and basic car care classes.

The B-Fifty Brew

With a wide variety of drink specials including refreshers, juice, and of course perfectly brewed Starbucks coffee, The B-Fifty Brew has a refreshment to get the day started! Located inside Bomber Bistro, grab your drink to go or sit down and relax in our comfortable coffee shop atmosphere.

Base Library

The Minot Air Force Base Library has a wide variety of services and activities for all ages! Our knowledgeable staff can help find fiction and non-fiction books for all bookworms! Plus, DVDs, music CDs, audiobooks, electronic resources, professional reference services, programs, library orientations, computers, and more are available for patrons. Don't miss out on our many activities including craft and book clubs, story time for kids, seasonal activities, and reading programs!

Bomber Bistro

Minot Air Force Base's Bomber Bistro has a dish to suit just about any craving including sandwiches, pasta, wraps, salads, pizza, and more! Grab something for carry out, dine in with the family, or take advantage of one of our awesome Birthday Party Packages! Let the little ones blow off some steam in our indoor playground, Lil' Riders Playland!

IN YOUR WORK AREA

Conservation of Property and Materials

You are required to conserve the property of the Air Force and use all equipment and supplies in the proper manner.

Resource Protection

Resource Protection is an all-encompassing term. It is your responsibility to protect money and property entrusted to your care while performing your duties. Always secure your money. Your supervisor will brief you on procedures to follow to protect both money and property. Should you willfully damage government property, you may be required to pay for the damage. Disciplinary action may also be taken against you.

Building Security

Ensuring that your facility is left in a secure, fire-safe condition each evening as you close is among the most important tasks you perform. A careful inspection at closing will protect our buildings and equipment from damage or theft.

Safety

It is important to be safety-oriented at all times. Accident prevention is the responsibility of everyone, from reporting hazards to working safely. Identify any safety hazards to your supervisor.

EMERGENCY PROCEDURES

Natural Disasters

Natural disasters can occur at any time, however, in most cases, there will be some warning, either through the base warning system or local radio/television stations. Once alerted, you can obtain further information by listening to the radio, television, or base PA system in order to seek shelter, evacuate or assist in operations.

Inclement Weather

Reporting times will be announced through the use of local radio and television stations, recall rosters, and the on-base notification procedures. When in doubt, contact your supervisor.

Tax Withholding

Federal and state taxes are withheld from your NAF paycheck at a rate according to the IRS W-4 Form which you completed upon appointment. State tax deduction is 14% of your federal withholding tax, if federal tax has been deducted. All NAF employees, including off-duty military, must file with North Dakota for their NAF income. If at any time you wish to change your withholding status, please do so at the MyPay website: <https://nafpay.afsv.net>.

Tips

All tipped employees must keep a daily record of tips, whether cash or charge. Each month, tipped employees must report the total amount of tips to their supervisor. Reporting forms are available from the administrative offices in each club facility. It is your responsibility to maintain accurate tip records and reports for tax purposes.

HOURS OF WORK

Administrative Workweek

Seven consecutive calendar days constitute an administrative workweek beginning at 12:00AM Sunday and ending at 11:59PM the following Saturday.

Meals and Break Periods

You are not required to work more than six consecutive hours without a meal period (paid or unpaid). If time off for meals is not feasible, an on-the-clock meal period of 20 minutes or less may be authorized and included in your regularly scheduled workday. This meal period is to be taken at or near the workstation. Unpaid meal periods may be up to an hour in length. Break periods of not more than 15 minutes during each four hours of continuous work may be granted by the supervisor, but **MUST NOT** be in conjunction with a meal period or at the end of a shift.

Smoking

Smoking is permitted only in designated areas and only during breaks and meal periods. Smoking policies vary from activity to activity. Please discuss this with your supervisor.

Overtime

Crafts and Trades (NA, NL, NS) employees are paid overtime for work performed in excess of 8 hours per day or 40 hours per week. Pay Band (NF & CY) employees are paid overtime for work performed in excess of 40 hours per week. Overtime is paid at 1 ½ times the hourly rate. All overtime must be preapproved by management.

