



42d

FORCE

SUPPORT SQUADRON



**Nonappropriated Fund
Employee Handbook**

*Human Resources Office
42d Force Support Squadron
Maxwell AFB, Alabama*

MY INFORMATION

Position Title: _____

Pay Plan, Series, Grade: _____

Hourly Pay: _____

Activity: _____

Manager: _____

First Pay Check: _____



DEPARTMENT OF THE AIR FORCE AIR EDUCATION AND TRAINING COMMAND

MEMORANDUM FOR INCOMING FORCE SUPPORT SQUADRON NAF EMPLOYEES

FROM: 42 FSS/FSMH
50 Lemay Plaza South
Maxwell AFB, AL 36112

SUBJECT: Welcome to the Team

1. Welcome to best Force Support Squadron in the Air Force; the 42d Force Support Squadron. You will be joining a team of veteran professionals who are committed to excellence and dedicated to providing quality programs to their customers.
2. The 42d Force Support Squadron consists of five flights, which provide personnel services, education, training and professional development for both civilian and military personnel; a variety of diverse and challenging quality of life programs which include membership clubs, a golf course, bowling center, child care facilities (infant to teen), an airmen & family readiness center, lodging, mortuary affairs, honor guard, dining facilities, arts & crafts centers and a variety of outdoor recreation activities for military and civilian members and families of Maxwell Air Force Base and its mission partners. We also support over 28,000 military retirees and their family members living in the tri-county area.
3. Our mission statement is to "*Provide combat and community support by delivering mission sustaining quality of life services.*"
4. The Human Resources Office is committed to providing you with excellent service as well. If you need assistance, the staff is available to answer your employment questions. I look forward to working with you and hope that you find your new job a rewarding experience.

AMANDA R. GOMER
Chief, NAF Human Resources

THE HUMAN RESOURCES OFFICE STAFF

Amanda Gomer..... Chief, NAF Human Resources
DeLisha Finch..... Human Resources Assistant
Gwendolyn Halbert..... Human Resources Assistant
Kimberly Sigler..... Human Resources Assistant



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SECTION A -- YOUR EMPLOYER AND YOUR CHAIN OF COMMAND

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

You are responsible to your immediate supervisor. Two-way communication is the secret to solving problems, having an effective work force, and reaching mutual goals. You should be familiar with your chain of command, and use it to resolve any concerns that you might have. If you have a question or concern you should go to your 1st level supervisor to get the issue resolved. If you do not obtain resolution after bringing the issue to your 1st level supervisor then you should approach the next person in your chain, and so on. A copy of the FSS Organizational Chart is provided for you to see the structure of the organization.

SECTION B -- THE HUMAN RESOURCES OFFICE

The Human Resources Office (HRO) is the operating office designated to administer the NAF personnel system. Our mailing address is: 42 FSS/FSMH, 50 Lemay Plaza South, Bldg 804, Maxwell AFB, AL 36112. We are open for business from 0730-1630, Monday through Friday. We close on all observed federal holidays. Our job openings are available through our website at <https://www.nafjobs.org/> 24 hours a day, 7 days per week. If you do not have a home computer or need assistance using the website, please feel free to stop by the HRO and have one of the staff members help you or call our office during business hours at 334-953-7005. If you have business to conduct at our office during your scheduled work hours, you must get permission from your supervisor before leaving your work area.

The HRO can provide general information regarding your employment benefits and personnel rules but employee specific (i.e. with work hours, days off, not being paid the correct number of hours) issues can only be resolved by your direct supervisor, or someone else in your chain. The HRO has a responsibility to direct those concerns to your supervisor in order to afford them the opportunity to resolve the issue(s).

SECTION C -- EQUAL EMPLOYMENT OPPORTUNITY (EEO)

We are dedicated to the full implementation of Federal laws mandating equality of opportunity for NAF employees. Personnel actions are based on the principles of merit and qualifications. Any employee or applicant who feels that there was discrimination involved in any personnel action because of race, color, sex, religion, age, sexual orientation, marital status, national origin or handicap may file a complaint of discrimination. Complaints may be filed without fear of reprisal. If you feel you have been discriminated against, you may file your complaint directly with an EEO counselor. The names of counselors are posted on the employee bulletin board at your place of work.

1. No Fear Act - On May 15, 2002, President Bush signed the Notification and Federal Employee Antidiscrimination and Retaliation Act (No FEAR Act), which increases federal agency accountability for acts of discrimination or reprisal against employees. One purpose of this act, which took effect on October 1, 2003, is to require that "Federal agencies be accountable for violation so antidiscrimination and whistleblower protections laws".
2. Antidiscrimination Laws - A Federal agency cannot discriminate against an employee or applicant with respect to the terms, conditions or privileges of employment on the basis of race, color, religion, sex, national origin, age, disability, marital status or political affiliation. Discrimination on these bases is prohibited by one or more of the following statutes: 5 U.S.C. 2302(b) (1), 29 U.S.C. 206(d), 29 U.S.C. 631, 29 U.S.C. 633a, 29 U.S.C. 791 and 42 U.S.C. 2000e-16. If you believe that you have been the victim of unlawful discrimination on the basis of race, color, religion, sex, national origin or disability, you must contact an Equal Employment Opportunity (EEO) counselor **within 45 calendar days** of the alleged discriminatory action, or, in the case of a personnel action, within 45 calendar days of the effective date of the action, before you can file a formal complaint of discrimination with your agency. See, e.g., 29 CFR 1614. If you believe that you have been the victim of unlawful discrimination on the basis of age, you must either contact an EEO counselor as noted above or give notice of intent to sue to the Equal Employment Opportunity Commission (EEOC) within 180 days of the alleged discriminatory action. If you are alleging discrimination based on marital status or political affiliation, you may file a written complaint with the U.S. Office of Special Counsel (OSC).

In some cases, you may pursue a discrimination complaint by filing a grievance through the negotiated grievance procedures.

3. Whistleblower Protection Laws - An employee with authority to take, direct others to take, recommend or approve any personnel action must not use that authority to take or fail to take, or threaten to take or fail to take, a personnel action against an employee or applicant because of disclosure of information by that individual that is reasonably believed to evidence violations of law, rule or regulation; gross mismanagement; gross waste of funds; an abuse of authority; or a substantial and specific danger to public health or safety, unless disclosure of such information is specifically prohibited by law and such information is specifically required by Executive order to be kept secret in the interest of national defense or the conduct of foreign affairs. Retaliation against an employee or applicant for making a protected disclosure is prohibited by 5 U.S.C. 2302(b)(8). If you believe that you have been the victim of whistleblower retaliation, you may file a written complaint (Form OSC-11) with the U.S. Office of Special Counsel at 1730 M Street NW., Suite 218, Washington, DC 20036-4505 or online through the OSC Web site--www.osc.gov.

