

Exchange Employee Handbook

NASA Langley Research Center

Table of Contents

Document Approved June 25, 2008

Chapter 1 Employment at NASA Langley Research Center (LaRC)	Purpose	1-1
	Employee Morale and other related activities at LaRC	1-2
	NASA LaRC Access	1-3
	Driving on LaRC	1-4
	Commuting	1-5
	Safety	1-6
	Medical Care	1-7
	Smoking	1-8
	Substance Use & Abuse	1-9
	Alcohol and Drug Abuse Civilian Counseling Services	1-10
	Civilian Attire	1-11
	Code of Ethics for Exchange Employees	1-12
	Rumors	1-13
	Personal Debts	1-14
	Political Activities	1-15
	Extremist Activities	1-16
	Outside Interests	1-17
	Gifts Between Employees	1-18
	Change of Address or Name	1-19
	Publications	1-20
	Automation	1-21
	You and Your Supervisor	1-22
Chapter 2 Appointments, Pay, Benefits, & Entitlements	Appointment Types	2-1
	Probationary, Work and Meal Periods	2-2
	Official Personnel Folders (OPFs)	2-3
	Pay Schedules	2-4
	Paydays & Direct Deposits	2-5
	Payroll Deductions	2-6
	Income Tax	2-7
	Within Grade Increases	2-8
	Benefits Points of Contact	2-9
	Health Benefits	2-10
	Life Insurance	2-11
	401K Retirement Plan	2-12
	Workers' Compensation Program	2-13
	Resignation	2-14
	Unemployment Compensation Benefits	2-15
Death Benefits	2-16	
Designation of Beneficiary	2-17	
Chapter 3	Tour of Duty	3-1

Hours of Work/Holidays	Overtime, Compensatory Time Off, & Credit Hours	3-2
	Rest Periods	3-3
	Holidays	3-4
	Religious Holidays	3-5
	Administrative Executive Holidays	3-6
Chapter 4 Leave	Annual Leave	4-1
	Advanced Annual Leave	4-2
	Sick Leave as relative to Grandfather Employee	4-3
	PTO for all regular employees as regular appointed full and part time employee hired after July 1, 2014	4-4
	Sick Leave - PTO	4-6
	Leave Without Pay	4-7
	Excused Absences	4-8
	Family & Medical Leave Act (FMLA)	4-9
	Sick Leave to Care for a Family Member with a Serious Health Condition	4-10
	Absences Without Leave	4-11
	Leave Transfer Program	4-12
	Chapter 5 Training & Development	General
Purpose		5-2
Methods/Sources of Training		5-3
Planning Training & Development Activities		5-4
Training Attendance		5-5
Chapter 6 Performance Management & Awards	Performance Appraisals	6-1
	Awards	6-2
Chapter 7 Change in Positions	Job Information Board	7-1
	Position Management	7-2
	Lateral/Reassignment	7-3
	Change to Lower Grade	7-4
	Details	7-5
	Job Announcements	7-6
	Child Development Position Progression	7-7
Chapter 8 Business Based Actions (BBA)	Coverage	8-1
	Advanced Planning and information	8-2
	Types of BBA	8-3
	Administration	8-4
	Dissolution of Exchange NAF	8-5
	Effecting a BBA	8-6
	Notices and notice period	8-7
	Placement of employees	8-8
Chapter 9 Discipline	Disciplinary Actions	9-1
	Separation during Probation	9-2
	Separation- Performance Based actions	9-3
	Separation for Cause	9-4
	Table of Penalties	9-5

Chapter 10	Administrative Grievance System	10-1
Forums for Resolving Employee Dissatisfaction	Office of Equal Opportunity Program (OFOP)	10-2
	Inspector General (IG) Complaints and Requests for Assistance	10-3
Appendix A	Table of Penalties	
Appendix B	Branch Specific Rules and SOPs	

Chapter 1.

Employment at NASA Langley Research Center (LaRC) Exchange Operations

1-1. Purpose

This pamphlet provides Non-appropriated Fund employees with information regarding rules and regulations governing employment and benefits available to them.

1-2. Employee morale and related activities at LaRC

Profits from the Exchange Activities are used to promote efficiency, welfare, and morale of the LaRC personnel.

The Exchange Operations Manager oversees the business of the activity branches of the NASA Langley Exchange Morale, Welfare and Recreation Operations that include:

- a. **Finance and Accounting Office** is responsible for financial accounting and management, and administration of payroll and benefits for the various Exchange Branches, and execution of vending contracts.
- b. **Langley Child Development Center (LCDC) Branch** provides high quality developmental childcare to the children of NASA Langley Research Center employees and those near-site and on-site support service contractor employees. This activity is in keeping with the Exchange Council's objective of contributing to the effectiveness, welfare, and morale of Langley Research Center personnel. This service is provided at the lowest reasonable cost possible. (Also see Appendix B- Branch Specific Rules and SOPs)
- c. **Exchange Food and Beverage Branch** exists solely to provide quality food and beverages to LaRC personnel, at the lowest reasonable possible prices, consistent with efficient and business-like operations. (Also see Appendix B- Branch Specific Rules and SOPs)
- d. **Langley Exchange Shop** offers gift and merchandise and services (i.e. United Parcel Post, tickets, rental items) to visitors, NASA employees, and on or near-site support service contractor employees.
- e. **Langley Exchange Activities** operate programs that contribute to the effectiveness, welfare, and morale of Center personnel. Functions such as banquets, dances, picnics, socials, carnivals, sports leagues, travel activities, and clubs are fostered, governed, and subsidized by the Exchange.

1-3. NASA LaRC ACCESS

A NASA Civilian ID Badge allows you to access facilities located on LaRC. New employees must complete Langley Form 102, NASA Form 531, and provide fingerprints at the Badge and Pass Office before being issued a permanent badge. Walk-in hours are typically Monday - Friday, 8:00 a.m. through 4:00 p.m. You may obtain the necessary forms from the Exchange Finance and Accounting Office located in Bldg 1213 room 141. All employees will attend the Safety and Security Briefing prior to being issued a permanent Badge. LaRC facilities and programs available for your use include the child development center, various Clubs and leagues, Exchange Shop, Afterburners and Aerodyner, Main Cafeteria, Gym and Credit Union. There are, however, certain services, such as the fitness center, golf club that are restricted to only NASA Civil Servants.

NOTE: Finance and Accounting and the Badge and Pass office should be contacted immediately to replace lost or expired ID Cards. The phone number for Security is 43420.

1-4. Driving on LaRC

Anyone traveling on LaRC roadways should be aware of Center policies regarding road safety. The speed limit for passenger-type vehicles operating on LaRC is 25 MPH unless otherwise posted. Pedestrian crosswalks will be observed and the right-of-way given to pedestrians entering them. In the event of an Emergency while on center call 911.

a. **Vehicle Registration.** LaRC requires employees to register their vehicles with the Badge and Pass Office. Registering your vehicles is recommended for easier access during the workday or evening hours. All registered vehicles must comply with Center policies. Employees who desire to register their vehicle may do so at the main Gate Badge and Pass Office by showing the following:

- (1) A valid driver's license.
- (2) Certification of state registration.
- (3) A valid vehicle inspection by the state in which the vehicle is registered.
- (4) Proof of vehicle insurance.
- (5) LaRC Badge

NOTE: Whenever you sell or trade a vehicle(s), or move to another area, you should remove the decal from the vehicle and cancel the LaRC registration at the Badge and Pass Office..

1-5. Commuting

You may want to join a carpool or locate others to ride with you when commuting to work. Your supervisor or fellow employees may be able to assist you with this, or you may place an advertisement in the Center newspaper, Researcher News.

1 -6. Safety

Integrate safety into everything you do and use risk management practices. Employees are obligated to practice safety. You should always be aware of your own safety. Machines and equipment are guarded as effectively as their practical use will permit. However, machines cannot think and cannot by their own volition keep out of your way. Inattention, incorrect work procedures, and using the wrong tool for the job are frequent causes for injuries to employees. Most injuries to office workers are back injuries due to improper lifting. Use the buddy system or hand trucks for lifting items such as computers, printers, etc. Horseplay, thoughtlessness, loose clothing, slips, falls and improper use of machines are the most frequent causes of injury and death to workers. You are also responsible for the safety of others. Keep in mind the fact that you and other fellow employees do not always have a second chance. It is your duty to obey safety rules and regulations and take every reasonable precaution to avoid injury to yourself and others. Any on-the-job injury, regardless of how small, should be reported to your supervisor as soon as possible. Unsafe work conditions or injuries should be reported to your supervisor and/or by calling 4Safe (47233).

1-7. Medical Care

Normally, you are expected to obtain medical treatment from your own private physician for other than on-the-job injuries or illnesses. If you become ill while at work, your supervisor may refer you to the LaRC Occupational Health Clinic. If your condition is not severe enough to prevent you from completing your present tour of duty, on site care or medication may be given as needed. If the illness precludes an immediate return to work, or if continuing care is required, medication or treatment will be administered by the Clinic suffering or complications. Moreover, you will be referred to your private physician or dentist. By using this service, you will not only save your sick leave, but may also avoid missing a full day of work.

1-8. Smoking

Smoking is prohibited in all LaRC workplaces, auditoriums, private offices, conference rooms, classrooms, restrooms, fitness centers, common areas (e.g., hallways, stairways, lobbies, lounges, entrances/exits, etc.), and in all government vehicles. Designated smoking areas are outdoors and must be at least 50 feet from common entrances/exits.

1-9. Substance Use and Abuse

a. Whether or not an employee uses alcoholic beverages off the job is a personal decision; however, an employee is responsible for ensuring their habits do not interfere with job performance. If an employee's consumption of alcohol adversely affects their duty performance in any way, including excessive tardiness or absenteeism, hangovers, or a lack of responsibility or dependability, the employee will be required to correct the problem or face disciplinary action which can lead to removal.

b. Under the provisions of Executive Order 12584, Drug-Free Federal Work Place, an employee's use of illegal drugs while off duty may form the basis for an adverse action if such usage affects duty performance or conduct. Additionally, if there is a direct relationship or conflict between such usage and the duties and responsibilities of the employee's position, adverse action, up to and including removal of the employee from their position may be

appropriate.

c. Employees engaging in on-duty use of alcoholic beverages or illegal drugs are subject to appropriate disciplinary action, up to and including removal.

d. An employee who needs help in controlling alcohol or substance usage should discuss the problem frankly with their supervisor who may be able to refer them to sources of professional help.

1-10. Alcohol and Drug Abuse Civilian Counseling

NASA and LaRC recognize alcohol and drug abuse and other employee problems that may affect employee duty performance or conduct as treatable conditions. Employees should seek appropriate counseling and treatment as required.

1-11. Civilian Attire

a. Clothing will be appropriate for the duties performed. Dress should be commensurate with attire normally worn by civilian employees in local communities engaged in activities similar in nature to those in which the government employee works.

b. Clothing (including head and footwear) with slogans, drawings, or language that could be construed as being lewd, obscene, profane, or sexually suggestive, or which advocates or glorifies the use of illegal drugs, or other unlawful conduct is forbidden.

c. Clothing must be clean, non-disruptive to the work environment, non-offensive to others, and safe to wear at the work site.

d. Uniforms are provided for some positions and must be worn as required.

1-12. Code of Ethics for Exchange Employees

The following general principles apply to every employee.

a. Public service is a public trust, requiring employees to place loyalty to the Constitution, the laws, and ethical principles above private gain.

b. Employees shall not hold financial interests that conflict with the conscientious performance of duty.

c. Employees shall not engage in financial transactions using nonpublic Government information or allow the improper use of such information to further any private interest.

d. An employee shall not solicit or accept any gift or other item of monetary value from any person or entity seeking official action from, doing business with, or conducting activities regulated by the employee's agency, or whose interests may be substantially affected by the performance or nonperformance of the employee's duties. For information on limited exceptions to this rule, contact the designated agency ethics official in the Office of Chief Counsel.

e. Employees shall put forth an honest effort in the performance of their duties.

- f. Employees shall not knowingly make unauthorized commitments or promises of any kind purporting to bind the Government.
- g. Employees shall not use public office for private gain.
- h. Employees shall act impartially and not give preferential treatment to any private organization or individual.
- i. Employees shall protect and conserve Federal property and shall not use it for other than authorized activities.
- j. Employees shall not engage in outside employment or activities, including seeking or negotiating for employment that conflicts with official Government duties and responsibilities.
- k. Employees shall disclose waste, fraud, abuse, and corruption to appropriate authorities.
- l. Employees shall satisfy in good faith their obligations as citizens, including all just financial obligations, especially those - such as Federal, State, or local taxes - that are imposed by law.
- m. Employees shall adhere to all laws and regulations that provide equal opportunity for all Americans regardless of race, color, religion, sex, national origin, age, or handicap.
- n. Employees shall endeavor to avoid any actions creating the appearance that they are violating the law or the ethical standards set forth above. Whether particular circumstances create an appearance that the law or these standards have been violated shall be determined from the perspective of a reasonable person with knowledge of the relevant facts
- o. Exchange managers will attend annual ethics training provided by Office of the Chief Counsel.

1-13. Rumors

Rumors are heard wherever people happen to be. You may hear a rumor today, if you do, and if it is bothering you, ask your supervisor about it. Do not spread rumors--they do more harm than good. Get the facts straight before you pass them on, and pass them on only to people who need to know to perform their duties as an employee of the Exchange.

1-14. Personal Debts

Employees are expected to properly discharge their financial obligations and to maintain a reputation in their community for honoring debts. Willful failure of an employee to take proper responsibility to honor valid debts could result in disciplinary action.

1-15. Political Activities

- a. Employees are responsible for refraining from prohibited political activities and should be acquainted with the applicable restrictions.

(1) While off duty, an employee may be a candidate in nonpartisan elections; may register and vote as they choose; may assist in voter registration drives; may

express personal opinions about candidates and issues; may contribute money to political organizations; may attend political fund-raising functions; may attend and be active at political rallies and meetings; may join and be an active member of a political party or club; may sign nominating petitions; may campaign for or against referendum questions, constitutional amendments, and municipal ordinances; may campaign for or against candidates in partisan elections; may make campaign speeches for candidates in partisan elections; may distribute campaign literature in partisan elections; and may hold office in political clubs or parties and be delegates to party conventions.

