Chain of Command

The proper chain of command, whether you have a problem, need to report any significant information, or to get help, is as follows:

A. Immediate supervisor or designee) B. Second level supervisor (if appropriate) C. Flight Chief D. FSS/CL or FSS/CD E. Support Group Commander The same chain of Command is used in the grievance process.

Standards of Conduct

Your personal conduct, both on and off your job, should not reflect discredit upon the Air Force. You should be careful not to incur financial obligation which you may have difficulty in meeting. Any government employee who contracts debts, willfully and without sufficient cause, and neglects or avoids payment will be discharged as unsuitable for employment by the Air Force.

You were given a briefing on Core Values and Ethical Values during your inprocessing and you can obtain a copy of that from the HRO if you desire.

Employee Responsibilities

As a NAF employee, your responsibilities to your job include but are not limited to the following:

1. You are obligated to discharge assigned duties conscientiously and effectively, and meet established performance requirements.

2. You are present for duty unless you are authorized to be absent.

3. You are obligated to follow regulations and comply in a timely manner with proper instructions or orders given by competent authority.

4. You confer with line management (starting with your immediate supervisor) to discuss matters, get information, or solve problems related to the job.

5. You may confer with members of the HRO, social actions office, etc., for employment advice and assistance. (AFMAN 34-310, 10.2)

Disclaimer

We are providing you this handbook to acquaint you with our organization and provide answers to many of your questions concerning your job and conditions of employment. It is designed to be informational in nature rather than regulatory. In case of discrepancy, regulations and guidelines will prevail. You may obtain additional information from your supervisor or from the Human Resources Office (HRO) at extension 6582.







NAF

Human Resources Office

65 FSS/FSMH

Lajes Field, Azores

295-57-5200

TYPES OF SEPARATION

WELCOME,

Congratulations on your selection as an employee of Lajes Field Force Support Squadron. We hope you will enjoy a long and successful career that will mutually benefit you and the activity that employed you. As you become oriented in your new duties, you will acquire a better understanding of your responsibilities and how important your position is to your activity. Your supervisor, fellow-employees, and the Human Resources Staff will gladly assist you in adjusting to your new work environment.

This handbook is provided to help you understand your rights, benefits, obligations, responsibilities, and our employment policies. Please read it carefully and ask questions of your supervisor in those areas where you desire.

We believe that we have some of the best and most successful Nonappropriated Fund activities in the Air Force. This is due to the efficiency and effectiveness of employees just like you. You were selected to join our work force because we feel that you meet our very high standards of conduct and performance.

Again Welcome! We are confident you will efficiently discharge the duties and responsibilities of your position. **Resignation (Regular and Flexible employees):** Resignations are voluntary and initiated by the employee. Sufficient notice (preferably two weeks) should be given. To resign, you must submit an AF form 2548, NAFI Request for Personnel Action, at your employing activity. The effective date of the resignation is the last day you expect to work. A forwarding address is required. In circumstances where the resignation is verbal, your supervisor completes the AF form 2548 documenting the effective date and the reason of resignation. You must report to the HRO for final clearance or your final paycheck may be delayed.

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

Removal (Regular category employees): This is an action that may be taken by management for performance, delinquency or misconduct.

Resignation-Abandonment (Regular and Flexible employees): If you fail to report for work or to notify management for three consecutive workdays without a reasonable explanation, you are considered to have resigned.

Proper mailing address and telephone

It is your responsibility to keep your supervisor and the HRO informed of your proper mailing address and home telephone number. Any change in address or telephone number should be reported to the HRO. The HRO will forward it to the payroll office.

Personnel Records

All NAF employees are given copies of all their personnel actions, such as any pay increases, promotions, appointment, etc. These are very important to keep. They are records of your employment here at Lajes Field. Official personnel records for all employees are retired to the Records Center in St. Louis, MO, 30 days after separation. If you leave the Lajes Field area and are hired at another base as a NAF employee within 30 days, the new base will request your records from the Records Center or HRO.

Bulletin Boards

Regulations and notices affecting your employment are posted on bulletin boards at your activity and throughout Services Squadron activities. It is your responsibility to read them periodically and be aware of changes and new postings.