- a. Retaliation for Engaging in Protected Activity

A Federal agency cannot retaliate against an employee or applicant because that individual exercises his or her rights under any of the Federal antidiscrimination or whistleblower protections laws listed above. If you believe that you are the victim of retaliation for engaging in protected activity, you must follow, as appropriate, the procedures described in the Antidiscrimination Laws and Whistleblower Protection Laws sections or, if applicable, the administrative or negotiated grievance procedures in order to pursue any legal remedy.

- b. Disciplinary Actions

Under the existing laws, each agency retains the right, where appropriate, to discipline a Federal employee who has engaged in discriminatory or retaliatory conduct, up to and including removal. If OSC has initiated an investigation under 5 U.S.C. 1214, however, according to 5 U.S.C. 1214(f), agencies must seek approval from the Special Counsel to discipline employees for, among other activities, engaging in prohibited retaliation. Nothing in the No FEAR Act alters

existing laws or permits an agency to take unfounded disciplinary action against a Federal employee or to violate the procedural rights of a Federal employee who has been accused of discrimination.

c. Existing Rights Unchanged

Pursuant to section 205 of the No FEAR Act, neither the Act nor this notice creates, expands or reduces any rights otherwise available to any employee, former employee or applicant under the laws of the United States, including the provisions of law specified in 5 U.S.C. 2302(d).

d. Additional Information

For information regarding the No FEAR Act regulations contact Equal Employment Office (EEO) at 334-953-5107. Additional information regarding Federal antidiscrimination, whistleblower protection and retaliation laws can be found at www.eeoc.gov and www.osc.gov.

4. Sexual Harassment - Sexual harassment is a form of sex discrimination that violates Title VII of the Civil Rights Act of 1964. Unwelcome sexual advances, requires for sexual favors and other verbal physical conduct of a sexual nature constitute sexual harassment when this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile or offensive work environment. Sexual harassment can occur in a variety of circumstances, including but not limited to the following:
- The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.
 - The harasser can be the victim's supervisor, an agent of the employer, a supervisory in another area, a co-worker, or a non-employee.
 - The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.
 - Unlawful sexual harassment may occur without economic injury to or discharge of the victim.

The harasser's conduct must be unwelcome. If you feel you are being harassed, it is helpful to inform the harasser directly that the conduct is unwelcome and must stop. Callers with a discrimination or sexual harassment concern may call the Air Force hot line and speak to a qualified military equal opportunity counselor. AF Discrimination Hotline (includes Sexual Harassment) 1 -888-231-4058.

5. Sexual Assault Response Coordinator - DoD has a program at every military installation for sexual assault. Each base has been assigned a Sexual Assault Response Coordinator (SARC). SARC's will manage the Air Force prevention and response program at each installation. Any victims needing assistance after a sexual assault can call the SARC HOTLINE: 24/7 for help at 334-953-8696. This program is also available to NAF and Civil Service employees. SARC office: 334-953-7116/4416 (during duty hours for questions related to the program).

SECTION D – DUAL COMPENSATION

A civilian employee (Civil Service, NAF, or AAFES) may not receive basic compensation from more than one civilian office or position of the government for more than 40 hours in any one calendar week (Sunday through Saturday). Because of this you may not hold more than one "regular" NAF position. You may work in other NAFI jobs as long as the total hours worked in all jobs do not exceed 40 hours per week. This restriction applies to all jobs within the United States government, including appropriated fund (civil service) and Base Exchange (AAFES) jobs. The only exception is employment with the U.S. Postal Service. The intent of the law is to prohibit an employee from holding more than one full time government position.

SECTION E -- OFF-DUTY MILITARY (ODM) PERSONNEL

Active duty enlisted personnel may be hired as NAF employees during their non-duty hours, but may not work more than 34 hours a week. Although ODM employees may be employed as "Regular" employees and accrue sick leave, annual leave and participate in the life insurance program, they are not eligible for group health insurance or workers' compensation or retirement.



SECTION F -- TYPES OF APPOINTMENTS

There are two types of appointments, regular and flexible. Supervisors determine which type of appointment will be used. The following describes the compensation and benefits for each type of appointment.

Regular Appointments. Regular employees have a regular and continuous work schedule of at least 20 hours to a maximum of 40 hours per week. If your appointment is regular, you will be eligible for the following benefits and compensation:

- | | |
|------------------------------------|----------------------------------|
| a. Health, Dental & Life Insurance | h. Other Leave (FMLA, FFLA, etc) |
| b. Awards | i. Holiday Pay |
| c. Retirement | j. Shift Differential |
| d. 401(k) | k. Overtime |
| e. Annual Leave | l. Worker's Compensation |
| f. Sick Leave | m. Unemployment Compensation |
| g. Military Leave | |

Flexible Appointments. Flexible employees have work schedules that depend on the needs of the activity. Employees may work a minimum of zero to a maximum of 40 hours per week. Employees on a flexible appointment may be converted to "regular" category at any time by the approving official, providing there is a need and the budget will support a regular category position. Employees whose appointments are flexible are eligible for:

- | | |
|--------------------------|------------------------------|
| a. Awards | e. Shift Differential |
| b. Shift Differential | f. Unemployment Compensation |
| c. Overtime | g. FMLA |
| d. Worker's Compensation | |

SECTION G -- PROBATIONARY PERIOD

All NAF employees appointed to a position must serve a probationary period. Employees subject to a not to exceed position will not serve a probationary period. A probationary period tests ability, suitability and fitness for the job as shown by actual job performance. The length of the probationary period is:

Crafts and Trades (NA, NL, and NS) employees serve 6-month probation.

Pay Band NF-I and NF-II employees serve 6-month probation.

Pay Band NF-III - NF-IV employees serve 12-month probation.

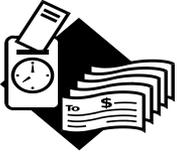
(CY) Employees (Child and Youth Program Assistants) serve 12-month probation.

NF, NS, CY (Supervisors/Managers) must serve 12 month probation for initial appointment to a supervisory and/or managerial position

During this period, your conduct and performance are observed and you may be separated if conditions warrant.

SECTION H - PAY ADMINISTRATION

1. **PAYDAYS AND PAYCHECKS.** You will be paid every two weeks for a total of 26 pay periods a year. Effective 1 Jan 1999, Public Laws 103-356 & 104-134 required that Federal wage, salary, and retirement payments be paid to employees by Direct Deposit (DD)/ Electronic Funds Transfer (EFT). This requirement is mandatory. You may have your paycheck sent directly to a financial institution of your choice and have allotments taken out for savings, loans, savings bonds, etc. Contact the Payroll Office for proper forms necessary for these services.



