U.S. Department of the Interior

Office of Facilities and Administrative Services (OFAS)

General Office Operating Procedures

Version 2.5 (November 2015)

OFAS General Office Operating Procedures – Table of Contents

OFAS General Office Operating Procedures – Table of Contents (contd.)

Introduction

The Office of Facilities and Administrative Services (OFAS) has put together this General Office Operating Procedures manual as a means of assisting with questions that employees have regarding their rights and privileges and what is expected of them as members of the OFAS team. OFAS employees are encouraged to read it thoroughly and retain it as a ready reference tool whenever questions arise concerning their positions and responsibilities.

This manual provides guidance to the management and staff of the Office of Facilities and Administrative Services. OFAS does reserve the right to change or suspend any or all parts of this manual. Changes to this manual will occur as policies and procedures are updated and revised by OFAS, the Office of the Secretary, the Department of the Interior, and the Office of Personnel Management.

Much of the material offered in this manual provides general guidance and policy information on a number of issues that often arise in the everyday working environment. This manual is not meant to be an all-inclusive policy directive, but to guide OFAS staff through the basic steps and provide places to go for additional information.

More specific information on the issues outlined in this manual can often be found in other policy documents referred to in the text of this manual. Employees are encouraged to consult these specific policy documents for additional guidance when encountering issues or questions in those areas.

For guidance in areas for which additional documentation is not noted in the text of this manual, OFAS employees are encouraged to consult with their immediate supervisor. Supervisors should either know how to proceed with the employee’s inquiry or be able to refer the employee to a person or office that could be of further assistance.

Onboarding New Employees

Currently the Interior Business Center (IBC) is the servicing agency for new staff joining OFAS. The Interior Business Center's Human Resources Department has initiated a number of specific policies and procedures with regards to onboarding new employees and contractors. Information about these specific policies and procedures can be obtained by visiting the IBC's Human Resources Department in Room 1446 of the Main Interior Building, calling them at (202) 208-3332, or going to the IBC's New Employee Orientation Program and Related Information website located at http://ibcnet.bc.doi.net/hr/NEOP/NEOPpolicies.cfm.

DOI Access Badges – The HSPD-12 Directive, issued in August 2004, directed the creation of a new federal standard and reliable identification issued by federal agencies to their employees and contractors, including all tiers of subcontractors. HSPD-12 has two stages 1) Personal Identity Verification (PIV)-1 and 2) DOI Access Program (PIV)-II. These programs implement a standard process for personal identity and issuance of DOI Access Badges to DOI employees and contractors. The DOI Access Badge is the only authorized access card and replaces all bureau-issued access cards.

Along with this process are the following requirements:

- Everyone issued a DOI Access Badge must have a favorable background investigation, including an FBI fingerprint check (NACI)
- All personnel must be "identity-proofed," that is, they must present two forms of identification (I-9 Documents).
- No one person can be the sole official that requests, authorizes, and issues an Access Badge.

All DOI federal and contract employees who require routine physical access for more than 180 days or unsupervised access to federally controlled information systems are required to have a DOI Access Badge.

The PIV-I process contains critical roles associated with identity proofing, registration, and credential issuance. They are: The Applicant, the Sponsor, the Registrar, and the Issuer. The roles of the Applicant, Sponsor, Registrar, and Issuer are mutually exclusive; no individual shall hold more than one of these roles in the identity proofing and registration process for one applicant. These roles may be ancillary roles assigned to personnel who have other primary duties.

Each PIV-I role and its corresponding responsibilities are listed below. The following roles shall be employed for the PIV-I identity proofing, registration, and issuance process:

- Applicant – The Applicant is the individual to whom a PIV-I credential is to be issued.
- Sponsor – The Sponsor is the individual who substantiates the need for a PIV-I credential to be issued to the Applicant, and is the federal authority that requests PIV credentials for the Applicant. Sponsors are responsible Federal officials to include supervisors, managers, Contracting Officer Representatives, Administrative Officers, Human Resources or Security Specialists, Project Chiefs, Primary Investigators or similar level positions.
- Registrar – The Registrar is responsible for the identity proofing of the Applicant and coordinating the NACI or other BI activities. One or more individuals may perform the Registrar role. The Registrar provides the final approval for issuance of a credential to the Applicant.
- Issuer – At the DOI , the role of the Issuer has three functional areas:
    - Card generation centralized within the Interior Business Center (IBC) at the Department of the Interior, and includes credential personalization and operation.
    - Dissemination to a central Bureau or Office contact. Bureaus will designate a specific contact or office.

- Issuance to the applicant. At the time of Badge issuance, the Issuer confirms the Applicant's identification source document which must be a state or federally issued photo ID in original form (not copies), as defined in FIPS 201, issue the Badge to the Applicant, obtaining a signature from the Applicant attesting to the acceptance of the credential and related responsibilities.

All new DOI federal and contract employees are required to enroll at a local GSA enrollment center in order to receive and activate their DOI Access Badge. The Main Interior Building houses an enrollment center in Room 1324.

Information on obtaining DOI Access Badges for employees can be found by contacting the IBC Personnel Security Branch at (303) 716-4005 or reviewing the "U.S. Department of the Interior Personal Identity Verification (PIV) Policy and Guide for Federal Employees and Contractors" (Dec. 2005) as found on the Internet at http://www.doi.gov/hspd12/upload/PIV_Guide_v1_final.doc. Additional information is also available at http://www.doi.gov/pam/programs/acquisition/upload/DIAPR-2010-04.pdf.

Electronic Contractor Staffing System (eCStaffing) – It is mandatory that prior to a new contractor beginning his or her work for OFAS, a record is added to the online contractor database known as the Electronic Contractor Staffing system (eCStaffing). eCStaffing allows users to enter, track, report data on contractor staff, their HSPD-12 information, history of assignment to contracts, history of work recorded by Department/Bureau/Subbureau/Organization, assignment/status of training, and assignment/status of access to systems. It supports the tracking of training requirements and status as well as the systems for which a contractor has access. eCStaffing is role based, and primarily used by Contracting Officers' Representatives (CORs). Additional roles include contracting officer and adjudicator. It provides table driven automated e-mail notification of separation, supporting timely cutoff of access to systems and facilities.

Additional information about the eCStaffing system can be found on the IBCnet website at http://ibcnet.bc.doi.net/myWorkspace/ecstaffing.cfm or http://ibcnet.bc.doi.net/hr/personnel/docs/eCStaffing_COR_Training_March2012.pdf.

Electronic Official Personnel Folder (eOPF) – As part of the onboarding process for a new employee, an Electronic Official Personnel Folder is set up by their servicing Human Resources office. The eOPF is an electronic version of the paper Office Personnel Folder and a system for accessing the electronic folder online. The eOPF allows each employee to have an electronic personnel folder instead of a paper folder. Benefits of eOPF include:

- Immediate access to personnel forms and information for a geographically dispersed workforce.
- E-mail notification to employee when documents are added to their eOPF.
- Multi-level secure environment with security rules for sensitive information.
- No loss of official personnel documents due to filing and routing errors.
- Reduced costs associated with storage, maintenance, and retrieval of records.
- Electronic transfer of human resources (HR) data.
- Integration with agency's human resources information systems (HRIS).
- Compliance with OPM and federally mandated HR employee record management regulations.

An employee's eOPF can be accessed on the Internet at https://eopf.nbc.gov/doi/. This site is best accessed through the Internet Explorer browser and requires an employee's user ID and password to log in. Instructions on how to create user IDs and passwords are to be given to new employees by the servicing Human Resources office.

Employee Transportation Benefits – Departmental employees are entitled to participate in several available transportation benefits options. Those options include a transit subsidy program for the use of public transit to get to and from work, a subsidy for participation in the Capital Bikeshare Program, and headquarters parking services. Information about each of these can be found on the OFAS website at the following URLs:

- Transit Subsidy Program - http://www.doi.gov/ofas/support_services/transportation_subsidy.cfm
- Capital Bikeshare Program - http://www.doi.gov/employees/bikeshare/index.cfm
- Headquarters Parking Services - http://www.doi.gov/ofas/support_services/parking.cfm

New Employee Orientation Supervisor Checklist – The checklist found in Appendix A of this manual should be used by supervisors to assist with onboarding new employees.

Exit Clearance and Access Change Process

The Exit Clearance and Access Change process ensures that physical and system access is properly revoked and that government-issued property is returned to the government when individuals separate from employment with OFAS, move to a new position, are in a prolonged leave status, or other situations as identified in the policy. These procedures are critical, as access to OFAS and DOI systems and facilities should only be granted based on a valid need. In the past, this has simply been referred to as the Exit Clearance process. That was overlooking office responsibilities for revoking access and returning property when individuals moved internally or were on extended absences.

Exit Clearance procedures apply to any OFAS individual (employee, contractor, or volunteer) who is:

- Separating from OFAS (to another DOI bureau/office, to another agency, or leaving the Federal government); or
- Terminating employment under an OFAS contract; or
- Ending their work as a volunteer.

Access Change procedures apply to any OFAS individual who is:

- Moving to a different position within OFAS that results in:
  - Change in system access;
  - Change in building access; and/or
  - Change in property.
- On paid or unpaid leave in excess of 30 calendar days;
- Suspended for any length of time;
- Placed on administrative leave pending the outcome of an administrative investigation or disciplinary action;
- Transitioning from a contractor to a Federal employee status; or
- Transitioning from a Federal employee to contractor status.

Currently, the Interior Business Center is the servicing agency for exit clearances and access changes within OFAS. The IBC has developed a variety of resources to help supervisors perform their roles and responsibilities for the Exit Clearance and Access Change process. Many IBC employees play a part – supervisors, CORs, members of the "IBC Exit" email notification group, and points of contact within each Directorate.

Notification to IBC Exit E-Mail Group – Supervisors are required to fill out and submit the web-based IBC Exit Clearance/Access Change notification form, found at http://ibcnet.bc.doi.net/hr/exit_clearance/exit_notification.cfm, upon the exit of an employee or a change in an employee's access status. This form should be submitted no later than the expected date of the separation or the access change.

The IBC Exit Clearance/Access Change notification form is automatically transmitted to those in the IBC Exit Group that need to remove the employee from access to DOI e-mail, networks, and systems or change their access status to Departmental e-mail, networks, and systems.

Information required on the notification form includes the following:

- Type of individual (e.g. employee, volunteer)
- Type of action requiring access change
- Date that access should be changed/revoked
- Date access should be reinstated (if applicable)
- Any additional clarifying information

Electronic Contractor Staffing System (eCStaffing) – Additionally, upon the separation or change of access status for a contractor, the eCStaffing database needs to be updated to indicate that the contractor is no longer employed by OFAS or that his/her access status has changed. Changes in the eCStaffing must be made by the contractor's Contracting Officer's Representative (COR)

More information about the eCStaffing system can be found on the IBCnet website at http://ibcnet.bc.doi.net/myWorkspace/ecstaffing.cfm or http://ibcnet.bc.doi.net/hr/personnel/docs/eCStaffing_COR_Training_March2012.pdf.