Incentive Awards Program

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

Special act or service award A special act or service award may be given to an employee for a specific event that results in a unique contribution to the organization above and beyond the scope of assigned duties.

On the spot cash awards: An on-the-spot cash award maybe given to an employee for a specific event or situation that resulted in a unique contribution to the activity or organization. There is no limit to the number of such awards that may be granted to an employee.

Time-off awards: Granted in recognition of a superior accomplishment or other personal effort which contributes to the quality, efficiency or economy of operations.

Length of Service awards: Will be given to regular employees after completing five and ten years of creditable NAF service and every ten years there after.

Honorary awards: NAF employees may receive honorary awards according to AFI 36-1001. Cash awards are the responsibility of the recommending unit.

Suggestion Program

It is possible to receive a cash award for suggestions you submit to improve work methods, efficiency, morale or any ideas that result in savings to the NAFI. When you have a suggestion, write it down on an AF form 1000, Suggestion. Ask your supervisor or contact the HRO for the current procedures for submitting a suggestion.

Maintaining discipline

Supervisors set reasonable standards of performance and conduct for employees and are responsible for informing employee of the standards and ensuring that they are observed. Disciplinary action will be taken against any employee who violates established rules. Disciplinary actions may consist of oral admonishments, written reprimands, suspensions from duty without pay, or separations from duty for cause, depending on the nature and circumstances surrounding the offense.

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Your Employer

You are employed as a civilian employee by the United States Air Force and paid from Nonappropriated Funds (NAF). Although you are a federal employee of the Department of Defense (DOD), NAF employees are separate and distinct from Appropriated Fund (commonly known as civil service) employees who are paid from funds appropriated by congress.

Human Resources Office

The Human Resources Office (HRO) is the operating office designated to administer the NAF Personnel Program. The HRO is located in Building T-112, Lajes Field, Azores. The official address is: 65 FSS/FSMH, Unit 8010, APO AE 09720. The hours of operation are from 9:00 am to 4:00 pm, Monday—Friday. The telephone number is 535-5200/6582. If you have a question that your supervisor cannot answer, he or she will normally call us for the information. If you have other questions about your NAF employment, feel free to call the Human Resources Office. If you have business to conduct at our office, you should get permission from your supervisor before leaving your work area.

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 discrimination is involved in any personnel action because of race, color, sex, religion, age, 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.

Dual Compensation

NAF employees can work a regular category and flexible category job, or two flexible category jobs, but not two regular. You may work in other federal 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 AAFES jobs.

Military Spouse Preference

Military spouses are permitted to accept an unlimited number of non-continuing positions without losing preference. Non-continuing means flexible category or temporary, regular or flexible appointments. If the position is temporary then the preference is lost until 60 days prior to the "Not to exceed" date (NTE). To apply for another position you complete an AF2550 and provide the HRO with a copy of your sponsor's PCS orders.

Workers Compensation Program

All employees, except active duty military employed by NAF during offduty hours, are provided worker's compensation coverage for injuries or illness incurred on the job and as a result of their 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. If you require medical attention, normally you will be taken to the clinic on base, or you may choose to select your own medical physician. If you make this choice, it becomes your first choice of treatment. Military dependents and retirees may be treated at the base clinic. If you elect to choose your own physician, you cannot change physicians without authorization from the HRO.

Grievances

Employees have the right to express their dissatisfaction and give their own 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 bring it up with your immediate supervisor. Your supervisor has the responsibility to make a bona fide attempt to resolve dissatisfaction in a fair and equitable manner that will be mutually beneficial to both you and management. If there is a matter that you are dissatisfied with, discuss it with your supervisor. If it cannot be resolved, the Human Resources Office will provide you with the procedures for filing written grievance.

Performance Evaluation

Your supervisor will monitor your work performance and provide training and/or assistance where needed. Employees with less than 90 days of supervision will not be evaluated. Your performance standards are written on your position guide, (AF Form 1702).

Annual Performance Evaluation: C & T, CY and Pay Band Employees will receive an annual performance evaluation from their 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 (NA, NL, NS) who have exceeded the performance standards may be recommended for performance awards. Employees in Pay Bands (NF-I –VI) and Child & Youth Program (CY) who have exceeded the performance standards may be recommended for performance awards, including pay adjustments. Those employees not meeting their performance standards will be advised of their performance deficiencies and provided specific information on how to improve their performance to meet the established performance standards. Failure to improve may result in reassignment, change to lower grade or pay band, or separation.