(2) An employee may not use their official authority or influence to interfere with an election; may not solicit, accept or receive political contributions unless both individuals are members of the same Federal labor organization or employee organization, and the one solicited is not a subordinate employee; may not knowingly solicit or discourage the political activity of any person who has business before the agency; may not engage in political activity while on duty; may not engage in political activity in any government office; may not engage in political activity while wearing an official uniform; may not engage in political activity while using a government vehicle; may not be candidates for public office in partisan elections; and may not wear political buttons on duty.

b. If employees are uncertain whether a particular action violates political activity rules, they should discuss their concerns with their supervisor or the Office of the Chief Counsel before engaging in the action. Ignorance of provisions of the law will not excuse an employee from penalties for violation.

1-16. Extremist Activities

The NASA LaRC Exchange does not tolerate actions of extremist organizations or extremist activities in the workplace. Extremist organizations and activities that advocate racial, gender or ethnic hatred or intolerance; advocate, create or engage in illegal discrimination based on race, color, gender, religion, physical/mental disability, age, national origin; or advocate use of force or violence or other unlawful means to deprive individuals of their rights under the United States Constitution or law of the United States are prohibited at LaRC. These inappropriate actions interfere with an employee's ability to accomplish his or her duties, diminish work unit cohesion, create an atmosphere of intimidation, and interfere with productivity and morale. Each employee is expected to maintain a work environment free of hatred, illegal discrimination, intimidation or violence.

1-17. Outside Interests

You may engage in private employment and acquire or retain private business, professional, or other interests or enterprises on non-duty time provided:

- a. There is no interference with your efficiency in your government position.
- b. There is no conflict with the interests of the government.

- c. There would not reasonably arise any criticism or suspicion of conflicts of interest or duties.
- d. That you do not knowingly solicit or make solicited sales to other employees who are junior in rank, grade, or position to you, or to the family members of such personnel, while on or off duty. In the absence of coercion or intimidation, this does not prohibit the sale or lease of an employee's non-commercial personal or real property or commercial sales solicited and made in a retail establishment during off-duty employment. Posting an advertisement does not constitute solicitation for purposes of this subsection.
- e. Use of government equipment, supplies, or resources for personal reasons/private interests is strictly prohibited. Violations may result in formal disciplinary action.

1-18. Gifts Between Employees

Federal laws and regulations generally prohibit employees from giving a gift or soliciting contributions for a gift to an official superior. Likewise, superiors may not accept such gifts from their subordinates. The limited exceptions to these prohibitions permit:

- a. Gifts to superiors on an occasional basis, including any occasion, on which gifts are traditionally given, where the value of the gift does not exceed \$10;
- b. Gifts on special, infrequent occasions, such as marriage or the birth of a child; and,
- c. Gifts on occasions that terminate the official superior-subordinate relationship, such as retirement, resignation, or transfer.

Collections for gifts must avoid any appearance of coercion.

1-19. Change of Address or Name

You should notify your supervisor immediately if your home address, telephone number, name (by marriage or court action), marital status, or person to be notified in case of emergency changes. It is important to make this notification so that correspondence concerning your pay and benefits can reach you.

- a. Change of telephone number, marital status, or person to be notified in case of emergency should be made by letter to the immediate supervisor.
- b. Change of address should be made by letter signed by you and forward through your immediate supervisor to your administrative point of contact at the Exchange Finance and Accounting Office. The administrative point of contact will forward a copy of the memorandum to appropriate benefit representatives and the payroll office representative.
- c. Notification of a name change should be submitted to your supervisor in writing signed by you along with a copy of your Social Security card or application reflecting your name change. Your supervisor will forward the notice to the administrative point of contact, Finance and Accounting Manager, in Bldg. 1213 room 141, who will forward the change to benefit and payroll office representative.

1-20. Publications

Internal Recruitment Notices and other pertinent publications that apply to you will be electronically posted on the Exchange Web Page on <http://larc-exchange.larc.nasa.gov/>, sent through e-mail, or otherwise brought to your attention by your supervisor. You should read these publications on a regular basis. The official post newspaper, Researcher News, is published biweekly and contains items of interest to employees.

1-21. Automation

Electronic communications are provided to employees for conducting official business. These systems include facsimile machines, email and Internet access. The facsimile machines are located in most offices while email and Internet access are provided through individual computers at each workstation. Employees should use email resources responsibly and abide by normal standards of professional and personal courtesy and conduct at all times. Inappropriate use of email systems and the Internet may be a basis for disciplinary action against the employee. Employees are reminded that passwords to their computers are to be memorized and not shared with other employees. Employees should also respect the copyright laws of software and are prohibited from loading any software on a government computer without the knowledge and permission of Chief Information Officer. See your supervisor for access to Exchange or at LaRC web pages.

1-22. You and Your Supervisor

The day-to-day management of your activity and its employees is the basic responsibility of your immediate supervisor. The role of the supervisor is to provide guidance and to help you do your job better. Your supervisor is responsible for and has the authority to:

1. Select or separate employees
2. Approve leave requests and certify time and attendance
3. Set performance standards and goals
4. Assign work and evaluate performance
5. Train and develop subordinates
6. Recognize performance with appropriate awards
7. Discipline employees as necessary
8. Review employee grievances and resolve complaints
9. Determine requirements to conduct business based actions

You and your supervisor are working together to provide highly professional services to customers. Your supervisor will answer any questions you may have concerning the performance of your job. If there is something you do not understand about your job, discuss it with your supervisor. If problems still exist and questions cannot be answered or resolved by your supervisor, you may discuss the matter with the next higher level of supervision.

[Back to Table of Contents](#)

Chapter 2

Appointments, Pay, Benefits, and Entitlements

2-1. Appointment Types.

Soon after your appointment to the Exchange Operations, you will receive a Notification of Personnel Action along with a copy of your Job Description. It will

reflect the type of appointment used to employ you. The most common types of appointment are shown below.

a. Your appointment may be a Competitive Appointment made on a permanent basis in one of the following manners:

(1) **Temporary** (or Seasonal) **Appointment**. A person hired for a short time not to exceed 120 days. Such appointments usually occurs during an especially busy season.

(2) **Casual Labor or Emergency Hire Appointment**. Anyone hired for a period not to exceed (NTE) 60 days. This appointment is used for short-term interim hiring to perform specific duties that cannot be performed by other appointments. Normally such an appointment is used for quick hiring due to temporary personnel shortage or for accomplishment of a short-term event or activity.

(3) **On Call** (or flexible) **Appointment** — Appointment made to work only when needed in the absence of regular employees. This appointment may work up to 40 hours a week if needed, but usually works intermittently.

(4) **Regular Part Time** — A regular appointment that normally requires the employee to work between 17 and NTE 32 hours each week- Work days may include weekends, holidays, late evenings or during heavy periods of work.

(5) **Regular Full Time** — A regular appointment that normally requires the employee to work between 32 Hours per week to 40 hours per week.

2-2. Probationary, Work, and Meal Periods.

a. **Probationary Period**. Newly hired employees must serve a probationary period of 90 days. Leave will accrue during this period, but cannot be taken until after the probationary period is completed. Terminations may occur at any time before the probationary period has ended. Newly appointed supervisors are required to serve a one year probationary period upon initial appointment to a supervisory or managerial position.

b. **Hours of Work**. The appropriate Exchange Branch Manager assigns work hours for each individual employee under his or her supervision. No employee will work overtime unless authorized by Management. Working through lunch breaks and leaving early is not permitted unless approved by the branch manager. An employee may leave his/her duty site during breaks to attend to personal business, but must return to duty at the proper time. If an employee leaves work before his/her shift is over, he/she must apply in advance for leave. Grace periods for tardiness are not allowed. Managers will insure individuals are charged with appropriate leave status (e.g. Annual leave, Sick Leave, Absence without pay, Leave without pay). Repeated tardiness will result in appropriate disciplinary action.

c. **Meal periods**. If you are scheduled to work in excess of 6 hours, you will be scheduled a meal period. Meal periods are indicated on the work schedule and are no less than 30 minutes, or more than 1 hour. The meal period is not considered duty time and therefore you are not paid for that period of time. If however, the nature of your duties requires that you remain at the duty station, an on-the-job meal period may be established. In this case, you will be paid for an

on-the-job meal period not to exceed 20 minutes.

2-3. Official Personnel Folders (OPFs).

Managers establish an Official Personnel Folder (OPF) for all appointed employees. This folder provides a chronological, comprehensive, and continuing record of the employee's service, status, skills, and other personal history related to civilian employment. These OPFs are maintained and updated by each Exchange Branch Manager. An employee's folder is made available for review upon request through appropriate branch manager.

2-4. Pay Schedules.

Salaries of Exchange employees are normally governed by one of three pay schedules described below. New salary rates are posted on the Exchange homepage at <http://larc-exchange.larc.nasa.gov/> and distributed to employees when the pay rates are adjusted.

- a. NON Appropriate Schedule (NF) "white collar" workers are paid according to an annual pay scale set by the Exchange Council based on local markets and ability to pay.
 - b. Exchange Appointment (EA) and Supervisory Appointment (SA) "blue collar" employees are paid from a scale set by the exchange council based on geographic area prevailing rates.

2-5. Paydays and Direct Deposit.

Exchange employees serviced are based on pay schedules and made every two weeks; specific paydays may vary but generally are about 12 days after the end of the previous two-week pay period. Questions about pay should be directed to your Exchange Branch Manager or the Finance and Accounting Office Manager.

2-6. Payroll Deductions.

- a. Certain deductions from your pay are required by law. These are:

- Federal Income Tax
- State Income Tax
- Medicare
- Social Security and/or Retirement Deductions

- b. Optional deductions (for regular employees who qualify and elect) include:

-Health Benefits (60%)

- o Dental Insurance
- o Life Insurance (50%) Premiums
- o 401 K Savings Plan Contributions
- o Allotment to a Credit Union or other Financial Institution

2-7. Income Tax.

If you wish to change the number of exemptions, withholding allowances, or have additional amounts withheld, you must file a new Form W-4 with your Branch

Manager.

2-8. Within Pay Range and Grade Increases.

Pay Range and Within-grade increases are increases to the next pay step on the pay schedule without change in duties, title, or grade.

a. NON-Appropriated Fund (NF) employees do not receive within-grade increases based on waiting periods. Pay may be set within a range based on Market survey, employees previous experience and ability to pay. Your supervisor will determine whether your work is of an "acceptable level of competence." If it is determined that your performance is not of "an acceptable level of competence," you will be notified in writing and advised of your rights regarding the negative determination.

b. Exchange Appointment (EA) and Supervisory Appointment (SA) (non-temporary) employees will automatically advance to the next higher step in grade if they are under a regular schedule, were rated Successful or better on their last annual rating, and have completed the required waiting period. An employee whose most recent rating is marginal or unsatisfactory is ineligible for a within-grade increase. The waiting periods for increases for full time (40) per week are:

- 26 calendar weeks to step 2
- 78 calendar weeks to step 3
- 104 calendar weeks to steps 4 through 10

Time spent is based on 40 hours per week in a pay status ;therefore, employees with less than 40 hours for EA and SA employees may delay the scheduled within-grade increase.

2-9. Benefits Point of Contact

The Exchange Services Office is responsible for the administration and processing of transactions for Exchange Employees Benefits Program based on Employee election of benefits through their Branch Manager for Life Insurance and 401K Savings Plan (TSP) Program. Additional Information on your basic employee benefits may be obtained from this Office.

2-10. Health Benefits.

The Exchange as a small business employer and as an instrumentality of the government refers employees with health benefit needs to the Affordable Care Act Market Place.

2-11. Life Insurance.

Life Insurance is available to you at shared cost for basic coverage if you are serving on a regular appointment with a full-time work schedule. The amount of basic insurance coverage is \$10,000 for those enrolled in Health Benefit Program. This benefit also covers temporary disability coverage. Separate life and disability insurance is available if not enrolled in Health Benefit Program. The cost of these options is paid through payroll deduction.

Note: Complete information about the Exchange Insurance program is provided by the Finance and Accounting office. If an employee leaves Exchange employment or is on leave without pay, he/she is responsible for the reimbursement of the premium to the branch.

2.12. 401K Savings Plan.

The 401K Plan (TSP) is a deferred retirement savings plan. 401K Plan participation is voluntary and open to employees. The current Plan has a 4 month waiting period and no age requirement. The current vesting schedule is a 5-year vesting period. The Exchange provides a 401K savings program for all eligible employee who meet the criteria for Plan Participation:

- You must have 1000 hours of service to the Exchange per year (Average of \$38.46 hours per payroll.)
- You must have completed your probationary period.
- You may contribute up to \$12,000 of your annual salary through payroll deduction. The annual limit of contribution for employee over the age of 50 is up to 14,000 of your annual salary

Additional information is available through the Exchange Finance and Accounting Office on hardship withdrawals or loans.

2-13. Workers' Compensation Program.

a. Workers' Compensation Program (WCP) provides compensation benefits to employees for disabilities due to personal injury sustained while in the performance of duty or to an employment-related disease. It also provides for the payment of benefits to dependents if the injury or disease causes the employee's death. Benefits cannot be paid if the injury or death is caused by the willful misconduct of the employee, the employee intends to bring about their injury or death or that of another employee.

b. If you are injured on duty, you must immediately notify your supervisor. Your supervisor will provide you with a Record of Injury form, and make arrangements for you to be transported to appropriate medical facility for evaluation and, if desired, treatment of the injury. You should have the physician annotate your disposition (i.e., return to duty, restricted duty, or home rest). In traumatic injuries, you or someone acting on your behalf must complete the employee portion of the form and return it to your supervisor within 7 days of injury.

2-14. Resignations.

If you resign from the Exchange, you should provide your supervisor with at least two weeks' notice. You should provide this in the form of a written notice signed by you. Your supervisor or the Finance and Accounting Office Manager will be able to give you information about your benefits including those listed below:

a. **Thrift Savings Plan and 401K Plan.** There are several options available regarding your TSP funds when you resign:

- Transferring to an IRA or other eligible retirement fund
- Withdrawing entire balance in a single payment
- Receiving a series of equal monthly payments
- Receiving a life annuity

- Leaving money in TSP account.

At the time of your resignation you will be given information and forms explaining these options and the effects on your tax liabilities.