Exit Clearance/Access Change Resources:

- Policy Resources:
  - NBCM-COS-6000-004, Exit Clearance/Access Change Policy (See: http://ibcnet.bc.doi.net/Policy/DIR/IBCM-IBC-6000-004-Exit-Clearance-Access-Change.pdf)
  - Exit Clearance/Access Change Checklist (See: http://ibcnet.bc.doi.net/Policy/DIR/IBC_Exit_Clearance_Access_Change_Checklist_v4.pdf)
  - Records Management Clearance Sheet (See: http://ibcnet.bc.doi.net/Policy/DIR/Records_Management_Clearance_Sheet_v3.pdf)
  - Exit Clearance/Access Change Responsibilities (See: http://ibcnet.bc.doi.net/Policy/DIR/NBCM-COS-6101-001_Attach_E_Exit_Clear_Responsibilities.pdf)
- Exit Clearance/Access Change FAQs (See: http://ibcnet.bc.doi.net/Policy/DIR/Exit_Clearance_FAQs.pdf)
- Exit Clearance/Access Change Training Resources: The Exit Clearance/Access Change Policy mandates that all IBC employees who play a role in the process (e.g. supervisors, CORs, members of "IBC Exit", and Directorate Points of Contact) complete training on the Exit Clearance/Access Change process. This training is available in the Talent Management System and must be completed within that system. Additional training resources are available as follows:

  - Supervisor Overview (See: http://ibcnet.bc.doi.net/Policy/DIR/Exit_Clearance_Supervisor_Overview.pptx)
  - COR Overview (See: http://ibcnet.bc.doi.net/Policy/DIR/Exit_Clearance_COR_Overview.pptx)

- Exit Member Overview (See: http://ibcnet.bc.doi.net/Policy/DIR/Exit_Clearance_IBC_Exit_Member_Overview.pptx)
- Directorate POC Overview (See: http://ibcnet.bc.doi.net/Policy/DIR/Exit_Clearance_Directorate_POC_Overview.pptx)

Jobs and Responsibilities

Position descriptions for all OFAS employees are available in their Electronic Official Personnel Folder (eOPF). This position description will describe the principal duties and responsibilities assigned to the employee's position and the employee's working relationship with their supervisor. It describes, but does not limit, nor dictate, the duties the employee is required to perform. This description is compared to standards established by the Office of Personnel Management or the Department to determine the titles, series, and grade level of each position. Positions are classified in different grade levels based on substantial differences in the difficulty and responsibility of the work required to be performed.

Supervisors – An employee's supervisor is the person who assigns the employee's work, evaluates his/her performance, and acts on requests for leave. He/she is the employee's instructor and a general source of information.

The supervisor is interested in the success of his/her employees. Problems and questions concerning the work of an employee should be taken to their supervisor who will either offer an answer or seek one out.

Administrative Contact – Each bureau and office has designated an administrative contact that normally is the point of contact with the personnel office on matters regarding the filling of vacancies, position descriptions, and other general personnel matters. The administrative contact is an additional source of information regarding employment and related matters. The administrative contact for the Office of Facilities and Administrative Services is the Chief of its Support Services Office.

Performance Appraisals – Managing employee performance is an integral part of the work that all supervisors and rating officials perform throughout the year. It is as important as managing financial resources and program outcomes because employee performance or the lack thereof, has a profound effect on both the financial and program components of any organization.

The Department of the Interior's performance management policy is designed to document the expectations of individual and organizational performance, provide a meaningful process by which employees can be rewarded for noteworthy contributions to the organization, and provide a mechanism to improve individual/organizational performance as necessary.

Performance appraisals will be used to an appropriate extent in determining personnel actions such as: satisfactory completion of a probationary period, promotion, demotion, reassignments, removal, reductions-in-force, salary increases, awards, and training.

To accomplish objectives listed above, supervisors need to identify organizational goals to be accomplished, communicate individual and organizational goals to employees that support the overall strategic mission and/or Government Performance and Results Act (GPRA) goals of the Department of the Interior, monitor and evaluate employee performance, and use performance as a basis for appropriate personnel actions, including rewarding noteworthy performance and taking action to improve less than successful performance.

The Office of Personnel Management defines performance management as the systematic process of planning work and setting expectations, continually monitoring performance, developing the capacity to perform, periodically rating performance in a summary fashion, and rewarding good performance.

An employee's performance is constantly observed by his/her supervisor, who will inform the employee of how well he/she is performing and how performance can be improved. If an employee occupies a position for at least 90 days in a 12-month period, he/she will be informed of the performance elements and standards for the position in writing. Most employees in temporary positions are also required to receive written performance elements and standards.

The normal appraisal period for OFAS employees extends from October 1st to September 30th. An employee performance appraisal plan is produced at the beginning of the appraisal period and reviewed with the employee prior to its implementation. The supervisor and employee both agree to review the performance appraisal plan at the start of the evaluation period. The employee's progress towards completion of elements on his/her performance appraisal plan is officially reviewed by the supervisor and employee six months into the period of performance. However, OFAS supervisors are strongly encouraged to meet with and review progress towards the completion of elements on the performance appraisal plan on a more frequent basis as needed.

A signed employee performance appraisal plan is due after the end of the period of performance if an employee has been in the same position under the same supervisor and covered by written elements and standards for at least 90 days. Supervisors discuss with their employees the written appraisal of performance and provide them with a copy. Supervisors are also required to review with employees their training development plan.

Employees who do not agree with the written appraisal have the right to dispute it. Information concerning the dispute process may be obtained from the OFAS Support Services Office or the Human Resources Office.

For additional references and more detailed information to assist with the management of employee performance please see: *The Department of the Interior's Employee Appraisal Handbook,* 370 DM 430 HB-1.

Individual Development Plans – Individual Development Plans (IDPs) are plans that provide a structured process to assist employees and supervisors with identifying career and professional development opportunities. All OFAS employees and supervisors are encouraged to develop an IDP as a collaborative effort. The IDP sets forth a development and training approach that addresses activities required to enhance job performance as well as the employee's desire for career goals.

Some helpful tips for writing an Individual Development Plan can be found on the Internet at http://www.fws.gov/policy/e1231fw2.pdf.

Training – On-the-job training to help an employee better do their job will be provided by a supervisor. Further training in various fields is offered to employees selected in accordance with merit principles to prepare them for other assignments and for promotion to higher-grade positions when these become available. Performance in a current position is an important factor when selections are made for training opportunities.

Training is also made available through Departmental offices such as DOI University or online Departmental resources such as DOI Learn. Employees should work with their supervisors in reviewing training opportunities available from the Department and register for those that both the supervisor and employee deem to be appropriate for the employee's position.

Work Details – A work detail is the temporary assignment of an employee to a different position for a specified period with the employee expected to return to his/her regular position at the end of the detail. Occasionally, management is required to establish task forces, interim organizational entities, or other special project units to meet urgent program needs. The use of details in such cases is an appropriate means for obtaining the necessary services to meet these needs. Participation in such activities should be viewed as a highly meaningful and career-enhancing opportunity. The experience gained is often beneficial in terms of future assignments and promotional opportunities. Each work detail must be approved by a supervisor, division manager and the Director.

Promotions – Promotions in the Department are filled by selection from among the best qualified candidates without regard to sex, race, color, religion, national origin, sexual orientation, politics, age, marital status, physical handicap, or any other non-merit factor.

The possibilities of promotion increase as an employee gains experience, skill, and competence. When appropriate vacancies occur, an employee who applies for or is nominated for an advertised vacancy will be considered in accordance with the Office of the Secretary promotion plan.

Some employees may be competitively selected for positions which have promotion potential beyond the level at which they are placed in the position. When this occurs, the full performance level of the position is documented at the time of selection so that the employee may be promoted to the full performance level without further competition. It should be pointed out that such a situation does not guarantee that the employee will be promoted but rather allows the employee to be promoted if the supervisor so recommends.

Equal Employment Opportunity – By law, the United States Government affords equal opportunity to all qualified persons and prohibits discrimination against any employee or applicant for employment, promotion, or training because of sex, race, color, religion, national origin, sexual orientation, politics, age, marital status, physical handicap, or any other non-merit factor.

An employee or any group of employees has the right to submit a complaint about any action believed to be based on non-merit factors. The Human Resources office or Equal Employment Opportunity officer will make available the full details of the complaint procedure, or an employee may go directly to a designated Equal Employment Opportunity Counselor. Employees are encouraged to attempt to resolve with their supervisor, and/or with the Human Resources office, any misunderstanding concerning such actions before invoking the formal complaint procedure. The Equal Employment Office Complaints Manager for the Office of the Secretary can be reached by phone at (202) 208-3854.

Grievances – If an employee feels that a matter related to their employment, working conditions, or workplace relationships needs additional resolution, he/she may submit a grievance under the provisions of the Department's grievance procedures in the *Departmental Manual* (370 DM 752.3, 370 DM 771). An employee may contact their supervisor or administrative contact for information on how to proceed with their grievance. An employee with a grievance should, in most instances, first discuss it informally with their supervisor. If the supervisor is unable to resolve the matter to the satisfaction of the employee, the grievance procedure provides for consideration of the matter at higher levels.

Employees of a bargaining unit may use the grievance procedure of the collective bargaining agreement concerning matters which it covers. Bargaining unit employees may not use the Department's grievance procedure concerning any matter covered by the negotiated grievance procedure. Union stewards or officials, supervisors, or personnel office staff can advise employees about negotiated grievance procedures.

Customer Service

As a customer service-oriented organization, OFAS expects professional, timely, and effective customer service from its employees. It also establishes general telephone and e-mail protocol and designates the responsible individuals and procedures for monitoring the OFAS Service Desk and the Service Desk phone number.

Service to our customers is paramount and OFAS employees should always extend professional, courteous, timely service to all customers. This includes those within the federal government, the public, the Interior Department, and other OFAS staff.

OFAS staff shall respond to work requests with an answer or status update within four working hours. This could mean informing the customer that further research may be needed requiring more time. Supervisors should be notified and kept informed of sensitive, customer service related or complex issues brought to an employee's attention. The employee's immediate supervisor, Division Chief, and the Chief of the OFAS Support Services Office should be informed of any requests from Congress or the White House.

Employees are encouraged not to draw premature conclusions or provide possibly incomplete answers to customer questions until they have fully explored the query or issue to understand the request (i.e. – sometimes semantics may lead us to misunderstand a request and lead to a faulty answer), completing the necessary research and/or investigation, analyzing all relevant facts, and, if necessary, coordinating a response through their supervisor(s).

Official Telephone Calls – Each telephone call should be answered with the name of the office and the employee's name. Voice mail messages should indicate the employee's name, office and an alternative number to contact for immediate assistance.

E-Mail – OFAS employees are responsible for managing their office e-mail daily when at work. E-Mail should be left open throughout the day and periodically checked for new messages. Departmental e-mail can also be accessed on the Internet outside of the office at the http://mail.doi.gov website. Employees accessing this website will be prompted for their network user name and password in order to access the e-mail system.

Signature blocks should be included in all e-mail correspondence and shall include the employees name, employee's title, office name, division name (OFAS), a link to the OFAS website (http://www.doi.gov/ofas), the employee's e-mail address, employee's phone number, and the employee's fax number (if the employee has a fax machine).

An example of a properly done e-mail signature block is as follows:

> Employee Name
> Employee Title
>
> Branch Name (Optional)
> Division Name
> Office of Facilities and Administrative Services
> Office of the Secretary
> U.S. Department of the Interior
>
> 202-XXX-XXXX (Office Phone)
> 202-Office Fax (Optional)
> 202-Government Cell (Optional)
> E-Mail Address
>
> For more information on OFAS Services, visit our website at: http://www.doi.gov/ofas

This is the minimal amount of information required on an e-mail signature block. Individuals may also include their own branch mailing address and branch website address if that information is deemed to be important to branch operations. An example would be staff of the DOI Library including their specific website URL. Those with government cell phones may also wish to include their government cell phone number. Personal expressions or quotations following the e-mail signature block are not permitted.

