



Non-Appropriated Fund (NAF) Employee Handbook

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Designed and Published Dec. 2006, exclusively for Non-appropriated Fund (NAF) Employees employed at Los Angeles Air Force Base (LAFB). This book may be reproduced in whole or in part for the use of FSS Managers and/or NAF employees, by the Human Resources Office.

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WELCOME ABOARD!

Just what is NAF? Well, it stands for Non-Appropriated Funds. We are federal employees – but we are not civil service. Civil Service employees (also known as GS Employees) are Appropriated Fund (APF) employees whose pay is appropriated by Congress from tax money. In NAF, we pay our own way from money that we earn from various businesses (or activities). So, we are called non-appropriated to show that we are not supported by tax dollars.

The purpose of this handbook is to provide you with information, and is intended to serve as a ready reference for you concerning your employment as a NAF civilian employee. It is designed to help you become familiar with your new job. It outlines the general benefits and responsibilities of a civilian employee in the Department of the Air Force. Information contained in this handbook supplements information provided by your immediate supervisor.

If you have questions or need more information not described in this handbook, speak with your immediate supervisor first. He/she will be glad to help you with any problem that may arise. If your supervisor is not able to resolve your problem and you wish to talk about it with the Human Resources Office, please feel free to make an appointment.

Truly effective teamwork can only be built on a solid foundation of mutual understanding, respect, and trust. Efforts applying this combination will make your employment at Los Angeles Air Force Base (LAAFB) a rewarding experience.

FSS MISSION

Air Force Services Mission

Contribute to readiness and improve productivity through programs promoting fitness, esprit de corps and quality of life for Air Force people.

Air Force Services Vision

Provide Combat support to commanders and service to the Air Force Community through Excellence in core competencies, focused innovation, and systematic delivery of products and services to meet their constantly changing needs.

61st FSS Mission

To support combat deployment readiness, promote healthy lifestyles, advance personnel with education and training opportunities, and provide for the general welfare of internal and external customers by offering a variety of quality services that improve the productivity of all personnel at Los Angeles Air Force Base and supporting community government members.

61st FSS Vision

To expand the level of customer service opportunities by providing exceptional customer driven programs and services that meet the constantly changing needs of the Los Angeles Air Force Base community.

COMMON AIR FORCE TERMS AND ABBREVIATIONS

New employees find it hard to understand the “Air Force Talk” used by their supervisor and co-workers. Listed below are definitions of frequently used Air Force (AF) acronyms and forms.

AWOL (Absent without leave): Any non-pay, non-disciplinary status used for absences which have not been officially approved

LWOP (Leave without pay): An approved type of temporary leave, placing the employee in a non-pay status.

NAF (Non-Appropriated Fund): Normally refers to employees whose salaries are paid by certain Services activities.

OPF (Official Personnel Folder): Permanent Record of significant personnel documents and actions affecting the employee, maintained by the Human Resources Office.

RIF (Reduction in Force): A personnel action where an employee may be separated due to reorganization, lack of funds, etc.

WGI (Within Grade Increase): A salary increase granted when time in grade and performance requirements are met.

AF Form 971 (Supervisor’s Record of Employee): Document maintained by the first level supervisor and used to record the performance and behavior of the employee.

AF Form 2548 (Request for Personnel Action): Form used by employee or supervisor to request personnel and position action.

AF Form 2545 (Notification of Personnel Action): Employee’s official record of action. Notifies the employee of an official action taken and is the basic source document for rights and benefits under the laws and regulations pertaining to service.

GENERAL INFORMATION

You are entitled to use the following facilities while employed at Los Angeles Air Force Base:

- Sports and Fitness Center, Building 286, (310) 653-6771.
- Sports and Fitness Center, Fort MacArthur, Building 425, (310) 653-8361
- Child Development Center, Building 281, (310) 653-6800
- Youth Center, Fort MacArthur, Building 425, (310) 653-8383
- Consolidated Club, Building 270, (310) 653-1306
- Outdoor Recreation, Building 229, (310) 653-6852
- Army and Air Force Exchange Services (AAFES) Food Courts

The Base Exchange (BX), Commissary, and Medical Clinic are restricted to military personnel and their dependents.

Supervisors are required to keep employees informed of rules, regulations, and standards of conduct. A supervisor is expected to carefully consider available facts and circumstances before taking disciplinary action.

Base telephone service is furnished from a government owned and operated telephone exchange and is used for official business only.

Employees are required to keep the Human Resources Officer informed of any changes in name as a result of marriage, divorce, or court order, any changes in designation beneficiary for life insurance, retirement, or changes in address/telephone number.

You have the responsibility of appearing at work on time. Failure to appear on time may result in one of several actions 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, LWOP, or whether such tardiness will be charged as AWOL.

All NAF employees are given copies of their personnel actions such as pay increases, promotion, appointments, etc. These are very important to keep as they are a record of your employment here at LAAFB. Official personnel records are retired to the Records Center in Valmeyer, IL, 90 days after date of separation.

CHAIN OF COMMAND

If you have a problem, question, or you would like to make a suggestion, see your immediate supervisor first. Chain of command is listed below:

Supervisor
Activity Manager
Flight Chief
FSS Director
61 ABG/CC

THE HUMAN RESOURCES OFFICE

The Human Resources Office (HRO) is the operation office designated to administer the NAF personnel system. HRO is located in Building 410, Suite 3, Fort McArthur, San Pedro, CA. The official address of the HRO is: 61 FSS/FSMH, 483 N. Aviation Blvd., Los Angeles AFB, El Segundo CA 90245-4659. The hours of operation are from 0700 to 1600, Monday through Friday. The office telephone number is (310) 653-8915. If you have business to conduct, you should get permission from your supervisor before leaving your work area.

IDENTIFICATION CARDS

Upon appointment as a NAF employee of FSS, and the Air Force, you will receive a civilian identification card (CAC) from Customer Service located in building 272, 1st floor. This ID is

your proof of employment with the Air Force and recognizes you as a civilian employee. You will be required to present your ID whenever you are asked to do so by a member of the DOD Federal Police. It is your responsibility to have this ID card updated, on or before the date of expiration displayed on your identification card. Let your supervisor know when the expiration date on your CAC card is approaching.