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

a. **NAF Crafts and Trades (CT)** - NA-non-supervisory, NL-leader, or NS-supervisory which consists of fifteen grades with five steps in each grade. The CT pay system includes positions in a recognized craft or trade, or in an unskilled, semiskilled, or skilled manual labor occupation. Crafts and Trades (CT) employees receive automatic pay increases (step increases) after completion of specific waiting periods. New employees normally start at step one and progress through the five steps as follows:

Within-Grade Increase – Duration of Waiting Period for Regular Employees

R U L E	A If within-grade increase is for a person who is	B and calendar weeks in a nonpay status do not exceed	C then employee advances to step rate	D at the end of
1	NA, NL, NS	1	2	26 calendar weeks
2		2	3	78 calendar weeks.
3		3	4,5	104 calendar weeks.

Within-Grade Increase – Duration of Waiting Period for Flexible Employees

R U L E	A If within-grade increase is for a person who is	B and the employee has worked at least	C then employee advances to step rate
1	NA, NL, NS	130 workdays in no less than 26 weeks	2
2		390 workdays in no less than 78 weeks	3
3		520 workdays in no less than 104 weeks	4,5

***Examples of positions in this pay system include: Food Service Worker, Cook, Waiter, Custodial Worker, Bartender, Mechanic, etc*

b. **NAF Pay Banding System (NF)** consists of six levels with a minimum and maximum pay rate established for each level. New employees normally start at the minimum pay rate in the level hired. However, a supervisor may recommend pay be set at any rate within the minimum and maximum rates of the pay band (subject to approval by the appropriate approving authority). The rate of pay will usually depend on the amount of responsibility, the qualifications of the incumbent, and budget restrictions, etc. Increases in pay within the pay band may be recommended at any time a supervisor feels an increase is justified. Increases are subject to approval by the facility manager and appropriate approving authority. ***Examples of positions in this pay system include: Cashier, Recreation Aid, Accounting Tech, Office Automation Clerk, etc.*

c. **CY Pay Band System** (CY) positions have been established for Child and Youth Program Assistants. Each band has a minimum and maximum salary. Pay adjustments may be granted at any time deemed appropriate by management. Pay for CY positions is governed by the CY Pay System Program Guidance dated October 2008.

Wage rate schedules and pay band schedule rates are posted on employee bulletin boards.

2. OVERTIME



a. You may occasionally be required to work overtime. How your position is classified determines how you are paid for overtime. The following guidelines will be followed:

Pay Plan Paid	Work Performed In Excess of	Rate
Crafts & Trades (NA, NL & NS)	8 hours per day or 40 hours per week	1 ½ times hourly rate
Pay Band	40 hours per week of actual work	1 ½ times hourly rate

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

3. HOLIDAY PAY (Regular Employees)

a. If you are a regular employee working 20 to 40 hours per week, you will receive holidays off with pay whether or not the holiday falls within your scheduled workweek. If the holiday falls on your normal day off, you will be entitled to observe the holiday on the day preceding or the day following the holiday as established by the manager.

b. If you are a regular employee and are required to work on the holiday, you will receive holiday premium pay plus pay for the number of hours you worked. The following lists all observed legal holidays:

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

c. If you are a flexible employee, you are not entitled to observe the holiday or receive holiday pay if required to work.

4. SUNDAY PREMIUM PAY. If you are a Crafts & Trades (NA, NL & NS) employee and are regularly scheduled on a Sunday, you may be entitled to Sunday premium pay. Compensation will be paid at 25% over your basic hourly rate for hours worked on Sunday. Pay band and CY employees are similarly paid.

5. NIGHT SHIFT DIFFERENTIAL PAY. Crafts & Trades and Pay Bands I and II: If you are an hourly rate employee, you are entitled to night shift differential pay. You are paid your scheduled rate of basic pay, plus a differential of 7 ½ % of your scheduled rate for regularly scheduled non-overtime work when a majority is between 3:00 pm and midnight; or 10 % for majority of whole hours worked between 11:00 pm and 8:00 am.

6. NIGHT PAY DIFFERENTIAL. CY and Pay Band III and above employees receive night pay differential (basic rate of pay plus 10% for hours worked between 6 p.m. and 6 a.m.) when regularly scheduled.

7. CALL-BACK DUTY TIME. Call-back duty time is when a regularly scheduled, regular or flexible, employee is required to work on a day when work was not scheduled, or when the employee is officially required to return to his or her place of employment. *Compensation of call-back is at least two hours (whether*



or not work is performed), including make-ready and clean-up time*. If you are called in to work on shifts outside your basic workweek, you will be promptly excused upon completion of the job for which you were called in to perform. Compensation is computed at your regular basic rate of pay, unless the number of hours worked that day or week entitled you to overtime pay.

8. CALL-IN DUTY TIME. Call in duty time occurs when an employee is called to work on a day when they are not scheduled to work. An employee will be paid for at least 2 hours (**whether or not work is performed**), including make-ready and clean-up time. If they work over the 2 hours they will be paid for the total hours worked

**Make Ready and Cleanup Time - Incidental duties directly connected with performing a job, such as obtaining and replacing working tools or materials, undergoing inspections, donning or removing prescribed work uniforms, and similar tasks, in established tours of duty are a part of the job requirements. If possible work shifts are arranged so that time required for incidental duties are part of the regularly scheduled workday.*

SECTION I - HOURS OF WORK

1. Work Schedules. You will have access to a posted work schedule. If you are a flexible employee, you may be subject to "on call" work in addition to hours posted on the schedule. A time clock is used at most locations for clocking in and out. Clocking in early or clocking out late without supervisory approval will not be allowed. Work schedules may be changed by supervisors/managers by providing a minimum of 24 hours advanced notice as long as any guaranteed hours are not reduced

2. Meal Periods. Non-compensated meal periods will be scheduled for not less than thirty minutes and not more than one hour. During these meal periods, you will be free of duty. Under conditions where time-off for a meal period is not possible, a meal period of twenty minutes or less may be authorized and is included in the scheduled tour of duty. The time covered by the twenty minutes or less is compensable and must be spent at or near your workstation. No employee will be required to work more than six consecutive hours in any workday without a meal period.



3. Rest Periods. Short rest periods, not exceeding 15 minutes may be granted at manager's discretion, when the manager believes such rest periods are necessary. Rest



periods may not be scheduled in conjunction with a meal break.

SECTION J -- POSITION CLASSIFICATION

Your position guide and/or position description is just that - a set of guidelines. It is a summary of your major duties. It is not intended to cover every minor duty assignment, permanent or temporary in nature that is given to you. Incidental tasks or duties required of you are frequently necessary in order to operate the organization successfully.