Night Shift Differential (NSD)

NSD is paid based on the majority of hours worked on a shift. The NSD for second shift (3:00PM - midnight) is your regular hourly rate plus a 7 ½ % differential. For the third shift (11:00PM - 8:00AM), the differential is an additional 10% pay band (NF-III through NF-VI) and CY employees receive their scheduled rate of basic pay plus an additional differential of 10% of the scheduled rate for work which falls between 6:00PM and 6:00AM. The night pay differential is in addition to overtime.

Sunday Premium Pay

All employees are eligible for night shift differential pay IAW AFMAN 34-310, paragraph 18.16. Regular category employees who work 40 hours of non-overtime hours per week are eligible for Sunday Premium Pay IAW-AFMAN 34-310, paragraph 18.17.

Holidays

Flexible category employees are not eligible for paid holidays off or holiday premium pay.

Regular category employees are entitled to be excused with pay on holidays or observed days. If the employee cannot be released due to duty requirements, the employee will be paid holiday premium pay. Holiday premium pay is equal to an employee's normal rate of pay (i.e. double time) and may not exceed 8 hours. Overtime work on a holiday is paid at the normal overtime rate.

Holidays observed during the year may include

New Year's Day	1 January
Martin Luther King Day	Third Monday in January
Presidents' Day	Third Monday in February
Memorial Day	Last Monday in May
Juneteenth	19 June
Independence Day	4 July
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	11 November
Thanksgiving	Fourth Thursday in November
Christmas	25 December

PAY ADJUSTMENTS AND INCREASES

Wage Survey Increases/Cost of Living Allowances (COLA)

Employees receive periodic pay adjustments in accordance with wage surveys and COLA's.

Pay Band (NFIII-NFIV) and Child Care employees wage adjustments are determined in conjunction with the General Schedule determined by Congressional Legislation.

Pay Increases

Pay Band employees do not receive Within-Grade Increases (WIGI). Pay increases for Pay Band employees may be granted at the supervisor's discretion, based on merit and subject to the Commander's/Deputy Director's approval.

Working While Under the Influence

The 5th Force Support Squadron (5 FSS) is responsible for the most complex and important weapon in the Air Force; the human weapon system. We impact everyone tied to Minot AFB, and need to be at the top of our game to provide the best service possible. One way to ensure this, is not being under the influence of drugs and alcohol while at work.

Use of illegal drugs and exceeding the recommended dosage of prescribed to drugs is prohibited. Performing our duties under these conditions are also prohibited. Additionally, all 5 FSS personnel should choose to refrain from any amount of drugs or alcohol while operating machinery or caring for children. It is important that everyone understands "under the influence" is defined as the presence of ANY amount of alcohol or drug. Although criminal charges are dependent on laws and other variables when drugs and alcohol are involved, negligence on the other hand can be found with just being under the influence.

We should be able to provide the best services, be responsible stewards of our resources, and trusted with the care of Minot's families and children without unnecessarily exposing ourselves and the base to unwanted perceptions or financial liability due to being under the influence of drugs or alcohol. Public Relations As an employee of a service organization, you may have frequent contact with the public. We would like you to treat each customer courteously and professionally – just as you would like to be treated. Remember that the customer's impression of you will reflect on the entire organization.

Public Relations

As an employee of a service organization, you may have frequent contact with the public. We would like you to treat each customer courteously and professionally – just as you would like to be treated. Remember that the customer's impression of you will reflect on the entire organization.

Grooming and Uniforms - First Impressions

It is important that our organization maintain a professional image. Our customers should immediately be able to recognize you as an employee. A guest will form an impression of you in the first few seconds of their visit. What goes into making a good impression? First start with your Image.