ID cards are the property of the United States Government and must be surrendered to a Federal Police Officer, manager or supervisor upon their request. You must return your ID to your supervisor or to the Human Resources Office when you terminate your employment. Please contact Customer Service at (310) 653-5667 for more information

Protect your ID card. If it is lost or stolen, report it immediately.

FOOD HANDLER'S MEDICAL AND TRAINING CERTIFICATE

All FSS employees who serve food and beverages must obtain a Food Handler's Medical Certification and Food Handler's Training Certificate.

Food Handler's Medical Certificates are issued upon completion of an Intermediate Purification Protein Derivative (IPPD) test and in some cases, a typhoid vaccination. Your Supervisor may make an appointment at the Los Angeles AFB Medical Clinic. Remember to take your current immunization records.

Food Handler's Training Certificates are obtained by completing a mini course conducted by Military Public Health at the Los Angeles AFB Medical Clinic.

These documents will be entered in your Supervisor's Record of Employee and must be signed by you.

Activity managers are responsible for getting their employees a food handler's certificate, if required.

SMOKING AND THE USE OF TOBACCO PRODUCTS

As a FSS employee, you must comply with the Air Force smoking rules. Tobacco products are only allowed in designated areas. Designated smoking areas are clearly identified by a blue sign and an ash tray.

POSITION CLASSIFICATION

Position Guides/Position Descriptions

A position guide, AF 1702, and/or position description (PD), AF Form 1065, are a record of regular and recurring duties to be performed in a position. It is not intended to cover every minor duty assignment, from time to time you may be asked to perform related duties outside your PD.

Flexibility is the key to a successful operation. Incidental tasks or duties may be required of an employee in order to successfully run your activity.

The supervisor is responsible for determining what duties and responsibilities will be assigned to a position. The supervisor prepares the position description and forwards it to the Human Resources Office for classification. When you were hired, you were given a copy of your position description. If you do not have a copy of your position description, or do not understand it PLEASE advise your immediate supervisor.

Exempt Employees

An employee is exempt from the overtime requirements or minimum wage provisions of the Fair Labor Standard Act (FLSA) if he or she is in an "executive", "administrative", or "professional" position.

Pay Setting Systems

NAF positions are classified into one of three major pay setting systems. These are:

- Crafts and Trades (CT) Federal Wage System (NA, NL, and NS).
- Payband Classification and Pay System for White-Collar (Non-Crafts and Trades) NAF Employees
- Child Care Payband System (CY-01 through CY-05).

EMPLOYMENT CATEGORIES

Flexible employees have work schedules based on the needs of the activity. They may be scheduled to work a minimum of zero hours to a maximum of 40 hours per week, and are entitled to awards, overtime, shift differential, workers' and unemployment compensation pay.

Regular employees are guaranteed a minimum of 20 hours to a maximum of 40 hours per workweek. Benefits include health and life insurance, 401(k) savings plan, retirement plan, holiday pay, Sunday premium pay, annual leave accrual, sick leave accrual, and are also entitled to awards, overtime, shift differential, workers' and unemployment compensation pay.

Not-to Exceed Appointments are positions not expected to last indefinitely. These positions are seasonal, non-recurring one-time requirement, summer employment, to fill in for an employee who is on extended leave, on temporary duty, temporary promotion, etc... Limited Term can be either, Flexible or Regular category and carry the same benefits as the permanent Flexible and Regular category appointments. Limited Term appointments have not-to-exceed dates established and termination is automatic when that date is met.

PROBATIONARY PERIOD

A probationary period is required for a person hired in a regular or flex position. The probationary period for executive, professional, leaders, assistants, management levels and child

development positions is 12 months. The probationary period for all other positions is 6 months. This period is designed to test your ability and fitness for the position through actual demonstration of job performance. Your conduct and performance are observed and you may be separated from job employment if you fail to measure up to the standards required.

CONDUCT

Air Force Regulations (AFR) 30-30, Standards of Conduct, is the Air Force policy on official standards of conduct. You are expected to maintain high standards of honesty and integrity.

As a FSS employee, you are required to review and become familiar with the standards of conduct in AFR 30-30. This Instruction relates to the possible conflict between private interests and official duties. Full disclosure and openness is important.

Listed below are some of the things AFR 30-30 prohibits:

- Personal commercial solicitation and sales to a subordinate at any time, on or off duty, in or out of uniform.
- The use of government facilities, manpower, or property, for use other than official purposes. Especially sensitive, is the misuse of government vehicles.
- The use of Civilian or Military title, either in connection with commercial enterprises or in endorsing commercial products.
- Outside employment or activities with or without compensation, which interfere with government duties, may discredit the Department of Defense or amount to a conflict of interest.
- Accepting gratuities.
- Using inside information.
- Contributions or gifts to Superiors.
- Gambling, betting, or lotteries.
- Be present for duty unless authorized to be absent.
- Be honest, reliable, trustworthy, and of good character and reputation, and loyal to the Air Force

All Flight Chiefs and section managers are required to keep employees informed of rules, regulations, and Standards of Conduct.

DISCIPLINARY ACTIONS

A disciplinary action is an action taken by management to correct an employee's delinquency or misconduct. Disciplinary actions include:

- Oral Admonishment-An oral admonishment is a discussion between a supervisor and an employee during which the supervisor informs the employee that he or she is being disciplined by an oral admonishment. On the date of the admonishment, the supervisor

makes a notation, in pencil, on the AF Form 971. If there are no further incidents, this notation is deleted 2 years after the date of the admonishment

- Memorandum of Reprimand-A Memorandum of Reprimand is a formal disciplinary memorandum issued by a supervisor to an employee. The supervisor makes a note of the Memorandum of Reprimand, in pencil, on the employee's AF Form 971, files a copy with the employee's AF Form 971, and gives a copy to the HRO for filing in the employee's OPF. If there are no further incidents, this note is deleted and the copies removed and destroyed 2 years after the date of the memorandum.
- Suspension (Regular employees only). A suspension is an action that involuntarily places a regular employee in a non pay, non duty status. It is a significant disciplinary action that is ordinarily the final step in the disciplinary process before removal action is taken, and is accompanied by a warning to the employee that further misconduct could result in removal.
- Removal (Regular employees only). A removal is an involuntary separation of a regular employee from AF NAF employment. It is the most severe form of disciplinary action.
- Termination (Flexible employees only). Management initiates involuntary termination to separate a flexible employee from AF NAF employment.