The supervisor determines the duties and responsibilities that will be assigned to a position and it is then classified by the HR Office. Positions are classified by comparing the assigned duties to establish classification standards and assigning either a pay plan and grade or pay band.

Should the duties of your position change significantly, your supervisor may rewrite your position guide and submit it for reclassification.

SECTION K – LEAVE AND OTHER ABSENCES

1. Annual Leave (Regular Employees). Annual leave is paid time off from work for vacations or to transact personal business which cannot be taken care of during off-duty hours. Annual leave is charged in 15-minute increments. **The use of annual leave is subject to the approval of your supervisor.** Submit leave requests on OPM Form 71, ***Application for Leave***, to your supervisor.

You will start to earn annual leave immediately upon appointment or change to a regular position; however, it will not be available for use until you have completed a 90-day waiting period. The amount of leave earned and your balance will appear on your Leave and Earnings Statement (LES) after the 90-day period. You may accumulate and carry over up to 240 hours of annual leave each year. Leave in excess of 240 hours must be used prior to the end of the leave year or it is forfeited.

If you resign or are separated beyond the initial 90-day waiting period, you will receive a lump-sum payment for any unused annual leave balance to your credit. This lump sum payment will generally be included in your last paycheck.

The amount of annual leave you earn depends on your total length of creditable service. All prior DoD NAFI service, including service with the current employer, as a regular employee is creditable.

Annual leave is earned based on the number of hours worked in the pay period:

0-3 years service	5% of hours worked per pay period
3-15 years service	7 ½ % of hours worked per pay period
15 + year's service	10% of hours worked per pay period

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

2. Sick Leave (Regular Employees). Sick leave is intended solely for absences when you are too ill to work, injuries, examinations and treatment by a physician, or treatment, or to care for a family member. When you are too ill to work, you must notify you supervisor within two hours after your scheduled workday begins. Supervisory approval **must be** granted before it is taken. You may be required to furnish a doctor's certificate after 3 days of absence; however, your supervisor may also require a certificate for periods of less than 3 days under individual circumstances. You are also authorized to use sick leave for purposes related to the adoption of a child.

Sick leave is earned at the rate of 5% of hours worked per pay period. Sick leave may be taken at any time with approval of your supervisor; no waiting period is necessary. Sick leave may be taken in 15-minute increments not-to-exceed eight hours per day, or 40 hours per week. You may be paid sick leave only for those hours scheduled to work for the day or week during which absence occurs. There is no payment for unused sick leave upon your resignation or separation from employment.



3. Leave Without Pay (LWOP). LWOP may be granted to you, upon request, for reasons acceptable to the supervisor. There is no requirement to grant LWOP if it will disrupt operations in any way. LWOP may be granted to a regular employee in lieu of annual or sick leave. LWOP is charged in 15-minute increments. Activity managers may approve LWOP up to 30 days and the Commander/Director will approve LWOP over 30 days. LWOP for Regular Employees moving with Head of Household may be granted 150 days in order to avoid a break in service. Contact the HRO for more information.

4. Absent Without Leave (AWOL). AWOL is an absence from duty which was not authorized or for which leave is denied. These unauthorized absences may form the basis for disciplinary action.

5. Leave for Maternity Reasons. If you are a regular employee, you may be granted sick leave, annual leave, and LWOP for incapacitation due to pregnancy as supported by a medical certificate.

6. Family and Medical Leave Program. If you have completed 12 months of service, you are entitled to a total of 12 weeks of unpaid family and medical leave in a 12-month period, with employment and benefits protection. Employees are eligible if they have worked for a covered employer at least one year and for over 1,250 hours over the previous 12 months. The employee must ordinarily provide 30 days advance notice when the leave is "foreseeable". The National Defense Authorization Act for FY 2008 (NDAA), Public Law 110-181, amended the FMLA to allow eligible employees to use their 12 weeks of job-protected leave in the applicable 12-month period for any —qualifying exigency arising out of the active duty or call to active duty status of a spouse, son, daughter or parent. The NDAA also amended the FMLA to allow eligible employees to take up to 26 weeks of job-protected leave in a —single 12-month period || to care for a covered service member with a serious injury or illness. The newest version of the OPM 71 has a block that is to be used when "invoking" the Family and Medical Leave Act. Asking for time off to care for a family member does not mean that you are "invoking" the FMLA. You must fill out the form and make clear that you are invoking FMLA. The FMLA shouldn't be confused with Family Friendly Leave, which allows employees to take sick leave to care for a family member. Family Friendly Leave is subject to approval. The primary difference is that FMLA is UNPAID leave and provides you with job-protection under the law. At the employee's or employer's option, certain kinds of paid leave may be substituted for unpaid leave. This entitlement is for certain medical needs such as birth or adoption of a child; care of spouse, parent, child who has a serious health condition; or serious health condition of the employee. You may take family leave in order to care for a spouse, son or daughter, or parent with a serious health condition or medical leave because of your own serious health condition the makes you unable to perform the functions of your position. More information and details may be obtained from the HRO.

7. Family Friendly Leave Act (FFLA). The FFLA authorizes the use of up to 40 hours of sick leave per leave year for family care and bereavement. There is no minimum balance of sick leave required to use the first 40 hours. If you

maintain a minimum balance of at least 80 hours of sick leave, you may use up to an additional 64 hours of sick leave per leave year. This calculation is based on a 40-hour workweek. For all other employees, the basic amount of sick leave that may be used for family care and bereavement is equal to the average number of non-overtime hours of work in your scheduled workweek.

8. Military Leave. If you are a regular employee and a member of a Reserve or National Guard unit, you are entitled to an excused absence up to a maximum of 15 calendar days in any year, without loss of pay, time, or performance rating when called to active duty or for active duty training.

9. USERRA. The 1994 Uniform Services Employment and Reemployment Rights Act (USERRA) protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services

10. Forced Leave. Management uses forced leave when reduced or suspended business operations result in reduced or suspended work schedules. Forced leave will be used only when the required 24-hour notice for schedule change cannot be met. If you are a regular employee, you will be paid for actual hours you worked and have the option of using annual leave or LWOP for the remainder of your shift. If you are a flexible employee you will be paid for actual hours worked, and relieved of duty.

11. Court Leave (Regular). You will be authorized absence for jury duty or for attending court as a witness on behalf of the U.S. Government or the government of the District of Columbia upon advance notice of a court order, subpoena, summons, or any other judicial notification. If you are a regular employee on court leave, you will receive your regular pay for such time off or retain the court fees received from the court, whichever amount is the greater. If the court fees are the lesser amount, such fees excluding transportation costs will be turned over to the Force Support Resource Flight.

12. Blood Donations. The Air Force encourages its employees to volunteer as blood donors for unpaid donations to blood banks or in emergencies to individuals. You **may** be excused, without charge to leave or loss of pay, for the time required to donate blood and recover up to a maximum of 4 hours.



