

National Committee for Employer Support of the Guard and Reserve INSTRUCTION

NUMBER 1000.01

August 1, 2009

Resources

SUBJECT: National Committee for Employer Support of the Guard and Reserve
Standard Operating Procedures

References: See Enclosure 1

1. PURPOSE. This Instruction provides unambiguous information regarding the day-to-day operational processes within the National Committee for Employer Support of the Guard and Reserve (NCESGR).

2. APPLICABILITY. This Instruction applies to all military and civilian personnel assigned, attached or detailed to NCESGR.

3. DEFINITIONS. See Glossary.

4. POLICY. It is NCESGR policy to establish cross Directorate communications and coordination efforts in each of its processes. This document must be augmented by Desk Top Procedures that are readily available to ensure continuity of effort. It is imperative that all hands are familiar with and adhere to the established provisions.

5. RESPONSIBILITY. All Directorates shall review this Instruction semi-annually to ensure alignment with ESGR's strategic goals and update as appropriate.

6. RELEASABILITY. UNLIMITED. This Instruction is approved for public release. Copies may be obtained through the Internet from the ESGR website at <https://www.esgrnet.com/>.

7. EFFECTIVE DATE. This Instruction is effective immediately.

A handwritten signature in black ink, appearing to read 'R. T. White', with a stylized flourish at the end.

Ronald T. White
Chief of Staff

Enclosures

1. References
 2. General Information
 3. Training Directorate
 4. Ombudsman Services Directorate
 5. Committee Support Operations Directorate (CSO)
 6. National Operations and Plans Directorate (NOP)
 7. Resources Directorate
 8. List of Hyperlinks
- Glossary

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ENCLOSURE 1

References

- (a) DoD Regulation 5400.7-E, "DoD Freedom of Information Act Program," September 4, 1998
- (b) NCESGR, "Training and Development SOP," October 1, 2008
- (c) NCESGR, "New Employee Orientation Guide," October 1, 2008
- (d) NCESGR, "Execution of Course Requirements for the APSS, PSS, & PSS+," October 1, 2008
- (e) NCESGR Instruction 1250.05, "Subcommittee Management," October 1, 2008
- (f) NCESGR Instruction 1250.32, "Ombudsman Services Program," October 1, 2008
- (g) DoD Directive 1250.01, "National Committee for Employer Support of the Guard and Reserve (NCESGR)," April 13, 2004
- (h) Department of the Army Regulation 600-8-10, "Leaves and Passes," February 15, 2006
- (i) Military Personnel Manual 1050, "Leave and Liberty," August 22, 2002
- (j) Air Force Instruction 36-3003, "Military Leave Program," September 9, 2008
- (k) Marine Corps Order P1050.3H, "Regulations for Leave, Liberty and Administrative Absence," February 4, 2000
- (l) DoD Directive 1400.25-M, "DoD Civilian Personnel Management System," November 25, 1996
- (m) Washington Headquarters Services Administrative Instruction 29, "Incentive and Honorary Awards Programs," August 13, 2002
- (n) NCESGR Instruction 7000.1, "Financial Operating Procedures for Field Committee Support," October 1, 2008
- (o) NCESGR Instruction 7000.2, "Financial Operating Procedures for Headquarters Support," October 1, 2008

ENCLOSURE 2

General Information

1. CHAIN OF COMMAND

The NCESGR Executive Director is the Chief Executive of the NCESGR organization. In the absence of the Executive Director, the Deputy Executive Director is designated Acting Executive Director. If neither the Executive Director nor the designee is present for duty, the Chief of Staff is the designee in charge of the NCESGR office, facilities and staff.