Be advised, that it is not necessary for supervisors to follow these steps if an employee is in their probationary period. If so, a supervisor can skip directly to the final step.

POSITION CHANGES AND SEPARATIONS

Employment Opportunities

Current NAF employees may apply for other or additional positions within NAF by completing and submitting an AF 2550, NAF Application for Promotion or Other Position Change. This form will be held on file until you are selected and accept the position applied for, or are separated from employment. Employees may request applications be taken out of the file at any time.

Reassignments

Managers may reassign crafts and trade employees to other positions within the organization without changes in employment category, pay plan, guaranteed hours, and scheduled rate of pay to promote the efficiency of the organization. Pay band employees may be reassigned in the same manner except that pay may be increased for added responsibilities. Employee may request a reassignment to other positions by completing an AF Form 2550. Temporary reassignments may be made, not to exceed 6 months, and at the end of the temporary reassignment the employee returns to their original position, grade and rate of pay.

Promotions

Promotions are the change of an employee from one grade or pay band to a higher grade or pay band within the same pay schedule. All permanent promotions are competitive unless promotion

is a result of job growth, reclassification, or if you are assigned to a developmental position. A promotion may also result when changing from one pay schedule to another pay schedule. Temporary Promotions may be filled non-competitively when an employee is qualified and will not exceed 6 months. At the end of the temporary promotion, the employee returns to their original position, grade, and rate of pay.

Details

A detail is a temporary assignment, by management, of an employee to a different position without a change in pay or category for a period not to exceed 60 days. The employee returns to their original position at the end of the detail. Failure or refusal to comply with a detail could result in disciplinary action.

Separations

Types of Separations:

- Retirement. In accordance with the Air Force Instruction 34-302, Non-appropriated Fund Employee Retirement Plan, retirement is affected voluntarily.
- Resignation. Resignations are voluntary, initiated by the employee on an AF Form 2548, NAFI Request for Personnel Action. It is requested that sufficient notice, at least two weeks, be given to the supervisor. A forwarding address is required with all resignations. The effective date of the action must be the last day the employee expects to work. In the event of an oral resignation, the supervisor completes the applicable portion of the AF Form 2548 to show the date of the oral notice and the effective date. A resignation may not be withdrawn without prior approval of the supervisor and the Human Resources Office.
- Termination. A flexible employee may be terminated for any valid reason with a minimum of 24 hours notice. Involuntary terminations are made without regard to race, color, sex, religion, age, national origin, or handicap.
- Separation. Separation actions for regular/flexible employees are processed as a business based action according to established Air Force guidelines.
- Removal. 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.
- Resignation-Abandonment. A regular employee who fails to report for work or notify management for three (3) consecutive workdays, without a reasonable explanation, is considered to have resigned.
- Other.
 - Separations because of death
 - Separation for loyalty or security reasons
 - Separation for other valid reasons, such as conflict of interest, which cannot be resolved except by termination without prejudice

Business-Based Actions

Management uses business-based actions to adjust resources, realign workload, or eliminate duties/responsibilities to reduce personnel costs. This type of action is not used for performance or conduct deficiencies. You would be affected if identified after fair and equitable ranking against other employees of the same category, series, grade pay band, and in the same NAF activity.

Grievances and Appeals

If you are dissatisfied with matters that are related to your employment, you are entitled to express your dissatisfaction by filing a grievance. Filing an appeal or grievance does not reflect unfavorably upon your standing in the organization or your loyalty to the organization. Appeals are written requests to contest a removal for cause, demotion for cause, business-based action, or demotion based on position classification. Appeals are filed in accordance with guidelines in AF-MAN 34-310. An appeal must be filed not later than 7 days after the effective date of the action that gives rise to the appeal. For specific guidance, please contact the HRO.

PAY AND ALLOWANCES

Pay

Payday is bi-weekly, or every other Friday, and is deposited into your account via Electronic Fund Transfer (EFT). Your Leave and Earnings Statement (LES) provides you with a permanent record of your earnings and deductions. Report any discrepancy on your LES to the Human Resources Office immediately. At the end of the year, you will receive a withholding statement (W-2) showing your total deductions for income tax purposes. Failure to notify the HRO of any changes of address or number of exemptions you claim may delay your ability to file your taxes.

Pay Adjustments

PAY BAND (NF) and CHILD CARE (CY) Employees:

Pay adjustments for NF and CY Employees may be granted at any time as deemed appropriate by management.

CRAFTS AND TRADES EMPLOYEES (NA, NL and NS):

An employee whose performance is satisfactory is advanced to the next higher step (a higher rate of pay) of their grade following completion of the waiting period required.

Within Grade Increases (WGI):

Duration of Waiting Period:

Regular category employees advance to:

- Step 2 after a minimum of 26 calendar weeks of service
- Step 3 after a minimum of 78 calendar weeks of service
- Step 4 after a minimum of 104 calendar weeks of service
- Step 5 after a minimum of 104 calendar weeks of service

Flexible category employees advance to:

- Step 2 after 130 work days, and a minimum of 26 calendar weeks of service
- Step 3 after 390 work days, and a minimum of 78 calendar weeks of service
- Step 4 after 520 work days, and a minimum of 104 calendar weeks of service
- Step 5 after 520 work days, and a minimum of 104 calendar weeks of service

Cost of Living Adjustments (COLA)

The DoD Civilian Personnel Management Service, Wage Setting Division, is the pay fixing authority for NAF employees within the DoD. Each year a locality wage survey or update

survey is conducted. These surveys and General Schedule (GS) changes set the wage rate schedules and NAF pay range schedules. The objective of the wage survey is to ensure equal pay for equivalent work in the local area. Our local area is Los Angeles, CA. When the pay rates change, employees will receive a personnel action stating the change.

Crafts and Trades and Pay Bands I and II: Pay adjustments are effective in November.
Pay Bands III and above: The minimum of Pay Band III is adjusted in January. The maximum of Pay Band III and minimum and maximum of Pay Band IV are adjusted in January with the change in the GS pay schedule. COLA for NF-III and above are equal to the Legislative adjustment without locality pay.

Child Care (CY): IAW Local Pay Policy; Child Care (CY) employees have two pay bands that are adjusted by legislative changes to the GS locality schedules and applied to the minimum and maximum rates of each. CY employees whose rate of pay is below the minimum of the adjusted pay band have their pay adjusted by the HRO and are effective on or after 1 January or the date specified. This increase generally applies to CY-01 and CY-03 employees. CY-02 and CY-04 have their rate of pay increased by the same percentage applied to the CY-01 and CY-03 employees.

