

**Minneapolis Passport Agency**  
**Direct Hire Employee Handbook and Local Policies**



March, 2010

**Desk Assignments:** Employees are free to make use of any unused cubicle as their desk work area. If an employee wishes to change their assignment to an unused cubicle, he or she is free to do so, provided he or she notifies management in advance and moves their phone to the new location.

**Desk Sharing:** At this time there is no need for desks to be shared at the Minneapolis Passport Agency.

**Dress Code:** Please dress neatly, modestly and professionally for the office, especially when working at the counter. Your aim should be to create a positive impression with the public. Use your best judgment about what to wear. If you are not sure whether you should wear a particular item of clothing to work, then you probably should not. Clothing should have no rips, tears, ragged or fraying edges and should not be revealing, low-riding, or excessively exposing.

Clothing bearing the logos or insignias of the Department of State, Passport Services, the Minneapolis Passport Agency, the AFL-CIO, the IAMAW, NFFE, and NFFE-FL 1998 is permitted any day of the week.

Fridays are designated as "Casual / Dress Down" Day where jeans and sneakers may be worn. At the decision of management, to accommodate special events or guests, "Casual/Dress Down" day may be changed to another day of the week with advanced notice. Management may also add additional "Casual / Dress Down" Days at their discretion.

There are the following special days for the Dress Code: each July 21<sup>st</sup> (or closest workday to this date) employees are encouraged to wear DOS Logo wear to help celebrate the anniversary of the DOS; October 19<sup>th</sup> (or closest workday to this date) employees are encouraged to wear Union Logo wear to celebrate the anniversary of NFFE – FL 1998; and October 31<sup>st</sup> (or the closest Friday prior to this date) employees may wear tasteful holiday costumes.

**Duty Officer Program:** At present, management is covering all Duty Officer responsibilities. If this changes, then details of the Duty Officer Program will be included in an addendum to this document.

**Emergency Call-In and Call-In Sick Procedure:** If an employee needs to call in sick, the number to call is [REDACTED]. If nobody answers, please be sure to leave a message that includes your name, phone number where you can be reached, and a very brief description of the situation.

**Emergency Plans and Supplies:** A First Aid Kit is located at the Agency Receptionist's desk and on the top shelf of the cabinet at the Counter. There is a fire extinguisher located in the Break Room. Evacuation routes in case of emergency are posted on various walls throughout the

agency. The designated gathering point is in front of the corner market across Second Ave. In case of an emergency please follow the instructions of the Diplomatic Security Guards. They are responsible for our safety in an emergency situation.

**Employee Recognition:** The Awards Program of the Minneapolis Passport Agency will be included in an addendum to this document.

The Minneapolis Passport Agency provides a wall space on the yellow wall near the break room for any employee who wishes to have their award plaque displayed. The award plaques remain the property of the employee and may be removed by their owner at any time with advance notice given to management.

**Food and Drink Policy:** Employees are provided a break room where meals may be consumed. Food and drinks may also be consumed at an employee's own desk. Please be extra careful if consuming food and drinks at your desk because spills may damage electronics and documents. No food is allowed at the counter; however, covered drinks are allowed but should only be consumed when there is no applicant at your window. Also please note that each employee is responsible for cleaning up his/her own mess.

**Headphones:** Employees may use radios, MP3 players, etc with headphones while working at their desks. Headphone devices may not be used at the counter. Only DOS purchased and issued headphones may be plugged into DOS computers. Personal electronic devices also cannot be plugged into DOS computers, even if the only purpose is to recharge the device. Employees are free to plug personal electronic devices directly into wall outlets.

**Inclement Weather:** In case of inclement weather during off business hours, a decision will usually be made as to whether or not the agency will be open by 5:30am. Employees will be notified if the agency will be closed or have a delayed start via the phone tree as published on the agency SharePoint site. Employees may also check the Inclement Weather phone line at [REDACTED] for the latest information. When phone lines are down and the office will be closed or have a delayed start, a back-up email tree will be activated as published on the agency SharePoint site. It is each employee's responsibility to notify the secretary with any updates or changes to their emergency contact information.

**Leave Scheduling:** Management schedules leave so that the office is always adequately staffed with adjudicators based on current and anticipated workload. In the event that management receives too many leave requests for a particular day, the guidelines set forth in the Master Agreement will apply to who is granted leave. Please consult the Leave Calendar as published in Microsoft Outlook to help determine availability of leave. Management's intent is to be able to grant leave if at all possible for all leave requests. It is the intent of the Union and

Management to revisit this issue in six months from the date of signing to accommodate any increase in staffing.