Call in duty time: Call in-duty time is work performed by an unscheduled flexible employee who is officially required to report for work. Compensation for call-in duty must be at least 2 hours, (whether or not work is performed), including make ready and clean-up time.

Position Changes

Employees interested in a position change may apply at any time by completing an AF Form 2550 and submitting it to the Human Resources Office. Your form will remain on file as long as you are a NAF employee, or until you are selected for the position change you applied for. A complete listing of all current NAF Positions is maintained in the HRO and on all NAF facility Bulletin Boards.

Release of Employees

Current NAF employees selected for another NAF position will be released no later than the end of the following pay period from the date the losing supervisor is notified of the selection. Release to the new duty section will be no later than 21 calendar days unless mutually agreed upon by both the losing and gaining supervisor.

Group Life and Medical Insurance (Regular category employees)

Regular employees are eligible to enroll in the group life and/or health insurance plan. Eligible regular employees must be employed continuously for one month before their life insurance becomes effective, health insurance is effective immediately upon enrollment. Insurance must be elected at the time of appointment to a regular category position or anytime prior to expiration of that one month period. If you initially waive the insurance you will have to show insurance eligibility and the insurance company may approve or disapprove you enrollment. Dependents may be covered under the health insurance plan. You may obtain more information on benefits and costs from the Human Resources Office.

Retirement Programs (Regular category employees))

After one year as a regular USAF NAF employee, you are eligible to enroll in the USAF NAF Retirement Plan. Enrollment is optional. After 30 days as a regular you may elect to participate in the 401 (k) Savings Plan. Contact the HRO for more information.

APPOINTMENTS

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 at any time by the approving official. Employees whose appointments are flexible are eligible for awards, overtime pay, worker's compensation, within-grade increases (WGI), and/or shift/pay differential, and the Family & Medical Leave Act.

Regular Appointments

Regular employees are guaranteed a minimum of 20 hours to maximum of 40 hours per week. The number of scheduled hours per week may be changed in IAW AFMAN 34-310. Employees whose appointments are regular will be eligible for the following benefits and compensation:

- Health and Life Insurance
- Retirement Plan
- 401K savings
- Holiday Pay
- Overtime Pay
- Shift Differential, (Crafts & Trades and Payband NF-I and NF-II)
- Night Pay differential (CY & Pay Band NF-III/IV)

- Sunday Premium
- Awards
- Worker's/Unemployment Com pensation
- Military Leave
- Annual Leave
- Sick Leave
- Administrative Leave
- Family & Medical Leave Act
- Family Friendly Leave Act.

Limited Term Appointment

Regular and Flexible appointments that are not expected to last indefinitely may be hired as limited term appointments. All benefits and compensation applicable to the normal regular and flexible appointments will apply.

Probationary Period

A probationary period is required of all permanent employees. If you are promoted or reassigned to a position requiring a longer probationary period, you will begin a new probationary period at that time. Probationary periods are served as follows:

<u>6 MONTHS</u>	<u>12 MONTHS</u>
NF-I & NF-II	NF-III & Above,
NA, NL & NS	CY

PAY PLANS

There are three pay plans. All pay adjustments are made according to Squadron Pay Policy and to the following:

1. Payband NF-I through NF-VI

These paybands have a minimum and maximum rate of pay. Appointments are made at the minimum unless the Commander approves a higher rate due to hard to fill positions or special experience or knowledge requirement. Pay adjustments may be made as a result of Federal Wage Surveys or Cost of Living adjustments in January. 2. Payband CY-01 through CY-05

These paybands are for childcare employees. They also have a

maximum and minimum corresponding to APF positions. Payband I covers CY-01/CY-02 and Payband II covers CY-03/CY-05. Movement within a payband is called a reassignment and employees receive a 6% increase. Movement from Payband I to II is called a promotion and employees receive a 6% increase. Cost of living pay adjustments may be given as a result of Executive Order in January.

3. Crafts & Trades NA-01 - 05, NS-03.

This pay plan has grades and steps. Each grade has five steps. Flexible employees advance to the next step after working a certain number of days and weeks, as shown in the chart below. Regular employees work the weeks shown below.