Out-of-Office (Voice Mail and E-Mail) – Since OFAS is a customer service based operation, OFAS employees are expected to activate their e-mail and voice mail out-of-office messages in the event of a known absence from their normal scheduled duty location for more than one day.

Out of office messages should indicate the length of time the employee is expected to be out and an alternative e-mail address and/or phone number for a point of contact within the employee's branch that can be reached in the absence of the employee.

Special OFAS Branch Coverage Guidelines

Generally, all OFAS branches are expected to provide operational coverage during core business hours, 9:00 am to 3:00 pm, Monday through Friday (except federal holidays). Each OFAS branch should have at least one staff member available to receive and answer customer inquiries and questions throughout this period of time. Specific OFAS service operations coverage requirements are outlined as follows:

OFAS Service Desk – The OFAS Service Desk takes service requests in person, via phone at (202) 208-2222, or through e-mail (facilities@ios.doi.gov) from throughout the Main and South Interior Buildings. It is staffed from 7:00 am to 5:00 pm Monday through Friday (except federal holidays). The OFAS Service Desk will direct incoming questions to the branch within OFAS that can best respond to their request or query. If, in an emergency, a customer calls before or after regular Service Desk hours, the caller will be directed to the Building Operations technician on-call to assist with the issue. The OFAS Service Desk staff will ensure that the voicemail is updated and activated if/as needed to ensure that calls are forwarded during non-business hours.

Main Interior Building Loading Dock – The Loading Dock is located at the end of the 1600 East corridor of the Main Interior Building. It is staffed from 7:30 am to 5:00 pm Monday through Friday (except federal holidays). OFAS employees that are assigned to work at the Loading Dock are also designated as Emergency Response Officials and may be called in to work during weather, organizational, or building-related emergencies.

DOI Library Reference Desk Coverage – The Department of the Interior Library is temporarily located in Room 2262 during the modernization of wing 1 of the Main Interior Building. The Library is open from 7:45 am to 5:00 pm Monday through Friday (except federal holidays). During operating hours the Library's Reference Desk is covered by at least one member of the Library staff. Reference Desk duties include fielding questions from patrons visiting the library, guiding patrons to library resources that may be of help in their research, taking telephone calls from patrons, and maintaining the appearance and order of the Library's Reading Room. Additional information about Library services can be obtained from their website at http://www.doi.gov/library.

Wage Grade Employee Uniform Policy

Wage Grade employees in OFAS are required to wear uniforms in the performance of their on the job duties. Upon entry to a designated uniform position, an allocation of uniforms (five shirts and five pants) and one pair of safety shoes ($125.00 allocation) are provided to each Wage Grade OFAS employee. Thereafter, an allocation of up to $150.00 is provided every year towards the purchase of replacement uniforms; and $125.00 is allocated annually for safety shoes.

The cost for installing patches and name embroidering is paid for by the OFAS Branch and does not count against an employee's allocation; this service is typically coordinated through the IDRA. Uniform and shoe purchases will be coordinated by Supervisors through the OFAS approved vendor.

Since the uniforms issued are made of "wash and wear" material, can be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, OFAS will not reimburse employees for uniform maintenance costs. Employees may refer to the Department of Labor Wage Determination No.: 2005-2103 found at: http://www.wdol.gov/wdol/scafiles/std/05-2103.txt.

The OFAS exception to this uniform policy is when a Wage Grade employee provides executive driving services and is required to be in official business attire.

Specific uniform requirements are to be fully and clearly delineated to each Wage Grade employee by his/her Supervisor. Failure to adhere to OFAS uniform policy requirements can lead to disciplinary action.

Recording Devices

It is inappropriate to record conversations and/or meetings with a tape recorder or other recording device (including a cell phone or any electronic device) unless prior approval is received from your supervisor. The purpose of this is to eliminate a chilling effect to the expression of views that may exist when one person is concerned that his or her conversation with another is being secretly recorded. This concern can inhibit spontaneous and honest dialogue especially when sensitive or confidential matters are being discussed.

Recording conversations and/or meetings with a tape recorder or other recording device (including a cell phone or any electronic device) unless prior approval is received from your supervisor, may result in disciplinary/adverse action up to and including removal from Federal service.

Hours of Duty

For pay and leave purposes, a workweek is defined as any period of seven consecutive calendar days, Sunday through Saturday, whenever possible, as designated by each branch manager or their designee. If the business needs of the branch require, the administrative workweek need not coincide with the calendar week. Assignments to tours of duty shall be made with as much advance notice to employees as possible but the advance notice shall not be less than one week.

Work Schedules – The established basic work schedule for all OFAS employees is a work week of 40 hours, 8 hours per day, Monday through Friday. Employees may request to work a compressed work schedule (5/4-9) or flexible work schedule which must be approved by the Branch Manager and Division Chief; or the OFAS Director in the case of a Division Chief's schedule. In establishing work schedules, appropriate consideration should be given to our customers to ensure that offices are adequately staffed during regular business hours as outlined in the Special OFAS Branch Coverage Guidelines section of this document.

Supervisors should follow the general rules contained in 5 C.F.R. § 610.121 when establishing work schedules. However, if a bureau/office head determines that the general rule for establishing work schedules would hinder the organization in carrying out the work; would inhibit the utilization of employee carpools; or would substantially increase costs or reduce efficiency, a departure from the rule is authorized. Records of variations in tours of duty, with the exception of staggered tours for normal operations, shall be maintained for purposes of leave and pay administration. Branch Managers may work a basic work week and are eligible for 5/4-9 or a flexible work schedule. Branch Managers are required to designate an "Acting Manager" on their scheduled day off.

Contractors will adhere to the established work schedules determined by their Contracting Officer's Representative.

Employee's requests for 5/4-9 compressed work schedules and flexible work schedules are to be submitted through their Branch Managers for approval. If the plan does not meet the work requirements, the request will be denied.

During temporary duty travel or training, employees will adapt their work schedules to the work schedule of the temporary work site. For training sessions, employees are to adjust their work schedules to the hours of the training session and attend the full schedule of the training session. If the employee wishes to work a different schedule than the temporary worksite schedule, prior approval of the Branch Manager is required. An example of this is when an employee can respond to e-mail or continue with other projects where the supervisor is kept informed of the employee's progress.

The following table summarizes OFAS employee work schedule options:

	Basic Work Schedule	**5/4-9 Plan**	**Flexible Work Schedule**
Basic Work Requirement	A full-time employee works 8 hours a day, 40 hours a week, and 80 hours a pay period. The supervisor determines the number of hours a part-time employee must work and the number of hours in a pay period.	A full-time employee works eight 9-hour days and one 8-hour day for a total of 80 hours in a biweekly pay period. The employee has a fixed start and end time each day.	A full-time employee works 8 hours a day, 40 hours a week, and 80 hours a pay period. The supervisor determines the number of hours a part-time employee must work in a week. Employees have flexible start and end times covering core hours. These hours are to be pre-approved by the employee's supervisor.
Tour of Duty	A tour of duty is established by the supervisor between 6:30 am and 5:30 pm. In limited instances, and on a case-by-case basis, a tour of duty starting earlier than 6:30 am may be approved.	The supervisor establishes the "tour of duty" which is less than 10 workdays in a biweekly pay period. In limited instances, and on a case-by-case basis, a tour of duty starting earlier than 6:30 am may be approved.	The usual tour of duty is established by the supervisor between 6:30 am and 5:30 pm. Pre-approved flexible work schedules can be granted for those whose work must be done outside regular tour of duty hours.
Core Hours (Hours that must be worked during a tour of duty)	Between 9:00 am and 3:00 pm.	Between 9:00 am and 3:00 pm	Between 9:00 am and 3:00 pm.
Overtime Work	Overtime work is work in excess of 8 hours in a day or 40 hours in a work week, approved in advance by management.	Overtime work is work in excess of 8 hours in a day or 40 hours in a work week, approved in advance by management.	Overtime work is work in excess of 8 hours in a day or 40 hours in a work week, approved in advance by management.
Compensatory Time	Compensatory time is to be granted on an as needed basis in lieu of overtime and should not be a recurring event. *Note: Compensatory time expires one year after it is earned.*	Compensatory time is to be granted on an as needed basis in lieu of overtime and should not be a recurring event. *Note: Compensatory time expires one year after it is earned.*	Compensatory time is to be granted on an as needed basis in lieu of overtime and should not be a recurring event. *Note: Compensatory time expires one year after it is earned.*

Credit Hours	Not permitted.	Not permitted.	Credit Hours are granted at management's discretion and are only available to those individuals approved to work a Flexible Work Schedule. *Note: Employees may only maintain a balance of up to 24 credit hours.*
Temporary Duty (travel, training, etc.)	Must follow the work schedule at the temporary work station.	Must follow the work schedule at the temporary work station.	Must follow the work schedule at the temporary work station.

Arrivals and Departures – Employees should arrive and depart work in accordance with their approved work schedule. They should plan and request approval for all non-emergency leave at least two weeks in advance (unless their supervisor approves otherwise).

Supervisors have the discretion to grant a 15-minute grace period on a case-by-case exceptional basis for unforeseen lateness. Employees should not consider this a privilege to unilaterally invoke. Lateness beyond the first 15 minutes requires leave unless an agreement is reached with the supervisor for an alternative arrangement such as extending the workday.

Time and Attendance – The Department of the Interior uses an automated system for time and attendance reporting called Quicktime (https://qtime.ibc.doi.gov/proweb/qtime1534/login). OFAS employees must enter their own time and attendance in Quicktime. All time and attendance submissions by employees must be completed by the second Friday of each pay week; supervisors must verify and certify their employees' time and attendance submission by the close of business on the first Monday following the pay week. OFAS timekeepers should not enter time for an employee unless approved by the employees Branch or Division Manager or otherwise directed by the Support Services Office.

Branch Managers are expected to establish a set of work hours for each employee and make adjustments based on work demands. They may establish procedures for coordination of lunches, approval/notification for attendance at meetings, and advance planning of leave to ensure proper office and workload coverage. They may review for accuracy and certify Quicktime time and attendance sheets for each of their employees and approve an employee's request for leave. Division Chiefs approve Branch Manager's work schedules and leave requests and review and certify their time and attendance.

Lunch and Breaks – An unpaid break of no less than 30 minutes and no more than one hour is required for each 6 hours or longer of work. The meal time or unpaid break may not be taken at the beginning or end of the normal scheduled workday. Unless provided for in a labor agreement, an employee has no entitlement to a paid break during work hours. Employees must work the number of hours appropriate to their work schedule (Examples: an 8 hour workday that includes a 30 minute lunch break may be 7:30am-4:00pm; or, an 8 hour workday that includes a 60 minute lunch break is 7:30am-4:30pm).

A supervisor may, but is not required to, grant employees a 15-minute break during a 4-hour tour of duty, or two 15-minute breaks during an 8-hour tour of duty. This is not an employee right but a discretionary option for management. Employees may not use their rest period to shorten the number of hours in a workday or extend a meal period. That is, they may not come in late or leave early and use their breaks to account for that time.