**New Direct Hire Employee Orientation:** The Union is given one hour of time to speak at Minneapolis Passport Agency orientation sessions, or otherwise to each new bargaining unit employee, to provide an introduction to the role of the Union. Emergency and evacuation plans will also be discussed during this orientation. When possible this session will end with the beginning of the new employee's lunch hour.

**Parking:** Currently the Minneapolis Passport Agency is the only tenant of the building, therefore the parking lot behind the building may be used during business hours by any employee by notifying Management in advance of the employees desire to do so. Please try to park in the far end of the lot so as to allow for deliveries and mail service to access the building. Do not park in the handicap space or in front of the ramp where handicapped persons may need access. When other tenants do move into the building, GSA will determine how many parking spaces we are to receive as an agency. Note: when a construction crew begins working in the building again, priority in the parking lot is given to the construction crew.

**Restrooms:** Restrooms are located in the central hallway of the building. These restrooms are shared with the public. There are alternative, non-public restrooms in the basement of the building. The code for the door to access the basement is: [REDACTED] Please follow the signs in the basement to find the restrooms or have someone show you where they are.

**Transit Checks:** Employees who receive transit checks can redeem them at the Metro Transit office located at 719 Marquette Ave. It is the storefront with a bus sticking out of it.

**Union/Management Council:** The Union and Management agree to hold a formal meeting every month on the last Friday at 3:15pm in the Director's office to discuss any issue of concern regarding the agency and to potentially negotiate and/or come to an agreement on an issue.

**Union Membership Drive:** Twice a year the Union is allowed one day to conduct a membership drive. Space in the break room (such as one of the large window sills) may be used as a display area. On these days, Union members are also permitted brief (generally no more than five minutes) conversations to answer non-union member questions regarding the union on an impromptu basis.

#### **Work Schedules:**

**Core Hours:** The core time between 8:00am and 3:00pm, Monday through Friday, are considered "Core Hours" of agency operation where all regularly scheduled bargaining unit employees must be present at work. This does not preclude any employee from using Leave, taking a break, taking lunch, holidays, etc.

**Standard Work Schedule:** The Standard Work Schedule starts at 7:30am and ends at 4:15pm with a 45 min unpaid lunch and two 15 minute paid breaks.

**Compressed Work Schedule:** Currently, due to staffing levels, the Minneapolis Passport Agency is unable to offer a Four Day Workweek or 5/4-9 Plan. In the future this may change.

**Flexitour Schedule:** An employee may opt for a Flexitour schedule of 7:30am until 4:00pm with a 30 min unpaid lunch and two 15 min breaks by notifying management. The employee must commit to the Flexitour schedule for at least two consecutive pay periods.

**Regularly Scheduled Meetings:**

Tuesday:	8:00am – 9am	All Agency Meeting followed by Adjudication Meeting
Thursday:	3:30pm – 4pm	Adjudication Meeting

**Training Day:** With workload permitting one day per month will be designated as a Training Day generally near the end of the month. The counter will not have or will have fewer appointments on this day.

**Counter Hours:** The counter is generally open to the public at the following times:

Monday:	8:00am – 3pm
Tuesday:	9:00am – 3pm
Wednesday:	8:00am – 3pm
Thursday:	8:00am – 3pm
Friday:	8:00am – 3pm

This local policy agreement has been negotiated between the local representatives of Management and the Union in accordance with Article 12 of the Master Agreement of July 20, 2009, between Passport Services and NFFE – FL 1998. No section of this agreement shall conflict with the Master Agreement or take precedence to what is already established in the Master Agreement. This agreement is subject to change to comply with any future agreement between Passport Services and NFFE – FL 1998. This agreement shall go into effect on March 15, 2010. This agreement will remain in effect until both parties agree to modifications through the Union/Management Council as established by this agreement.

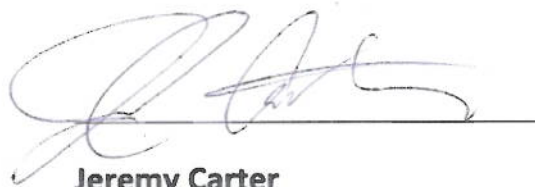
**Signed by:**

On behalf of Management:

On behalf of the Union:



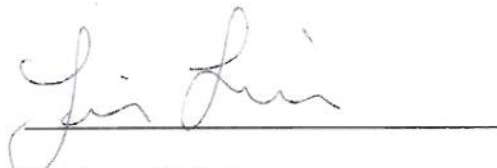
**Robert DeWitt Director**  
**Director**



**Jeremy Carter**  
**Union Steward**



**Susan Iverson-Rivers**  
**Assistant Director**



**Lindsey Liddell**  
**Union Steward**

**Date: March 26, 2010**