Within-grade increase (WGI) waiting period	Steps
Reg 26 weeks; Flex 130 days, in no less than 26 weeks	1 to 2
Reg 78 weeks; Flex 390 days, in no less than 78 weeks	2 to 3
Reg 104 weeks; Flex 520 days, in no less than 104 weeks	3 to 4, 4 to 5

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. Active duty military members who are planning to retire from military service are subject to the 180 day restriction governing military retirees. You may continue to work in you NAF position after retirement. However, there can be no change in your employment status during the 180 days following retirement. (180 day restriction is currently waived). • If the holiday is on your normal day off, you observe the holiday on the proceeding day or following day, as established by your supervisor.

Legal holidays include:

1 January 3rd Monday of January 3rd Monday of February Last Monday of May 4 July 1st Monday of September 2nd Monday of October 11 November 4th Thursday of November 25 December

Sunday Premium Pay: Regular employees, and flexible Crafts & Trades employees, who are regularly scheduled to work 40 hours per week and whose schedules include Sunday, will be paid Sunday premium pay for non-overtime hours. Compensation will be paid at 25% over their hourly rate for hours worked on Sunday.

Shift Differential Pay: All Crafts and Trades (NA, NL, NS) and Pay Band NF-I to NF-II employees are entitled to night shift differential pay for regularly scheduled non-overtime hours of work. The shifts are as follows:

1st Shift= base pay, majority of hours worked between 7am-4pm **2nd Shift=** base pay + 7 1/2% if majority of hours worked are between 3pm- midnight

3rd Shift= base pay + 10% if majority of hours worked are between 11pm - 8am

All Child Care (CY) and NF-III through NF-VI employees are paid night pay differential of 10% for actual hours of regularly scheduled nonovertime work that falls between 6pm through 6am.

Call-back duty time: Call-back duty time is when a regularly scheduled, regular or flexible employee is required to work on a day when work was not scheduled, or when the employee is officially required to return to his or her place of employment. Compensation for call-back duty is at least 2 hours (whether or not work is performed), including make ready and clean -up time.

PAY ADMINISTRATION

Administrative Leave: Administrative leave will be granted to regular employees if the installation commander suspends operations when unusually severe weather conditions or other emergency situations dictate such action. Regular employees, who are notified of suspended operations in advance, normally 24 hours, will be charged for leave. Flexible employees at work when operations are suspended will be paid for hours actually worked and relieved of duty on LWOP.

FAMILY AND MEDICAL LEAVE ACT: For information refer to the Bulletin Board at your duty location or contact HRO at 535-6582.

Family Friendly Leave Act: This is for regular category employees and allows them to use sick leave to attend to the medical needs of family members and for bereavements. Up to 13 workdays per year can be used by NAF employees. Supervisors have to approve and track these hours.

Overtime: You may occasionally be required to work overtime. Positions are classified as exempt or nonexempt under the Fair Labor Standard Act (FLSA), and in overseas areas, you will be paid overtime as an exempt employee. All overtime must be approved in advance in order to be paid, and is 1 1/2 times basic pay.

A. Pay Band (NF) employees will be paid overtime for hours actually worked over 40 hours per week when ordered and approved in advanced.

B. Crafts and Trade (NA, NL, NS) employees will be paid overtime if they work over 8 hours per day or over 40 hours per week when ordered and approved in advanced.

C. Child and Youth Program (CY) employees will be paid overtime for hours actually worked over 40 hours per week when ordered and approved in advance.

Holiday Pay (Regular employees only): Regular employees receive designated holidays off with pay for hours normally scheduled on that day. If your facility requires you to work, you will also receive holiday premium pay for the number of hours actually worked.

Position Classification and Pay

Your position guide is just that - a set of guidelines. It is an approximate record of your duties. It is not intended to cover every minor duty assignment, permanent or temporary in nature. Incidental tasks or duties may be required of you in order to operate our organization successfully. Your supervisor determines what duties and responsibilities will be assigned to a position.

HOURS OF WORK

Work Schedule: You will be provided with a work schedule. Flexible employees may be subject to "on call" work in addition to hours posted on the schedule. A time clock is used at most locations for clocking in and clocking out. Clocking in early or clocking out late without supervisory approval is not allowed. Supervisors/managers may change work Schedules by providing a 24 hour notice.