The timeframe for lunch is between the hours of 11:00 am and 2:00 pm. Staff should be back before 2:00 pm. If meetings, workload, or projects prevent departing for lunch in time to return by 2:00 pm, the staff member should advise their supervisor.

Agency heads have the authority to schedule "breaks" in an employee's workday of no greater than one hour. An example of such a break would be a break for lunch. During this period, an employee is off duty and in a nonpay status unless he/she is required to perform substantial official duties during the period. Lunch breaks are provided for either administratively or through negotiated agreements between agencies and unions.

Overtime – All requests for overtime must be submitted to the Branch Manager and are to be approved in advance by the Branch Manager and Division Chief. Division Chiefs will coordinate with the OFAS Director if/as needed. Overtime should only be approved for critical mission essential work; or if requested by and paid for by a customer. Requests must detail the work to be accomplished, and the reason it could not be accomplished during scheduled duty hours. In the event of recurring overtime, first line supervisors are to identify the causes of the overtime, and discuss changes to work processes, reassignment of work, and revised work schedules as means to reduce recurring overtime. Recurring overtime is a pattern of overtime by an individual or group of individuals for more than two consecutive work weeks. Copies of correspondence related to the overtime request and approval process are to be retained with time and attendance records for auditing proposes.

First line supervisors will review all work completed during periods of authorized overtime. If the supervisor determines that the level or quality of the work performed is not consistent with the hours worked, additional overtime should not be approved without corrective measures. If necessary, supervisors may personally direct the accomplishment of the overtime work. In such cases, compensatory time or overtime pay will be provided to supervisors.

Compensatory Time – Compensatory Time is granted at management's discretion. OFAS employees and supervisors must follow the same approval requirements that apply to requesting overtime. Once approved, copies of correspondence related to the Compensatory Time request and approval must be maintained with time and attendance records for auditing purposes. Compensatory time is to be granted on an as needed basis and should not be a recurring event. *Please note that compensatory time expires one year after it is earned.*

Credit Hours – Credit Hours are granted at management's discretion and are only available to those individuals approved to work a Flexible Work Schedule. Requests to earn Credit Hours must be submitted to the employee's supervisor and are to be approved in advance. Once approved, copies of correspondence related to the Credit Hours request and approval must be maintained with time and attendance records for auditing purposes. Credit Hours are to be granted on an as needed basis and should not be a recurring event. *Please note that employees may only maintain a balance of up to 24 credit hours.*

Absences and Leave

OFAS follows the definitions, policies, and procedures outlined in the March 2012 edition of the Interior Department's *Absence and Leave Departmental Handbook*, available on the Internet at http://elips.doi.gov/elips/0/doc/3302/Page1.aspx.

The *Absence and Leave Departmental Handbook* sets Departmental absence and leave procedures based upon leave laws, regulations of the Office of Personnel Management and Comptroller General Decisions. The *Absence and Leave Departmental Handbook* will be an accompanying volume to the *Departmental Manual*, 370 DM 630: Absence and Leave.

OFAS employees should update their phone message and e-mail to indicate their absences and the designated Point of Contact (POC). The Acting Chief/Director/Manager should be notified of any pending issues or other relevant matters to be addressed during one's absence.

Where labor contracts exist, Bureaus and Offices are cautioned to follow negotiated collective bargaining agreements regarding topics covered in the *Handbook*.

Requests for Annual Leave – Employees must plan and request approval for all non-emergency leave at least two weeks in advance, taking workload and other factors into consideration. All employee requests for leave should be sent via e-mail to their first line supervisor or entered into Quicktime for the supervisor's approval, whichever method is preferred by the supervisor. The OFAS Director will approve all requests for leave from Division Chiefs. The OFAS Director will also approve requests for leave without pay (LWOP) in excess of one year.

Annual leave while on travel status must be requested in advance. Annual leave taken while on travel status without advance approval by the first line supervisor may be considered absence without leave. All annual leave taken during travel status is to be also shown on travel vouchers. No reimbursement is authorized for expenses while on annual leave during travel status.

Leave requests may be approved as follows:

- Branch Managers may approve accrued and accumulated **annual leave** up to 10 regular workdays.
    - Annual leave requests for a period of time between 10 and 15 regular workdays must be approved in writing by the Branch Manager and Division Chief.
    - Annual leave requests for longer than 15 regular workdays must be approved by the Branch Manager, Division Chief, and OFAS Director.
- Branch Managers may approve accrued and accumulated **sick leave** up to 10 regular workdays.
    - Sick leave requests for a period of time between 10 and 15 regular workdays must be approved in writing by the Branch Manager and Division Chief.
    - Sick leave requests for longer than 15 regular workdays must be approved by the Branch Manager, Division Chief, and OFAS Director.
- Branch Managers may approve **Leave Without Pay** (LWOP) not to exceed 10 workdays.
- Division Chiefs may approve LWOP and extensions thereof not to exceed a total of one year.
    - Division Chiefs may approve LWOP and extensions thereof not to exceed a total of one year.
- Branch Managers may approve a combination of **LWOP** and accrued and accumulated **sick and annual leave** needed to cover a period of absence due to pregnancy and confinement or to cover other illness for which medical certification has been provided.
- Branch Managers and Division Chiefs may approve excused absences to observe state and local holidays when federal work cannot be properly performed
- Branch Managers and Division Chiefs may approve **Military leave**
- Branch Managers and Division Chiefs may approve **Court leave**
- Division Chiefs must approve an **advance of annual leave** not to exceed the amount of such leave that will be earned during the current leave year.

Unexpected Annual/Sick/Emergency Leave – Supervisors are responsible for conveying to their employees the required procedures and timeframes for notification of unexpected or emergency leave requests. The most restrictive notification requirement is that employees contact their supervisor within one hour of the beginning of their scheduled tour of duty to advise them of any unexpected leave (unless the emergency prevents an employee from making notification within this timeframe). Supervisors are encouraged to allow notification by e-mail, text, voicemail message, or direct contact via a telephone call. Employees should advise their supervisor of the status of projects and workloads they are currently working on; especially actions with near due dates or that require special attention. Unless the employee has advised their supervisor of a specific duration of the leave, daily contact with the supervisor is required. If the employee's immediate supervisor is unavailable or an acting supervisor has been announced, then the employee must contact the acting supervisor or another OFAS supervisor to notify them of their status. When an alternate supervisor is notified, that supervisor must convey those details to the supervisor of record either verbally or via e-mail. A voice mail message should be left on the supervisor's phone if no other supervisor is available. Notification procedures apply to when the supervisor is on leave and an acting supervisor is designated.

Requests for Other Leave Including Leave Without Pay (LWOP) – Supervisors and employees should consult with the Human Resources Office and DOI's *Absence and Leave Departmental Handbook*, available on the Internet at http://elips.doi.gov/elips/0/doc/3302/Page1.aspx.

Excused Absences During Inclement Weather or other Emergency Conditions (*Departmental Manual, Personnel Bulletin 12-07*) - The Department establishes policy and procedures for DOI bureaus /offices that will apply to situations that prevent DOI employees from reporting for work on time or which require DOI entities to close all or part of their activities. These situations may include:

- Severe weather conditions
- Natural disasters
- Incidents causing disruptions to Departmental operations (power and/or water outages, disruption of public transportation, etc.)
- Other emergencies (terrorist attacks, exposure to biohazards, continuity of operations, etc.)

The authority to excuse employees from duty without loss of pay or charge to leave in the case of emergency situations is delegated as follows:

- Authority to grant excused absence up to 30 days in response to emergency situations is granted to the local level with bureau/office concurrence
- Authority to grant excused absence of over 30 days in response to emergency situations is granted to bureau/office heads, with concurrence of the DOI Chief Human Capital Officer

When there are several Department of the Interior offices housed together and affected by the same emergency, they should coordinate their plans and act in unison as far as it is feasible. The DOI Director of Human Resources Management must be apprised when excused absences in excess of 3 days, closure of facilities, or evacuation is likely to occur at these locations.

Granting of Administrative Leave – The OFAS Director and Division Chiefs may grant Administrative Leave to employees of up to 59 minutes under circumstances that are in the public interest or consistent with prevailing practices of other Federal agencies in the local area. Absences in this category would fall under excused absences for occasional tardiness or brief absence of duty of less than one hour. When this authority is exercised, employees must document the use of an excused absence (Administrative Leave) in the Quicktime time and attendance system.

Acting Supervisors – When a supervisor is planning to be away from the office for a full day or more, an Acting Chief/Director/Manager must be designated. Designations should be sent to the supervisor's Chief as well as to the supervisor's staff. The OFAS Director should be notified in the event of an absence of longer than 1 week (5 regular workdays).

When possible the acting Chief/Director/Manager should review the absent supervisor's in-box/action items to ensure that work is processed in a timely manner based on the general guidance from the supervisor and the duration of the absence. He/she may approve emergency or urgent leave requests only. Leave requests for long durations (longer than 2 days) or for periods in the distant future should only be approved by the supervisor upon his/her return, unless authorized by the OFAS Director. The Acting Chief/Director/Manager can sign correspondence on behalf of the absent supervisor, assign/reassign workload if required, represent the supervisor at meetings, review and approve charge card statements for his/her office, and provide other duties necessary for the support of the office. They should also provide a debriefing to the supervisor upon his/her return of any meaningful issues and/or activities during the absence.

The Acting Chief/Director/Manager may not approve personnel actions, approve funding obligations (travel authorizations, training requests, acquisition requests, etc.), or exceed other authorities and responsibilities established by the supervisor, unless authorized by the OFAS Director.

Telework

Telework is a tool that provides employees with the opportunity to perform their duties at alternative worksites. Employees interested in telework should discuss eligibility with their supervisor. OFAS Branch Managers, with the consultation and approval of their Division Chiefs, will decide which positions under their supervisory control will be able to participate in telework. Likewise, Division Chiefs are allowed to participate in telework based upon consultation with and the approval of the OFAS Director. Participation in telework depends on a number of things. These may include:

- Duties of the position; and
- Access/use of classified information, etc.

Based on a variety of factors, the supervisor may not allow the employee to participate in telework even though the employee is technically eligible. See the section Successful Telework Criteria for more information.

Employees must be notified of their eligibility to participate in telework within 60 calendar days of starting a new job. This requirement includes employees new to DOI or transfers within the Department or bureau. Once a telework agreement is approved, a signed copy of the telework agreement form must be taken to the HR Servicing office for processing. An employee is not authorized to telework until approval is received from the HR Servicing office.

Employees that can occasionally or regularly work from home due to the nature of their work, or need to telework due to adverse weather conditions or home emergencies, must have a telework agreement in place. Employees on telework schedules must have a current telework agreement in place. The official Interior Department Telework Agreement form can be found on the Internet at https://www.doi.gov/sites/doi.gov/files/migrated/telework/upload/DOI-Telework-Agreement.pdf (Note: this link can only be accessed using the Internet Explorer web browser).

OFAS follows the definitions, policies, and procedures outlined in the August 2012 edition of the *United States Department of the Interior Telework Handbook*, available on the Internet at http://www.usgs.gov/humancapital/pb/documents/teleworkhandbookOctober2012.pdf.

The *Interior Telework Handbook* is used as a guide to implement the Department of the Interior telework program. The *Handbook* sets procedures and guidance to develop programs following procedures in the *Handbook* and the policy in the *Departmental Manual*, 370 DM 226.