Overtime

We know that your time off is important, so FSS requires you to work overtime only when it is absolutely necessary. When you are required to work overtime, we try to schedule it with as much advance notice as possible. However, ALL OVERTIME MUST BE AUTHORIZED IN ADVANCE BY THE FSS DIRECTOR.

Employees in non-exempt classifications will receive overtime pay for:

Work over 40 hours per week or 8 hours per day, at the rate of one and one half times your regular rate.

Work over 12 hours per day or over 8 hours on the seventh day of the workweek, at the rate two (2) times your regular pay.

Compensatory Time

Compensatory time off in place of overtime pay for non-exempt employees is not authorized except for Religious Observance as provided below:

An employee may request to work compensatory overtime, so that time off be taken without charge to leave, when personal religious belief requires that the employee abstain from working during certain periods of the workday or workweek.

An employee who elects to work compensatory overtime or to take compensatory time off to meet His/Her religious obligations may be disapproved by management, if such modification in work schedules interfere with the efficient accomplishment of the assigned mission.

Sunday Premium Pay

Regular and flexible employees who perform work during a regularly scheduled tour of duty within a basic workweek when any part of that work is performed on Sunday, which is not overtime work, is

entitled to Sunday premium pay, which is paid at an additional 25% of an employee's rate of basic pay.

Night Shift Differential

Regular and Flexible positions, which have been identified to work during the night, will be eligible for night differential. However, the majority of the hours must be worked after 1500.

EXAMPLE:

Majority of Whole Hours	Rate
1500-0000	7 ½ % of basic rate
2300-0800	10% of basic rate

TOUR SPLIT SHIFT	ENTITLEMENT
1000-1200	1 ST Shift 1000-1200
1600-2000	2 nd Shift 1600-2000

Employees are entitled to the 7 1/2 percentage differential for all hours of work performed (6 hours), since the majority of hours worked occurred during a period when a night shift differential is payable.

Dual Employment/Dual Pay

The intent of this law is to prohibit an individual from holding more than one full-time government position. Employees may hold more than one government position as long as the total hours of work do not exceed 40 hours per week. Government employees **may not** hold more than one regular category position. These restrictions apply to all positions within the US Government including civil service, AAFES, Bureau of Land Management, Contractors and Veterans Administration.

HOLIDAYS

Federal employees observe legal holidays as established by federal statutes. Listed below are observed 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

Flex employees who work on holidays are not entitled to holiday pay or holiday premium pay.

SCHEDULES AND BREAKS

Schedules

FSS provides the Air Force community a wide variety of activities and programs. Because we are such a diverse organization, some employees have different schedules than others. Our employees are scheduled to work hours that meet the needs of our patrons. This section outlines important policies you need to know working here.

The administrative workweek consists of seven consecutive days. It does not have to coincide with the calendar week, and may begin on any day and at any hour. All employees have access to a posted schedule. Flexible employees may be subject to "on-call" work in addition to hours posted on the schedule. Work schedules may be changed by supervisors/managers. Work schedules will specify the authorized beginning and ending times of daily duties within the administrative workweek. Changes to the work schedules will be publicized no later than one (1) week prior to the effective date of the change. Your supervisor will determine your hours of work, including make ready and clean up time, and post a schedule at least a week in advance. It is your responsibility to know when you are scheduled to work.

Alternative work schedules may be granted by written request to your supervisor for approval.

- Compressed Work Schedule = Eight 9-hour days and one 8-hour day within a pay period.
Monday or Friday as day off.

Call-Back/Call-In Duty Time

Call-back duty time is when any employee is required to work on a day when work was not scheduled or required to return to work after shift has ended.

Call-in duty is work performed by an unscheduled flexible employee, who is officially required to report for work.

Compensation for call-back/call-in duty time is at least 2 hours and is computed at basic pay, unless the number of hours entitles the employee to overtime.

Time Cards

Some facilities within FSS use the TMX time card system to accurately record employees' work hours. If you are required to use this system, work hours will be recorded and sent to the Resource Management Office for processing. Your supervisor will advise you if you are required

to punch in on the time clock. If you have a discrepancy in hours recorded, please contact your supervisor.

Meal Periods

Meal periods must not be less than thirty (30) minutes or more than one (1) hour. During those meal periods, the employee is entirely free of duties of his/her position.

If more than one shift is in operation, the supervisor generally schedules time for meals and hours of duty separately. However, if time off for meals is not feasible, an on the job period of 20 minutes or less may be authorized and included in the employee's regularly scheduled tour of duty. Under these terms, the time covered in the 20-minute on-the-job meal period is compensable and the employee must spend this time at, or near, the workstation. No employee will be required to work more than six (6) consecutive hours without a meal period, paid or unpaid. Duty free meal periods during overtime work are not compensable time.

Rest Periods

Short compensable rest periods, for not more than 15 minutes during each 4 hours of continuous work, may be granted if the manager believes such rest periods are necessary. Rest periods are not authorized in connection with meal periods.

Off-Duty Military Personnel

If you are active duty military working as a NAF employee during your non-duty hours, you may not work more than 34 hours per week, unless you are on terminal leave. You are not eligible for group health insurance, workers' compensation, or retirement benefits.

BENEFITS PROGRAMS

Group Life Insurance, Accidental Death and Dismemberment Insurance Plan (AD&D)

Regular category employees are eligible to enroll or waive participation in the AFNAF Life and AD&D Plan within 30 days of eligibility. The effective date of coverage is the 31st day after becoming eligible and contributions will be deducted from your pay at the beginning of the pay period in which the insurance becomes effective. The contribution rate for employee only coverage is 19 cents per thousand dollars of coverage. Dependents may be covered for Life Insurance only for an additional fee. Proof of good health may be required for enrollment in the plan after the 30-day waiting period has expired. AD&D (Accidental Death and Dismemberment) benefits are paid for loss of life, limb or sight due to an accident.

DoD Health Insurance

Regular category employees are eligible to enroll or waive participation in the DoD Nonappropriated Fund Group Health Insurance. The plan covers hospitalization, doctor, eye care, prescriptions and dental care may be elected. The cost of the insurance varies depending on the coverage selected. The effective date of coverage is the day you enroll in the plan with contributions being deducted at the beginning of the pay period in which coverage becomes effective. Eligible dependents may be covered under the plan. If coverage is not elected within the first 31 days of eligibility, you will be required to wait for an open enrollment season.