13. Voluntary Leave Transfer Program. The Voluntary Leave Transfer Program (VLTP) permits you to donate annual leave to other Air Force NAF employees who suffer a substantial loss of income because they have insufficient sick and annual leave to cover lengthy periods of absence caused by a medical emergency. Affected employees submit an application through the first-level supervisor to the approving official. The VLTP is not used to cover absences of 80 hours or less.

SECTION L - POSITION CHANGES

1. Filling Positions. If you are interested in being considered for a regular position or another NAF position, complete an AF Form 2550, ***NAF Application for Promotion or Other Position Change***. The AF Form 2550 remains active as long as you are an employee and interested in being considered for the position for which application is made. The AF 2550 is available on www.nafjobs.org.

a. **Military Spouse Preference (MSP).** Any active duty military spouse meeting the minimum qualifications of a job is given first preference. MSP is lost after accepting or declining any regular position on the base. There is no limit to the number of times MSP may be applied to referral and selection for a flexible position.

b. **Reassignments.** Managers may reassign employees to other positions within the same employment category and pay plan level for which qualified at any time to promote the efficiency of the organization. You may also request reassignment to other NAF positions by completing AF Form 2550 on www.nafjobs.org.

c. **Details.** A detail is the temporary assignment of an employee to a different position without a change in pay for a period of time not to exceed 60 days. If management determines that your services are required in another position/area, a detail may be used to satisfy the requirement. Your supervisor records the detail on your AF Form 971, ***Supervisor's Employee Brief***, in the Employee Work Folder as the experience and training gained may be important for later permanent placement actions.

d. **Promotions.** Permanent promotions are competitive unless:

- The promotion is the result of job growth;
- The promotion is the result of improper classification;

- The promotion is required to comply with a new classification standard; or
- The promotion follows competitive assignment to a developmental position.

You must meet the qualification requirements for the position.

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

If you are selected for another NAF position, you will usually be released not later than the pay period following the effective date of the action.

SECTION M - BENEFITS

1. Group Life and Medical Insurance



If you are a regular category employee, you are eligible to enroll in the group life and/or health insurance plan. You may elect health coverage immediately. There is a 30-day waiting period for life coverage. If you initially waive insurance and later want to enroll, you must submit evidence of insurability to the insurance company at your own expense. They may approve or disapprove your enrollment. Your family members may be eligible for enrollment in the life and health insurance plans too. You can obtain more information on benefits and costs from the HRO.

2. Retirement Program

If you have 12 months of regular Air Force NAF service and are currently regular category, you are eligible to enroll in the USAF NAF Retirement Plan. This program provides for retirement, disability and death benefits. These benefits, combined with Social Security, will give you, the retired or disabled employee, or your eligible survivor a measure of financial security. You will be provided more information on the plan upon becoming eligible to participate.



3. 401(k) Savings Plan

If you are a regular category employee and have completed 30 days of DoD NAF service, you are eligible to participate in the NAF 401(k) Savings Plan. It is a retirement savings plan that allows you to set aside a portion of your salary to the Plan with special tax advantages. You decide the amount of money you want to contribute to the Plan, from 1% to 99% each pay period. The amount you contribute is deducted from your paycheck on a pretax basis. If you do not waive your election to enroll in the 401(k) within the 30 day election period, you will be automatically enrolled at a contribution rate of 1%. The Air Force will make a matching contribution depending upon the percent you contribute as follows:

Your Contribution	Air Force's Matching Contribution
1.0%	1.0%
2.0%	2.0%
3.0%	2.5%
4.0% - 15.0%	3.0%
Up to 99%	3.0%

You can invest your money in any of several investment options, each with different degrees of risk and reward potential. Your investment options will help you design your own personal investment strategy. You will receive quarterly statements so you can keep track of your investments. You won't owe taxes on your contributions, or on any money they earn, until you withdraw the money from the Plan.

4. Worker's Compensation Program

All employees, except off-duty military employed by NAF, are entitled to worker's compensation benefits for injuries and illnesses incurred on the job and as a result of your employment. To be eligible for benefits however, you must report the injury to your supervisor immediately. Failure to do so may result in loss of entitlements. Your supervisor will provide you with the required forms to request treatment.



Medical Documentation

- It is your responsibility to provide your supervisor with written medical documentation from your physician to support your claim for worker's compensation. The documentation must state whether you can/cannot work or if you can perform light duty. The information must be furnished EACH time you see your physician.
- Each time you are scheduled for a follow-up with your physician, you are required to pick up a LS 204 from the Human Resources Office. Contact the HRO as soon as you know the time and date of your next appointment.
- If you fail to submit medical documentation, your compensation will be terminated. If you fail to return to duty (light duty, etc.) you are subject to be terminated from your position for Abandonment of Position.
- You should inform your physician that light duty is available

Compensation

- If your physician has put you off work for four days or more, you will be due compensation based on your average weekly wage. Compensation is not payable for the first three calendar days of disability per AFR 176-29, para 6.
- If you are due compensation, The Workers' Compensation Branch at the Air Force Insurance Fund will issue you a check.
- If you are a Regular employee and wish to use your sick leave to approximate your base wage, you must submit a OPM 71 (Application for Leave) to your supervisor.

Other Payroll Deductions

- If you have insurance of any kind for which you pay by payroll deduction, it is your responsibility to insure that your payments are made directly to the NAF Accounting Office. If you do not make your payments, your insurance will be terminated. You will be notified only once when your payments are in arrears.

Other Employment

- You are also advised if you work doing other jobs while on Worker's Compensation from NAF, your compensation may also be terminated if it is determined we could have provided you suitable work.

SECTION N - COMMUNICATION/GRIEVANCES

Employees have the right to express their dissatisfaction and give their views on matters that relate to employment and working conditions without fear

of restraint, interference, threat, discrimination or reprisal. If you have a grievance or complaint, you must first take it up with your immediate supervisor. Your supervisor has the responsibility to make a bonafide attempt to resolve dissatisfaction in a fair and equitable manner that will be mutually beneficial to both employee and management. If there is a matter that you are dissatisfied with, discuss it with your supervisor. If you do not obtain resolution after bringing the issue to your supervisor then you should approach the next person in your chain, and so on. If it can't be resolved, the Human Resources Office (HRO) will provide you with the procedures for filing a formal written grievance.

SECTION O - PERFORMANCE EVALUATION

As a NAF employee, you must be aware of what is expected of you. Your supervisor should continuously monitor your work performance and provide training and/or assistance where needed. The annual performance evaluation cycle is 1 October through 30 September of each year. You will receive an annual performance evaluation from your supervisor each year during the month of October. You will be advised whether you are or are not meeting the performance standards of your position. Crafts and Trades employees who have met the performance standards may be recommended for performance awards. Employees in Pay Bands I – IV, who have met the performance standards, may be recommended for performance awards and/or pay adjustments. Those employees not meeting their performance standards at any time will immediately be advised of their performance deficiencies, needed improvements, and be provided reasonable assistance and time to improve. Failure to improve may result in reassignment, change to lower grade/pay band, or separation.