The policy and procedure set forth in the DM and the Handbook are based upon public laws and regulations issued by the Office of Personnel Management, General Services Administration and the Office of Management and Budget. OFAS employees should consult the *Guide to Telework in the Federal Government* (https://www.telework.gov/guidance-legislation/telework-guidance/telework-guide/), in conjunction with the *Handbook*.

The Telework Enhancement Act of 2010 makes a clear distinction between eligibility to telework and participation in teleworking. With the exception of three categories of employees, all federal workers (including supervisors) are eligible to telework. The three exceptions are employees who have:

- been officially disciplined for being absent without permission for more than five days in any calendar year; or
- has been officially disciplined for violations of subpart G of the *Standards of Ethical Conduct of Employees of the Executive Branch* for reviewing, downloading or exchanging pornography, including child pornography on a federal computer or while performing Federal Government duties, or
- an employee who is performing at less than a satisfactory performance level.

The period of ineligibility for telework depends on the type of adverse action taken against the employee for any of the two reasons:

- If a non-permanent document is in the individual's file, the prohibition from teleworking exists until the document is removed.
- If a permanent document is in the individual's file, the prohibition is two years from the date of the event that caused the document to be created. At the end of that two year period, the supervisor, after consultation with the servicing Human Resource Officer, may allow the employee to telework or continue the prohibition until a future date.

Unscheduled Telework – DOI employees inside the Washington, DC Capital Beltway are subject to the Washington, DC Area Dismissal or Closure Procedures of the Office of Personnel Management (OPM). OPM procedures are posted at http://www.opm.gov/policy-data-oversight/pay-leave/reference-materials/handbooks/dcdismissal.pdf. Unscheduled telework allows the Federal Government to maximize operational efficiency to the extent practicable without compromising the safety of our employees and the general public during heavy snow accumulation, significant road closures due to various events, and other emergency situations.

Division Chiefs and Branch Managers should incorporate telework arrangements into their emergency planning so that employees who are eligible to telework in the event of such an emergency, and who could perform duties from an alternate location, may do so. Supervisors and managers will develop and initiate telework agreements to support Continuity of Operations Plans, and continue to work during Continuity events, public health emergencies, severe weather situations, and other emergency situations where employees may not be able to work from their normal worksite.

Employees with telework agreements can be required to work during emergency closures even if that day is not a regular telework day or a day with specific approval for situational/episodic telework. On a case-by-case basis, a bureau/office may excuse a telework employee from duty during an emergency if: the emergency adversely affects the telework site; the teleworker faces a personal hardship during the emergency that prevents him/her from working successfully; or the teleworker's duties are such that he/she cannot continue to work without contact with the regular worksite. If the teleworker cannot find child care because of the emergency, the supervisor may approve annual leave.

Each bureau/office should have a method for communicating and updating operations status announcements to employees as part of their emergency procedures. These methods of communication could include bureau/office website notices, emergency call -in phone numbers, phone trees, automated emails, media announcements, etc. During emergencies, employees are responsible for notifying their supervisor of their status.

In emergencies, OPM will make announcements to the public and the media on the status of operations for Federal agencies in the Washington, DC, area. Section IV of the *OPM Washington, D.C. Area*

Dismissal or Closure Procedures Handbook provides additional guidance on the use of unscheduled telework for dismissal and closure procedures.

Employee Conduct

Employees are expected to maintain especially high standards of honesty, integrity, impartiality, and conduct to ensure proper performance of government business and the continual trust and confidence of citizens in their government. Employees are expected to know, and comply with, laws and regulations concerning employee conduct. Employee conduct should reflect loyalty to the United States, a deep sense of responsibility for the public trust, courtesy and promptness in dealing with the public and personal behavior which will be a credit to the Department and the employee. These principles apply to official conduct and to any private conduct which affects the ability of an employee or the Department to efficiently accomplish the government's business.

Additional guidance related to proper conduct on federal government property can be found in the General Services Administration's *Federal Management Regulation*, Part 102-74, Subpart C, Facility Management – Conduct on Federal Government Property, found on the Internet at http://www.gsa.gov/portal/ext/public/site/FMR/file/Part102-_74.html/category/21859/#wp2017546.

While the following guidance is contained in the preceding GSA link, it is included here for quick referencing.

Misconduct – Loud, abusive, or objectionable language, loitering, creation of hazards, and any other improper conduct are prohibited on federal property. Gambling and the use of intoxicants in the buildings, offices, and areas of the Department are regarded similarly. Criminal, dishonest, immoral, or notoriously disgraceful conduct on the part of an employee can be cause for removal from the government service if it interferes with efficient accomplishment of the Government's business.

Subordination to Authority – Employees are encouraged to express their opinions and points of view on matters before them for consideration. However, after a policy decision has been made, they are expected to comply and support that decision.

Selling or Soliciting – Without proper permission, employees and other persons are prohibited from selling or soliciting for personal gain within any building occupied or used by the Department. However, token solicitations for floral remembrances, retirement gifts, and similar purposes are permitted.

Negotiations for Employment – Employees are prohibited from negotiating for non-federal employment with persons of organizations having business with the office with which they are concerned.

Office Equipment – Employees on non-duty time are allowed limited use of office equipment for personal uses that involve only negligible expense to the Government (such as electricity, sheets of paper, ink, and ordinary wear and tear) and do not interfere with official business. For purposes of this policy, office equipment includes copy machines, computers, printers, and fax machines. Copy machines, fax machines, and printers are for official business; however, personal use of less than ten pages per week is permissible on occasion.

Color copiers and color printers when used to print in color, are excluded from this policy at this time due to high associated costs. Employees may not use official stationery, envelopes, or postage for personal purposes under any circumstances.

Loading personally-owned software (such as tax preparation programs, computer games, etc.) on Government machines is prohibited.

Additional policy guidance can be found on the Departmental Ethics Office's "Use of Government Property" website, located on the Internet at https://www.doi.gov/ethics/use-of-government-property.

Telephone Use – Government provided telephones and telecommunication equipment and services are for official business. Employee may make and received personal telephone calls during duty hours that are necessary and in the interest of the Government.

Examples of personal calls that are in the interest of the Government are call to:

- Alert household members about working late or other schedule changes
- Make alternative child care arrangements
- Talk with doctors, hospital staff, or day care providers
- Determine the safety of family or household members, particularly in an emergency
- Make funeral arrangements
- Reach businesses or Government agencies that can only be contacted during work hours
- Arrange emergency repairs to vehicles or residences

Employees may make and receive a limited number of purely personal calls during duty hours (purely personal calls are those determined not to be necessary in the interest of the Government) from Government telephones when those calls do not incur additional charges to the Government. In making purely personal calls, employees shall ensure that: all long-distance calls are made at their own expense; e.g., charged to personal calling or credit cards, home telephones, or other non-Government telephone numbers; the calls do not adversely affect the performance of official duties or the organization's work performance; and the calls are of reasonable duration and frequency.

Reasonableness and common sense are the guiding principles. Supervisors and managers determine whether brief personal telephone calls are of reasonable length, and in the interest of the Government, based on employees' work schedule, co-worker needs, office work demands, length of work day, etc. Personal calls in excess of three times a day and longer than 10 minutes each are to be considered unreasonable.

Additional policy guidance on telephone use can be found on the Departmental Ethics Office's "Use of Government Property" website, located on the Internet at https://www.doi.gov/ethics/use-of-government-property as well as the June 2000 policy memo entitled *Policies on Limited Use of Government Equipment and Telephone Use* found on the Internet at http://www.fws.gov/policy/m0096.pdf.

Internet Use – The Internet provides a source of information that can benefit every professional discipline represented in the Department of the Interior. It is the policy of the Department that employees whose job performance can be enhanced through use of the Internet be provided access and become proficient in its capabilities. Official Departmental policies delineate acceptable use of the Internet by Departmental employees, volunteers, and contractors while using Government-owned or -leased equipment, facilities, Internet addresses, or domain names registered to the Department of the Interior. These detailed policies can be found on the Departmental Ethics Office's "Use of Government Property" website, located on the Internet at https://www.doi.gov/ethics/use-of-government-property or in the Department of the Interior's *IRM Bulletin No. 1997-001*.

Financial Interests – Certain employees are restricted by law from having a direct or indirect financial interest in public lands, mines, oil, gas, or other property under investigation by the Department. These restrictions apply to the Office of the Secretary and other Departmental employees. All employees are prohibited from having any direct or indirect financial interests which conflict, or appear to conflict, substantially with their official duties. That prohibition applies whether or not an employee is required to file a financial interest statement. Employees are expected to consult with their supervisors or ethics counselor for advice on conflict of interest matters. Employees who violate conflict of interest restrictions may be required to divest an improper holding or be subject to possible disciplinary action including removal.

Political Activity – The Hatch Act (5 U.S.C. §§ 7321 through 7326) limits certain political activities of Federal employees both on and off duty. Violations of the Hatch Act may result in disciplinary action, up to and including removal.

The term "political activity" means doing something in active support of or opposition to a political party, a candidate for partisan political office (e.g., President, senator, representative, state or local legislature or office), or a partisan political group (e.g., "Historians for Smith"). Examples of political activity that would violate the Hatch Act if done while on duty or using Government property include: circulating a candidate's nominating petition within their office; using the computer in their office after work to produce a brochure in support of a candidate's campaign; sending e-mail invitations to campaign events to friends within the agency; and using the Department's Internet connections to forward e-mail messages received from a partisan campaign or someone supporting a partisan candidate. Permissible political activity under the Hatch Act would include voting for the candidates of their choice; expressing opinions about candidates and issues; assisting in voter registration drives.

Additional guidance on political activity can be found in the *Ethics Guide for DOI Employees* (2013), pages 15-16, found on the Internet at http://www.usgs.gov/quality_integrity/downloads/Ethics%20Guide%20for%20DOI%20Employees%20%282013%29.docx.

Alcoholism and Drug Abuse – The Department is concerned about any health problem that reduces employee productivity and has a sincere interest in helping any employee with such a problem to seek professional help. The Department of the Interior recognizes alcoholism and drug abuse as serious, expensive, and treatable illnesses. Excessive absences, poor work performance, and higher accident rates are just a few of the results caused by excessive use of alcohol and/or drugs. An employee who believes that his/her use of alcohol or drugs is becoming, or has become, a personal problem should discuss the matter with his/her supervisor, a representative of the Human Resources office, or a representative of the Health Unit staff. Anyone who seeks such assistance may do so with the assurance that strict confidentiality will be maintained.

Similarly, those who believe that a co-worker's performance may be affected by an alcohol or drug problem should first seek the guidance and advice of their supervisor. Again, the strict confidentiality of all such discussions will be maintained. More information about the current employee assistance program used by OFAS can be found at https://www.opm.gov/policy-data-oversight/worklife/employee-assistance-programs/.

Government Charge Cards

The Department of the Interior's integrated charge card for travel, purchase, and fleet is the J.P. Morgan Chase Bank N.A. MasterCard. This card is specifically designed with the "United States of America" printed next to the seal and the words "For Official Government Use Only, U.S. Department of the Interior, Tax Exempt ID 140001849" printed on the card to avoid being mistaken for a personal credit card.

Use of the card is subject to Federal and Department of the Interior regulations as described in the *Department of the Interior Integrated Charge Card Policy Manual* (June 2008) and any Bureau/Office supplemental policy. Cardholder accounts are not private; they are subject to review. Official policies and procedures are designed to ensure sound program management and management controls, and to define allowable use and limitations for charge cards.