2. POLICIES

a. Equal Opportunity. Equal opportunity and fair treatment for military personnel, government and contract civilians without regard to race, color, gender, religion, or national origin is the standard. This standard includes an environment that is free of discrimination, offensive behavior, and offensive material. This policy applies during duty and non-duty hours. [Click here for policy.](#)

b. Sexual Harassment. Sexual harassment is defined as influencing, offering to influence, or threatening the career, pay, or job of another woman or man in exchange for sexual favors, or deliberate or repeated offensive comments, gestures, or physical contact of a sexual nature in a work or duty-related environment. Sexual harassment is unacceptable behavior. It is detrimental to the ESGR mission, defeats individual rights, undermines human dignity, and violates the law. [Click here for policy.](#)

c. Open Door Policy. All personnel who desire to personally speak to the Executive Director may do so as part of the open door policy. Appointments to meet with the Executive Director should be scheduled through the Executive Assistant. [Click here for policy.](#)

d. Normal Business Hours. Normal business hours for NCESGR are 0800 – 1630. The switchboard is operational during those hours. Directors can adjust individual work schedules as necessary. Core hours (hours at which all NCESGR staff is expected to be at work) are 0900 – 1500. That is, all staff will begin work no later than (NLT) 0900 and depart work not before 1500, after having worked a standard 8.5 hour work day (excluding lunch / physical training period).

e. Physical Training (PT). The purpose of the PT program is to ensure all military personnel and National Security Personnel System (NSPS) employees maintain a healthy and fit appearance. It also ensures all military personnel are allotted sufficient time during the duty day to conduct PT which will allow them to maintain their respective military services' PT standards. Personnel are allowed to conduct PT, at the discretion of

their supervisor, during the following timeframes: 0730 - 0900, 1130 - 1300 or 1530 - 1700.

3. EMPLOYEE OF THE QUARTER

The Employee of the Quarter program's purpose is to recognize one NCESGR staff member who has been nominated by his/her peers for exceptional service during the specified quarter. Nominations are reviewed by a panel established by the Executive Director. The Executive Director (or representative) will announce the individual selected during the Monthly Staff Update. The individual selected will receive a plaque, commendation letter, and one day off. [Click here for SOP.](#)

4. PHYSICAL SECURITY OFFICER

a. Establish and maintain an Occupant Emergency Plan to include security inspection, controlled and sensitive material procedures, key control, crime prevention, threat information, fire evacuation and bomb threat procedures.

b. Ensure a request for security determination has been processed for incoming personnel.

c. Update and maintain a database to track all personnel and unfilled positions that require a National Agency Check (NAC) or security clearance.

5. FREEDOM OF INFORMATION ACT

The Act allows anyone the right of access to generally all types of recorded information held by a public authority, subject to certain limited exemptions. All Freedom of Information Act (FOIA) requests will be forwarded to Director of Resources as the primary point of contact (POC) or the Deputy Director of Personnel as the alternate POC, immediately upon receipt. Requests will be processed expeditiously under provisions of FOIA (5 USC 552) and DoD Regulation 5400.7-E. [Click here for FOIA.](#)

6. PRIVACY ACT

The OSD Privacy Office advises that a Privacy Act Cover Sheet should be used on all documents containing personal information. [Click here for PA Cover Sheet.](#)

7. COMMAND SUGGESTION BOXES

Command Suggestion Boxes and cards are available on the 2d and 3d floors. Any ideas or comments submitted are confidential. The Deputy Executive Director is the "key holder" for the boxes and the POC.

ENCLOSURE 3

Training Directorate

1. TRAINING DIRECTORATE

The NCESGR Training Directorate's mission is to provide training oversight and advisement to the Executive Director and National Chairman on all NCESGR Staff and DoD Field Committee Volunteer Training requirements. The directorate is led by a military O6, supported by a deputy director that is a YA-03 civilian position and is staffed with a variety of military billets. The Training Directorate is responsible for developing a comprehensive, standardized training plan for the National office and all Field Committees as well as establishing training goals, objectives, and priorities that support the ESGR Mission and Strategic Plan. In addition, the Training Directorate has the responsibility of developing or providing training curricula and tools for all 56 Field Committees to accomplish standardized training for over 4500 DoD volunteers. The NCESGR Training Directorate is tasked to provide the following:

a. Annual and Monthly Staff Training. In accordance with the U.S. Office of Personnel Management (OPM) Training Policy Handbook, certain training requirements have an annual mandatory requirement. Other training as required by OPM and DoD policies for civilian and military employees having specific job responsibilities shall be performed as needed. Monthly and annual staff classroom training shall be arranged as needed if online course material is not available. DoD required topics in ethics, drug abuse, force protection, and operational security, as well as annual service related ancillary training are included.