How are you perceived by the customer? You should be confident, competent, and professional. Second, look at your Appearance. Always present a professional appearance. Wear your uniform (if required) and always wear your name tag! Your supervisor will tell you the correct attire for your type of work. Good grooming and personal hygiene help present the professional image we need to do our jobs properly. You will feel better about yourself if you take pride in your appearance. Third, check your Attitude. Remember to maintain a positive, cheerful attitude at all times. Do not allow a customer to influence your attitude.

Chain of Command

All NAF employees are encouraged to use their line of authority (chain of command) at all times, beginning with your first level supervisor. Ask your supervisor for an organizational chart for your facility.

Standards of Conduct

As a NAF employee, you are required to understand and abide by the Code of Ethics for Government Service. The Code serves as a guideline in establishing ethical standards of conduct and avoiding conflict of interest matters. From your first day on the job, you should strive to build a reputation for integrity. Minot AFB expects all employees to maintain the highest possible standards of conduct.

Code of Ethics for Government Service

Any Person in Government Services Should:

Put loyalty to the highest moral principles and to country above loyalty to persons, party, or Government department.

Uphold the Constitution, laws, and legal regulations of the United States and all governments therein and never be a party to their evasion.

Give a full day's labor for a full day's pay; giving to the performance of his duties, his earnest effort and best thought.

Seek to find and employ more efficient and economical ways of getting tasks accomplished.

Never discriminate unfairly by the dispensing of special favors or privileges to anyone, whether for remuneration or not; and never accept, for himself or his family, favors or benefits under circumstances which might be construed by reasonable persons as influencing the performance of his governmental duties.

Make no private promises of any kind binding upon the duties of office, since a Government employee has no private word which can be binding on public duty.

Engage in no business with the Government, either directly or indirectly, which is inconsistent with the conscientious performance of his governmental duties.

Never use any information coming to him confidentially in the performance of governmental duties as a means for making private profit.

Expose corruption wherever discovered.

Uphold these principles, ever conscious that public office is a public trust.

Crafts and Trades pay system has five steps. Within each grade, employees receive Within-Grade Increases (WGI) based on satisfactory performance and the following time frame:

- Step 02 - 130 days worked in no less than 6 months
- Step 03 - 390 days worked in no less than 18 months
- Step 04 - 520 days worked in no less than 24 months
- Step 05 - 520 days worked in no less than 24 months

CHAPTER 3 - YOUR JOB PERFORMANCE

Performance Evaluations

The performance appraisal cycle for NAF employees is 1 October to 30 September each year. Employees must be working for 90 days prior to the end of the evaluation period to receive an evaluation.

Disciplinary Actions

Employees are expected to abide by reasonable standards of conduct and should understand that failure to do so may result in action ranging from oral admonishment to dismissal. The seriousness of the incident determines which action is necessary.

Following are examples of serious actions that may be considered sufficient reason for discipline or adverse action:

1. Insubordination - Refusal or failure to perform work as assigned; failure to follow directions/orders.
2. Falsification of records - This includes time cards, employment applications, etc.
3. Stealing government property or another employee's property.
4. Fighting, attempting bodily injury, or engaging in pranks/horseplay which cause damage to another employee.
5. Use of alcohol or illegal drugs on the job; reporting for work under the influence of alcohol or illegal drugs.
6. Defacing or intentionally damaging government property or equipment.
7. Dishonestly handling the finances or property of the government and/or its customers and representatives.
8. Unauthorized or unreported absence from work; abuse of sick leave.
9. Unauthorized use of government equipment or materials.
10. Improper conduct/discourtesy when dealing with the public; use of profane/abusive language.

Grievance Procedure

It is the policy of the Department of the Air Force and this installation that all employees will be treated fairly and be free from restraint, interference, coercion, discrimination or reprisal in making complaints or filing grievances.

It is strongly recommended that you use your chain of command and first discuss your concerns with your supervisor. An employee, or a group of employees, may file a grievance for personal relief when dissatisfied with matters related to conditions of employment (AFMAN 34-310, Chapter 9).