The term "charge card" rather than "credit card" is used because the cardholder is required to pay their individually billed balance in full upon receipt of the statement of account. Credit is not being provided to spread payments over a period of time.

The goal of the Integrated Charge Card Program is to improve mission support, streamline and standardize operations, increase card use by maximizing card acceptance for all types of transactions, reduce administrative costs, and outsource transaction processing.

Government charge cards may be obtained through the approval of an employee's Branch Manager and Division Chief. The employee must also work with and get the approval of the OFAS Support Services Office. The employee must complete all required government charge card training prior to obtaining the charge card.

Based on guidance from the Federal Trade Commission, everyone with a charge card must do the following:

- Sign and verify receipt of the charge card as soon as it arrives. Verifying receipt of the card using the instructions that come with the card will inform the bank that the card has not been lost or stolen in the mail. If immediate use of the card is not required, the card can then be deactivated. As a management control, any new card that has not been verified that it has been received within 30 days of shipment will be closed.
- For over-the-counter purchases, keep an eye on the card during the card swiping transaction and get the card back as quickly as possible.
- Void incorrect receipts.
- Destroy any carbons.
- Retain receipts to compare with billing statements and keep them on file in accordance with applicable record retention requirements
- Open or access billing statements promptly and reconcile accounts within 30 calendar days of the statement date.
- Dispute any questionable charges promptly.

Cardholders shall not do the following:

- Sign a blank receipt (draw a line through any blank spaces above the total);
- Write the account number on a postcard or the outside of an envelope;
- Give out their account number over the phone unless the cardholder is making the call to a company known to be reputable.
- Leave the card, convenience checks, PIN, passwords, or charge card billing statement information (on paper or in electronic format) unattended; convenience checks and cards must be kept in a secure place when not in use.
- Allow anyone else to use the card, convenience checks, account number, PIN, or other sensitive information related to the charge card. Charge cards are not transferable.

OFAS personnel with charge card authority may be authorized to use the charge card as a means of making and/or paying for micro-purchases of supplies and services; e.g., purchases of up to $3,000 for equipment and supplies, $2,500 for services, and $2,000 for construction services. However, no one with charge card authority is authorized to make any single purchases over $500 without getting the prior approval of their Division Chief and the OFAS Support Services Office. Similarly, no one is allowed to purchase any electronic devices such as desktop computers, laptop computers, and cell phones without getting the approval of their Division Chief and the OFAS Support Services Office.

Additionally, purchases under $500 that were not part of an office's original fiscal year spending plan must be approved by the OFAS Support Services Office prior to being charged on a government charge card.

For more information on government charge card policies and procedures, please see the *Department of the Interior Integrated Charge Card Policy Manual* (June 2008) at http://www.doi.gov/pam/programs/acquisition/upload/ChargeCardManual608.pdf; OMB Circular A-123, Appendix B Revised, *Improving the Management of Government Charge Card Programs,* at https://www.whitehouse.gov/sites/default/files/omb/assets/agencyinformation_circulars_pdf/a123_appendix_b.pdf; and the Government Charge Card Abuse Prevention Act of 2012 (Public Law 112-194) at http://www.doi.gov/pam/programs/chargecard/upload/Government_Charge_Card_Abuse_Prevention_Act_2012.pdf.

Environmentally Preferable Charge Card Purchasing – In an effort to provide consistency and to proactively increase awareness of sustainable practices, the Safety, Health and Environmental Management System's Cross Functional Team (SHEMS-CFT) has developed and approved an Environmentally Preferable Charge Card Purchase Log. Each employee with charge card purchase authority is required to document purchases in the log and have their supervisor review it on a monthly basis. The goal of developing and utilizing the log is to 1) provide a standard purchase tracking log for OFAS individuals with charge card purchase authority; 2) remind employees to purchase sustainable products to meet Executive Order requirements; 3) ensure that Safety Data Sheets (SDS) are acquired for all hazardous materials purchased as required in the OFAS Hazard Communication Plan, and 4) to facilitate documentation required for future audits.

Gifts

As a general rule, an employee may not, directly or indirectly, solicit or accept a gift:

- From a prohibited source; or
- If it is given because of their official position.

A "prohibited source" includes any person, company, or organization that has business with their office, is seeking to do business with their office, conducts operations that are regulated by their office, or has any interests that might be affected by the performance or non-performance of their official duties.

A gift may include, but is not limited to, a gratuity, favor, discount, cash, gift certificate, entertainment, hospitality, loan, forbearance, or other item having monetary value. It also applies to services, training, transportation, travel, lodging, and meals.

Certain items are excluded from the definition of gift and employees may accept them pursuant to certain specific regulatory exemptions.

- Snacks (coffee, donuts, other modest food items not offered as part of a meal)
- Greeting cards, plaques, certificates or trophies (items of little intrinsic value intended solely for presentation)
- Prizes in contests open to the general public
- Commercial discounts available to the general public
- Commercial loans, pensions, and similar benefits
- Anything for which the employee would pay fair market value
- Anything which is paid for by the Government.

Exceptions to the Gifts Prohibition – There are some limited circumstances when employees can accept gifts given because of their official position or from prohibited sources. Of course, employees may never solicit such a gift. And, it is never inappropriate and frequently prudent to decline a gift even if an exception applies.

Specific guidance on gift exceptions is provided in the *Ethics Guide for DOI Employees* (2013), found on the Internet at http://www.usgs.gov/quality_integrity/downloads/Ethics%20Guide%20for%20DOI%20Employees%20%282013%29.docx.

Gifts Between Employees – An employee cannot give a gift to a person above him/her in their supervisory chain. He/she cannot solicit donations to buy a gift for a superior. He/she cannot accept a gift from an employee that receives less pay than they do. However, there are some exceptions. Gifts are permissible if:

- There is a personal relationship between the employee and the other employee that would justify the gift and there is no subordinate-official superior relationship.
- The gift is personal hospitality provided at a residence, which is of a type and value the employee customarily provides to personal friends.
- The gift (bottle of wine, bouquet of flowers, etc.) is given in connection with the receipt of personal hospitality if of a type and value customarily given on such occasions.
- The gift (other than cash) has an aggregate market value of $10 or less per occasion, and is given on an occasion when gifts are normally exchanged.
- The gift is leave transferred under an approved agency leave sharing plan (but not to the employee's immediate supervisor).
- There is a special and infrequently occurring occasion of personal significance, such as marriage, illness, the birth or adoption of a child; or an occasion that terminates a subordinate-official superior relationship, such as retirement, resignation or transfer. On such occasions, an employee may give a suitable and appropriate gift and may request donations of nominal amounts within the office for contributions toward the gift. Donations should be entirely voluntary. Employees must be free to contribute a suggested amount, a lesser amount, or nothing at all.

For more information on gift policies and procedures, please see the *Ethics Guide for DOI Employees* (2013), found on the Internet at http://www.usgs.gov/quality_integrity/downloads/Ethics%20Guide%20for%20DOI%20Employees%20%282013%29.docx

Correspondence Rules and Procedures

The Office of the Executive Secretariat and Regulatory Affairs (OES) is responsible for developing Departmental correspondence policies and standards, providing supplemental guidance on preparing correspondence for signature of the Secretary and Deputy Secretary, and reviewing all correspondence prepared by bureaus and offices for signature by the Secretary and Deputy Secretary.

Bureaus and offices are responsible for implementing Departmental correspondence management policies and standards, establishing internal procedures consistent with Departmental policies, conducting correspondence training and evaluation, ensuring that all documents surnamed are consistent with Departmental and internal policies, and revising documents as required by OES.

The following standards apply to all Departmental correspondence (*Departmental Manual*, 382 DM 3).

- When information is requested, it must be provided in a timely manner, meet deadlines, and it must be responsive to the issues or questions asked.

- All printed Departmental correspondence must be prepared on appropriate letterhead stationery.
- Memoranda are to be used for internal correspondence and selected interagency correspondence.
- The text must be brief and succinct, contain correct grammar, and reflect a courteous tone.
- Appropriate Departmental reviews and surnames must be obtained to ensure consistency with congressional, legal, budgetary or policy issues.

Specific guidance on preparing and coordinating Departmental correspondence is published in the *Departmental Correspondence Handbook* (382 DM 3 appendix) and the *Secretarial Correspondence Handbook* (382 DM 5 appendix). Both of these Handbooks supplement correspondence standards prescribed by the General Services Administration and the Government Printing Office. Copies of these Handbooks can be obtained from the Office of the Executive Secretariat and can be reviewed in the Department of the Interior Library. Bureaus and offices may issue internal instructions to supplement the Handbook consistent with the Departmental Manual (382 DM 3, 382 DM 5).

Data Calls – No data calls or assignments can be issued staff-to-staff or Division Chief to Division Chief. All assignments must come through the OFAS Director or the Chief of the OFAS Support Services Office for review, approval and release. Data calls should be processed and completed as quickly as possible, within any noted deadlines. Responses to data calls should be forwarded to the Division Chief, Chief of the OFAS Support Services Office (or his/her designee), and the OFAS Director (when required).

All Employee E-Mail Notices – All bulk e-mail notices addressed to All Employees or All Washington Area Employees must be cleared through the Division Chief and the OFAS Director, with a cc: going to the Chief of the OFAS Support Services Office. Under no circumstance is an individual in OFAS authorized to send these messages out without obtaining these approvals.

Bulk e-mail notice messages should be sent to the Division Chief and OFAS Director for review via e-mail with the text of the bulk e-mail notice message attached as a Microsoft Word document. Requirements for the text of the bulk e-mail message are as follows:

- The Times New Roman 12-Point font must be used for the message
- Times should be listed “a.m.” or “p.m.”, not am or AM.
- Each message needs to end with the following lines:
    - Visit oneINTERIOR for employee news and events - http://oneinterior.doi.net.
    - NOTE TO SUPERVISORS: Please ensure that all employees without e-mail access receive a paper copy of this distribution.

Business Cards – Approval for the purchase and use of business cards can be made on a case-by-case basis at the Branch Manager level. Consideration for the need and appropriateness of use will be the driving factor. An example of an appropriate use would be that the employee has frequent contact with varying levels of individuals (government and/or private sector) and the need to convey contact information for follow up on a project or business issue is expected.

Travel Authorizations and Approvals

Specific travel authorizations for training and meetings/conferences must be approved by the Branch Manager, Division Chief, and OFAS Director. Branch Managers are encouraged to prepare annual travel plans for their branch identifying prospective trips, especially if conferences, meetings, workgroups, etc., can be anticipated. Such plans are not blanket approval for travel, but a planning tool for potential impacts on workload, leave, and budgets. Individual travel authorizations are still required.

All OFAS employees must have a government charge card in order to go on official travel. A government charge card provides travelers with a safe, effective, convenient, and commercially available method to pay for expenses associated with official travel. Government charge cards should be used to pay for all official travel expenses. Personal use of the travel card or using the travel card to pay for someone else's travel expenses is prohibited. The use of the travel card for non-official expenses may result in disciplinary actions.

Travelers may be reimbursed for automated teller machine (ATM) expenses on cash withdrawals for official business (i.e., withdrawal fee, access fees).