b. New Employee Orientation Guide. The New Employee Orientation Guide describes how the new NCESGR employee (military, government civil service, contractor) is fully integrated to the National Staff. The guide also provides an understanding of NCESGR's organization, mission, strategic goals and objectives, policies, and standard operating procedures. New employees are also briefed on how the five NCESGR Directorates interact in order to accomplish their assigned tasks and understand the importance of their proficiency to the overall ESGR mission.

c. Program Support Specialist (PSS) / Assistant PSS (APSS) Course. PSSs / APSSs will complete a comprehensive training program that introduces and reviews the standard operating procedures, routines, and activities of both NCESGR and Field Committees. This training defines concepts and shares perceptions, ideas, and best practices that assist the Field Committee (FC) Chair, the PSS, and Joint Force Headquarters accomplish the ESGR mission. This training defines procedures on how to complete budget reports, input various types of required data, update ESGRNet FC contact information, perform Statement of Support updates and submissions, track and administer various state and national ESGR awards, track new volunteer member enrollment to include the

documentation of volunteer hours, submit travel and payment documents to NCESGR and United States Property and Fiscal Officer (USP&FO) offices, perform Ombudsman case management as required, and other ESGR programs.

d. Volunteer Leadership Training Program. The Volunteer Leadership Training Program is designed to formally train key field committee volunteer leaders to effectively manage their respective functional areas. This program is intended to ensure key volunteer leaders are aligned with ESGR strategy equipping them with the technical skills to lead their local committee volunteers as well as preparing them to implement proven best practices. The program targets Field Committee Chairs, Executive Directors, Area Chairs, Employer Outreach Directors, Military Outreach Directors, Public Affairs Directors, Ombudsmen Directors, Training Directors, and other emerging volunteer leaders.

e. New Chair Orientation Course. The New Chair Orientation Course prepares new Field Committee Chairs to assume the duties associated with leading their respective ESGR FC. This course is designed to introduce and establish operating procedures, model programs and practices required to best accomplish the ESGR mission within the field committees. The comprehensive agenda provides attendees with the opportunity to, review NCESGR programs and policies, examine best practices, and ask questions of the entire staff.

f. Basic Ombudsman Training Course. Instruction focuses on the Uniformed Services Employment and Reemployment Rights Act (USERRA) and regulations applicable to civilian employment of the Guard and Reserve members of all Uniformed Services. Ombudsmen are exposed to mediation dispute resolution techniques, role-playing, and case reporting procedures. This course provides Ombudsmen with the tools to successfully resolve civilian work place disputes involving service members and their employers.

g. NCESGR Professional Development. NCESGR encourages personnel development to exceed current mission requirements in support of the strategic plan; build the capability to achieve the vision and strategic goals; and develop future leaders. Employees will be provided the opportunity to pursue training and education within the individual's job assignment as well as expanding their leadership competencies. Supervisors are encouraged to develop an Individual Development Plan (IDP) to ensure their employees are provided an opportunity for professional development.

2. TRAINING SUBCOMMITTEE

The Subcommittee serves as an advisory committee to the NCESGR Executive Director and the Director of Training. The subcommittee recommends volunteer training requirements, assists in developing education and training plans, recommends training

resource requirements and serves as points of contact for feedback, programmatic modification, or improvements. The Director of Training acts as the Executive Officer for this Subcommittee. The Training Administrator oversees the Subcommittee's meeting requirements and actions. The Subcommittee consists of one representative from each region and an additional at-large Training Director volunteer. The NCESGR Executive Director, in consultation with the National Chairman, appoints the Training Subcommittee Chairman. The Subcommittee meets at least annually, preferably semiannually, as funding and circumstances permit.