- b. **Health Benefits.** Your Employees Health Benefits coverage terminates the end of the month of you resignation of employment.
- c. **Life Insurance.** Employee Insurance coverage terminates at the end of the month of your resignation of employment.

2-15. Unemployment Compensation Benefits.

Because of the various state laws concerning unemployment compensation, individuals should contact their nearest unemployment office for information.

2-16. Death Benefits.

Benefits are paid to survivors according to the standard order of precedence unless you designate otherwise. (See section on Designation of Beneficiary.)

- a. **Life Insurance.** If the deceased employee elected Life Insurance, it is payable in the amount according to stated policy.
- b. **Salary And Leave.** Any unpaid salary or lump sum annual leave is payable to the survivor(s) after the claim has been adjudicated by the Exchange Operations Office.
- c. **401K Retirement Plan (TSP).** Survivors are eligible to receive the 401K account of a deceased employee after the employing agency notifies the TSP Service Office of the death.
- d. **Health Insurance.** Is discontinued for employee and their spouse or children.
- e. **Death Gratuity Payment.** Survivors may be eligible for a one-time benefit if the deceased employee's death was a result of an on-the-job injury or disease. To receive this benefit, an approved Workers' Compensation claim for the injury or disease that resulted in the employee's death must be on file at the U.S. Department of Labor. Survivors of employees who are fatally injured while on duty should complete a claims form at Exchange Finance and Accounting Office.

2-17. Designation of Beneficiary.

- a. Any proceeds from life insurance, Thrift Savings Plan, or unpaid compensation payable after the death of an employee will be payable to the first person or persons listed below who are still alive at the time of the employee's death.

- (1) To the spouse.
- (2) If the spouse is deceased, to the child or children in equal shares, with the share of any deceased child distributed among the descendants of that child.
- (3) If none of the above, to the parents in equal shares or the entire amount to the surviving parent.

(4) If none of the above, to the executor or administrator of the estate of the decedent.

(5) If none of the above, to the next of kin under the laws of the State in which the descendant was domiciled at date of death.

b. It is not necessary for you to designate a beneficiary unless you wish to designate some person or persons not included above, or in a different order. If you wish to designate a beneficiary, the necessary forms can be obtained from Finance and Accounting Office.

[Back to Table of Contents](#)

Chapter 3 Hours of Work/Holidays

3-1. Tours of Duty.

- a. Each supervisor will inform employees of the exact work hours required for the position to which appointed. Once established, such hours become the employee's tour of duty (TOD). The supervisor may change an employee's TOD if required by an operational necessity. The employee will receive advanced notice of any change from the supervisor.
- b. Tours of duty include full time (32-40 hours a week), part time (between 17 and 32 hours a week), on call (as needed by the Exchange Branch, ranging from 0 to 40 hours per week), and seasonal (specific periods each year). Different shifts may require work on evenings, nights, weekends and holidays.
- a. Flexible tours of duty may be established by Exchange Managers for full time 40 hours a week employees. Individuals must be in duty status between the hours of 9 am and 3 pm.

3-2. Overtime, Compensatory Time Off, and Credit Hours.

- a. Overtime work, when required, is normally scheduled and approved in advance of the administrative workweek (Monday through Sunday). The employee will be credited overtime for all work required beyond 40 hours a week.
- b. Eligible employees may choose to take compensatory time off in lieu of overtime pay (one hour of compensatory leave for each hour of overtime worked) for irregular or occasional overtime work (that is, not scheduled in advance of the administrative work week). A Non-appropriated (NF) employee whose basic salary exceeds that of a NF-2 maximum pay range may be required to take compensatory leave rather than receive paid overtime. The supervisor must approve requests.
- c. Subject to supervisory approval, a full time NF employee, including Exchange Appointment (EA) or Supervisory Appointment (EA) employees, may earn credit hours for work beyond the established daily schedule. The maximum number of credit hours that can be carried from one pay period to another is 24.
- d. Exchange Employees whose base salary is below the NF 2 maximum pay level are paid overtime at the rate of time and one-

half. A NF employee, whose base salary is above the NF-2 maximum pay level, receives time and one-half of the rate of NF-2 maximum pay level. Employees may elect to receive compensatory time in lieu of overtime pay for work performed outside of the administrative workweek.

3-3. Rest Periods.

Short rest periods during the daily tour of duty will be permitted when, at the discretion of the activity manager, such periods are beneficial or necessary to the activity. The policy adopted by each manager will be established in writing and made known to all employees.

a. Criteria for establishing rest periods are as follows:

- (1) Protection of the employee's health by relief from hazardous work.
- (2) Relief of fatigue caused by continuous physical exertion or work performed in confined a space that limits personal activities.
- (3) Increased efficiency or production would result.

b. Rest periods may be granted subject to the following conditions:

- (1) The rest period may not exceed 10 minutes during each 4 hours of continuous work.
- (2) The rest period will not be a continuation of the lunch period.

3-4. Holidays.

a. Days that have been established as legal holidays for the Exchange Operations are:

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

b. When a holiday falls on a day that a full-time or part-time employee is regularly scheduled to work under either a regular or flexible work schedule, the scheduled workday is the employee's holiday.

c. A full or part-time employee who is required to work on a regularly scheduled workday that is a holiday receives holiday premium pay (double pay) for working on the holiday and is not entitled to an in-lieu of holiday. These employees are also not entitled to overtime premium pay for the basic workday.

3-5. Religious Holidays.

a. An employee whose personal religious beliefs require the abstention from work during certain periods of time may request to perform overtime work to make up for time lost to meet those religious requirements. Any employee who is approved by their supervisor for overtime work for this purpose shall be granted equal compensatory time off from the scheduled tour of duty (in lieu of overtime pay) for religious reasons.

b. In addition, employees who wish to observe a religious holiday may use annual leave or leave without pay subject to approval by the supervisor. If circumstances permit, an employee's work schedule may be arranged to allow observance of religious holidays.

3-6. Administrative Executive Holidays.

Executive holidays are days off as announced by the President and normally scheduled in conjunction with holiday weekends. Although these holidays are generally considered Administrative leave day depending on mission requirements, exchange employees are authorized the day off without advanced supervisory approval with pay.

[Back to Table of Contents](#)

Chapter 4

Leave- Paragraphs 4-1 through 4-3 applies to all regular appointed employees under Full time and Part time hired prior to June 1, 2014 (Grandfathered Employees). Paid Time Off (PTO) applies to all Exchange regular part time and full time employees hired after July 1, 2014.

4-1. Annual Leave.

a. a. Employees may use annual leave for vacations, rest and relaxation, personal business and emergencies. The amount of annual leave accrued for each pay period is based on length of service. Annual leave may be taken in one quarter-hour increments.

b. Full-time NF appointed employees' EA and SA appointed employees' annual leave accrues as follows:

(1) Less than three years' service - Earns 4 hours per pay period, or 13 days a year.

(2) Fourth year, but less than 15 years' service - Earns 6 hours per pay period or 19.5 days per year.

(3) Sixteen or more years' service - Earns 8 hours each pay period, or 26 days a year.

c. Full and Part-time employees who work less than 40 hours per week accrue leave on a prorated basis.

d. A full-time employee in a non-pay status for 80 hours or more during a leave year will have a reduced leave accrual.

e. Normally, an NF employee must use all annual leave in excess of 240 hours by the end of the leave year. If not, the leave is forfeited

after the 1st pay period ending in the new year.

f. Casual/emergency, temporary seasonal employees do not earn leave.

g. Employees appointed to positions for less than 90 days are not entitled to use earned annual leave. Employees must be appointed a continuous period of at least 90 days under one or more successive appointments without a break in service of one workday or more, before being credited with leave accrued during the first 90-day period.

h. Employees will receive lump-sum payment for any unused annual leave upon separation, termination, resignation, or retirement.

i. Annual leave must be requested in writing in advance and approved by the Branch Manager. The Operations Manager, or designated official in the absence of the supervisor, must authorize or approve use of annual leave since workload and production must be maintained with the least interruption. It is the employee's responsibility to obtain approval before taking annual leave.

j. It is understandable that sometimes, due to emergencies, an employee may be unable to request annual leave in advance. If this happens, the employee is expected to inform the supervisor as soon as possible, normally within the first two hours of the duty day. The employee must advise the supervisor of the nature of the emergency and indicate the expected length of absence. Annual leave taken for emergencies is also subject to supervisory approval.

4-2. Advanced Annual Leave.

a. A permanent full time employee may be advanced annual leave subject to the following conditions.

(1) The amount of advanced annual leave may not exceed that which the employee is expected to earn during the leave year.

(2) Employees serving under a temporary appointment or a probationary/trial period are not entitled to advanced annual leave.

b. When it is known or reasonably expected that an employee will be separated during the year, advanced annual leave may not exceed the amount that will accrue before the anticipated date of separation, retirement, termination, etc.

c. Requests for advanced annual leave must be submitted in writing to the supervisor. If the supervisor approves the request, it will be forwarded to the Exchange Manager for final approval. If the advanced annual leave is disapproved, the request will be returned to the employee.

4-3. Sick Leave as relative to Grandfather Employee.

a. Sick leave is a benefit that is provided for specific reasons and should not be used indiscriminately. It should be treated like the insurance policy that it is and used wisely.

b. Full-time employees earn sick leave at the rate of 4 hours or 5%

per pay period based on a 80 hour pay period regardless of length of service. Part-time employees accrue sick leave on a prorated basis based on the number of hours worked during a pay period. Intermittent employees do not earn sick leave. Sick leave can be accumulated in unlimited amounts from year to year and is used in increments of 15 minutes. Accrued sick leave may be used for the following reasons:

- (1) When the employee is incapacitated for the performance of duties by physical or mental illness, injury, pregnancy, or childbirth.
- (2) Actual time involved for medical, dental, or optical examination or treatment, plus a reasonable time for transportation to and from the place of treatment. Non-emergency sick leave of this nature must be requested and approved before the absence. If possible, employees should make such appointments on non-work days or during off-duty hours.
- (3) To provide care for or otherwise attend to a family member having an illness, injury, or other condition which, if an employee had such condition, would justify the use of sick leave. Family member means the following relatives of the employee:
 - Spouse and parents thereof;
 - Children, including adopted children and spouses thereof;
 - Parents;
 - Brothers and sisters, and spouses thereof; and
 - Any individual related by blood or affinity whose close association with the employee is the equivalent of a family relationship.

NOTE: There are limits to the amount of sick leave allowed each leave year for this family sick leave purpose. If the maximum amount allowed is not used, the balance of the entitlement may not be rolled over into the following leave year.

- (4) For purposes related to the death of a family member, to include making the arrangements necessitated by the death and/or attending the funeral. For example, travel, attending memorial services, pre-funeral gatherings/ceremonies, and reading of the will may be charged to sick leave. The definition of family member and subsequent note under (3) above also applies to bereavement.

NOTE: An employee who is incapacitated as a result of severe depression or emotional distress due to the death of a family member continues to be entitled to use sick leave for his or her own illness.

NOTE: There is a limit on the amount of sick leave an employee can use for family care (3) and bereavement (4) each leave year. The basic limit for full-time employees is 40 hours. An additional 64 hours (for a total of 104 hours) can be used if the sick leave

balance does not fall below 80 hours. The basic limit for a part-time employee or an employee with an uncommon tour of duty is equal to the average number of work hours in the employee's scheduled tour of duty each week. Additional sick leave, up to the amount normally accrued during a leave year, may be used provided the employee maintains a sick leave balance equal to two times the average number of hours worked each week. For example, a 20-hour per week employee may use up to 13.5 hours of sick leave (amount of sick leave normally accrued per leave year) provided they maintain a balance of at least 40 hours of sick leave. Sick leave used for family care (3) or bereavement (4) under the family and medical leave or leave transfer rules counts when determining the amount of leave used in a leave year. There are no similar limits on the amount of sick leave an employee can use for examination or treatment, incapacitation, communicable disease, or adoption. This sick leave does not count toward the limits described above.

(5) An employee can use sick leave during the time health authorities or a health care provider determines that the employee's exposure to a communicable disease would jeopardize the health of other employees. The key determination is whether a particular illness would jeopardize the health of other employees. The expertise of health authorities or a health care provider must be relied on in determining whether a communicable disease would place the health of other employees in danger. Acceptable evidence must be furnished the supervisor in such cases. Once the determination is made that an employee's exposure to a communicable disease no longer jeopardizes the health of other employees, this provision no longer applies. If the employee wants to provide care to the affected family member, the employee can request sick leave under the family care provision in (3) above or other appropriate leave (e.g., annual leave).

(6) An employee can use sick leave for purposes relating to the adoption of a child. Sick leave is warranted for an activity that is necessary to allow an adoption to proceed, including appointments with adoption agencies, social workers, and attorneys; court proceedings; required travel; and any other activities necessary for adoption purposes. For example, if an adoption agency or court orders require adoptive parent(s) to take a specific period of time off to bond with the child, sick leave can be granted. However, sick leave is not justified if adoptive parent(s) wish, on their own, to remain at home to bond with the child. It is important to note that activities necessary to allow the placement of a child with an employee for foster care are not included under this provision. Employees cannot use sick leave for such purposes. Although there is no maximum amount of sick leave that can be

used for this purpose, employees may be required to submit evidence to support their request.

d. If an employee is unable to report to work because of illness, the employee must notify the supervisor as soon as possible on the first workday of the absence, generally within the first 2 hours of the workday. Normally, an employee's initials on the Time and Attendance Report for the period of sick leave absence will be sufficient to support a charge to sick leave. In some cases, a written request for Leave may be necessary.

e. When there is sufficient evidence to establish that the sick leave privilege has been abused, a physician or practitioner certificate may be required for any future use of sick leave. In such cases, you will be advised in advance that a certificate from a physician or other health care provider will be required to support any future use of sick leave.

f. Normally, an employee is expected to obtain medical treatment from their own private physician for other than on-the-job injuries or illnesses. If the employee's condition is not severe enough to prevent the employee from completing their present tour of duty, emergency care or medical assistance may be given as needed. If the illness precludes an immediate return to work or if continuing care is required, treatment will be given to preclude undue suffering or complications and the employee will be referred to their private physician.