Guaranteed hours: If you are a regular employee and are not scheduled for your guaranteed number of hours, management may either change your schedule to make up the hours or pay you for the difference between hours worked and hours guaranteed.

PAYDAYS AND PAYCHECKS

Employees will be paid every two weeks for a total of 26 pay periods per year. Pay checks will be directly deposited every other Friday to your banking facility. The exception to biweekly paydays is when a holiday falls on Friday, in which case payday will be on Thursday.

Meal Periods: Non-compensated meal periods will be scheduled for not less than 30 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 20 minutes or less may be authorized and is included in the scheduled tour of duty. The time covered by the 20 minutes or less is compensable, and you must spend your on-the-job meal period at or near your workstation. You cannot be scheduled to work more than six consecutive hours in any workday without a meal period.

Rest Period: Short rest periods, not exceeding 15 minutes, may be granted at a manager's discretion, when they believe such rest periods are necessary. Rest periods may not be scheduled in conjunction with a meal break.

LEAVE

Annual Leave (Regular Employees): Annual leave is paid time-off from work. It is granted for the purpose of vacations or time off to transact personal business which cannot be taken care of during off-duty hours. Annual leave is charged in 15 minute increments. When annual leave is taken it must be approved by the supervisor. Submit OPM-71, REQUEST FOR Leave or Approved Absence, to your supervisor to obtain approval. You will start to earn annual leave immediately upon appointment or change to a regular position; however, you must wait 90 days before you can use this leave. The amount of leave earned and your balance will appear on your Leave and Earning Statement. You may accumulate and carry up to 240 hours of annual leave each year. Leave in excess of 240 hours must be used prior to the end of the year, or it is forfeited. If you resign or separate after the initial 90-day waiting period, you will receive a lump-sum payment for any unused annual leave. This lump-sum payment will generally be included in your last paycheck.

Annual leave is earned based on the number of non-overtime hours worked in each pay period:

0-3 years service: 5% of hours worked per pay period 3-15 year service: 7 1/2% of hours worked per pay period 15+ year: 10% of hours worked per pay period

Sick Leave (Regular Employees): Sick leave is intended solely for absences when you are too ill to work, for visits to your doctor, dentist or eye doctor. This includes care for a family member with a contagious disease. When you are too ill to work, you must notify your supervisor within one hour after your scheduled workday begins or as applicable by your activity policy. Sick leave of more than 3 consecutive workdays should be supported by a medical certificate. If you were not attended by a physician, your certification showing satisfactory evidence of incapacitation for duty may be accepted. Sick leave may be taken at anytime after appointment. No waiting period is necessary. Sick leave is charged in 15 minute increments not-to-exceed 8 hours per day, or 40 hours per week. However, 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 resignation or separation from employment.

Leave without pay (LWOP - all employees): LWOP may be granted to employees, upon request, for reasons acceptable to the supervisor. There is no requirement to grant LWOP if it will disrupt operations in anyway. LWOP is charged in 15 minute increments. Activity Managers may approve LWOP up to 30 days and the Commander or Deputy Commander, over 30 days. Leave Without Pay (LWOP) for up to 150 calendar days is granted to Regular employees moving with head of household. The OPM-71 must be submitted for all LWOP requests.

Absence without leave (AWOL - all employees): If you are absent from your job without proper authorization, you will be carried as AWOL, without pay, and may be subject to disciplinary action. Maximum penalty for AWOL is removal or termination from your position.

Leave for maternity reasons: Regular employees may be granted sick leave, annual leave, and LWOP for incapacitation due to pregnancy as supported by medical certificate.

Military Leave: Regular employees who are members of a Reserve or National Guard unit are entitled to leave of absence up to 15 calendar days in any year, without loss of pay, time or performance rating when called to active duty or active training.

Forced Leave: Forced leave is used by management when reduced or suspended business operations result in temporarily reduced or suspended work schedules. Regular employees will be paid for actual hours worked, and have the option of using annual leave or LWOP for the remainder of their shift. Flexible employees will be paid for actual hours worked, and relieved of duty on LWOP.

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