Late Enrollees: If the employee or dependent(s) did not elect coverage because they were already covered under another group plan and later loses coverage due to one of the “Qualifying Events” listed below, the employee and/or dependent(s) will generally be allowed to enroll in your group plan without delay provided they elect coverage within 31 days of the date they lose coverage. Other limitations and exceptions to your plan’s late enrollee rules are discussed in your plan documents.

Health Insurance Portability and Accountability Act (HIPAA) Qualifying Events: company goes out of business, birth, death, divorce or separation, employer termination of employee and/or dependents’ combined medical and dental coverage, layoff, retirement, termination of employment (voluntary or involuntary), involuntary loss of Medicaid, other result of loss of eligibility for the coverage.

Flexible Benefits Plan (FBP)

If enrolled in DoD Nonappropriated Fund Group Health Insurance, the Flexible Benefits Plan is an option that allows you to pay health plan contributions with pre-tax earnings. After initial eligibility period termination/enrollment can only be processed during the annual “Open Season” period.

401(k) Savings Plan

Regular category employees are eligible to enroll in 401(k) Savings Plan after 30 days of employment. Your employer will make matching contributions to your Plan account up to 3%. You may contribute up to 90% of your earnings into several investment choices. This plan is designed to make saving and investing as easy as possible.

Retirement

Regular category employees are eligible to enroll in the retirement plan after one year of regular service. This program is a social security offset program. This means your benefits combined with social security provide a measure of financial security upon retirement, disability, or for your survivor. You may not dis-enroll from the retirement program until separation.

Worker’s Compensation

All NAF employees are entitled to Worker’s Compensation benefits. If you are injured or become ill because of working conditions, it is important that you notify your supervisor immediately. You may go to a doctor of your choice for immediate treatment. In emergencies you will be taken to a local hospital. You will be compensated at a rate of 66.6% of your average weekly wage after three days of temporary total disability. If you are a Regular category employee, you may supplement your compensation with sick leave, not to exceed 100% of your normal earnings. Worker’s Compensation forms can be downloaded from the Services website at <https://www.usafservices.com/Home/tabid/36/Default.aspx>.

If you have any questions or for more information on NAF Benefits, please contact your Human Resources Office.

LEAVE AND OTHER ABSENCES

Leave Programs

Leave is an employee's benefit that contributes to the overall efficiency, maximum productivity, and high morale of the employee. All regular employees accrue annual and sick leave.

Employees are encouraged to use this leave for intended purposes. The leave year begins with the first complete pay period in a calendar year. An employee on leave without pay (LWOP) status while receiving Worker's Compensation Benefits does not accrue annual leave or sick leave, but the period of time spent in this status is creditable service.

Annual Leave

Annual leave is paid time off from work for vacation or to transact personal business, which cannot be taken care of during off-duty hours.

Annual leave is earned based on the number of hours in a pay status during the pay period:

0-3 years of service	5 % of hours in pay status
3-15 years of service	7 ½ % of hours in pay status
15+ years of service	10 % of hours in pay status

Between 3-15 years of service, annual leave earned during the last pay period of the year is earned at the rate of 12 ½%.

Normally, the maximum amount of accumulated annual leave that may be carried forward from one leave year to the next is 240 hours. Employees recruited from the CONUS for employment overseas, with return transportation entitlement, may carry forward 360 hours.

On a case-by-case basis and the approval of the FSS Director, employees may carry leave in excess of 240 hours or 360 hours as appropriate, into the next leave year. To do this, the employee must have requested annual leave early in the leave year and circumstances beyond the control of the employee precluded its use before the end of the leave year. Any amount of excess leave carried into the next year must be used within the first 19 pay periods of the leave year or it is forfeited.

An employee must serve in a regular appointment for a continuous period of 90 days before the annual leave he/she earns is available for use. If an employee separates before completing 90 days, no leave credit for this period is granted or paid.

An employee who has 90 or more days of continuous regular employment is paid for all accrued and accumulated annual leave when separating from NAF employment. This lump sum payment will normally be included in the employee's final paycheck.

Activity managers will establish a tentative annual leave plan in January of each year. If possible, employees are allowed to use annual leave according to personal desires. First-level

supervisors plan for scheduled and approved or disapproved annual leave, subject to coordination with the activity manager.

Employees should submit request for annual leave on OPM Form 71, Request for Leave or Approved Absence.

Annual leave must be taken in increments of 15 minutes, up to eight hours per day, and 40 hours per week.

Sick Leave

If you become ill and are unable to come to work, please notify your supervisor by telephone, as soon as possible.

Sick leave is intended solely for absences due to illness, injury, examinations, and treatment, by your physician, exposure to a contagious disease, or illness of a family member with a contagious disease.

Sick leave for examinations and treatment by a physician that can be prearranged must be requested in advance. Sick leave for other absences, which are not known in advance, should be requested within two hours after an employees shift begins. Supervisory verbal approval must be granted before it is taken. Simply leaving a message on your supervisor's voicemail is not sufficient.

A medical certificate should support sick leave of more than three consecutive workdays. If a physician did not attend the employee, the employee's certificate showing a satisfactory evidence of incapacitation for duty may be accepted. In cases of extended illness, medical certificates may be required not more frequently than every two weeks. Where evidence does not justify the approval of sick leave, the absences may be charged to annual leave, LWOP with the employee's consent, or absent without leave (AWOL).

If there is reason to believe that the employee is abusing sick leave, the supervisor will advise the employee that he/she has a questionable sick leave record and why the employee is suspected of abuse. The employee will be advised that if the record does not improve, a medical certificate may be required for each future absence on sick leave. If this does not bring out an improvement in the record, the employee will be notified in writing that a medical certificate must support all future requests for sick leave. A written notice of abuse of sick leave cannot be issued when the absences claimed on sick leave have been documented with medical certificates showing incapacity to perform duties of the position.

If illness occurs during a period of annual leave, approved sick leave may be substituted.