ENCLOSURE 4

Ombudsman Services Directorate

1. OMBUDSMAN SERVICES DIRECTORATE

a. The Ombudsman Services Directorate manages Uniformed Services Employment and Reemployment Rights Act (USERRA) cases regionally, runs the National Call Center and assists volunteer Ombudsmen with timely case resolution. The directorate is led by a senior government civilian YC-03 director, supported by a military O5, and is staffed with a blend of military billets and government civilian positions. The Director, Ombudsman Services manages the Ombudsman Team consisting of four National Case Managers (NCM), four Customer Service Center Agents, 56 Field Committee Ombudsman Directors, approximately 900 Ombudsmen and the Ombudsman Subcommittee.

b. Normal communication flow for NCM is with respective FC Ombudsman Directors; Chief, Ombudsman Services; Deputy Director, Ombudsman Services; and finally, Director, Ombudsman Services. The Director, Ombudsman Services works with the Ombudsman Team to ensure implementation of policies, production of trend and data analysis for better business processes, employment of quality case management measures and timely resolution of cases. The Director, Ombudsman Services works with the Training Directorate to ensure the National staff and FC Ombudsmen have comprehensive training programs to meet mission requirements.

c. Policy decisions shall be sent to the respective FC Chairs from the Executive Director, NCESGR.

d. The NCM provides direct support to Ombudsmen and Ombudsman Directors by assisting service members with workplace conflicts related to USERRA. They maintain rosters of current qualified Ombudsmen and provide these to the Customer Service Center for case assignments. All stand ready to assist with any recommendations for program improvements.

2. CUSTOMER SERVICE CENTER (CSC)

a. NCESGR maintains four trained contracted CSC agents to perform first tier response and specifies criteria for case assignment. CSC Agents are available Monday through Friday, from 0800-1800 Eastern Standard Time at (800) 336-4590 opt 1; via facsimile machine at (703) 696-1411; or via e-mail at USERRA@osd.mil.

b. CSC Agents listen to all callers, ask questions to clarify their concerns and provide answers based on USERRA. CSC Agents also make determinations as to when to open a

USERRA case based on NCESGR Instructions. In coordination with NCMs, CSC Agents maintain a listing of active Ombudsmen. CSC agents also respond to queries submitted via e-mail, fax and ESGR web-based support request forms. In all instances, CSC Agents document each request for assistance in the Case Management System.

3. CASE MANAGEMENT QUALITY ASSURANCE (QA) REVIEW PROCESS

a. Chief, Ombudsman Services reviews randomly each day e-mails sent by a CSC Agent. Any errors (missing contact information, incomplete or incorrect answers to USERRA questions) noted will be documented in a file maintained on the Ombudsman shared drive.

b. Actions taken by Ombudsmen who perform “mediation” on behalf of service members undergo a QA review. The review includes an assessment of timeliness and quality of case resolutions, satisfaction of individuals involved, and completeness of documentation. Negative or positive trends are analyzed and recommendations are made to enhance or deter the effect.

c. Ombudsmen must record and report all pertinent data (who, what, when, where, and why) into the Case Management System (CMS).

d. Reporting requirements are detailed in NCESGR Instruction 1250.32.

4. NCESGR OMBUDSMAN SERVICES CASE MANAGEMENT

Procedures are defined in NCESGR Instruction 1250.32.

5. OMBUDSMAN SUBCOMMITTEE

The Director, Ombudsman Services acts as the Executive Officer for this Subcommittee. The Deputy Director, Ombudsman Services oversees the Subcommittee actions. The Subcommittee serves as a conduit for the Ombudsman Program – providing recommendations and technical assistance on field issues to the NCESGR Executive Director. It consists of one representative from each region and a Chairman selected in accordance with NCESGR Instruction 1250.05. The Subcommittee meets at least annually, preferably semiannually, as funding and circumstances permit; however, teleconferences are conducted bi-monthly.