4-4. Paid Time Off (PTO) applies for all regular employees hired as regular appointed full and part time employee hired after July 1, 2014 (PTO Employees).

a. All Employees hired after June 1st 2014 will be under PTO for leave earns and policy as describe in the following paragraphs. All Exchange Employees regular full time or part time may use Paid Time Off (PTO) a form of paid leave for vacations, rest and relaxation, personal business, illness, family leave, and emergencies. The amount of PTO for regular appointments each year is 10 days for regular full time and 5 days for regular scheduled part time employees after completion of probation period. PTO leave may be taken in half day (2-4 hours) or full day (5-8 hours) increments based on regular schedule hours per day. All employees will be paid the first full pay period following the end of each calendar year for any un-taken time off for the year.

b. Flexible, casual/emergency, temporary seasonal employees do not earn PTO.

c. Employees appointed to positions for less than 90 days are not entitled to use earned PTO.

d. Regular FT and PT Employees with less than 5 years of service must be in duty status for a continuous period of at least the first 90 days per year under one or more successive appointments without a break in service of one workday or more, before being allocated PTO days.

e. Upon separation all non-probationary employees under PTO will be paid their PTO based on a prorated amount of days in relationship to the time serve during the calendar year. (Example:

Full time employees separating from employment June 30 will be paid 5 days, part time will be paid for 2.5 days if no PTO days had been taken).

f. PTO must be requested in writing in advance and approved by the Branch Manager. The Operations Manager, or designated official in the absence of the supervisor, must authorize or approve use of PTO since workload and production must be maintained with the least interruption. It is the employee's responsibility to obtain advance approval when taking PTO.

g. It is understandable that sometimes, due to emergencies, an employee may be unable to request PTO in advance. If this happens, the employee is expected to inform the supervisor as soon as possible, normally within the first hour of the duty day. The employee must advise the supervisor of the nature of the emergency and indicate the expected length of absence. PTO leave taken for emergencies is also subject to supervisory approval.

4-6. Sick leave - PTO.

a. Sick Leave and PTO is a benefit that is provided for specific reasons and should not be used indiscriminately.

b. Sick Leave and PTO may be used in addition to personal time for the following reasons:

(1) When the employee is incapacitated for the performance of duties by physical or mental illness, injury, pregnancy, or childbirth.

(2) Actual time involved for medical, dental, or optical examination or treatment, plus a reasonable time for transportation to and from the place of treatment. Non-emergency sick leave of this nature must be requested and approved before the absence. If possible, employees should make such appointments on non-work days or during off-duty hours.

(3) To provide care for or otherwise attend to a family member having an illness, injury, or other condition which, if an employee had such condition, would justify the use of sick leave. Family member means the following relatives of the employee:

- Spouse and parents thereof;
- Children, including adopted children and spouses thereof;
- Parents;
- Brothers and sisters, and spouses thereof; and
- Any individual related by blood or affinity whose close association with the employee is the equivalent of a family relationship.

(4) For purposes related to the death of a family member, to include making the arrangements necessitated by the death and/or attending the funeral. For example, travel, attending memorial services, pre-funeral gatherings/ceremonies, and reading of the will may be charged to sick leave. The

definition of family member and subsequent note under (3) above also applies to bereavement.

PTO may be used for family care (3) or bereavement (4) under the family and medical leave or leave transfer rules counts when determining the amount of leave used in a leave year.

(5) An employee can use sick leave and PTO during the time health authorities or a health care provider determines that the employee's exposure to a communicable disease would jeopardize the health of other employees. The key determination is whether a particular illness would jeopardize the health of other employees. The expertise of health authorities or a health care provider must be relied on in determining whether a communicable disease would place the health of other employees in danger. Acceptable evidence must be furnished the supervisor in such cases. Once the determination is made that an employee's exposure to a communicable disease no longer jeopardizes the health of other employees, this provision no longer applies. If the employee wants to provide care to the affected family member, the employee can request sick leave under the family care provision in (3) above.

(6) An employee can use sick leave and PTO for purposes relating to the adoption of a child. Sick leave is warranted for an activity that is necessary to allow an adoption to proceed, including appointments with adoption agencies, social workers, and attorneys; court proceedings; required travel; and any other activities necessary for adoption purposes. For example, if an adoption agency or court orders require adoptive parent(s) to take a specific period of time off to bond with the child, PTO can be granted.

d. If an employee is unable to report to work because of illness, the employee must notify the supervisor as soon as possible on the first workday of the absence, generally within the first 2 hours of the workday. Normally, an employee's initials on the Time and Attendance Report for the period of absence will be sufficient to support a charge to sick leave. In some cases, a written request for Leave may be necessary.

e. When there is sufficient evidence to establish that sick leave or PTO privilege has been abused, a physician or practitioner certificate may be required for any future use of PTO for illness. In such cases, you will be advised in advance that a certificate from a physician or other health care provider will be required to support any future use of sick leave.

f. Normally, an employee is expected to obtain medical treatment from their own private physician for other than on-the-job injuries or illnesses. If the employee's condition is not severe enough to prevent the employee from completing their present tour of duty, emergency care or medical assistance may be given as needed. If the illness precludes an immediate return to work or if continuing care is required, treatment will be given to preclude undue suffering or complications and the employee will be referred to their private physician.

4-7. Leave Without Pay (LWOP).

a. Leave without pay is a temporary non-pay absence from duty

granted at the employee's request. Requests for leave without pay will be examined closely to ensure that the value to the Exchange or the employee's needs are sufficient to offset the costs and administrative inconvenience to the Exchange resulting from the employee's retention in a LWOP status.

b. Before approving extended leave without pay, it should normally be expected that the employee will return to duty and at least one of the following benefits will result: increased job ability; protection or improvement of the employee's health; retention of a desirable employee; or furtherance of a program of interest to the Exchange.

4-8. Excused Absences.

In some cases, an employee may be excused from duty without loss of pay or charge to leave. Some examples are:

a. **Tardiness.** Your supervisor may excuse brief periods of tardiness and other unavoidable or necessary absences of less than 1 hour. The supervisor may also require additional make-up work or charge the absence as annual leave. Excessive tardiness or absences may result in the absence being recorded as AWOL.

b. **Inclement Weather Excusal.** Most activities continue to function regardless of weather conditions, and the Center is generally "open" at all times for essential operations. If inclement weather conditions occur, the following rules apply:

(1) Supervisors may excuse employees without charge to leave or loss of pay for tardiness of one hour or less due to hazardous road conditions. If the tardiness is in excess of one hour, it must be charged to annual leave or leave without pay. Employees who do not report for duty during the entire shift may not be excused without charge to leave for any portion of that day.

(2) The Center Director will determine when climatic or hazardous road conditions are such to warrant excused absences beyond the one-hour specified above. Special reporting procedures can be obtained by calling 864-2111. Employees are responsible for obtaining Center operating schedules by calling the above telephone number.

a. **Early Release.** The Center Director will make the decision regarding early release from duty for all civilian employees. The Exchange Operations Manager will notify the Exchange Branch Managers telephonically, and they, in turn, will notify the employees under their supervision. Unless designated as "essential," personnel will be released without loss of pay or charge to leave based on the distance of their residence from LaRC. Nonessential employees working later shifts on the day of early release are not normally expected to report for work that day. However, employees should check with their activity on the day of early release for specific reporting instructions.

(b) **Delayed Center Opening.** All employees should report to duty by the specified time by their supervisor

and work until the end of their duty day.

(c) Liberal PTO. When the climatic conditions do not uniformly affect the entire area to the degree that the Center is not adversely affected, the Center will remain open and a liberal leave policy will be in effect upon official announcement for non-essential employees. Non-essential Employees may use annual leave or leave without pay without obtaining advanced approval, and normal requirements for an employee to notify his/her supervisor within the prescribed time limits are temporarily waived.

c. Court Leave.

(1) Court leave is the authorized absence, without charge to leave or loss of pay, of an employee from official duty for jury duty or when summoned to appear as a witness in a nonofficial capacity in a judicial proceeding in which the United States, the District of Columbia, or a state or local government is a party. The term "judicial proceeding" contemplates any action, suit, or other proceeding of a judicial nature (including any condemnation, preliminary, informational, or other proceeding), but does not include an administrative proceeding.

(2) When employees are called for court services, either as witnesses or as jurors, they must present the court order, subpoena, or summons, if one was issued, as far in advance as possible. Upon return to duty, written evidence of attendance at court is required showing the dates (and hours if possible) of the service. The supervisor will maintain such statement.

(3) It is the civic responsibility of an employee to respond to calls for jury and other court services. Therefore, requests for employees to be excused from jury duty will be limited to those instances where the employee's services are required to meet essential work schedules or the employee remaining on duty better serves the public interests.

(4) Court leave will be granted to both permanent and temporary employees on a full-time or part-time work schedule; however, part-time employees are entitled to court leave only for services performed during their scheduled duty hours. Employees on a substitute, when-actually-employed, or on call work schedule are not entitled to court leave.

(5) Employees on leave without pay will not be granted court leave since court leave is available only to employees who would otherwise be on duty or on leave with pay.

(7) Employees who appear as witnesses on behalf of the United States Government, who testify in an official capacity, or who are required to produce records are considered as being in an official duty status, not a court leave status.

d. **Blood Donations.** Employees who volunteer as a blood donor, without compensation, or who respond to an emergency call for blood donors by a needy individual will be excused from work without loss of pay or charge to leave for the time necessary to donate the blood, for recuperation, and for necessary travel to and from the donation site. The maximum amount of excused time will not exceed 4 hours, except in unusual cases such as traveling a long distance, unusual needs for recuperation, etc. In those documented instances, up to an additional 4 hours may be authorized.

e. **Military Leave.** A copy of orders and a certificate of attendance for military leave must be furnished to the Exchange Branch Manager.

(1) Reservists of the Armed Forces or members of the National Guard who are eligible for military leave will accrue 15 days of military leave each fiscal year for active duty, active duty training, and inactive duty training. To be eligible for military leave, employees must be on a full time or part time appointment. Any portion of the 15 days that is unused in a fiscal year may be carried over to the next fiscal year, not to exceed 15 days.

f. **Voting and Registration.**

(1) As a general rule, employees are allowed to report to work 3 hours after the polls open or leave work 3 hours before the polls close to vote, whichever requires the lesser amount of time off. The time off should be scheduled with the supervisor in advance of the day taken. Under exceptional circumstances such as commuting a considerable distance or when the voting place is beyond commuting distance and vote by absentee ballot is not permitted, employees may be excused for such additional time as may be reasonably needed to allow the employee to vote. The additional time cannot exceed a full day; therefore, any leave in excess of the normal daily work schedule must be charged to annual leave or leave without pay.

(2) Employees who are required to register in person may be granted time off on the same basis as for voting. However, the time off shall not be granted if registration can be accomplished on a non-workday and the place of registration is within a reasonable one-day round-trip distance of the employee's residence.

h. **Miscellaneous Excusals.** An employee may also be excused without charge to leave when reporting for Armed Forces physical examinations, taking examinations pertaining to their position, or when attending meetings and conferences which are determined as being in the interest of the Exchange.

i. **Absence Without Official Leave (AWOL).** Absence without official leave is an absence that has not been authorized or approved by the employee's supervisor. The employee will not receive pay for the time absent from his/her duty station. In addition, if an employee fails to request leave in advance or in accordance with established leave procedures, or if the leave request is denied,

the employee will be considered AWOL and disciplinary action may be taken against the employee.

4-9. Family and Medical Leave Act (FMLA).

a. The Family and Medical Leave Act (FMLA) allows regular full time and part time employees, who have been employed at least 12 months with at least 1250 hours of service, a total of 12 weeks of leave during each 12-month period with employment and benefit protections for one or more of the following reasons:

- (1) The birth of a son or daughter and care of the newborn;
- (2) The placement of a child with the employee for adoption or foster care;
- (3) The care of a spouse, son, daughter, or parent of the employee if such spouse, son, daughter or parent has a serious health condition; or
- (4) A serious health condition of the employee that makes the employee unable to perform the essential functions of their position.

d. Employees may choose to substitute PTO, compensatory time off, credit hours, or sick leave for leave without pay under the FMLA. Additionally, in some circumstances, management may require the employee to substitute -PTO for leave without pay under the FMLA.

e. Employees needing more information on coverage should contact their supervisor or Exchange Finance and Accounting Office.

4-10. Sick Leave to Care for a Family Member with a Serious Health Condition.

a. PTO or sick leave may be used for Care of family members with serious health conditions.

b. The definition of a "family member" includes the following relatives of the employee:

- Spouse and parents thereof;
- Children, including adopted children, and spouses thereof;
- Parents;
- Brothers and sisters, and spouses thereof; and
- Any individual related by blood or affinity whose close association with the employee is the equivalent of a family member.

c. A serious health condition as defined in 5 CFR 630.1202 is an illness, injury, impairment, or physical or mental condition that requires inpatient care and/or continuing treatment by a health care provider. Examples of serious health conditions include heart attacks, heart bypass or valve operations, cancers, kidney dialysis, Alzheimer's disease, spinal injuries, appendicitis, major surgery, and

the final stages of a terminal illness. Pregnancy is also considered a serious health condition, including prenatal care, childbirth, and recovery from childbirth. A supervisor may require an employee to provide written medical certification of a serious health condition and establish a time limit for employees to produce such documentation.

4-11. Absences Without Leave (AWOL).

Failure to follow established leave procedures, to provide required medical documentation, or to obtain required advance approval for absences from the work site can result in the absence being charged as absent without leave (AWOL). A charge to AWOL is a non-pay status because the absence was not authorized. While a charge to AWOL is not always considered punitive in nature, it can form the basis for a disciplinary or adverse action.

4-12. Leave Transfer Program.

a. The Leave Transfer Program allows grandfathered and PTO employees to donate accrued annual leave or PTO for use by other employees who are experiencing a personal medical emergency or are required to provide care for a family member with a medical emergency. Certification of the medical emergency is required from a physician or other appropriate medical expert to document the nature and duration of the emergency.

b. To be eligible to receive leave under the Leave Transfer Program, the employee must have used all available leave and be anticipated to be in an unpaid status for at least 24 hours. If the medical emergency is one that affects the employee, available leave would be all accrued sick and annual leave. If the medical emergency is one which affects an employee's family member, available leave would be all accrued annual leave as well as up to 104 hours of sick leave for grandfather or PTO employees. Maximum donation or transferred leave amount shall not exceed the annual accrued sick leave or PTO for the affected employee.

c. Employees may submit their request and all required supporting documentation to their supervisor in writing to be consider for leave transfer program. Supervisors will submit the all documentation by the next work day close of business to the Exchange Operations Manager who will review for approval or denial.