Leave Without Pay (LWOP)

LWOP may be granted to employees upon requests, for reasons acceptable to the supervisors, when the employee is expected to return to their current employment after LWOP period expires. There is no requirement to grant LWOP if it will disrupt operations in any way. LWOP may be granted to a regular employee in lieu of annual leave or to a flexible employee who cannot work

a schedule shift for reasons acceptable to the supervisor. LWOP is charged in 15-minute increments. Activity managers may approve LWOP up to 30 days. The FSS Director approves LWOP over 30 days.

Advance Leave

Annual Leave: Under usual conditions, advancement of leave is not granted. However, regular employees may be granted advance annual leave equal to all annual leave to be accumulated in the current leave year, provided there is assurance that the employee will be in duty status long enough to earn leave.

Sick Leave: Advance sick leave is not granted except in cases of serious illness or disability. When warranted, however, regular employees maybe advanced up to 30 days sick leave. Assurance that employees will be in a duty status must be provided.

Parental Leave

Regular female employees may request sick leave, annual leave and LWOP for incapacitation due to pregnancy, as supported by a medical certificate. Regular male employees may request annual leave or LWOP while caring for minor children or the mother of the newborn child if the mother was incapacitated for maternity reasons, as supported by a medical certificate. Leave for adoption is annual leave or LWOP. Because prospective adoptive parents commonly must make a commitment that one parent remain at home for several months in order to qualify for adoption, special consideration is given to requests for leave for this purpose.

Military Leave (Reservist)

Regular civilian employees, who are members of reserve components, are entitled to leave of absence of 15 calendar days in a fiscal year, without loss of pay, time, or performance rating when called to active duty or for active duty training. Any part of this excused absence used in any given fiscal year accumulates for use in succeeding fiscal years, not to exceed 15-calendar day maximum carry-over.

Court Leave

Regular employees will be 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. Such employees 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 NAFI.

PORTABILITY

DOD Employee Benefit Portability Program

This program applies to employees who move between NAF and APF 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.

DOD/OPM Interchange Agreement/Portability Agreement

The interchange agreement allows NAFI employees to apply for and be considered for appointments to competitive APF positions. You can self-nominate for the advertised appropriated position on the Civilian Employment Web Site: <http://usajobs.gov>. To be eligible you must be in a continuous NAF position for one year or have been involuntarily separated from such appointment without personal cause within the preceding year and must meet qualification standards for the appropriated position. If selected, the provision of the Portability Act will apply.

CUSTOMER SERVICE

Primary Goal

Our primary goal in FSS is to attract guests to our facilities and programs by demonstrating to each and every guest that we want their business. We can do this in numerous ways.

The way we treat each patron begins with your appearance and is carried out by your actions and attitude towards our patrons. Through them, you produce the friendly, courteous, wholesome atmosphere for both guests and other FSS employees. Remember that no matter how briefly your encounter with a customer is, it is your responsibility to apply the following with EACH customer you meet.

Smile

Meet each customer with a SMILE. It is the same in any language, and it tells the patron that you care and are eager to help.

Eye Contact

Each time you contact patrons, look them in the eyes. Good eye contact sets the stage for your friendliness and sincerity.

Greet the Patron

Welcome patrons to your facility or area. Try to personalize each greeting to each customer or family group. Here are some examples:

“How are you today?”

“Are you enjoying our program?”

Use Correct Voice Levels

Verbal communication is not only what we say, but also how we say it. The correct choice of words and your delivery of them are a skill that must be developed.

Tone

Your tone is a way of expressing your attitude. Use your tone of voice to show guests you are sincere, interested and want to help.

Volume

Adjust the volume of your voice to suite the environment, and never yell at a patron.

Polite Phrases and Addresses

Use the appropriate phrases to complement your conversation.

- “Please”
- “Sir”
- “Have a nice day”
- “Ma’am”
- “Thank You”

Voice Quality

Speak clearly and concisely. Patrons should be able to understand each word you speak.

Maintain Correct Posture

Your posture gestures and facial expressions combine to convey a non-verbal message to our customers. Make sure you are “saying” the right message with your body language.

Provide a Positive Departing Comment

A warm departing comment makes customers feel welcome and more willing to return. At the end of each customer interaction, thank the patron by saying:

- “Thank you”
- “Have a nice day”

Show Sincerity

Sincerity is an honest concern for the people around you. By following the tips below, you will make each customer interaction a sincere one:

- Personalize your comments to each customer or group.
- Listen to customer concerns and wishes and try to accommodate them.
- Resolve each situation, if possible.
- Be patient.

Maintain Courtesy

Courtesy is one of the real keys to FSS success. It can be displayed both verbally and non-verbally. Show courtesy by:

- Using appropriate words, phrases, or gestures.
- Politely listening to customer’s requests and responding appropriately.
- Assisting customers whenever possible.

Customer Service Complaints

As in every business, you cannot always please everyone. If you receive a complaint from a patron and you feel sure that you can solve it successfully, then do so immediately. However, employees are not expected to take any form of physical or verbal abuse from a customer. If you feel that you cannot solve the problem, or are being mistreated, report the situation to your supervisor. Always try to display a positive and professional attitude. Assume the customer is always right. If he/she is wrong, it is up to management to inform him/her of the matter. Don't act for management.

Grooming Standards

Your overall appearances combine your dress with your personal appearances and grooming. In some cases, personnel will be issued uniforms. We expect these uniforms are clean when you come to work. These uniforms are considered to be FSS property and must be returned to your supervisor upon termination of employment.

AWARDS AND SUGGESTION PROGRAM

Awards

NAF employees play an important part in the efficiency and economical operations of the activity, and should be recognized for exceptional and noteworthy performance. All NAF employees may be considered for cash awards. Supervisors should use a systematic procedure to acknowledge better than expected performance. Providing quick and appropriate recognition for good effort enhances morale and contributes to productivity of the work force.

The FSS Director, Flight Chiefs, Activity Managers, and your Supervisor must determine how they will budget for awards.

Types of Awards

Performance Awards: Performance awards are given to employees for outstanding performance of a continuing nature. These performance awards are usually given during the annual performance evaluation cycle of each year. The supervisor, on AF Form 1001, initiates the award. Award recommendations are forwarded through the branch Manager to the FSS Director for approval.

Special Act or Services Awards: A special act or service awards 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.

On-the-Spot-Cash Awards: On-the-Spot cash awards immediately reward employees for exceptional customer service. The amount of the award will not exceed \$250. It is intended that this award be issued on a broad basis and be relatively simple to process. There is no limit to the number of such awards that may be granted to an employee.