6. SYSTEM APPLICATIONS

a. Case Management System (CMS). The ESGR Case Management System supports case management for NCMs, Ombudsman Directors and Ombudsmen. Access is limited to those who are neutrals as defined in NCESGR Instruction 1250.32.

b. Interactive Customer Evaluation System (ICE). ICE is an online customer/stakeholder service satisfaction system where a service member, employer, or ESGR volunteer/representative may leave feedback regarding service(s) rendered. The NCESGR, Ombudsman Services is responsible for follow-up regarding ESGR ICE inputs. The ICE system will help to improve customer service for ESGR customers and stakeholders. It allows Directorates that provide services to readily identify areas for improvement and also identify those services that are successful. ICE is a valuable tool that gives immediate feedback for analysis of customer/stakeholder satisfaction ratings, to include organizational reports. The ICE website available through a link on the ESGR web site (www.esgr.mil) and is located at: http://ice.disa.mil/index.cfm#alpha_list. Click here to visit website.

ENCLOSURE 5

Committee Support Operations Directorate

1. COMMITTEE SUPPORT OPERATIONS DIRECTORATE

a. The Committee Support Operations Directorate provides direct support to ESGR Field Committee operations. The Director, CSO (DCSO) with the support of the Deputy Director, manages the ESGR fulfillment contract and four Regional Deputy Director (RDD)/Assistant RDD (ARDD) teams representing the ESGR regions: Northeast, Southeast (to include Puerto Rico and the Virgin Islands), Central, and the West (to include Guam).

b. Normal communication flow regarding committee operations is between the RDD/ARDD and respective FC Executive Director, Program Support Specialist, or Chair then through the DCSO to the Deputy Executive Director, NCESGR, to the Executive Director, NCESGR. The DCSO works with the RDD/ARDD team to ensure communication lines remain open and Committees are obtaining the level of support they require.

c. Policy decisions and direction from the Executive Director, NCESGR shall be sent to the respective FC Chairs through the RDD/ARDD team.

d. The RDD/ARDD team is seamless to ensure office continuity when one of the respective regional teams is absent. At no time should an occasion arise where a Committee member cannot get in immediate touch with a member of their respective RDD/ARDD team. This is to include after normal working hours, weekends, and holidays.

2. FOUR PRIMARY PROGRAMS MANAGED BY CSO DIRECTORATE

a. Committee Budget Processes.

(1) The Committee Budget is based on the Business Plan, which is designed to assist Committees and guide their spending in accordance with the ESGR Strategic Plan for the respective fiscal year.

(2) The Chair of the Committee and his/her appointees shall propose a Committee budget to NCESGR not later than a date deemed appropriate by the NCESGR Executive Director based on the next year fiscal guidance, but usually NLT May 31.

(3) The budget is reviewed by the respective RDD/ARDD team for alignment with ESGR Strategic Goals and is submitted through the DCSO, the NCESGR Finance Officer, Deputy Executive Director and OASD/RA for final approval.

(4) The Committee Business Plan includes dollar amounts and percentages the Committee plans to spend in three major areas: Committee Operations, Employer Outreach, and Military Outreach.

(5) A detailed breakout of the budget line items can be found in the ESGR/NGB Interagency Support Agreement (ISA). It includes the estimated cost of all activities, such as Civilian Employer Orientation, Annual Planning and Awards Conference, Bosslift, and Briefing with the Boss, that are necessary to articulate the mission of ESGR to employers who support our National Guard and Reserve Soldiers.

b. Statement of Support. The Statement of Support (SoS) provides a means for employers to publicly demonstrate their support for their employees who are members of the National Guard and Reserve. The format is readily adaptable to all types of employers. Examples of SoS signings can be viewed on the ESGR website at www.esgr.mil.

c. Briefings/Updates/FC Events. It is the DCSO's responsibility to ensure the NCESGR Deputy Executive Director and NCESGR Executive Director are kept current on FC operations (events) and concerns. This is accomplished primarily through quarterly briefings and updates the DCSO receives from the RDD/ARDD teams. Concerns of an immediate nature are taken directly to the NCESGR Executive Director via the NCESGR Deputy Executive Director. Normal routine communication of Committee operations and concerns is through weekly update briefings between the entire CSO directorate (when available) and the NCEGSR Executive Director.

d. Fulfillment Contract Representative. Manages and provides quality assurance for NCESGR and the FCs for all fulfillment issues. Interacts with Fulfillment Contractor to ensure fulfillment needs are met and provides immediate/accurate feedback to FC/RDDs and the contractor when issues arise.