[Back to Table of Contents](#)

Chapter 5 Training and Development

5-1. General.

Any regular full-time or part time employee of the NASA LaRC Exchange is eligible for training, provided that the training is job related and is approved by the supervisor and Exchange Operations Manager.

5-2. Purpose.

Graduation from high school or college does not mark the end of our need for education. Today's fast-paced high-technology work environment demands that training and development be ongoing and a continuous process. There are numerous reasons why employees must be trained. New employees need to acquire the skills, knowledge, and abilities necessary to proficiently perform their jobs.

5-3. Methods/Sources of Training.

Just as there are numerous reasons for training, there are also numerous methods and sources available to accomplish training and development needs. Among the more commonly used means are:

- a. **On-the-Job Training (OJT).** On-the-Job Training can be a low-cost method for new employees to acquire skills and learn organizational procedures. On-the-Job training is most effective when a supervisor or experienced worker serves as a trainer or mentor for the new employee. Rotational assignments can become another form of OJT for employees to increase their job skills.
- b. **Employee and Organizational Development Branch.** To register for a course that has been advertised by the Employee and Organizational Development Branch on atLarc web, please complete the following steps:
 - Obtain an Application for On-Site Training Form () from the
 - Complete all applicable blocks. Sign and date the form.
 - Obtain supervisor's and training coordinator's approvals.
 - Forward completed and signed form to Mail Stop 309 or fax it to ext. 48543.

Questions concerning this process should be referred to the Human Resources Specialist.

c. **Off-Site Training.** There are a wide variety of off-site training opportunities available. Many USDA, DA and DOD courses can be attended with little tuition charges; however, the Exchange will usually have to pay the associated travel and per diem costs. Courses conducted by private vendors, to include colleges and universities, may be the only alternative to meet some highly technical and specific training needs.

d. **Self Development.** One way to improve your abilities and enhance your career potential is through developmental activities you elect to do on your own. Among the various options available are:

(1) **Professional Development.** All employees are encouraged to stay abreast of the latest trends and developments within their occupation. This can be accomplished through a variety of means to include use of professional journals and publications, and membership in professional societies and organizations.

(2) **Continuing Education.** There are a variety of degree programs through various colleges and universities. The Employee and

Organizational Development Branch can provide information on what is available.

(3) **Computer-Based Instruction.** The Center operates a computer-based instructional system that offers self-paced lessons on a variety of academic/vocational subjects. For more information, contact the Employee and Organizational Development Branch.

5-4. Planning Training and Development Activities.

A properly trained and developed employee seldom occurs by accident. Both short- and long-term planning is essential. One of the primary tools used to determine needs is the Individual Development Plan (IDP). The IDP is a record of the training and development needed by an employee. The IDP should be based on an agreement between the employee and supervisor as to what training and development is needed to bridge the gap between knowledge, skills, and abilities (KSAs) the employee currently possesses and the KSAs needed for performing present and future job requirements. Exchange Branches can use the IDPs as a guide for budgeting and procuring the training needed for employees. You should ensure that you and your supervisor complete/update your specifically tailored IDP annually.

5-5. Training Approval and Reimbursement.

a. Reimbursement for college courses.

Reimbursement of tuition and related fees (books excluded) for college level courses will be subject to the following:

1. College or university must be accredited.
2. Course(s) must be job/position related.
3. Reimbursement will be limited to a maximum of two courses per semester.
4. Prior approval must be obtained from the supervisor and the Exchange Operations Manager.
5. Final grade(s) must be C or better.
6. Copy of the final grade(s) and tuition receipt as well as an approved request form must be submitted to the Exchange Operations Manager for payment. Only the Exchange Operations Manager may approve advance tuition payments for college level courses.
7. A properly executed training agreement must be signed by the employee prior to receipt of college tuition reimbursement.

b. - Reimbursement for other training.

Other training will be subject to the following:

1. Training must be job or position related.
2. Prior approval must be obtained from the supervisor and Exchange Operations Manager.
3. Payment may be either in advance or on a reimbursement basis.
4. Training at off-site locations may also include travel reimbursement when approved.

c. Time and Attendance.

1. All college course work is expected to be taken after duty hours.
2. Other job related training might be taken in a duty status if the employee is required or directed by the Exchange to take the training. If the training is elective and approved by the Exchange Operations Manager, as recommended by the supervisor, the training may be taken in a duty status.

d. TRAVEL REIMBURSEMENT

The Exchange Operations Manager must approve all travel.

1. Expense reimbursement and allowances will be made in accordance with NASA per diem and room allowances. Receipts will be required for room and usual expenses such as parking fees. Cash advances will be limited to estimated room and per diem expenses.
2. Each Exchange Branch Manager is responsible for the implementation of this policy.

[Back to Table of Contents](#)

Chapter 6
Performance Management and Awards

6-1. Performance Appraisals.

- a. A performance appraisal is the result of a supervisor's continuous process of observation and evaluation of an employee's performance and the results achieved. It should reveal how well the employee actually performs in comparison to the requirements of the major job elements. It may indicate that the employee exceeds, met, or not met the job element. Supervisors must indicate in writing how the employee exceeds or did not meet the job element. It should why the employee deserves special recognition for exceeding, or it may disclose that a portion of the employee's work needs improvement. Overall ratings are indicated as Outstanding, Highly Satisfactory, Satisfactory, Marginal, and Unsatisfactory. An employee must exceed all job elements to receive an Outstanding; exceed all critical job elements and met non-critical elements to receive an High Satisfactory; met all job elements to receive a Satisfactory, Not met on any job element merits a marginal, and not met on one or more critical or non-critical elements warrants a Unsatisfactory rating. Individuals that receive either marginal or unacceptable rating must have been place on a performance improvement plan for at least 60 days prior to receiving these ratings.
- a. Within the Exchange, the performance evaluation process is accomplished with Performance Standards that outline specific task, duties, and responsibilities.
- c. Within 30 days of the employee's assignment, the supervisor should discuss performance expectations and standards with the employee. Under the Performance System, the employee is asked to provide input on performance expectations, but development and documentation of performance expectations remains a supervisory

responsibility. Management employees must identify and provide written performance objectives for the rating period. After discussion and concurrence of the supervisor, these objectives become the performance expectations the employee must meet.

d. Informal discussions between the employee and supervisor are considered a normal part of supervision. They should be frequent enough to ensure mutual understanding of expectations, accomplishments, and any changing job requirements that may occur. They also offer an opportunity for employees to discuss any problems they may have encountered in work assignments.

e. Rating periods on an annual basis are as follows:

(1) ES and EA employees are based on each individual's employee's service computation date (anniversary date of hire).

(2) NF employees and Exchange Managers rating period will be 1 October to 30 September.

6-2. Awards.

a. There are a variety of awards that can be used to recognize employee accomplishments that exceed expectations or performance requirements. Some of the most frequently used awards are:

(1) Time Off Award (TOA) - Employees may be granted up to 40 hours of time off per leave year without charge to leave or loss of pay as an award for achievements or performance contributing to the Exchange mission. This award may be given in increments of one hour, but cannot exceed 40 hours for a single contribution. Time Off Awards must be scheduled and used within one year of the approval date.

(2) On-the-Spot Cash Award - A small (\$25 - \$250) cash award to recognize a specific accomplishment of an employee in their day-to-day assignments.

(3) Special Act or Service Award - A cash award ranging from \$250 to \$500 to recognize employee or group accomplishments. The amount of the award increases with the significance of the accomplishment being recognized.

(4) Performance Award - A cash award expressed as a percentage of basic pay, not to exceed 5 percent of an employee's annual salary, that is based on exceptional accomplishments documented in an employee's annual performance appraisal.

(5) Quality Step Increase - An extra within grade step increase that is based on exceptional accomplishments documented in an employee's annual performance appraisal.

(6) Certificate of Achievement - An honorary award, consisting of a certificate, granted to recognize achievements that exceed expectations.

(7) Incentive Awards- To meet challenges of today as well as tomorrow, we must continue to place emphasis on proactive incentive plans for Exchange Managers. The Incentive plan is based on a financial business plan and execution thereof as well as Quality service improvements. Each incentive plan must be designed to be effective in increasing quality programs for our customers.

a. Incentive plans are to be incorporated into and with Exchange Branch managers' performance plans at the beginning of the rating period. These incentives are expressed in financial and/or quality service goals for the forthcoming fiscal year. All Exchange Activity Managers are eligible for this incentive plan include those NAF business managers that use neither appropriated funds or non-appropriated for direct support of their operations.

b. NAF business managers who meet or exceed their annual financial standards while exceeding all other critical job elements will normally receive a one to three (1-3) percent performance award. A Performance award is considered separate from incentive awards. Those NAF managers who produce profits above the approved annual or revised budget should receive 10 cents for every dollar over the approved annual or revised budget. The maximum award amount for the financial portion of an incentive awards plan will be \$5,000 for exceeding approved fiscal year budget.

(8) Other honorary awards are identified below: All quarterly award/reward nominations must be submitted to the applicable Exchange Activity Manager for consideration by the 10th of the month following the end of the quarter. The Activity Manager will then submit the their nomination for their Activity to the Exchange Manager no later than the 20th of the month.

**Quarter Submission
Deadline**

Oct-Dec 10 January

Jan-Mar 10 April

Apr-June 10 July

Jul-Sep 10 October

**a. Exchange "Doing the right thing"
Reward**

This award is given on the spot to recognize individuals for exceptional service. After receiving 4 "catch me doing something right" chips an employee is eligible for a time off award (1 Day). Time off is limited to one day per year.

b. Exchange "Customer Service" Award

The Customer Service Award honors individual employees who demonstrate exceptional customer service both internal and external. Recipients are consistent performers who retain excellent relations with customers and fellow employees. This award is presented quarterly and is based on customer comment cards, letters, emails, and surveys. Supervisor concurrence is required.

c. Exchange Suggestion Award

This award recognizes those employees who make suggestions to improve processes and/ or save money. Suggestions will be evaluated for usefulness. If there is a cost savings or process improvement contribution, then an appropriate tangible award may be presented. All employees that submit suggestions will receive an appropriate response whether or not the suggestion is adopted.

d. Employee of the Quarter

Anyone can nominate and everyone is eligible to be nominated. Use the evaluation criteria form that will be available at all activities. There will be one "Exchange Employee of the Quarter" for Exchange Operations. Activities turn in all forms to the Exchange Operations Manager. Activities Managers may also select an "Activities Employee of the Quarter". Employees will be evaluated on their job performance, as follows: Initiative and motivation, implementing new concepts/procedures; recognition from internal/external sources; and personal display of quality customer service. The names of the Employee of the Quarter will be placed on a plaque to be displayed in the lobby of the Main Cafeteria.

e. Superior Team Award

This award is for the Team that has best exhibited the Exchange values as described in the Awards Program. The Operations Manager will be involved in this process only once by selecting the first award recipients. Those recipients will then pass on the award to the next team with justification. The criteria for selection of the next recipient is a belief that the receiving team truly has lived up to the Exchange Values; have expressed these values in the outstanding teamwork they have demonstrated; and a willingness to describe at the time of presentation the excellent service they provided to be worthy of the prestigious award. The award will be rotated every year. Team members will receive a Certificate of Appreciation honoring them for exceptional work.

f. Exchange "Employee of the Year" Award

Chosen from employees receiving the Employee of the Quarter awards. The "Employee of the Year" will receive either a \$300 cash award. A Certificate of Achievement will be presented to the employee. The names of the Employee of the Year will be placed on a plaque to be displayed in the lobby of the Main Cafeteria.

b. Awards serve as a motivational tool to recognize the accomplishments of a particular employee or group of employees, and to motivate others to achieve the same level of excellence. Supervisors have discretion in deciding when an award is appropriate and the level and/or amount that should be recommended. However, the Exchange does have restrictions on the total amount of money available for awards annually.

[Back to Table of Contents](#)

Chapter 7

Change in Positions

7-1. Job Information Boards.

The Job Information Board (JIB) shall be located in exchange location where potential job applicants can review vacancy announcements. Job announcements for current vacancies within the Exchange will be posted.

7-2. Position Management.

a. Titles and grades of positions within the Exchange are established by Exchange Branch Managers based on duties and responsibilities required to complete the Exchange Mission. Managers should review types of appointments, titles, and grades on an annual basis in conjunction with performance reviews to insure duties and responsibilities of each position are in keeping with mission requirements.

b. What can you do if you think your position description is not correct? Discuss it with your supervisor. Read your position description carefully and be satisfied that it contains your major duties and responsibilities. If you believe it is not an up-to-date description of your work, ask your supervisor why certain tasks are not included. Be specific in identifying differences. Since your supervisor certifies that your job description is accurate, he or she is the most knowledgeable of your job description and should be able to give the best explanation for its contents. If your supervisor decides there have been major changes in your position, he or she will rewrite your position description to include these new duties. The controlling characteristics of your duties and responsibilities will be documented in the new position description that is certified by your supervisor. You will then be assigned to the new position description. If your present job description is adequate, there may not be a change. Remember that the position description objective is to assure that employees correctly understand their duties and responsibilities.

7-3. Lateral/Reassignment.

The term "lateral" refers to moving from one position to another, but at the same grade level. This is also known as a reassignment. Employees who are serving on regular full time or part time appointments may be non-competitively reassigned to positions with no higher known promotion potential than their current position. For specific questions concerning reassignments, contact your Branch manager or Exchange Operation Manager.

7-4. Change to Lower Grade.

Regular full time or part time employees may wish to apply for voluntary change to lower grade. Often, the reason for this is for employees to transfer to another job field. For specific questions regarding change to lower grade, contact the Exchange Operations Manager.

7-5. Details.

A Detail action is a temporary assignment of an employee to another position or set of duties, without changing the employee's current status, pay grade, or salary. Details are intended to cover workload during short periods of absence or to perform additional duties required of a special project. Details to the same or lower grade can be made in 120-day increments for up to 1 year. Sometimes, in limited cases, these details may be extended an additional year, for a total a 2 years. Details to higher-grade positions may be made non-competitively for up to 120 days. After the first 120 days of detail to a higher position, the employee(s) must follow competitive referral/selection procedures to remain on a detail to the position.

