




Agreement between NFFE, 1998 and  
The Boston Passport Agency  
Food and Beverage Policy  
Effective April 27, 2018

1. **This proposed Food and Beverage Policy is subject to the provisions of the Master Agreement, specifically Article 12, Section 16 (f)(ii). This agreement supersedes any and all past Boston Food/Beverage agreements.**
2. **Purpose:** This agreement establishes the standard by which agency BUEs at the Boston Passport Agency are permitted to possess and consume food and beverages in the agency.
3. Management and the Union may request to renegotiate this agreement at any time.
  - a. Observe the “reasonable person standard”- A food and beverage policy is necessary to prevent the potential risk to applications, sensitive documents, government electronic equipment, computer workstations and the sanitary conditions of the agency. In general, all employees are expected to act responsibly when consuming food and/or beverages in the agency.
    - i. Employees must avoid eating or drinking directly over applications, evidence and equipment. This is to prevent damage from food or liquids landing on documentation and office equipment.
  - b. Spilling beverages or food on passport applications or documentation can cause serious problems for the processing of the application, may cause an unnecessary burden for the applicant, and may require the Department to reimburse the customer for replacement documents. BUEs must clean up any spills or messes created while eating or drinking in the agency.
  - c. Do not eat or store food or beverages that cause discomfort or inconvenience to other employees. Consumption of food or beverages should not interfere with work being completed by the employee or surrounding employees.
  - d. The consumption of food and beverages by BUEs is outlined as follows:
    - i. Beverages: BUEs are allowed to consume beverages with a secure lid within the agency.
    - ii. Small snack items: are defined as packaged or wrapped food items. BUEs are allowed to consume small snack items at their assigned workstations. Consumption of small snack items is not limited to scheduled breaks and lunches.
    - iii. All other food items: BUEs are allowed to consume food at their assigned workstations. Consumption of food other than small snack items is limited to scheduled lunches and breaks.
      1. When consuming food other than small snack items, all applications and documents must be placed in batch boxes and removed from the workstation.
      2. BUEs should be respectful of other employees with regards to messy, aromatic, pungent, and/or noisy food.



- e. BUE's are not permitted to consume or store food items at the following workstations (except small snack items which are permitted at locations i, ii, iii):
  - i. Shared rotational work stations ( i.e. Holds, Counter Inspection, Counter Acceptance Adjudication)
  - ii. Fraud office
  - iii. Customer Service office
  - iv. Counter
  - v. Processing Areas (Image Capture, Image Review, Data Entry, Bookprint, Quality Control, Mail Out, PRISM)
  - vi. Cashiers office
  - vii. Will Call
- f. All employees must abide by the following local policies in the break/lunch room:
  - i. Any employee that brings food, whether for personal or public consumption, is responsible for throwing out spoiled or expired items. However, anyone who identifies spoiled food should notify Management to dispose of both the food and the container.
  - ii. Food in refrigerators or in storage must be properly stored to reduce the risk of spills, odors or pest disturbances.
  - iii. Waste must be deposited in trash or recycling receptacles and employees must clean up after themselves.


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