3. FIELD COMMITTEE POSITIONS

Field Committee Chair

Executive Director (Appointed by FC Chair)

Training Director

Public Affairs Director

Area Chair(s)

Ombudsman Director

Military Outreach Director

Employer Outreach Director

ENCLOSURE 6

National Operations and Plans Directorate

1. NATIONAL OPERATIONS AND PLANS DIRECTORATE

a. The Director, NOP (DNOP) manages two functional teams representing the two NOP lines of business: Strategic Communications (to include Media Relations, Strategic Message, Web Content, Branding), and Outreach (to include Strategic Partnerships, Direct Marketing, Secretary of Defense Freedom Award, Defense Advisory Board, Employer Outreach, Military Outreach).

b. Normal communication flow is Deputy Director, NOP (DDNOP) through the DNOP to the Deputy Executive Director, NCESGR, to the Executive Director, NCESGR. The DNOP works with the DDNOP to ensure communication lines remain open and directorate staff obtains the required level of support.

2. DIRECTORATE STRUCTURE

a. NOP Directorate is responsible for formulating, coordinating, and executing all national-level external outreach programs and services. NOP also has lead coordination responsibility in developing the organization's strategic plan. The directorate is led by a YA-03, with an O5 level deputy director, and staffed by a combination of military and civil service billets.

b. The main areas of responsibility include strategic communication, employer outreach, military outreach, and strategic initiatives and special events.

c. All electronic data pertaining to the NOP directorate are stored at R:\National Operations and Plans Directorate.

3. STRATEGIC COMMUNICATION

a. The strategic communication section comprises all public affairs activity for the organization, including oversight of ESGR web site content management, media relations, and producing speeches, briefings, speaking points, etc., for organization leadership.

b. The strategic communication section is led by the Chief, Strategic Communication, who also serves as the Chief, Public Affairs Officer for NCESGR.

c. Web Content Management

(1) NOP is responsible for coordinating the content management of the ESGR public web site (as opposed to the ESGR Intranet), to include ensuring that all content is updated regularly and remains relevant.

(2) The Chief, Strategic Communication leads the ESGR Web Content Management working group, and is supported by the NOP staff.

d. Media Relations

(1) Media Relations is responsible for the establishment and management of media contacts from civilian and military media sources (TV, Radio, Newspaper, business publications, association publications, strategic partner publications and web based media). Media relations also maintains a national media database covering the top 100 media markets in the United States, tracks ESGR events and documents media coverage of any ESGR-related activities.

(2) The Chief, Strategic Communication has overall responsibility for the ESGR Media Relations Program.

e. Briefs and Speeches

(1) Strategic Communication will draft speeches and briefings for the National Chairman, Executive Director and Deputy Executive Director to ensure they are consistent with NCESGR themes and messages and aligned with the NCESGR strategic plan. Additionally, Strategic Communication will prepare and regularly (quarterly) update talking points for all ESGR staff and personnel for use in addressing national, state or local audiences. Strategic Communication will prepare and regularly update boilerplate press releases for use by the State Committees, available online in the Public Affairs (PA) Toolkit on ESGRnet.

(2) The Chief, Strategic Communication has overall responsibility for these products.

4. OUTREACH

a. The employer outreach function within NOP comprises of all national-level outreach to public and private sector employers, including the direct marketing campaign in support of the Statement of Support Program, public sector outreach to federal government agencies, and coordination of employer outreach activity throughout DoD.

b. National Employer Outreach is responsible for developing national outreach program(s) to generate Statements of Support. The bulk of this outreach is conducted through a direct mail marketing campaign to known employers of the Guard and Reserve,

as provided by the Civilian Employer Information (CEI) data. The program manager coordinates the outreach program with Deputy Director, Resources Information Technology and external vendor(s).

c. National Employer Outreach is also responsible for conducting niche outreach to specific employer markets that may be heavily or uniquely impacted by Reserve Component (RC) mobilizations.

d. Strategic partnerships are a force multiplier for ESGR in conducting employer outreach. The ESGR Strategic Partnership Program seeks to build and maintain relationships with major business and civic associations to educate their members regarding USERRA and ESGR issues and to recruit volunteers for the ESGR mission.