7-6. Job Announcements.

Positions that become vacant or newly established that require filling will be announced for not less than 7 days on Job information boards within each of the

Exchange Branches. This is because current Exchange employees have priority consideration for vacant or newly established positions. If additional candidates are needed due to lack of adequate individuals within the exchange being qualified or interested in positions, then a public announcement will be placed in the area newspaper(s) to insure maximum recruitment on an equal opportunity basis.

7-7. Child Development Position Progression.

CDC position progression is a condition of continued employment for all Child Development Center child care providers (teachers, assistant teachers, floaters and substitutes) and must sign an employee agreement found at appendix 3.

- a. NF-1 Care providers with less than one (1) year of specialized experience in caring for children and have a high school or equivalent diploma. Salary range: \$7.25-\$8.00
- b. To be promoted to NF 2 level individual must complete all basic CDC training to include CPR training, child abuse prevention, first aid, and first six modules of CDA. Individuals must be enrolled in CDA classes no later than 90 days from hire.
- c. NF-2 Care providers with more than one year of specialized experience working in a child care setting and have a high school diploma or equivalent, and have completed the first phase of CDA or have 6 college credit hours in Early Child Education (ECE) or equivalent and currently enrolled in college. Salary range: \$8.01-\$9.75
- d. To be promoted to NF 3 level must have completed all NF 1 qualification requirements plus have completed all CDA and present certificate to CDC management or has completed 12 credit hours of college and currently enrolled in Early Childhood Education or equivalent.
- e. NF-3 CDC Teachers who have completed their CDA , have 12 college credit hours and currently enrolled in Early Childhood Education or have an associate's degree in early childhood education and currently enrolled in ECE or equivalent and must have more than two (2) years of specialized experience. Individuals with a four (4) year degree in early childhood education or equivalent must have one year of specialized experience. Classroom lead teachers will be earning approximately 10% above assistant teacher. Salary range: \$10.00-\$15.00 (CDA or 12 hours or more of college and currently enrolled range-\$9.76-\$10.75; Associate-\$10.76-\$13.00; Bachelor-\$13.01-\$15)
- f. NF-1 personnel who do not complete all requirements within two years may be terminated.
- g. NF-2 personnel who do not complete all requirements within two years may be terminated for failure to complete requirements.
- h. Any individual whose CDA certification has expired will be reduced in pay to NF-2 and must enroll in CDA class within 30 days or maybe terminated for failure to retain CDA.
- i. Once a CDA or 12 hours of college credits in ECE is obtained, to become a lead teacher, an employee(s) must retain active enrollment in a college degree program for early childhood education or equivalent within 6 months from date of placement and work continuously to earn an AA or BA/BS within the prescribed time frame in appendix 3. Individual(s) that drop from enrollment for a period of one year may be removed as a lead teacher.
- j. Setting of salary for individual(s) within the ranges above are based on performance, education level and ability of the Exchange to fund positions.
- k. Financial support for college courses related to Child Development and salaries will be reviewed annually on an individual case by case basis.

[Back to Table of Contents](#)

Chapter 8

Business Based Actions (BBA)

8-1. Coverage

This chapter provides methods for effecting workforce reductions and realignments that are necessary to conduct operations in an effective manner. This chapter applies to all Regular Full-Time (RFT) and Regular Part Time (RPT) employees. It also applies to On Call employees who have been employed by the NAFI affecting the BBA for 3 continuous years.

8-2. Advance planning and information

a. Reductions and realignments should be given top management attention to decrease adverse effects on employees and on the future effectiveness of the activity involved. Careful planning is necessary to lessen the impact, prepare employees, and to avoid administrative problems caused by hasty action. Good employer/employee relationships require that management show concern for the employees' problems, morale and economic security. Employees should be kept informed of plans that will affect them. In no case will business based actions (BBA) be used to separate, demote, or reduce pay or hours for inadequate performance, or for disciplinary reasons.

b. In planning to reduce or realign the workforce, it is important to consider each of the various actions that can be taken. For example, in order to meet a need to reduce the scope of an operation, a reduction in hours of work for all employees may be more acceptable than the separation of some employees.

d. All employees in the activity, which may be affected, will be provided initial information simultaneously. This may be done in writing. The written notification should provide general information not specific to identified positions. Employees should not perceive the notice as an official BBA proposal. A group meeting may also be helpful, especially one in which employees may ask questions and receive answers.

8-3. Types of BBA

a. BBAs' are non-disciplinary, management-initiated actions taken to adjust personnel resources with a minimum of disruption to operations. While some NAFI activities are not businesses, they still must be staffed in the most economical manner consistent with maximum efficiency.

b. BBA include:

(1) Reduction in pay rate (applicable only to NF employees).

(2) Change in employment category.

(3) Furlough of a regular employee for eight calendar days or more.

(4) Separation.

8-4. Administration

a. When it becomes necessary to reduce or realign the workforce, the Exchange Branch will obtain the concurrence of the Exchange Operations Manager who will inform the Exchange MWR Council.

b. The determination of positions to be affected, and the type of personnel actions to be taken with respect to each of the employees will be made by the Exchange Operations Manager. Such decisions will consider the cause of the reduction or realignment, whether it is a temporary or permanent situation, the importance to the activity of the various functions, and the changed mission or organization.

c. In some cases, identification of specific positions or functions may be sufficient to determine which employees will be affected. However, in those cases in which more than one employee in the same employment category is performing the functions to be impacted, determination of the specific employees to be affected will be based on factors such as employee knowledge, skill, and ability as demonstrated through performance. Employees must be ranked to determine the order in which they will be affected. The ranking process must include performance and seniority, although other factors such as job related training and formal education might be included. Performance may be the primary criterion. In determining ranking, the employee's performance ratings for the most recent two years must be considered as a minimum. In the absence of documented performance ratings, a satisfactory rating will be presumed.

d. Efforts will be made by the Exchange Operations Manager to find positions for employees separated from their positions.

e. An employee may not grieve a BBA.

8-5. Dissolution of the Exchange NAF.

When it has been determined that a Exchange NAF will be dissolved, with all its functions and positions to be abolished, the usual BBA procedures will be applied except that a minimum of 60 days advance notice of separation will be provided.

8-6. Effecting BBA

a. Upon identification of the specific employees to be affected, the Exchange Operations Manager will record the basis for the actions to be taken. This record will include:

(1) The business or operational conditions that necessitated the reduction or realignment.

(2) The basis used for determining which employees are impacted.

(3) The names of all employees included in the BBA and the actions taken on each.

8-7. Notices and Notice Periods

a. Written notice will be provided to all affected employees. Notices will not be

issued or made effective between 15 December and 3 January. Employees not in a duty status at time of notification will be informed by means of certified mail.

b. The notice must clearly and specifically inform the employee of the action to be taken and the reasons for the action. As a minimum the notice must:

(1) State the action being taken, including position title, grade or pay band level and rate of pay, when applicable.

(2) State the reason why the action was necessary.

(3) Advise of the right to review the records used to determine employees to be affected. (Applicable only when more than one employee occupies an affected position.)

(4) If the action is separation, include the statement: "This action is non-disciplinary and does not preclude reemployment."

(5) Advise of pay entitlement when applicable.

(6) Advise on loss of retirement, savings plan, and insurance participation benefits, including the opportunity for extension of health insurance, when applicable.

(7) If the action is a separation, provide information on unemployment compensation.

c. Effective on the first day of a pay period. The length of the notice period is determined by the action being taken and the appointment category of the employee, as follows:

(1) *Separation.*

(a) RFT and RPT employees will receive a minimum 30—calendar day advance written notice.

(b) *On Call* employees who have been on the rolls over 3 years will receive a minimum of 7-calendar days advance written notice.

(2) *Reduction in pay rate.* This action may only be taken on NF employees and requires a minimum 30-calendar days advance written notice. Reduction in pay rate does not require a change in duties.

(3) *Change in employment category.* An advance minimum written notice of 30 calendar days will be given when a RFT employee is changed to RPT or FLX, when a RPT employee is changed to FLX, or when a RFT or RPT employee is changed to seasonal.

(4) *Furlough.* Furlough is a non-duty, non-pay status and is appropriate only for RFT and RPT employees. During a furlough period no type of leave may be used. Advance written notice will be provided that is equal to the length of the furlough up to a maximum of 30 calendar days. For furloughs in excess of 30 days, a 30-day advance notice is required.

8-8. Placement of Employees

The Exchange Operations Manager will attempt to place the employee in any vacant position at the same or lower level/grade for which qualified. If the employee accepts such an offer, placement may be made non-competitively. There is no authority to displace another employee.

[Back to Table of Contents](#)

Chapter 9 Discipline

9-1. Disciplinary Actions.

Disciplinary action is administrative in nature and may be imposed separate and apart from any judicial or criminal actions that may result if the misconduct is criminal in nature.

- a. **Informal.** Oral counseling/warnings and oral reprimands are generally used in constructive discipline. This form of disciplinary action is usually taken against an employee when less serious violations of rules, regulations, standards of conduct, and safety violations have been committed. These types of informal disciplinary actions are normally kept at the immediate supervisor's level.

- b. **Formal.** Formal discipline is used for more serious or repeated violations. Formal discipline consists of written reprimands and suspensions from duty, demotions, and removals. Letters of Reprimand remain a part of the employee's Official Personnel Folder (OPF) for 2 years. After the 2 years, the Letter of Reprimand is removed from the employee's OPF. Suspensions, demotions, and removals are permanent records in the employee's OPF. The immediate supervisor initiates all formal proposed disciplinary actions against an employee. The employee has the right to make an oral or written grievance to the deciding official (normally the Exchange Manager) within 7 days from receipt of the proposal regarding his or her proposed disciplinary action. The deciding official will make a decision on the proposed disciplinary action and grievance. The deciding official will notify the employee of his decision in writing within 15 days from receiving the employees grievance to the proposed action. The Exchange Operations Manager makes the written decision regarding the proposed disciplinary action whose decision is final. For employees that report to the Exchange Operations Manager, the employee's oral or written grievance must be received within 7 days by the Deputy Director for Office of Human Capital Management on the proposed action. The Deputy Director for Office of Human Capital Management makes the final written decision regarding the grievance on the proposed disciplinary action whose decision is final. All formal disciplinary actions will advise the employee of who the deciding official will be and his right to grieve to the proposed action.

9-2. Separation during Probation

If you are a new employee with a regular appointment, you must serve a probationary period. An employee may be separated with minimal notice anytime during the probationary period for deficient performance, or unacceptable conduct. The employee cannot grieve a separation during probation if all the procedural requirements pertaining to the separation were met.

9-3. Separation- Performance Based Actions

Performance evaluation is an ongoing process that includes

continuing communications between the employee and the supervisor. The supervisor will immediately address performance problems. Supervisors should counsel employees about specific performance deficiencies when they arise, and offer assistance to help prevent more serious performance problems.

Any-time an employee fails to meet established levels of performance, the supervisor must notify the employee in writing of the specific elements for which performance is unsatisfactory. The employee will also be informed of the level of performance that must be attained and the time that will be allowed to provide a reasonable opportunity to achieve the required level of performance. An employee, whose performance has been determined to be unsatisfactory after having been afforded a reasonable opportunity to improve, is given to a 30-day advance notice of action to be taken. The notice will also inform the employee of the right to grieve the action after the effective date of the action to be taken.

Performance based actions include reduction in pay rate, reduction in grade or pay level, or separation.

9-4. Separation for Cause

Exchange policy requires separation of employees whose conduct or performance is not in the best interest of the Exchange. Separations are taken for reasons as will promote the efficiency of the Service. Supervisors are responsible for recommending separations for cause.

The following offenses warrant disciplinary action to include separation. This list is not intended to be all-inclusive.

1. Insubordination
2. Fighting or creating a disturbance.
3. a. Sleeping on duty (where safety of personnel or property is not endangered. b). Sleeping on duty (where safety of personnel or property is endangered).
4. Loafing, delay in carrying out instructions.
5. Attendance related offenses.
6. Unauthorized use of alcohol, drugs or controlled substances.
7. Discourtesy
8. Gambling
9. Indebtedness
10. False Statement
11. Stealing
12. Misuse of Government Property
13. Unauthorized use or possession of a Controlled substance
14. Failure to observe written policies, orders, rules, or procedures.
15. Discrimination because of race, religion, age, sex, national origin, political affiliation or handicap, or marital status.
16. Sexual Harassment.
17. Constitutional Violation
18. Conduct unbecoming of an Exchange Employee
19. Refusal to testify, interference or obstruction
20. Political Activity
21. Misappropriation
22. Job Actions
23. Reprisal

9-5. Table of Penalties.

a. If an Exchange Branch Manager proposes formal disciplinary action, the table of penalties at Appendix A will be used, as a guide in determining what action should be proposed. The table is SUGGESTIVE only. The fact that an offense is not listed in this table does not mean that a penalty cannot be imposed.

b. A determination of the appropriate penalty will be made through comparison with the table of penalties and the penalty imposed on other employees who have engaged in similar misconduct.

[Back to Table of Contents](#)

Chapter 10

Forums for resolving Employee Dissatisfactions

10-1. Grievance System.

It is Exchange policy that all employees will receive fair and equitable treatment. The Grievance System (GS) is a system that gives employees the opportunity to receive a fair, objective, thorough, and prompt review of dissatisfactions with their working conditions, working relationships, or employment status. Employees who believe they have not received fair and equitable treatment have the right to present their grievances to the Exchange Operations Manager for prompt consideration and equitable decision but not less than 15 days from receipt of employee grievances.

a. Non Disciplinary Grievance Procedures by Exchange Employees is as follows:

(a) Step 1 – An employee shall attempt to resolve the grievance by bringing the matter to the attention of his/her supervisor upon of becoming aware of the grievance issue.

(b) Step 2 – If the grievance cannot be satisfactorily resolved at step 1, the employee shall bring the matter to the attention of the Exchange Operations Manager within 5 days. Employees who report directly to the Exchange Operations Manager can go to the Deputy Director of the Office of Human Capital Management for resolution.

b. Disciplinary Grievance Procedures by Exchange Employees is as follows: Exchange employees have the right to grieve discipline. This right may be exercised directly by an employee or through a personal representative within 7 days after receipt of formal discipline or notice of proposed action has been presented to an employee. In exercising this right, the employee and their representative will be unimpeded and free from restraint, coercion, discrimination, or reprisal. Grieving employees and their representatives will have full access to relevant information and shall be permitted a reasonable amount of official duty time, if otherwise in a duty status, to prepare and present grievances. A decision will be issued either by the Exchange Operations Manager or the Deputy Director of the Office of Human Capital Management (as applicable) promptly but not less than 15 days from receipt of

employee grievances.