Travel may be approved for any of the following purposes, as outlined in the *Departmental Manual* (370 DM 410):

- Supervisory Development – At a minimum, OFAS must ensure new probationary and non-probationary supervisors receive training to develop competencies needed for entry-level proficiency and to upgrade skills to maintain supervisory competencies.

- Mandatory Training – Mandatory training is identified as critical to the development of employees to carry out the mission of the Department, mandated by statute or required by Departmental policy, and must be completed within the required timeframes.

- Academic Degree Training – Federal funds may be used to pay or reimburse employees for the cost of academic degree training at an institution which is accredited by a nationally recognized body. Financial support for such programs must be preplanned rather than ad hoc, and must produce measurable improvement in either individual or organizational performance. The training may not be used for the sole purpose of providing an employee an opportunity to obtain an academic degree or to qualify for appointment into a particular position for which the academic degree is a basic requirement.

- Training for Professional Credentials – Appropriated funds may be used to pay expenses for employees in any Federal pay system to obtain or maintain professional credentials, including expenses for professional accreditation, state-imposed and professional licenses, professional certification, and examinations to obtain such credentials needed for the position. This authority may be used where it is job-related and beneficial to the development and enhanced job performance of an employee in support of DOI initiatives. Payment for licenses and certifications may include fees to prepare for an examination, fees for the examination, registration fees and per diem costs. At the discretion of the approving official, this may also include expenses incurred for renewals and for the retaking of an examination and/or taking continuing education courses required for license or certificate renewal.

- Training for Contract Personnel – In general, contractors are responsible for training their own employees, although DOI may provide contractors with training in procedures specific to a bureau or office. Approval of requests and questions related to the appropriateness of all other training for contractors should be referred to a bureau or office contracting office. This includes training that is offered at no cost, even when there is space available.

- Training for Members of Volunteer and Partner Organizations – Members of volunteer and partner organizations should receive appropriate orientation and training to perform the basic functions of their assignments when working for bureaus or offices.

A travel request for an OFAS employee is required for all travel and should include the destination, purpose, expected objective/outcomes of the travel, duration, anticipated costs, and the source of funds. A supplemental note to those reviewing the travel request may be necessary in instances where more details of the need for the trip cannot be adequately addressed on the travel request.

Once travel has been approved, it is the responsibility of the employee seeking travel to research and arrange flight, other transportation, and lodging reservations through the GovTrip online federal government travel system (https://govtrip.com/govtrip/site/index.jsp). The employee must try to keep expenses charged to the federal government at a minimum and ensure that all costs meet Departmental travel requirements.

All travel authorizations and vouchers must have the OFAS Director's signature/surname which constitutes their endorsement that the travel is necessary and beneficial to OFAS and the expenses are appropriate.

The OFAS Director will forward signed authorizations to the OFAS Support Services Office, where the travel request is recorded as a budget obligation. The OFAS Support Services Office records and processes travel vouchers for payment.

Awards

Supervisors can nominate employees for awards in recognition of special contributions to OFAS and/or Department. Nominations for all awards should be reviewed and approved by the Branch Manager, Division Chief, and OFAS Director.

Non-Monetary Awards – Non-monetary recognition awards are granted to employees to recognize their contributions to OFAS and the Department. Contributions may include:

- Superior accomplishment of regularly assigned duties
- Exceptional achievements of project goals
- Noteworthy accomplishments over a sustained period, or
- Specific contributions to an organization's mission

All OFAS employees may receive non-monetary recognition of nominal value and informal honors. The upper limit for non-monetary recognition of nominal value with the Department of the Interior is $50 cash value annually per employee. Nominal value items that can be provided as non-monetary awards include those that can be used in an office setting such as business card holders, portfolios, lapel pins, pens, paperweights, pen and pencil sets, or other similar items. Where it is appropriate, non-monetary items should contain the bureau or Departmental name, logo, award title, and/or mission.

Restrictions – Gift cards or other items that can be easily converted to cash (i.e., gift certificates, U.S. Savings Bonds, tickets, or similar items) may not be used for awards. Consistent with Executive Order 13589, *Promoting Efficient Spending*, and DOI policy, *Restriction on the Purchase of Promotional Items*, March 29, 2012, promotional items may not be used for this purpose, including for example, watches, fruit baskets, balloons, coffee cups, key chains, jackets, caps, t-shirts, clocks, plaques, or similar items.

Approving officials should exercise care in selecting an appropriate item for non-monetary recognition to avoid potential appearance of misuse of government funds. The approving official should consider whether this is an appropriate use of public funds and exercise fiscal prudence in the use of non-monetary awards. Bureaus and offices should carefully review spending on non-monetary awards to ensure items purchased are cost-effective. If there is some level of discomfort or concern, the supervisor should consult with the servicing human resources office for guidance.

Occupational Safety, Health and Environment

Employee Involvement, Responsibilities and Rights – All OFAS employees are expected to comply with the following regarding the promotion of safe and environmentally friendly practices in the workplace. Any questions on these policies should be directed to their immediate supervisor.

- Comply with applicable safety, health and environmental rules, procedures, laws and accepted safe work practices
- Be proactive, safety-conscious, and individually responsible by keeping themselves and fellow employees free from mishaps
- Promptly report all unsafe acts, unsafe conditions, illnesses and injuries to their supervisor
- Use personal protective equipment properly and when required
- Reduce the amount of office waste by recycling all acceptable materials
- Ensure purchases meet sustainable and safety certifications by following EPA Environmentally Preferable Purchasing (EPP) requirements and ANSI certification on personal protection equipment
- Be familiar with the building's Emergency Operations Procedures, the location of their emergency assembly area, and participate in emergency drills
- Participate in safety, health and environmental training applicable to their work situation

Workers are entitled to working conditions that do not pose a risk of serious harm. To help ensure a safe and healthful workplace, OSHA also provides workers with the right to:

- Ask OSHA to inspect their workplace
- Use their rights under the law without retaliation and discrimination
- Receive information and training about hazards, methods to prevent harm, and the OSHA standards that apply to their workplace. The training must be in a language they can understand
- Get copies of test results done to find hazards in the workplace
- Review records of work-related injuries and illnesses
- Get copies of their medical records

Supervisor Responsibilities – Each supervisor is responsible for maintaining safe and healthful working conditions within his or her area of responsibility and directly implementing the OFAS safety and health program. In addition, OFAS will provide environmentally sound ways of acquiring environmentally responsible products and for managing office waste.

Among the supervisor's primary responsibilities are the following:

- Demonstrating management commitment by engaging in and encouraging workers to participate in the OSH&E Program
- Periodically consult with the OFAS Safety, Health and Environmental Branch for support and outreach training
- Maintaining a safe work environment for employees, including stopping work (if necessary) or providing interim protection for workers while hazards are being abated
- Reminders to employees of precautions, procedures, and practices to minimize exposure to hazardous conditions
- Ensuring that appropriate work practices are followed, including good housekeeping practices and rules for work with hazardous materials, recycling all acceptable materials and purchasing of recycled and sustainable products as guided by federal acquisition regulations
- When required based on an employee's responsibilities and duties, furnishing employees with proper PPE (ANSI certification), instructing them in its proper use, and enforcing its use

- Administering appropriate disciplinary action when safety, health and environmental rules are violated
- Ensuring that accident, injuries and illness are promptly reported into DOI SMIS data system, that workers compensation cases are filed within five days, that employees are properly trained, provided with personal protective equipment and are apprised of the hazards associated with the work they are expected to perform
- Periodically conduct management safety and environmental walk-around inspections, and discuss safety, health and environmental issues regularly in staff meetings

Occupant Emergency Information

The Office of Emergency Management has prepared an *Occupant Emergency Employee Guide – Main and South Interior Buildings – 2015* which provides an employee with the information about who to call, where to go and what to do in a variety of emergency situations which may occur at the Main or South Interior Buildings.

Each employee should take time to review the *Occupant Emergency Employee Guide - Main and South Interior Buildings - 2015,* located on the Internet at https://www.doi.gov/sites/doi.opengov.ibmcloud.com/files/uploads/Occupant%20Emergency%20Employee%20Guide%202015.pdf and may download and/or print a copy for future reference.

Emergency Telephone Numbers and Contacts

Service	Location	Phone
Fire/Medical/DC Police		911
Security Issues/Law Enforcement/Bomb Threats	MIB B-250	(202) 208-5803
Security Dispatch Center	MIB B-250	(202) 208-5803
DOI Interior Operations Center	MIB 3400W	(202) 208-4108
MIB Security Office (ID Badge Services)	MIB 1320	(202) 208-5111
Health Unit	North Penthouse MIB	(202) 208-7057
Building Manager	MIB 1750	(202) 208-2222
Health & Safety Manager	MIB 1740	(202) 208-2222
Federal Protective Service		(202) 708-1111
DOI Emergency Information		(202) 208-6606
DOI Emergency Management Website	https://www.doi.gov/emergency/	

APPENDIX A: NEW EMPLOYEE ORIENTATION SUPERVISOR CHECKLIST

What to Do Before Employee's First Day - Employee's Position

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Complete employee *New Employee Meet and Greet Card.*	http://ibcnet.bc.doi.net/Policy/NEOP/IBC_Meet_Greet_Card.doc	This is an individualized list of contacts that you will provide to your new employee, specific to his/her position.	Your Servicing Human Resources Office
❑	Identify buddy for new employee (if applicable).	http://ibcnet.bc.doi.net//hr/NEOP/buddyProgram.cfm	You are encouraged to assign a buddy to each new employee. Type of sponsorship is very informal and will require a minimal amount of time.	Your Servicing Human Resources Office
❑	Familiarize yourself with the *New Employee Checklist.*	http://ibcnet.bc.doi.net/Policy/DIR/Final_NEOP_Policy.pdf	The checklist will be the completed by the new employee, but there are numerous orientation actions that you will need to assist your new employee in completing.	Your Servicing Human Resources Office
❑	Determine employee's IT needs (desktop, laptop, VPN, mobile device, etc.). Work with Help Desk to image desktop with appropriate software and telecom needs.	https://eforms.doi.gov/doi/landing.htm?formCode=NBC-IT-20	Complete NBC-20 indicating specific IT needs. For laptop or desktop, be sure to have the make and model available. If using previously used computer which needs to be reimaged, include room number for help desk to pick up computer. Once completed, send form to CSC_IT_Services_HelpDesk@ios.doi.gov.	IT Help Desk
❑	Enter new contractor information into Electronic Contractor Staffing System (eCStaffing)	https://ecs.ibc.doi.gov/		Your Servicing Human Resources Office
❑	Determine if access to any collaborative sites are needed.			IT Help Desk
❑	Contact Help Desk to set up employee's new office phone number and mobile devide (if needed)		Send email to CSC_IT_Services_HelpDesk@ios.doi.gov letting them know you need phone set up for new employee. For mobile device, be sure to have the make and model available. If you have a previously used mobile devide you need restored, include room number for help desk to pick up device.	IT Help Desk

What to Do Before Employee's First Day - Employee's Work Environment

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Ensure new employee's desk area is clean, organized and has appropriate supplies and Equipment.			
❑	Announce the selection of the new employee to the staff and ask for support in helping the new employee adjust.	http://ibcnet.bc.doi.net/hr/NEOP/docs/policyWelcomeEmailFromHiringMgr.doc	This can be done prior to employee's arrival or once new employee's email is activated	Your Servicing Human Resources Office
❑	Assemble some preliminary assignments, some job-related tasks that the new employee can complete within their first 30 days and/or substantive reading materials.		This will help provide the employee with a sense of accomplishment	

What to Do On Your Employee's First Day – Safety and Health

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Review inclement weather procedures.	http://www.opm.gov/policy-data-oversight/pay-leave/reference-materials/handbooks/dcdismissal.pdf		Your Servicing Human Resources Office
❑	Review building security procedures during work hours and after-hours.	https://www.doi.gov/sites/doi.opengov.ibmcloud.com/files/uploads/OFAS-Welcome-to-the-Neighborhood.pdf	Information can be found in the *Welcome to the Neighborhood* booklet.	Building Security Office (OLES)

What to Do On Your Employee's First Day – Employee's Work Environment

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Welcome and put the employee at ease. Encourage questions.			
❑	Verify that the employee is fully trained and properly licensed, medically qualified and competent to operate motor vehicles and/or equipment.			