A signed and dated grievance must be presented to the HR Office not later than seven calendar days after an action or incident took place, or the date the employee first became aware of the grievable incident.

The grievance must be in writing, state it is a Step 1 grievance, and include the following:

- Employee name, grade, organization, duty phone, home address, and home phone.
- Name, organizational duty phone, home address, and home phone of employee representative, if any.
- Statement of the specific action or incident giving rise to the grievance, including dates the action took place and the date the employee became aware of the incident.
- Statement why you believe the action or incident was improper.
- A brief explanation of any attempt you have made to resolve the grievance informally.
- Statement of specific personal relief sought (what do you want management to do?).

Within 4 days after receipt, your grievance will be forwarded to the supervisor for action, returned for additional information, or returned as rejected with the reason provided in writing.

The supervisor is responsible for discussing the grievance with you and your representative, gathering relevant information, and making a decision on the grievance.

A written decision will be provided by the supervisor within 7 calendar days.

Resignation

To resign you must complete RPA checklist, NAFI Request for Personnel Action, at your employing duty station or in the HR Office. On this form, record the specific reasons for resignation and provide a forwarding address so that final paperwork can be mailed to you. Be sure to update your address at the MyMoney website: <https://nafpay.afsv.net> so you can receive your final W-2.

The effective date of the action is normally the last day you expect to work. Resignations may not be withdrawn without permission of the supervisor through the HR Office.

Out Processing

All NAF employees are required to out-process through their supervisor. All employees are also required to out-process through the HR Office.

NAF Suggestion Program

All NAF employees are encouraged to submit suggestions for improvement which result in tangible and intangible benefits to the squadron. The NAF suggestion program recognizes and rewards individuals making formal suggestions based on: improvements that result in NAF dollar savings. Suggestions are submitted using AF Form 1000, Idea Evaluation and Transmittal form and following procedures found in the 5th Force Support OI 38-01, Nonappropriated Fund Suggestion Program.

CHAPTER 7 - WHAT IS EXPECTED OF YOU

As an employee of the Federal Government, you have certain responsibilities and obligations. You are also subject to certain regulations and restrictions on Minot AFB. In your job, you are expected to abide by guidelines that have been established to maintain a businesslike atmosphere and professional image. By following these rules, you will help ensure safe, productive working conditions.

ON BASE

Civilian ID and/or CAC Cards

NAF employees who have been issued a civilian ID/CAC card must turn this card in upon separation, either to their supervisor or to the HR Office.

Traffic Regulations

You must observe traffic regulations and traffic signs on the base. They are posted for your protection. Seat belts are required to be worn at all times when driving on the base by all passengers in the vehicle. Penalties are imposed for all traffic violations, ranging from a warning to a restriction from driving on the base. Wearing a helmet is required when riding a bicycle or motorcycle. Reflective clothing is also required when riding a motorcycle. Vehicles are required to stop during the playing of the National Anthem.

Respect for the Flag

Chapter 10, Title 36, United States Code, states in part, "During rendition of the national anthem when the flag is displayed, all present except those in uniform should stand at attention facing the flag with the right hand over the heart. Men not in uniform should remove their headdress with their right hand and hold it at the left shoulder, the hand being over the heart. Persons in uniform should render the military salute at the first note of the anthem and retain this position until the last note. When the flag is not displayed, those present should face toward the music and act in the same manner they would if the flag were displayed there." Further, it is an Air Force directive that all persons and vehicles come to a complete halt upon hearing the National Anthem or upon seeing the flag being lowered.

ON THE JOB

Proper Mailing Address and Phone

It is your responsibility to maintain your NAFFPAY account as current by updating any changes to your telephone number or address.