Length of Service Awards: Recognition for length of service awards will be established in accordance with the FSS HRO Recognition Operation Instruction.

Processing of Awards

All incentive awards are processed through the Human Resources Office. Completed and approved forms are forwarded to HRO for processing through the NAF payroll system.

Suggestions

If at any time you have a suggestion, please feel free to discuss it with your supervisor. We encourage you to ask questions and contribute your ideas. Submit your ideas on AF Form 1000, Suggestion Form, and you may earn cash payment reward.

EQUAL EMPLOYMENT OPPORTUNITY

The 61st FSS wholeheartedly supports the Air Force Equal Opportunity Program. In effect, this means we do not discriminate against any employee because of race, color, religion, sex, or national origin, age, handicap, marital status or political affiliation. Personnel actions are based on principles of merit. We strive to eliminate areas and situations where discrimination may exist. If you know of such a situation, you are encouraged to let management know. If you feel that there was discrimination without fear or reprisal, EEO counselors are available to assist employees.

LABOR UNION ORGANIZATION

Federal employees are permitted to join and be active members in a labor organization. This means an employee may volunteer to become an active dues paying member of any labor organization that is accorded recognition at LAAFB. There is no requirement for an employee to join a labor organization.

SEXUAL HARASSMENT IN THE WORKPLACE

What is sexual harassment? It's any unwelcomed words or actions of sexual nature. Sexual harassment is a form of employee misconduct, which undermines the integrity of the employment relationship.

Why learn about sexual harassment? Because it's unprofessional and illegal!

All of us have a responsibility under the Federal Code of conduct and ethics for maintaining high standards of honesty, integrity, and conduct.

Help prevent sexual harassment...Be professional at all times.

Sexual harassment causes stress and inefficiency, and it interferes with work productivity.

Prevention is the best tool for elimination of sexual harassment.

Sexual harassment has no place in the workforce; it is unacceptable conduct and will not be condoned or tolerated.

Know the Air Force policy on sexual harassment. How would you feel if you, or a coworker, were harassed? What would you do?

Avoid making assumptions that “practical jokes”, “friendly gestures”, etc., are harmless or non-offensive. Quite often they’re not viewed that way.

Think before making personal comments or asking personal questions. Could they make the other person feel uncomfortable?

Set a positive example by treating everyone with respect. Let others know you expect the same from them.

Talk with co-workers about sexual harassment. For example, discuss the differences between friendly conversation and unwelcome sexual attention.

Don’t go along with the crowd or accept behavior that may be offensive.

Be supportive of people who are being sexually harassed. Remind them that sexual harassment is never the victim’s fault. Encourage them to take action. Offer to be a witness.

DRINKING AND SUBSTANCE ABUSE

The Union and the Employer jointly recognize alcoholism as a chronic disease and drug abuse as a health problem, both of which are treatable. It is also recognized that it is in the best interest of the employee, the Union, and the Employer that they be treated and controlled. Alcoholism and drug abuses are problems that negatively affect the welfare of both the Air Force and its employees. The objective of both the Union and the Employer is to return all identified drug and alcohol abusers to full and effective duty and status. Therefore, every drug and alcohol abuser, regardless of how identified, will be offered the opportunity for rehabilitation. The Air Force provides a program of referral and rehabilitation for civilian employees. This service is available at no cost. If you want to learn about this program, contact a Drug and Alcohol Abuse Counselor in the Social Actions office. You are not permitted to consume intoxicating beverages or illegal drugs while on duty.

EMERGENCY PROCEDURES AND SAFETY

Reporting an Emergency

Serious accidents, illnesses, or assistance from DoD Federal Police are considered an emergency and must be reported immediately to your supervisor. When reporting an emergency:

- Call DoD Federal Police and remain calm. Give the dispatcher your name, organization, and description of the incident or accident.
- Notify your supervisor.
- Take note of what other patrons say. Do not discuss the incident with anyone other than the DoD Federal Police.

Reporting an Injury

The Supervisor will:

- a. Acknowledge alleged job-related injury or illness, and arrange for medical treatment. In most cases treatment is provided at the base clinic; however, the employee has the choice to select his or her own physician.
- b. If employee is eligible, and elects to choose their own physician, they cannot, without authorization from the Human Resources Officer, change physicians.
- c. Military dependents and retirees may be treated at the base clinic; however, if they make this choice it becomes the first choice of treatment.

Every employee who is injured while on-duty is eligible for worker's Compensation benefits. The benefits for a NAF civilian employee sustaining a job-related injury or illness may include any or all of the following: disability payments, medical expenses, or death benefits. These benefits are automatic, but will be applied to you only after your supervisor has been informed of your injury and the necessary reports are completed. Listed are the necessary forms.

- Retained copy of Form LS-1, (Request for examination and/or Treatment), in duplicate. Original will be hand-carried by injured employee to the treatment center.
- AF Form 786, (Patient's Authorized for release of Medical Information). Original only.
- Form LS-201, (Notice of Employee's Injury or Death). Submit in duplicate.
- Form LS-202, (Employer's First Report of Injury or Occupational Illness). Submit in 6 copy set.
- After the forms are completed, submit to the Human Resources Office.

Reporting a Fire

When a fire occurs, notify the Security Forces by the most expeditious means available. In all instances, KEEP CALM, SPEAK CLEARLY, and ANSWER ALL QUESTIONS asked by the

DoD Federal Police Dispatcher. DO NOT HANG UP THE PHONE UNTIL TOLD TO DO SO BY THE DISPATCHER.

Report the fire by one or more of the following methods:

Telephone: Give the building number and title.

Tell where the fire is burning, i.e., kitchen, office, etc.

Tell what is burning (i.e. grease, curtains, etc.)

Give your name to the dispatcher.

Manual Fire Alarm Box: Break the glass; pull trip handle and push down on the button to activate alarm bells in the building affected.

REPORT ALL FIRES to DoD Federal Police for investigation regardless of size or nature, whether or not they have been extinguished.

Earthquake Preparedness

Californians are constantly aware of the potential of an earthquake creating damage and dangerous conditions. So if we don't properly prepare, the next quake may cause greater personal damage than necessary. Each item listed below won't stop the next earthquake, but it may help you survive in a better way.