10-2. Office of Equal Opportunity Program (OEOP).

a. In accordance with Federal statutes and regulations, the Exchange prohibits discrimination in employment matters on the basis of race, color, religion, national origin, sex, or handicapping condition. Exchange employees are afforded equal opportunity and access to all employment benefits including hiring, promotions, training, and career advancement opportunities in an environment free of discrimination and sexual harassment.

b. Current or former employees or applicants for employment who believe they have been subjected to discrimination in any employment matters by Exchange personnel should contact the NASA Langley Research Center OEOP Office or an OEOP counselor within 45 days of the action believed to be discriminatory. Employees are first encouraged to attempt to resolve the matter by discussing it with their Exchange Branch Manager and/or Exchange Operations Manager. If such discussion is not satisfactory, steps to inquire into the matter and attempts to resolve the concern will be taken by the OEOP Office. OEOP is located at Building 1183, telephone 864-3289.

c. All parties to the complaint process have the right to have a representative during all phases of the complaint.

10-3. Office of Inspector General Complaints and Requests for Assistance.

Employees have a right and responsibility to present information to the Inspector General regarding any deficiencies, irregularities, or other adverse conditions that come to their attention. It is important that each employee practices economy and observes ethical practices in their own job and makes known any instances of waste, fraud, or other wrongdoing. The employee should afford their supervisor the opportunity to assist before visiting the Inspector General. The IG is located at building 1149, telephone 864-3261.

Chapter 11

Branch Specific Rules and Standing Operating Procedures (SOPs)

Branch Specific Rules and SOPs. Each branch has SOPs that employees should familiarize themselves with as part of their employee orientation. Appendix B provides some general specific Rules that employees within the branch need to understand and follow.

[Back to Table of Contents](#)

We hope that the information contained within this employee booklet is helpful to you as you begin your career with THE NASA LANGLEY EXCHANGE. If you have questions or concerns about your employment with THE EXCHANGE, your Exchange Operations Manager is there for you and will be glad to assist and answer your questions as they may arise. Once again, welcome to the EXCHANGE team!

Table of Penalties

A. BEHAVIORAL OFFENSES FOR WHICH PROGRESSIVE DISCIPLINE IS APPROPRIATE

OFFENSE	NATURE OF OFFENSE	FIRST OFFENSE	SECOND OFFENSE	THIRD OFFENSE	REMARKS
1. Insubordination	Refusal to obey orders, defiance of authority.	Written reprimand to removal	5 day suspension to removal	Removal	
2. Fighting/creating a disturbance*	a. Creating a disturbance resulting in an adverse effect on morale, production, or maintenance of proper discipline.	Written reprimand to 5 day suspension	5 to 10 day suspension	10 day suspension to removal	*Penalty may be exceeded if work is severely disrupted.
	b. Threatening or attempting to inflict bodily harm without bodily contact.	Written reprimand to 14 day suspension	14 day suspension to removal	30 day suspension to removal	*Penalty may be exceeded based on such factors as type of threat, provocation, extent of injuries, whether actions were defensive or aggressive in nature, or whether actions were directed at a supervisor.
	c. Hitting, pushing or acts against another without causing injury.	Written reprimand to 30 day suspension	30 day suspension to removal	Removal	
	d. Hitting, pushing or acts against causing injury.	Written reprimand to removal	Removal		
3. Sleeping on duty	a. Where safety of personnel or property is not endangered.	Written to 1 day suspension	1 to 5 day suspension	5 day suspension to removal	
	b. Where safety of personnel or property is endangered.	1 day suspension to removal	Removal		
4. Loafing; delay in carrying out instructions	a. Idleness or failure to work on assigned duties.	Written reprimand to 3 day suspension	1-5 day suspension	5 day suspension to removal	
	b. Delay in carrying out or failure to carry	Written reprimand to 3	1-5 day	5 day	

	out instructions within the time required.	day suspension	suspension	suspension to removal	
5. Attendance related offenses	a. Any absence from the regularly scheduled tour of duty, which has not authorized and/or for which pay must be denied (AWOL) or any absence from management directed additional hours of duty (Unauthorized Absence). Includes leaving the work site without permission	Written reprimand to 5 day suspension	1-14 day suspension	5 day suspension to removal	Penalty depends on length of absences. Removal may be appropriate for 1st or 2nd offenses if the absence is prolonged
	b. Failure to follow established leave procedures	Written reprimand to 5 day suspension	1-5 day suspension	5 day suspension to removal	
	c. Unexcused tardiness	Written reprimand to 1 day suspension	1 to 3 day suspension	1 to 5 day suspension	Habitual tardiness warrants removal Includes delay in reporting at the scheduled starting time, returning from lunch or break periods, and returning after leaving workstation on official business. Penalty depends on length and frequency of tardiness.
6. Unauthorized use of alcohol, drugs or controlled substances	a. Unauthorized possession or transfer of alcoholic beverages while on government premises or in a duty status.	Written reprimand to 5 day suspension	5-14 day suspension	14 day suspension to removal	Penalty may be exceeded when aggravating circumstance are present. See note 3.
	b. Unauthorized use of alcoholic beverages while on government premises or in a duty status.	Written reprimand to 14 day suspension	14-30 day suspension	30 day suspension to removal	See note 3
	c. Reporting to work or being on duty while under the influence of alcohol, a drug or a	Written reprimand to			

	controlled substance to a degree which would interfere with proper performance of duty, would be a menace to safety, or would be prejudicial to the maintenance of discipline.	30-day suspension. Removal may be warranted if the safety of personnel or property is endangered	14 day suspension to removal	Removal	See note 3
7. Discourtesy	a. Discourtesy, e.g., rude, unmannerly, impolite acts or remarks (non-discriminatory).	Written reprimand to 1 day suspension	1 to 5 day suspension	3-10 day suspension	Penalty for fourth offense within 1 year may be 14-day suspension to removal. Penalty may be exceeded if discourtesy or similar conduct was directed to a supervisor.
	b. Use of abusive or offensive language, gestures, or similar conduct (non-discriminatory)	Written reprimand to 10 day suspension	5 day suspension to removal	30 day suspension to removal	
8. Gambling	a. Participating in an unauthorized gambling activity while on Government premises or in a duty status.	Written reprimand to 1 day suspension	1-5 day suspension	5-30 day suspension	
	b. Operating, assisting or promoting an unauthorized gambling activity while on Government premises or in a duty status or while others involved are in a duty status.	14 day suspension to removal	Removal		
9. Indebtedness	Failure to honor valid debts where agency missions or employee performance is affected.	Written reprimand	Written reprimand to 1 day suspension	Written reprimand to 5 day suspension	There must be a clear nexus between efficiency of the service and the debt complaint.

B. OFFENSES WARRANTING PUNITIVE DISCIPLINE

OFFENSE	NATURE OF OFFENSE	FIRST OFFENSE	SECOND OFFENSE	THIRD OFFENSE	REMARKS
	a. False statements, misrepresentation, or fraud in entitlements,				

10. False Statements	including falsifying information on a time card, leave form, travel voucher, or other document pertaining to entitlements.	Written reprimand to removal	30 day suspension to removal	Removal	Removal may be warranted for a first offense.
	b. False statements or misrepresentations on an application for employment, or other documents pertaining to qualifications, or on any official record not otherwise enumerated.	Written reprimand to removal	14 day suspension to removal	30 day suspension to removal	Removal is warranted when selection was based on falsified employment application where falsification was intentional or where the employee occupies a fiduciary position.
	c. Knowingly making false or malicious statements against co-workers, supervisors, subordinates, or government officials with the effect of harming or destroying the reputation, authority, or official standing of that individual or an organization.	Written reprimand to removal	Removal		
	d. Deliberate misrepresentation, exaggeration, concealment, withholding of a material fact. Includes perjury, making false sworn statements, and lying to a supervisor.	Written reprimand to removal	5 day suspension to removal	10 day suspension to removal	
11. Stealing	Stealing, actual or attempted, unauthorized possession of government property or property of others, or collusion with others to commit such acts.	14 day suspension to removal	Removal		Penalty depends on such factors as the value or the property or amounts of employee time involved, and the nature of the position held by the offending employee, which may dictate a higher standard of conduct.

12. Misuse or abuse of Government Property	a. Using Exchange and/or Government property or Exchange employees in a duty status for other than official purposes.	Written reprimand to removal	1 day suspension to removal	14 day suspension to removal	Penalty depends on such factors as the value of the property or amounts of employee time involved, and the nature of the position held by the offending employee that may dictate a higher standard of conduct.
	b. Loss of or damage to Exchange and government property, records or information when an employee is entrusted in safeguarding Exchange and Government property as an absolute requirement of the job (e.g., cashier, Manager,)	Written reprimand to 14 day suspension	Written reprimand to removal	14 day suspension to removal	
	c. Willfully using or authorizing the use of a government passenger motor vehicle for other than official purposes.	30 day suspension to removal	Removal		Penalty cannot be mitigated to less than 30 days.
	d. Misuse of Exchange or Government credentials	Written reprimand to removal	5 day suspension to removal	14 day suspension to removal	
	e. Intentionally mutilating or destroying a public record.	Removal			
13. Unauthorized use or possession of a controlled substance	a. Introduction of a controlled substance to a work area or NASA Center for personal use	3 day suspension to removal	Removal		See note 3
	b. Introduction of a controlled substance to a work area or NASA Center in amounts sufficient for distribution or	Removal			See note 3

	distribution of a controlled substance.				
14. Failure to observe written regulations, orders, rules, or procedures	a. Violation of administrative rules or regulations where safety to persons or property is not endangered.	Written reprimand to 1 day suspension	1-14 day suspension	5 day suspension to removal	
	b. Violation of administrative rules or regulations where safety to persons or property is endangered	Written reprimand to removal	30 day suspension to removal	Removal	
	c. Violations of official security regulations. Action against National Security	30 day suspension to removal	Removal		
15. Discrimination because of race, color, religion, age, sex, national origin, political affiliation or handicap, or marital status	Prohibited discriminatory practice in any aspect of employment (e.g., employment, appraisal, development, advancement or treatment if employees). Includes failure to prevent or curtail discrimination of a subordinate when the supervisor knew or should have known of the discrimination.	Written reprimand to Removal			Appropriate penalty depends on the facts in a given case weighed against NASA policy that discrimination is prohibited.
16. Sexual Harassment. Influencing, offering to influence, or threatening the career, pay, job, or work assignments of another person in exchange for sexual favors OR deliberate or repeated offensive comments, gestures or	a. Involving a subordinate	1 day suspension to removal	10 day suspension to removal	30 day suspension to removal	Appropriate penalty depends on the fact situation in a given case weighed against NASA policy that sexual harassment will not be tolerated. Where conduct created a hostile or offensive work environment, removal is warranted for a first offense.

physical contact of a sexual nature.					
	b. Not involving a subordinate	Written reprimand to 30 day suspension	5 day suspension to removal	10 day suspension to removal	
17. Constitutional Violation	Violation of employee's constitutional rights (i.e., freedom of speech/ association/religion.)	Written reprimand to removal	5 day suspension to removal	30 day suspension to removal	
18. Conduct Unbecoming a Exchange Employee	a. Immoral, indecent, or disgraceful conduct	1 day suspension to removal	Removal		Includes off-duty conduct if nexus is established.
	b. Solicitation of or accepting anything of monetary value from person who is seeking contracts or other business or financial gain	10 day suspension to removal	Removal		
19. Refusal to testify; interference or obstruction	a. Refusal to testify or cooperate in a properly authorized inquiry or investigation	1 day suspension to removal	5 day suspension to removal	Removal	Witness shall be assured freedom from restraint interference, coercion, discrimination, or reprisal in their testimony.
	b. Interference with attempting to influence, or attempting to alter testimony of witnesses or participants	5 day suspension to removal	10 day suspension to removal	Removal	
	c. Attempting to impede investigation or to influence investigating officials.	10 day suspension to removal	30 day suspension to removal	Removal	
20. Political Activity	a. Violation of prohibition against soliciting political contributions.	Removal			
	b. Violation of prohibition against campaigning or influencing elections.	30 day suspension to removal	Removal		

21. Misappropriation	a. Directing, expecting or rendering services not covered by Exchange budget or mission.	Removal			
	b. Failure to deposit Exchange funds into the appropriate financial institution.	Removal			
22. Job Actions	Participating in or promoting a strike, work stoppage, slow down, sick out or other job actions.	Removal			
23. Reprisal	a. Intentional interference with an employee's exercise of, or reprisal against an employee for exercising a right to grieve or file a complaint through established procedures.	Written reprimand to removal	5 day suspension to removal	30 day suspension to removal	
	b. Reprisal against an employee for providing information to an Inspector General, EOEP, or for testifying in an official proceeding.	Written reprimand to removal	5 day suspension to removal	30 day suspension to removal	

Notes:

1 This table may be used as a general guide in imposing disciplinary action against Exchange NAF employees to assure like penalties for like offenses. This list of offenses and suggested penalties may not successfully meet the demands of all situations and therefore is to be considered as illustrative only. The fact that an offense is not listed in the above table does not mean that a penalty cannot be imposed if the offense is committed. If an offense is not listed in this table, a reasonable penalty can be determined through comparison with those listed. A prior offense of any type may form the basis for proposing an enhanced penalty. For example, a documented first offense of insubordination followed by a charge of AWOL could trigger the penalty for a second offense identified in the table of penalties.) Final decision as to the action to be taken will rest with the responsible Exchange Branch Manager.

2 It is the policy of the Exchange that an employee found to have engaged in theft, fraud, or other intentionally dishonest conduct would be considered for removal from NAF employment. Any lesser penalty will require justifiable, mitigating circumstances. It is the duty of all supervisors to ensure that this is implemented.

This strong disciplinary posture is a necessary element in the Exchange's campaign against fraud, waste and abuse.