SECTION P - INCENTIVE AWARDS PROGRAM

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

- 1. Performance Awards.** Performance awards are given to recognize outstanding performance of a continuing nature. These awards are normally given in conjunction with the annual performance evaluation cycle.
- 2. Special Act or Service Awards.** A special act or service award may be given for a specific event that results in a unique contribution to the organization

above and beyond the scope of assigned duties. The amount of the award should be determined by the savings to the organization, either in actual dollar savings, or in intangible benefits.

3. On-The-Spot Cash Award. A cash award may be given for a specific event that results in a unique contribution, which benefits the organization. The amount of the award is limited to \$250. There is no limit to the number of such awards that may be granted.

4. Service Recognition. This award reflects recognition of long and faithful service. Creditable federal service includes all APF and NAF civilian service, and all honorable military service, which are creditable for leave. A certificate is given for 5 years of service. A certificate and pin are given for 10, 20, 30, 40, and 50 years of service.

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

SECTION Q - MAINTAINING DISCIPLINE

Supervisors set reasonable standards of conduct for employees and they are responsible for informing you of the standards and insuring that they are observed. Disciplinary action will be taken against any employee who violates established rules. Disciplinary actions may consist of oral admonishment, written reprimand, suspension from duty without pay, or separation from duty for cause depending on the nature and circumstances surrounding the offense.

SECTION R - BUSINESS BASED ACTIONS (BBA)

A BBA is a reduction in employment category or pay rate, a change to lower grade or pay band, a furlough of eight calendar days or more, or a separation action initiated by management for non-disciplinary reasons. Even though we plan on continued growth and expansion, the business climate may hinder our efforts to do so. If it becomes necessary to reduce the staff and abolish positions, every effort will be made to provide as much notice as possible.

Normally, this notice would be seven days for flexible employees and 30 days notice for regular employees. In addition, every effort will be made to find

alternate employment for you where possible. Regular employees with at least one year of service who are involuntarily separated under this procedure are entitled to receive severance pay. The amount of severance pay is equal to one week pay for each of the first 10 years of service, and two weeks' pay for each full year of continuous regular service beyond 10 years.

SECTION S - TYPES OF SEPARATIONS

1. **Retirement.** *If you are thinking about retirement, contact the HRO at least 3 months prior to your anticipated retirement date, if possible.*

a. *Normal Retirement.* You must be 65 years old to retire under the plans "normal retirement" regardless of your years of credited service.

b. *Voluntary Early Retirement:*

- Be at least 62 years of age with 5 years of credited service.
- ***Be at least 60 years old with 20 years of credited service***
- Be at least 55 years old with 30 years of credited service

c. *Optional Early Retirement.* Be at least 52 years of age with 5 years of credited service.

2. **Resignation.** An employee who wishes to resign completes AF Form 2548, ***NAFI Request for Personnel Action***, at the employing activity. A forwarding address will be required. The effective date of the action must be the last day you expect to work. Two weeks advanced notice is customary and will be appreciated.



3. **Termination.** A flexible employee may be terminated for any valid reason with a minimum 24-hour notice.

4. **Separation During Probation (Regular & Flexible Employees).** An employee may be separated during their probationary period if while on probation their performance or progress on the job is unsatisfactory. Employees will normally be given 24-hour advance notice of separation.

5. **Separation (Regular Employees).** Will normally be processed as Business Based Action according to Section R of this handbook.

6. Removal (Regular Employees). This is an action taken by management for unsatisfactory performance, delinquency, or misconduct.

7. Resignation - Abandonment. An employee who fails to report for work or notify management for three consecutive workdays without a reasonable explanation is considered to have resigned.

SECTION T -- DRUG AND ALCOHOL ABUSE

When the use of alcohol or drugs interferes directly or indirectly with work performance or conduct on the job, it becomes a concern to the employer. The Civilian Drug and Alcohol Abuse Program require that supervisors take action in the form of non-disciplinary procedures aimed at rehabilitation. If work performance or conduct is not acceptable at the end of an established "reasonable time" for improvement, Air Force policy requires supervisors to consider other measures, including removal from Air Force employment. If you have any questions, please contact the Human Resources Office at 334-953-7005.

SECTION U - UNION REPRESENTATIVE

The American Federation of Government Employees Local 997-NAF is the exclusive bargaining agent for certain NAF employees located at Maxwell AFB. If you are not in a supervisory, managerial or professional position, you are automatically covered by the bargaining unit. You may become a member of the union if you choose. Your decision to join or not to join is yours alone and may be made without fear of penalty or reprisal from either Union or management officials. If you decide not to join, but need representation from the Union, the Union will still represent you.

The Federal Service Labor-Management Relations Statute gives bargaining unit members the right to union representation at an examination by a management representative in connection with an investigation if: (1) the employee reasonably believes that the examination may result in disciplinary action against the employee and (2) the employee request representation. This is commonly referred to as Weingarten Rights.

SECTION V - EMPLOYEE DEVELOPMENT/TRAINING

NAF employees are eligible for all needed training offered through base facilities, Air Force, interagency, and non-government training for which they

meet the established prerequisites, if quotas have been obtained, and funds have been approved. In addition, the Force Support Squadron employs a training technician whose function is to coordinate training for all employees. Because of the variety of facilities comprising FSS, training requirements vary with the type of job and the type of facility. On-the-job training is in many cases the most effective and practical form of training offered. Because the director considers training an important aspect of your job, new employees attend NAF Newcomer's Orientation as soon as possible after they begin working. We want to train and retain good employees. Your supervisor will document all your training on your AF Form 971, *Supervisor's Record of Employee*.

SECTION W - MISCELLANEOUS

1. Safety. It is important to be safety-oriented at all times. Accident prevention is the responsibility of everyone, from reporting hazards to always working safely. Identify all safety hazards to your supervisor. Learn how to work safely.

2. Proper Mailing Address and Phone. It is the responsibility of each employee to keep his/her supervisor and the HRO informed of proper mailing address and home telephone number (home addresses and phone numbers are privacy act information). Any change in address or telephone number should be reported to the HRO and changed in the My Money system.

3. Punctuality. You have the responsibility of reporting to your workstation on time. Your supervisor will determine whether you will or will not be excused for the period of tardiness, whether you will be charged annual leave, LWOP, or whether such tardiness will be charged to AWOL.