Three Basic Things to Do During an Earthquake

1. Stay Calm.
2. Inside: Crouch under a desk or table, away from windows or glass dividers.
3. On the road: Drive away from underpasses/overpasses; stop in a safe area; stay in vehicle.

Six Basic Things to Do After an Earthquake

1. Check for injuries-provide first aid.
2. Check for gas, water, or sewage breaks; check for downed electric lines and shortages; turn off appropriate utilities, check for building damage and potential safety problems during after shocks such as cracks around the foundation.
3. Clean up dangerous spills.
4. Wear shoes.
5. Turn on radio and listen for instructions from public safety agencies.
6. Don't use the telephone except for emergencies.

Three Things You Need to Know

1. How to turn off gas, water and electricity.
2. How to apply first aid.
3. Plan for reuniting with fellow workers and customers.

Bomb Threats

Should you receive a bomb threat, the most important action is to STAY CALM. Notify your supervisor. DO NOT HANG UP THE PHONE! Request a fellow employee or a responsible person to evacuate the building. Follow the procedure outlined below.

RECORD THE EXACT LANGUAGE OF THE THREAT.
RECORD THE EXACT TIME THE CALL WAS RECEIVED.
TRY TO OBTAIN ANSWERS TO THE FIVE MOST IMPORTANT QUESTIONS.

1. When is the bomb set to go off?
2. Who are you?
3. Where is the bomb located?
4. What kind of bomb is it?
5. Why are you doing this?

TRY TO DETERMINE the following from the VOICE on the phone:

1. Is the caller male or female?
2. Does the caller sound intoxicated?
3. Does the caller have a speech impediment?
4. Can you determine the caller's age?
5. Listen for background noises. Can you hear music, traffic, etc.?
6. Record the exact time the call was terminated.
7. DO NOT HANG UP THE TELEPHONE! Immediately after the bomb threat, contact the DoD Federal Police, preferably from another phone. Provide all details on the call to the DoD Federal Police.

Resource Protection

"Resource Protection" is an all-encompassing item. It is your responsibility to protect money and property while performing your duties. Always be careful to protect funds you have been entrusted with. Your supervisor will brief you on procedures to protect money and property.

Anti-Theft Training

During an actual robbery, the activity cashier and other employees who witness the act will comply with the following:

NAF Employee Handbook

AVOID doing anything that might increase danger to you or others.

DO what the robber asks.

DON'T try to be a hero. The cash you have on Hand is not worth risking injury.

ACTIVATE the robbery alarm (if available)

STAY CALM and observe the robber's physical features, voice, accent, mannerism, dress, kind of weapon (if used), and any other useful information for identification.

GIVE NO MORE MONEY than the robber demands. Try to include marked money or capture the serial number of a bill that you pass to the robber.

OBSERVE the direction of the robber's escape and try to get a good description of the type of car and license number if an automobile is used as a getaway vehicle.

SECURE THE SCENE: do not allow anyone else to enter or leave until the Police have concluded their investigation.

REMEMBER don't jeopardize your personal safety.

IMMEDIATELY TELEPHONE DoD Federal Police Crime Stop at: 653-2121

ENSURE that an employee from the activity waits outside the office or building (if it is safe to do so) to inform responding units when they arrive.

Safety

FSS makes every effort to continually ensure the safety and health of our employees and patrons. This is part of our job. Employee and customer safety is a concern we must address customers, as well as property damage to our facilities.

Many times our customers are unaware of simple safety rules that are so familiar. It is up to you to remain alert to these potential safety hazards and to alert customers to them should you discover a hazardous condition. Some common safety hazards are:

1. Spilled liquid or ice.
2. Food on the ground.
3. Trip hazards.
4. Broken doors.
5. Wet stairs and walkways.

All facilities have first aid boxes in which you will be able to find basic aid items. If you require further assistance; contact medical personnel.

Your first aid responsibility in a medical situation is to the injured or ill person. In the event of an injury that requires additional treatment, call Security Forces at ext. 3-2123 and report the incident. Tell the dispatcher your name and the injured person's location and medical condition. Notify your supervisor of the incident and give a full report.

Building Security Procedures

It is responsibility of all FSS employees to protect the assets of their activity. This is a very important responsibility that you must take seriously.

Closing inspections of FSS facilities are important to the effectiveness of your progress. FSS employees are often tasked with the responsibility to ensure facilities are completely vacated upon closure and that the facility is free of hazards. A closing inspection will ensure that resale merchandise, furniture, supplies and equipment are not subject to theft and the activity is left in a safe condition. A closing inspection consists of the following procedures:

Empty all trash and waste containers into the approved containers supplied for the purpose outside the facility.

Unplug all electrical appliances (except for installed refrigeration equipment). This includes amusement machines, cash registers, displays and band equipment.

Walk through all facility rooms to ensure there is total fire safety and security of the facility.

Upon completion of the closing inspection, inform the fire alarm dispatcher that the facility is secure.

Base Civil Engineering

As a FSS employee, you are a vital link to good building maintenance and to the responsiveness of Civil Engineering in answering our requests. If you know what is needed, identify the need in the correct manner and you will save both time and money.

Waiting until repairs become urgent costs money and additional man-hours. Although qualified BCE planning technicians inspect facilities periodically, emergencies do occur and immediate action is required.

An emergency condition could be any of the following:

- Loss of heat, steam, gas, liquid fuels or water.
- Clogged plumbing.
- Failure of air conditioning.
- Power failure or faulty electrical systems.

Energy Conservation

As a FSS employee, you play a key role in our collection 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. We all play a role in the application of these energy conservation measures:

1. Turn off unneeded light and unplug unnecessary appliances.
2. Check for leaking faucets when implementing closing procedures.
3. During winter months, keep the thermostat at the federally prescribed setting of 68 degrees.

CLOSING

In closing, all of us in FSS would like to thank you for your interest in Non- Appropriated Funded Employment, and wanting to become a part of the FSS team. We hope that your stay will be long, prosperous, and enjoyable. Please remember that a customer is not dependent on us, we are dependent on them. We do not consider a customer as an interruption of our work; they are the purpose of it. We are not doing customers a favor by serving them; they do us a favor by giving us an opportunity to serve them. A customer is not someone to argue or match wits with. Nobody has ever won an argument with a customer. A customer is a person who brings us their wants. It is our job to handle them profitably in our everyday workload. It will make your job here a lot more rewarding.