3 Actions involving these offenses should be evaluated in consonance with the Alcohol and Drug Abuse Program.

Appendix B- Branch Specific Rules and SOPs

1. Food and Beverage Branch Rules: The employee responsibility is to the Cafeteria management. The Cafeteria management is responsible to the Exchange for proper operation of the Cafeteria. The Cafeteria is a non-profit organization whose purpose is to provide meals as a service to Center employees and contractors. While the Cafeteria may be non-profit, it is responsible for meeting its own expenses for reinvesting in its future.

1. The personal appearance of employees in any service industry such as the Cafeteria is very important to the entire staff. The staff must be concerned not only with the quality of service provided, but also the image conveyed. It is with this in mind that the following guidelines for appearance and grooming are presented.
2. Clothing - Three uniforms will be provided by the Cafeteria, after which employees will furnish their own. Uniforms will be appropriate for the food service industry and will be kept neat, clean, and in good repair. No suggestive clothing will be worn at any time. Utility workers clothing will be appropriate for their job duties. No open toed shoes shall be worn, and special attention should be given to shoes due to safety consideration. Shorts of appropriate length and style may be worn during warm weather. All uniforms are subject to management approval.
3. Employees may experience a time lapse between hire date and obtaining uniforms. Until a uniform is obtained, the new hire will wear clothes and shoes that are clean and appropriate.
4. An employee must remember to punch the time card in and out as designated by the work schedule and place the card on the appropriate rack. Always sign the time card before the end of each pay period.
5. Employees are responsible for the care and cleanliness of the lockers provided for them, and as a courtesy to others, the neatness of the employee restrooms.
6. Complaints by customers about food or service that cannot be handled appropriately by the employee should be reported to the management.
7. Payday is every other Friday at approximately 1:15 p.m.
8. Employees who work a full shift are entitled to breakfast and lunch at a reduced rate. Employees who work a partial shift are entitled to one meal at a reduced rate. No fresh product is to be prepared for employee meals. Employees will be allowed to purchase meals at a reduced rate established annually in the budget.
9. Iced tea, coffee, and punch may be consumed without restriction; however, canned sodas will be consumed while on break only and only one soda per person per break. Employees may not consume premium beverages.
10. Employees who abuse meal privileges will be disciplined.
11. Chewing of gum and toothpicks is not permitted.
12. Glasses and dishes are not allowed in production areas (Styrofoam Cups only)
13. Upon termination, all employees must clean and return their uniforms. .
14. Employee must perform their duties in a manner that will not be wasteful of food or supplies, this includes items such as soap and paper products. Dish breakage should be minimized by careful work habits. Food must be portioned properly on the service line and in production departments. Wasteful employees will be appropriately disciplined.
15. Employees responsible for handling cash shall safeguard any combinations that they may be given. They shall also be accurate in all cash transactions and required reports.
16. Report to work on time. If you must be late or absent, follow the cafeteria call in procedure. A signed call-in policy form shall be kept on file for each employee. Violation of call-in policy is grounds for disciplinary action.
17. Employees serving alcoholic beverages shall insure that the purchase is not by or for a person less than 21 years of age. Sales of alcoholic beverages are to be denied to unruly or intoxicated patrons. Additionally, if the offending parties do not follow a request to quiet down or vacate the premises, the employee may, as a last resort, request assistance from security.

2. Food Service Sanitation

A. General:

This section outlines the basic methods to prevent outbreaks of food borne illness by assuring all food served or vended at LaRC in order to insure clean, wholesome, and free of pathogenic organisms as well as organic or inorganic toxins (including those of bacterial origin). It applies to transporting, storing, preparing, serving, vending, of food used at LaRC. It applies equally to all non-appropriated fund Exchange Operations food activities held on LaRC. In general, the provisions and guidelines prescribed herein are consistent with such provisions specified in the United States Department of Health and Human Services, Public Health Service Food and Drug Administration's (FDA) Food Code, recommendation of the U.S. Public Health Service and applicable regulations of the State of Virginia.

B. Organizational Functions:

1. The LaRC Occupational Safety and Industrial Hygiene (OSIH) shall:

- a. Conduct a continuing program of inspection and surveillance in all areas where food is stored, prepared, served, transported, vended, or consumed. Such inspections are performed under the guidelines established by this handbook and the FDA Food Code.
- b. Cause the removal from service or sale all food items suspected to be contaminated, unwholesome, or otherwise deemed unfit for consumption.
- c. Review properly prepared facility design packages that include proposed menu, equipment specifications, and equipment layout, for any food facility to be newly constructed, remodeled, or reopened.
- d. Review plans for temporary events and provide recommendations concerning food safety.

2. Exchange Food and Beverage Activities storing, preparing, transporting, or serving food will:

- a. Assure all areas under their control meet or exceed the minimum acceptable requirements established by NASA LaRC directives, including this section, as well as applicable federal and state regulation for the safe handling of food.
- b. Develop and implement a HAACP food safety plan or equal control program for the cafeteria, which includes a program of self-inspection and continuous improvement. It is essential that the unique conditions within each facility be considered during the development of the plan. A generic plan is not acceptable. The food safety plan shall identify potential hazards of significance and include preventive measures to insure or improve food safety. Critical Control Points shall be identified and preventive measures incorporated into recipes.
- c. Insure that the LaRC Occupational Safety and Industrial Hygiene POC is promptly notified in the event of an emergency occurrence such as a fire, flood, power outage, or similar event which might result in the contamination of food, or that might prevent potentially hazardous food from being held at safe temperatures.
- d. Provide to the OSIH designated representative properly prepared facility plans for review. This concerns proposed food service facilities, redesigned facilities, facilities that intend to make significant changes to the existing menu or theme. Facility plans shall include menu plans, and equipment specifications.
- e. Provide training and maintain certification requirements for all food service employees as identified by the OSIH designated representative.
- f. Maintain the most recent copy of the LaRC inspection form "Food Facility Evaluation" and have it available for review by the OSIH designated representative.

3. Food and Beverage employees within Cafeterias and CDC will:

- a. Insure proper food handling procedures are observed at all times. Each employee shall be responsible for ensuring high levels of sanitation and foodsafety in his/her work area.
- b. All employees must be able to pass regular medical examinations as prescribed by the NASA Occupational Health Services.
- c. All food service employees must successfully complete a written examination, which covers the basics of food handling and sanitation. Employees must also demonstrate adequate knowledge of food safety procedures in their scope of duties, and may also be tested on this knowledge.
- d. All employees must have on file a valid food handler's permit.
- e. When ill with a cold or infection, extra care must be taken to work with clean habits. If the infection is severe you may be asked to leave work. All open cuts, sores, or burns must be kept covered.

f. Maintain high standards of personal hygiene, and follow these guidelines:

- i. Be sure to wash hands after each bathroom use.
 - ii. Keep hands clean and fingernails trimmed.
 - iii. Keep uniforms/clothes as clean and neat as possible.
 - iv. Hairstyles should be kept neat, trimmed and appropriate for food services. Beards and mustaches should also be kept neat and trimmed.
 - v. No excessive jewelry should be worn, such as extra rings or dangling bracelets, etc.
 - vi. Keep hands away from face, mouth, and hair while in service or production areas.
- Eating is not permitted in these areas.

g. Cigarette smoking is not allowed in service or production areas. Wash hands after each use of tobacco.

h. Always maintain proper food safety and sanitation procedures to avoid causing a food borne illness. Since not following these proper procedures can be harmful to our valued customers, food safety infractions will be appropriately disciplined.

C. Food-Borne Disease Prevention Methods

1. Examination of Food Handlers

a. Exchange Food management supervision will ensure all food handlers report to the Occupational Health Facility (OHF) when any symptoms of infections and/or communicable disease are present.

b. Food employees shall report information in a manner that allows the person in charge to prevent the likelihood of food borne disease transmission, including:

(1) Employee diagnosed illness of Salmonella Typhi, Shigella, Escherichia Coli 0157:H7 or Hepatitis.

(2) Employee's symptoms of gastrointestinal illness such as diarrhea, fever, vomiting, jaundice or sore throat with fever.

(3) Employee has boil or infected wound containing pus or a wound that is open or draining and is on the hands or wrists or exposed portions of arms.

c. In addition, illnesses of similar nature occurring in the home of the Food Handler are significant and should be reported for medical determination of the likelihood of transmission.

(1) The employee in the same household as a person who is diagnosed with a disease caused by S. Typhi, Shigella, E.Coli 0157:H7 or Hepatitis.

(2) The employee lives in the same household as a person who attends or works in a setting where there is a confirmed disease outbreak caused by S. Typhi, Shigella, E.Coli, or Hepatitis.

d. Food management supervision will ensure that all food handlers that have been absent from work due to illness shall report to the OHF for clearance prior to returning to work.

2. Equipment/Facility Design Features

The design of a food establishment will meet the principles outlined in the FDA Food Code will be followed, unless they cannot be technically accomplished. The LaRC OSIH shall approve the design deviation.

3. Inspection

The OSIH designated representative shall perform periodic and special inspections of all food service facilities to ensure compliance with applicable regulatory requirements. These inspections shall occur anytime during operational hours, but shall not disrupt the selling of food.

4. Storage Techniques

Foods left over from serving lines will not be frozen. They must be wrapped/containerized, labeled, dated, and refrigerated. Food not subject to further washing or cooking before serving shall be stored in a way that protects it against cross contamination from food requiring washing or cooking (e.g., store raw vegetables above raw meats). Separate different types of raw animal products by use of different containers, partitions, shelving, or other approved means.

5. Preparation and Storage of Sandwiches

- a. Unless a sandwich is made for an individual customer to consume immediately, it is considered a pre-wrapped sandwich.
- b. All pre-wrapped sandwiches must be wrapped individually and marked with date of preparation.
- c. When sandwiches are made with potentially hazardous ingredients, and are to be sold or dispensed as refrigerated items, chill the potentially hazardous ingredients to 41°F or below before making sandwiches. When possible, use chilled or frozen bread.
- d. Never prepare sandwiches from leftover ingredients.
- e. Sandwiches must not be reworked, rewrapped, remarked or relabeled to extend their shelf life. Outdated sandwiches must be considered spoilage and disposed as garbage.
- f. Heated sandwiches
 - (1) Sandwiches to be dispensed from a heated holding unit must be heated rapidly by infrared, microwave, or similar type oven prior to placing them into a holding unit for sale.
 - (2) Sandwiches to be dispensed from a heated holding unit will be maintained at a minimum temperature of 140°F and will have a shelf life of 5 hours.
- g. Refrigerated sandwiches:
 - (1) Sandwiches to be dispensed from refrigerated holding unit shall be maintained at not less than 41°F and will have a shelf life of 96 hours.
 - (2) Sandwiches shall not be stored in direct contact with ice.

6. Vermin Control

- a. Effective control measures shall be taken to protect against entry into the food establishment, and the breeding or presence on the premises, of rodents, flies, roaches, and other pests.
- b. There shall be an ongoing insect control-spraying program using only OSIH approved chemical pesticides, applied by personnel who are licensed. This program will be monitored by OSIH and Exchange Activity Managers on a periodic basis.

7. Food Service Sanitation Education

- a. All food service personnel must have received instructions in the principles and practice of food service sanitation prior to end of probation period.
- b. Managers who are responsible for the storage, preparation, display, and serving of foods to Center personnel shall:
 - (1) Demonstrate their knowledge of food borne disease prevention, application of HACCP

principles and of the FDA Food Code by being certified as a food protection manager.

(2) Certification as a food protection manager shall be obtained through passing a test that is part of an accredited program approved by the LaRC Safety and Health and Mission Assurance, Industrial Hygiene.

3. Langley Child Development Center (LCDC) Operation and Rules:

The LCDC is part of the NASA Exchange, which oversees the operation of all of the Exchange Branches. As an employee of the Langley Child Development Center, your responsibility is to the management of the LCDC. The LCDC management is responsible to the Exchange for the proper operation of the LCDC. The LCDC is a nonprofit organization whose purpose is to provide high quality, developmental childcare services and kindergarten training for the Center employees and Center contractors. While the LCDC is nonprofit, it is responsible for meeting its own operational expenses, including food, labor, supplies, insurance, and other miscellaneous expenses. This means that the LCDC employee is responsible for the performance of duties in an efficient manner to avoid wasting supplies, food or time. The efficient operation of the LCDC should be the primary concern of each employee.

- a) The personal appearance of employees in any service industry such as the LCDC is very important to the entire staff. The staff must be concerned not only with the quality of the service provided, but also the image conveyed. It is with this in mind that the following guidelines for appearance and grooming are presented:
- b) Clothing should be kept clean, neat, and in good repair.
- c) Shoes should be kept clean and in good repair.
- d) Hairstyles should be kept neat.
- e) Hands should be kept clean with fingernails neatly trimmed.
- f) When ill with a cold or infection, extra care must be taken to work with clean habits. If the infection is contagious the employee may be asked to leave work.

- 1. Wash hands after each restroom use and after diapering children.
- 2. Maintain high standards of personal cleanliness and hygiene.
- 3. Report to work on time. If delay or sickness prevents attending work, phone the LCDC at 864-4827 as soon as possible. If a second sick day is anticipated, please attempt to call the LCDC by 2:00 p.m. of the first day so that arrangements can be made to cover the work assignment. Any employee who does not notify LCDC management in an appropriate and timely fashion when reporting absences or tardiness will be considered absent without authorization.
- 4. If a time clock is used, an employee must punch the time card in and out as designated by the work schedule and place the card on the appropriate rack. Always sign the card before the end of each pay period.
- 5. Payday is every other Friday at approximately 12:00 p.m. Each employee must sign for his/her check.
- 6. Employees who work a full shift are entitled to breakfast and lunch if they eat with the children. Employees who work a partial shift are entitled to one meal. Food will not be taken home.
- 7. In addition to the items listed in Chapter 9 sections 5 appendix A employees of the LCDC may also face disciplinary action including immediate dismissal for the following actions:

- g) Spanking, pinching, shaking, pulling a child's hair, or any other corporal punishment.
- h) Confining a child in a closet or any other enclosed area.
- i) Isolating a child for extended periods.
- j) Abusing a child verbally, emotionally or physically.
- k) Depriving a child of food, outdoor play or the opportunity to participate in activities essential to program implementation.
- l) Employees responsible for handling cash shall safeguard any combinations that they may be given. They shall also be accurate in all cash transactions and required reports.

[Back to Table of Contents](#)