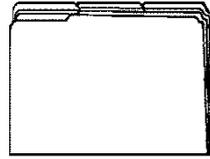
4. Public Relations. As an employee of a service organization, you will have constant contact with the public. We would like you to treat each customer courteously and professionally. Keep your personal life out of the workplace and do not gossip. This will ensure good relations with your public and your colleagues.

5. In/Out Processing. All NAF employees are required to in/out process through the HRO.

6. Civilian ID Cards. NAF employees who have been issued a civilian ID card must turn this card in upon resignation to your supervisor or the HRO. Employees who do not return these items, which are government property, will

have their names turned in to the Security Police and appropriate action will be taken to recover the card.

7. Personnel Records. You may review your personnel records by contacting the HRO. All NAF employees are given copies of all their personnel actions, such as pay increases, promotion, appointment, etc. These personnel actions are very important to keep, as they are a record of your employment here at Maxwell AFB. Official personnel records for all employees are retired to the Records Center in Valmeyer, IL 30 days after date of separation.



8. Supervisor's Employee Work Folder. Your supervisor maintains a 6-part folder, which consists of job related documentation such as training, work history, performance, and your conduct during your employment. The contents of this folder are confidential between you and your supervisor. If you desire to review your record, ask your supervisor. An employee's work folder is sent to your new supervisor upon reassignment or destroyed 60 days after separation.

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

10. Telephone Numbers:

NAF Human Resources Office	953-7005
NAF Payroll	953-2799
Force Support Director	953-5717
Force Development/Resource Flight Chief	953-3667
Community Services Flight Chief	953-9874
Sustainment Services Flight Chief	953-8910
Airman & Family Services Flight Chief	953-3624
Marketing	953-7410

11. **My Biz.** Designed for employees, *My Biz* is an exciting self-service human resources module. It brings information from your official personnel records to your workstation, secure, real-time, and online. It gives you the ability to view benefits, awards and bonuses, and position information as well as update telephone numbers, email address, disability code, and race and national origin.

Login onto My Biz at:

https://bantam.afpc.randolph.af.mil:8007/OA_HTML/AppsLocalLogin.jsp

“My Biz”

Login Instructions

Employees

When you log into **“My Biz”** for the first time, you will be prompted to provide a user name and a password.

- Your user name is your social security number (SSN), including dashes. (Example: 999-99-9999)
 - Separate username for dual assignments (2nd assignment is your SSN and “-1”. Example: 999-99-9999-1)
- Your initial password consists of the following
 - Capitalize first two letters of first name
 - “\$”
 - Lower case first two letters of last name
 - “\$”
 - Fourth digit of SSN
 - “\$”
 - Fifth digit of SSN
 - “\$”

<p>Example: John Smith’s, SSN: 999-01-9999 Username: 999-01-9999 Initial Password: JO\$sm\$0\$1\$</p>
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- You will be prompted to change your password after initial log in

NOTE:

For security reasons the initial login instructions may not be posted to any website.

12. **Cell phone use on base.** Vehicle operators on a DoD installation will not use cell phones unless the vehicle is safely parked or unless they are using a hands-free device, i.e. a Bluetooth or speakerphone. The wearing of any other portable headphones, earphones, or other listening devices (except for hands-free cellular phones) while operating a motor vehicle is prohibited.



13. **Fetal Protection Program.** Pregnant employees should advise their activity managers of their pregnancy as soon as possible. Management has been mandated to direct



these employees to Public Health for an assessment of the employee's work environment for potential health and safety risks.

14. Name Change, Change in Dependent Status or Retirement from Active Duty. Your official personnel folder (OPF) contains an official record of your employment. It is important that this information be accurate. If you get married or divorced, your personnel record should reflect any official name changes. Verification of a marriage certificate or divorce decree is necessary to make this change. If you are a dependent of an active duty military member, and they separate from the military, please advise the HRO so that your records may be updated. If you are an active duty military member and you retire or separate from the military, please advise the HRO so that your records may be updated. Informing the HRO of these changes does not affect your employment.

15. Dress and Hygiene. Our programs and efforts are often judged by the personal appearance of our employees. The clothes that we wear should present a professional image, and be appropriate for the work environment. Employees that are issued uniforms are expected to keep them clean and in good repair. A business like appearance is on the cornerstones to image and success. Personal hygiene, neat, clean uniforms and appropriate shoes are every employee's responsibility. Personal hygiene must also be maintained in order to present a professional image

APPENDIX 1

PRINCIPLES OF ETHICAL CONDUCT

Excerpt from part I of Executive Order 12674, 12 April 1989

As amended by Executive Order 12731, 19 October 1990

To ensure that every citizen can have complete confidence in the integrity of the Federal Government, each Federal employee shall respect and adhere to the fundamental principles of ethical service:

1. Public service is a public trust requiring employees to place loyalty to the Constitution, the laws and the ethical principles above private gain.
2. Employees shall not hold financial interests that conflict with the conscientious performance of duty.
3. Employees shall not engage in financial transactions using nonpublic Government information or allow the improper use of such information to further any private interest.
4. An employee shall not, except pursuant to such reasonable exceptions as are provided by regulation, 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.
5. Employees shall put forth honest effort in the performance of their duties.
6. Employees shall make no unauthorized commitments or promises of any kind purporting to bind the Government.
7. Employees shall not use public office for private gain.
8. Employees shall act impartially and not give preferential treatment to any private organization or individual.
9. Employee shall protect and conserve Federal property and shall not use it for other than authorized activities.
10. Employees shall not engage in outside employment or activities, including seeking or negotiating for employment that conflict with official Government duties and responsibilities.
11. Employees shall disclose waste, fraud, abuse, and corruption to appropriate authorities.
12. 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.

13. 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.
14. Employees shall endeavor to avoid any actions creating the appearance that they are violating the law or the ethical standards promulgated pursuant to this Order.

APPENDIX 2

POLITICAL ACTIVITY DO'S AND DON'TS FOR FEDERAL EMPLOYEES

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

For additional information you may contact the HRO.

APPENDIX 3

CHILD SUPPORT INFORMATION FOR FEDERAL EMPLOYEES

Executive Order 12953 requires the Federal Government be a model employer in assisting in the establishment and enforcement of child support. As a federal employee, you have the same rights and responsibilities under child support laws as other parents.

If you need information about the Child Support Enforcement (CSE) Program or how to establish or enforce an order, contact your local CSE office. Check your telephone directory for the local social services agency listing or call the state CSE Agency listed below for the telephone number of your local office.

If you owe child support, keep your payments current. A convenient way is to have the payment withheld from your wages and automatically sent to the collecting authority. Your payroll office can give you more information. Federal personnel records are regularly cross-matched with records of persons who owe child support.