FSS Awards Program

Supervisors submit nominations; selections are made by the 5 FSS Awards Committee. Awards are presented quarterly at the Commander's Call or other appropriate ceremony. All employees are encouraged to attend and join in honoring fellow employees' outstanding efforts. The awards program includes the following:

- NAF I Employee of the Quarter (Regular and Flex)
- NAF II
- Supervisor/ Manager of the Quarter
- Commander's Choice of the Quarter (Activity and Individual)
- Employees' Choice Award (Star Performer)
- Volunteer

Employees' Choice "Star Performer" Award - Nominations are submitted by coworkers. Forms are available from the HR Office or in your work area. Five winners are selected each quarter.

All of the above except for Employees' Choice Award and Commander's Choice (Activity) compete for the Annual Awards program.

Attitude Pin Program - Attitude pins are presented by the Commander, Deputy Director, or flight chiefs to squadron personnel who provide outstanding customer service, excel in the performance of their duties, or display exemplary team player attitudes. Pins can be accumulated in increments of five and turned in for cash.

Performance Awards

Performance awards are cash bonuses given to employees to recognize outstanding performance of a continuing nature. These awards are given in conjunction with the annual performance evaluation cycle each year. The award is initiated by the supervisor and forwarded to the commander for approval.

Cash Awards

A cash award may be given to an employee for a specific event or situation that was above and beyond normal duties. On-the-spot cash awards up to \$250 may be recommended by the activity manager and approved by the flight chief.

Time-Off Incentive Awards

A time-off award may be granted, without loss of pay or charge to leave, in recognition of superior accomplishment or other personal effort that contributes to the quality, efficiency, or economy of operations.

Special Act or Service Awards

This award may be 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 is determined by the savings to the organization, either in actual dollar savings or intangible benefits.

CHAPTER 4 - TIME OFF

LEAVE - DEFINITIONS AND POLICIES

Annual Leave - Regular Category Employees

Regular category employees accrue annual leave, which is paid time off from work. Annual leave is granted for the purpose of vacations or time off to transact personal business that cannot be taken care of during off-duty hours. Although annual leave is a right of an employee, the supervisor must approve when it is taken and how much is taken. Advance approval of annual leave is required, unless an emergency has occurred. Regular category employees submit requests for annual leave on OPM-71, Request for Leave or Approved Absence. Annual leave is charged in 15 minute increments.

Regular category employees begin accruing annual leave immediately; however, it is not available for use during the first 90 days of employment. Leave earned during this period is credited retroactively after completion of the 90 day waiting period. Any approved absence during this period will be charged to leave without pay (LWOP). If you separate before completing the initial 90 days, no leave credit is granted or paid or as a lump sum.

Annual leave is earned based on years of creditable federal service and the number of hours worked in a pay period (excluding any hours over 40 per week). Employees with 0 to 3 years service earn leave at a rate of 5% of the total hours in the pay period; for employees with 3 to 15 years service the rate is 7 ½%; and for employees with 15 years or more service the rate is 10%.

Example: An employee with two years of creditable federal services working 20 hours per week:
20 hours x 2 weeks = 40 hours a pay period
40 x 5% = 2 hours annual leave earned

You may carry over 240 hours of annual leave at the beginning of a new leave year. The leave year starts with the beginning of the first complete pay period in the calendar year.

If you separate from your position and have annual leave to your credit, you will receive a lump sum payment for such annual leave. This lump sum payment will generally be included in your last paycheck.

Sick Leave - Regular Category Employees

Sick leave is accrued and granted for absences due to illness, medical, dental or optical appointments. Sick leave begins accruing immediately, and may be taken at any time after appointment. Sick leave is earned at the rate of 5% of the total hours worked in a pay period (overtime hours are not creditable for sick leave accrual). You may accumulate and carry forward any amount from one year to another. Sick leave is charged in 15 minute increments.

When requesting leave, you must notify your supervisor as soon as possible, but not more than two hours after your scheduled workday begins. Your supervisor must approve sick leave before it is granted. You may be required to furnish a doctor's excuse when your absence is in excess of three days. Under individual circumstances, you may also be required to furnish a doctor's certificate for absences.