❑	Arrange for the issuance of a DOI Access Card, keys, etc.	http://www.doi.gov/hspd12/upload/PIV_Guide_v1_final.doc		Building Security Office (OLES)
❑	Review commuting/parking information.	https://www.doi.gov/sites/doi.opengov.ibmcloud.com/files/uploads/OFAS-Welcome-to-the-Neighborhood.pdf	Information on commuting, parking, and the Transportation Subsidy Program can be found in the *Welcome to the Neighborhood* booklet".	OFAS Service Desk
❑	Provide tour of office space and identify where communal office equipment is located (e.g., fax machine, copier).			
❑	Provide tour of building facilities and amenities (e.g., restrooms, snack shop, water fountains, fitness center).	https://www.doi.gov/sites/doi.opengov.ibmcloud.com/files/uploads/OFAS-Welcome-to-the-Neighborhood.pdf	Information can be found in the *Welcome to the Neighborhood* booklet.	OFAS Service Desk
❑	Provide employee their phone and fax number. Review how to operate telephone system/voice mail and how to answer the telephone.			IBC Telecom-munications Office

What to Do On Your Employee's First Day – Employee's Position

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Set aside time to meet with new employee to further discuss job, preferences, expectations and your managerial style (e.g., open door policy, prefer to see things in writing, prefer brainstorming ideas, etc.). Identify the person the new employee can go to for help if you are absent.	http://ibcnet.bc.doi.net/hr/NEOP/docs/First_Discussion_Suggested_Talking_Points.pdf	*First Discussion With New Employee Talking Points* can help lead discussion	Your Servicing Human Resources Office
❑	Welcome new employee and introduce him/her to all co-workers.			
❑	Have employee meet their sponsor.	http://ibcnet.bc.doi.net/hr/NEOP/sponsorToolkit.cfm		
❑	Identify any special needs the new employee may have.			Your Servicing Human Resources Office

❑	Review employee's position description, duties (available in employees Electronic Official Personnel Folder - eOPF), and the duties and responsibilities of the job. Explain how to access eOPF.			Your Servicing Human Resources Office
❑	Provide an overview of office function/programs and organizational structure.			
❑	Discuss the type and tenure of the probationary period.			Your Servicing Human Resources Office
❑	Review critical authorities and/or regulations relevant to employee's job.			Your Servicing Human Resources Office
❑	Determine employee's specific work week and scheduled work hours.	http://www.fs.fed.us/servicefirst/docs/tb-sh-doi-hours-work-handbook.docx	The *U.S. Department of the Interior Hours of Duty Handbook* can help with the development of a work schedule. Discuss with employee what work schedule may be the best for the employee and organization	Your Servicing Human Resources Office
❑	Review work hours and schedule options, leave policies, annual leave, sick leave, overtime and compensatory time policies, employee's breaks and lunch periods.			Your Servicing Human Resources Office
❑	Review safety requirements of job (as applicable).			
❑	Review contacts / sources of assistance for employee's branch or work unit.	http://www.doi.gov/ofas		
❑	Provide employee *New Employee Meet and Greet Card.*	http://ibcnet.bc.doi.net/Policy/NEOP/IBC_Meet_Greet_Card.doc	This is an individualized list of contacts that you will provide to your new employee, specific to his/her position.	Your Servicing Human Resources Office
❑	Assign job-related tasks/substantive reading that will provide a sense of accomplishment. (See: What to Do Before Employee's First Day - Employee's Work Environment).			

What to Do On Your Employee's First Day – Information Technology

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Ensure employee has completed necessary requirements to receive a User ID and Password for network and Bison Connect access.		NBC-20, IT Security Awareness Training and Rules of Behavior must be completed before account is activated. Employee should have received links to training prior to first day.	Your Servicing Human Resources Office

What to Do On Your Employee's First Day – Employee's Pay

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Review procedure for requesting time off and reporting time and attendance.	http://ibcnet.bc.doi.net/myWorkspace/quicktime.cfm	Requesting time off can be handled several ways. Employee will complete Quicktime paperwork on the first day. Once account has been set up, employee will receive an e-mail notification with User ID and Password.	IT Help Desk
❑	Review rate of pay and potential pay increases (within-grade increases/annual pay adjustments).	http://www.opm.gov/oca/pay/HTML/wgifact.asp		Your Servicing Human Resources Office
❑	Review eligibility for career-ladder promotion (if applicable).			Your Servicing Human Resources Office

What to Do Within the Employee's First Week – Safety and Health

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Review building emergency response procedures.	https://www.doi.gov/sites/doi.opengov.ibmcloud.com/files/uploads/OFAS-Welcome-to-the-Neighborhood.pdf	Information can be found in the *Welcome to the Neighborhood* booklet.	Building Security Office (OLES)
❑	Review how to report injuries at work.	http://www.smis.doi.gov	DOI employees must report accidents / injuries online through the Safety Management Information System (SIMS)	Your Servicing Human Resources Office
❑	Review Continuity of Operations Plan.			Your Division Chief/Associate Director
❑	Discuss call-in procedures in emergency situation.		In an emergency situation, each employee is required to call in and report their status	Building Security Office (OLES)

What to Do Within the Employee's First Week – Employee's Work Environment

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Have employee gain understanding of coworker's job functions.			
❑	Point out frequently used internal forms, where they are kept, and how they are used.			
❑	Provide new employee with a list of common acronyms used in the office.			
❑	Identify and review resources for new employee to learn about the Interior Department and OFAS, including websites, brochures, the *Welcome to the Neighborhood* booklet, ELIPS, etc.	https://www.doi.gov/sites/doi.opengov.ibmcloud.com/files/uploads/OFAS-Welcome-to-the-Neighborhood.pdf		Your Servicing Human Resources Office, OFAS Service Desk

What to Do Within the Employee's First Week – Employee's Position

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Discuss general overview of performance management system.	http://elips.doi.gov/ELIPS/DocView.aspx?id=1165		Your Servicing Human Resources Office
❑	Discuss how work grouping is organized; supervisory chain; roles and responsibilities.			
❑	Review goals and mission of OFAS and work unit.			
❑	Communicate when and where staff meetings are held.			
❑	Review administrative policies for branch (e.g., requesting office supplies).			
❑	Review administrative policies for OFAS, including *OFAS General Office Operating Procedures Manual*. Have employee initial that he/she has reviewed *OFAS General Office*			

	Operating Procedures Manual.			
❑	Ensure employee has completed application for DOI Purchase and/or Travel Card (if applicable).	https://cctrain.ibc.doi.gov/		OFAS Support Services Office
❑	Confirm Business Cards Ordered.			OFAS Creative Communications Services
❑	Ensure employee has reviewed New Employee Orientation area. Assist employee in signing up for next scheduled New Employee Orientation Program.	http://ibcnet.bc.doi.net/hr/NEOP/index.cfm		Your Servicing Human Resources Office

What to Do Within the Employee's First Week – Employee's Pay

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Review if overtime is ever required and how it is managed.			

What to Do Within the Employee's First Week – Employee's Development

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Discuss training needs and requirements, career development, and career goals.	http://ibcnet.bc.doi.net/hr/training/Mandatory.cfm		
❑	Review how to request training on and access DOI Learn.	http://www.doi.gov/doilearn/index.cfm		Your Servicing Human Resources Office

What to Do Within the Employee's First Week – Travel

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Review travel and reimbursement procedures.	https://www.doi.gov/pfm/etravel	GovTrip is used for travel authorizations and vouchers	GovTrip Help Desk

What to Do Within the Employee's First 30 Days – DOI/OFAS Overview

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Ensure employee has reviewed DOI, PMB, and OFAS websites and has become familiar with the *OFAS General Office Operating Procedures Manual.*	http://www.doi.gov http://www.doi.gov/pmb http://www.doi.gov/ofas	Provides overview of DOI and OFAS's mission, roles, and responsibilities	OFAS Service Desk

What to Do Within the Employee's First 60 Days – Employee's Position

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Complete notification of your employee's eligibility to participate in telework.	http://ibcnet.bc.doi.net/Policy/HRD/Forms/TeleworkNotificationForm.docx	Supervisors and managers of all new employees are responsible for notifying their new direct reports of their eligibility to participate in telework within 60 days of start date.	Your Servicing Human Resources Office
❑	Review and issue performance plan with new employee.	http://elips.doi.gov/ELIPS/DocView.aspx?id=3538	Development of performance standards is a joint process between the new employee and supervisor. Supervisor must provide performance management system training prior to issuance.	Your Servicing Human Resources Office

What to Do Within the Employee's First 60 Days – Employee's Development

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Meet with employee to develop Individual Development Plan (IDP).	http://ibcnet.bc.doi.net/hr/training/index.cfm	All employees are required to have an IDP. IDP's for new employees should be in place within 60 days of the start date. All IDP information will be tracked in the Talent Management System (TMS)	Your Servicing Human Resources Office

What to Do Within the Employee's First Three Months – Employee's Development

	Topic	Electronic Document Found At:	Additional Information	If you have questions, please see:
❑	Ensure employee has completed all activities on New Employee Checklist.	http://ibcnet.bc.doi.net/Policy/NEOP/Employee_Checklist.pdf		Your Servicing Human Resources Office

OFAS General Office Operating Procedures

Version / Modification Log

Date	Version #	Summary of Modifications /Changes
8/20/2013	1.7	Original release of finalized document
8/22/2013	1.8	File converted to .pdf and bookmarked/linked
8/23/2013	1.9	Correction made to Table of Contents section
9/3/2013	2.0	.pdf modified to update Telework Agreement Link (page 20) Modification log added
9/5/2013	2.1	Hyperlinked websites mentioned in text. Hyperlinked Table of Contents headings to link to corresponding sections in text. Hyperlinked text section headings to take reader back to Table of Contents.
12/6/2013	2.2	Inserted new URL for updated version of the OPM "Washington, DC, Area Dismissal and Closure Procedures" - December 2013 (page 30).
9/15/2015	2.3	Inserted new section about Individual Development Plans. Removed section on Solutions Program. Removed mention of where OFAS Service Desk is located from the subsection about the OFAS Service Desk. Updated "Welcome to the Neighborhood" publication URL. Checked and updated other links.
10/21/2015	2.4	First two sentences in Telework section revised. Added note to link for Telework Agreement form that it can only be accessed using the Internet Explorer web browser (page 19).
11/5/2015	2.5	Added following sentence to the end of the "Work Details" section on page 10: "Each work detail must be approved by a supervisor, division manager and Director." Added new section on "Recording Devices."