STATE CHILD SUPPORT ENFORCEMENT OFFICES

STATE	TOLL-FREE NUMBER	CSE OFFICE
ALABAMA	1-800-284-4347	(205) 242-9300
ALASKA	1-800-478-3300	(907) 269-6900
ARIZONA	1-800-882-4151	(602) 252-4045
ARKANSAS	1-800-264-2445	(501) 682-8398
CALIFORNIA	1-800-777-2515	(916) 654-1532
COLORADO		(303) 866-5994
CONNECTICUT	1-800-228-5437	(203) 566-1830
DELAWARE		(302) 577-4863
DC	(City only)	(202) 724-8800
FLORIDA	1-800-622-5437	(904) 922-9590
GEORGIA	1-800-227-7993	(404) 657-3851
GUAM		011 (671) 475-3360
HAWAII		(808) 587-3698
IDAHO	1-800-356-9868	(208) 334-5710
ILLINOIS	1-800-447-4278	(217) 524-4602
INDIANA	1-800-622-4932	(317) 232-4894

IOWA		(515) 281-5580
KANSAS		(913) 296-3237
KENTUCKY	1-800-248-1168	(502) 564-2285
LOUISIANA	1-800-256-4650	(504) 342-4780
MAINE	1-800-371-3101	287-2886
MARYLAND	1-800-332-6347	(410) 767-7619
MASSACHUSETTS	1-800-332-2733	(617) 577-7200
MICHIGAN		(517) 373-7570
MINNESOTA		(612) 296-2542
MISSISSIPPI	1-800-948-4010	(601) 359-4500
MISSOURI	1-800-859-7999	(314) 751-4301
MONTANA	1-800-346-5437	(406) 444-4614
NEBRASKA	1-800-831-4573	(402) 471-9103
NEVADA	1-800-992-0900	(702) 687-4744
NEW HAMPSHIRE	1-800-852-3345 (4427)	(603) 271-4426
NEW JERSEY	1-800-621-5437	(609) 588-2915
NEW MEXICO	1-800-432-6217	(505) 827-7200
NEW YORK	1-800-342-3009	(518) 474-9081
NORTH CAROLINA	1-800-992-9457	(919) 571-4114
NORTH DAKOTA	1-800-755-8530	(701) 328-3582
OHIO	1-800-686-1556	(614) 752-6561
OKLAHOMA	1-800-522-2922	(405) 522-5871
OREGON	1-800-850-0228	(503) 373-1696
PENNSYLVANIA	1-800-932-0211	(717) 787-3672
PUERTO RICO	1-800-636-6737	(809) 722-4731
RHODE ISLAND	1-800-922-0536	(401) 277-2847
SOUTH CAROLINA	1-800-768-5858	(803) 737-5870
SOUTH DAKOTA		(605) 773-3641
TENNESSEE	1-800-874-0530	(615) 741-2441
TEXAS	1-800-252-8014	(512) 463-2181
UTAH	1-800-257-9156	(801) 536-8500
VERMONT	1-800-786-3214	(802) 241-2319
VIRGIN ISLANDS		(809) 774-5666
VIRGINIA	1-800-468-8894	(804) 692-1428
WASHINGTON	1-800-457-6202	(206) 586-3162
WEST VIRGINIA	1-800-249-3778	(304) 558-3780
WISCONSIN		(608) 266-9909
WYOMING	1-800-457-3659	(307) 777-7631

***FOR MORE INFORMATION ABOUT CHILD SUPPORT
ENFORCEMENT AND PATERNITY ESTABLISHMENT,
PLEASE CONTACT:***

Your state or county Social Services Department or
The Administration for Children and Families
Office of Child Support Enforcement
National Child Support Enforcement
Reference Center
370 L'Enfant Promenade, S.W.
Washington DC 20447

APPENDIX 4

Force Protection Awareness

FPCON is when terrorist activity is suspected to be possible in the area. There are 4 different levels of FPCON. Each level of FPCON has a plan that is to be put into place. Your supervisor will tell you what needs to be done during each level. The levels are as follows:

FPCON ALPHA – This condition is declared when there is general warning of possible threat activity, the nature and extent of which are unpredictable and when the circumstances do not justify full implementation of the measures contained in a higher FPCON.

FPCON BRAVO – This condition is declared when there is an increased and more predictable threat even though no particular target has been identified.

FPCON CHARLIE – This condition is declared when an incident occurs or when intelligence is received indicating some form of threat of action is imminent.

FPCON DELTA – This condition is declared when an attack has occurred, or when intelligence is received that action against a specific location is likely.

When any of these conditions are in effect, you will need your ID card to gain access to different areas of the base to include entering and exiting the base. During some of these conditions, access to the base will be limited to those with the proper identification.

Air Force Core Values

Integrity First – Doing what is right even when no one is looking

Service Before Self – Putting professional obligations before personal issues

Excellence in ALL we do – Giving your best effort to every task

Statement of Values

Honesty – We conduct our relationships with the people we serve and ourselves **honestly, fairly, and consistently**.

Attitude – We believe attitude is a choice and choosing a **positive attitude** is essential to achieve our mission.

Respect – We treat those we serve and those with whom we work with, with **respect**, compassion, and courtesy.

Excellence – We are committed to **excellence** and **quality** in caring for those we serve.

Employee Service Standards

1. Make a commitment to your co-workers.
2. Treat all of the people we serve as your special guests.
3. Present a professional image at all times.
4. Answer the phone with a smile and a positive attitude.
5. Listen to one another and the people you serve.
6. Anticipate the wants and needs of the people you serve.
7. Work to effectively communicate with all guests and each other.
8. Maintain a safe and clean environment.
9. Strive to master the skills needed to do your best.
10. Positively represent Maxwell / Gunter in the workplace and the community.

OFFICE OF GOVERNMENT ETHICS

Standards of Ethical Conduct for Employees of the Executive Branch

Any person in government service should:

- Put loyalty to the highest moral principle and to country above loyalty to persons, party, or government department.
- Uphold the Constitution, laws and regulations of the United States and of all government therein and never be a party to their evasion.
- Give a full day's labor for a full day's pay; giving earnest effort and best thought to the performance of duties.
- Seek to find and employ more efficient and economical ways of getting tasks accomplished.
- Never discriminate unfairly by the dispensing of special favors or privileges to anyone, whether for remuneration or not; and never accept, for himself or for family members, favor or benefits under circumstances which might be constructed by reasonable persons as influencing the performance of government duties.
- Make no private promises of any kind binding upon the duties of office, since a government employee has no private word which can be binding on public duty.
- Engage in no business with the government, either directly or indirectly, which is inconsistent with the conscientious performance of government duties.
- Never use any information gained confidentially in the performance of government duties as means for making private profit.
- Expose corruption whenever discovered.
- Uphold these principles, ever conscious that public office is a public trust.