Family Friendly Leave Act - Regular Category Employees

The Federal Employees Family Friendly Leave Act, Public Law 103-388, allows the use of sick leave for regular category employees for the following reasons:(1) for care of a family member having an illness, injury, or other condition, which, if the employee had such a condition, would justify the use of sick leave, and (2) for bereavement or purposes relating to the death of a family member, including making arrangements for/attending the funeral of a family member. To determine if you are eligible and how much leave is available, please see your supervisor or visit the HR Office.

Leave Without Pay (LWOP)

For a regular category employee, LWOP may be granted in lieu of annual or sick leave at the discretion of the supervisor. LWOP is charged in 15 minute increments. LWOP exceeding 30 days requires the Commander or Deputy Director's approval.

A regular employee is entitled to LWOP for up to 150 calendar days in order to avoid a break in service when resigning from his or her position due to an employer's transfer of the head of household if the regular employee is the family member of either:

- A military member who is head of household
- A federally employed person who is the head of household
- A non-federally employed person who is head of household.

Absence Without Leave (AWOL)

If you are absent from your job without proper authority, you will be considered AWOL. This may lead to disciplinary action.

CHAPTER 5 - YOUR BENEFITS

Group Insurance Plan - Regular Category Employees

Regular category employees are eligible for a group life and/or health insurance plan. Insurance must be elected within one month of becoming eligible. If you initially decline the Group Life Insurance and later want to sign up for it, you must submit evidence of insurability obtained at your own expense, to the insurance company. The insurance company may approve or disapprove your enrollment. Payroll deductions for insurance are based on annual salary; pay increases and changes in workweek may affect the amount taken out of your paycheck and the amount of life insurance for which you are eligible. If you initially decline the group health insurance plan you must wait until the open enrollment season to enroll. Special circumstances, such as loss of coverage, court orders, etc, will be determined on a case-by-case basis. Premiums must be paid by payroll deductions.

Off-duty military members and Flexible category employees are not eligible for group insurance.

NAF Employee Retirement Fund - Regular Category Employees

The NAF Employee Retirement Fund plan provides eligible employees with retirement, disability and death benefits. This benefit is designed to provide retirement annuity income to employees who give long term service to Air Force NAFI's. Employees interested and eligible to participate in this program should contact the HR Office. Off-duty military and Flexible category employees are not eligible to participate in the NAF Retirement plan.

NAF 401(k) Savings Plan - Regular Category Employees

NAF has implemented a 401(k) Savings Plan that allows Regular category employees to set aside a portion of their salary to the plan with special tax advantages. You may contribute from 1% to 92% of each paycheck; the Air Force will provide matching contributions up to 3%. There are several investment options, each with different degrees of risk and reward potential. Off-duty military and Flexible category employees are not eligible to participate in the NAF 401(k) plan.

Workers' Compensation Program

All NAF employees are provided Workers' Compensation coverage for injuries or illnesses that arise out of and in the course of their employment. Compensation under this program may include disability payments, medical expenses and death benefits. Off-duty military members are not covered under the Workers' Compensation Act. However, off-duty military members who are NAF employees must report any on-the-job injuries to their NAF supervisor.

IT IS EXTREMELY IMPORTANT THAT YOU REPORT ANY INJURY TO YOUR IMMEDIATE SUPERVISOR WITHOUT DELAY!

If others are present at the time of your accident, get their names as witnesses. Ask your supervisor for the proper forms needed to secure medical treatment (LS-1) and for other forms you will need to sign for Workers' Compensation (LS-201, LS- 202).

Unemployment Compensation Program

When you separate from your NAF position, whether by resignation, termination or business-based action, you may be eligible for unemployment benefits. Eligibility requirements for Unemployment Compensation vary from state to state. The State Employment Security Agency makes final determination of unemployment benefits.

CHAPTER 6 - EMPLOYEE RECOGNITION

The 5th Force Support Squadron (5FSS) encourages outstanding performance through a number of different awards. These awards recognize employees who excel in their jobs and exhibit a positive attitude toward customers and coworkers.