e. National Employer Outreach is responsible for planning, coordinating, and executing a national tradeshow program to increase brand awareness of ESGR. The materials for the program are maintained by the ESGR fulfillment vendor.

f. The Employer Outreach Manager ensures communication flow and interaction between NCESGR and ESGR FC volunteers is optimized at all times. This includes, but is not limited to ensuring a POC list is complete and accurate for all FC Committee Employer Outreach Directors (EOD).

g. The Employer Outreach Manager has overall responsibility for the Employer Outreach and National Employer Outreach programs.

h. The Military Outreach Manager ensures communication flow and interaction between NCESGR, military units and ESGR FC volunteers are optimized at all times. This includes, but is not limited to ensuring a POC list is complete and accurate for all FC Committee Military Outreach Directors (MOD).

5. DOD MANPOWER AND RESERVE AFFAIRS COORDINATION

Though ESGR is the lead employer outreach organization in DoD (DoD Directive 1250.01), various Uniformed Services and other DoD organizations conduct employer outreach activities. ESGR NOP maintains close contact with other DoD organizations to coordinate the various DoD employer outreach activities to keep all parties informed and to gain program efficiencies where possible. The main purpose of this DoD coordination is to improve communication, attain transparency of all employer outreach programs and coordinate future employer outreach initiatives.

6. DEFENSE ADVISORY BOARD (DAB) FOR EMPLOYER SUPPORT OF THE GUARD AND RESERVE (ESGR)

- a. The DAB for ESGR provides the Secretary of Defense, through the Under Secretary of Defense (Personnel and Readiness) and the OASD/RA, with independent advice and recommendations on matters concerning members of the Reserve Forces of the United States and their civilian employers. The Board is comprised of senior executives from the employer community, and operates under Federal Advisory Committee Act (FACA) guidelines.
- b. An NOP action officer coordinates the DAB administrative tasks through the Designated Federal Officer (DFO). The Director, NOP, serves as the DFO for the DAB.

7. STRATEGIC PLAN

- a. Responsibility for the creation and coordination of the ESGR Strategic Plan rests with the NOP Directorate. The strategic plan presents the blueprint of the organization's goals, objectives, initiatives, and resource requirements. A working group of ESGR senior staff and volunteers helps create the plan, with coordination through a group of DoD officials, including OASD/RA.
- b. The Director, NOP, has overall responsibility for the strategic plan.

8. FREEDOM AWARD EVENT

- a. The Secretary of Defense Employer Support Freedom Award is the highest recognition given to employers who are supportive of their employees who serve in the National Guard and Reserve. The responsibility for planning, coordination, and execution of the awards ceremony lies with the NOP staff. The CSO staff is responsible for coordinating the selection process. The Freedom Award event is the highest profile program at the NCESGR, and the recipients are often hosted by the President at a separate function.
- b. A Freedom Award event manager leads coordination with various NCESGR staff to manage the event.

9. SPECIAL EVENTS

- a. NOP has overall responsibility for coordination, and when needed, execution, of national-scope special events involving the OASD/RA, the NCESGR Executive Director or the NCESGR Deputy Executive Director.
- b. Coordination of special events is upon the discretion of the Director, NOP.

ENCLOSURE 7

Resources Directorate

1. RESOURCES DIRECTORATE

a. The Resources Directorate is responsible for providing all resource support to both the National headquarters staff and to the Field Committees for executing the ESGR mission, programs and services. Resources is comprised of three functional areas: Personnel (Human Resources), Finance, and Information Technology. The directorate is led by a senior government civilian director, supported by three deputy directors that are YA-02/03 civilian positions and is staffed by a blend of military billets and government civilian positions.

b. The main areas of responsibility include personnel manning and support, budget formulation and execution, contracting, and information systems support.

c. All unrestricted electronic data pertaining to the Resources Directorate is stored at R:\Resources Directorate.

2. PERSONNEL

a. Mail/Courier

(1) Mail services are for official use only (FOUO). All outgoing letter mail is centrally processed in the Personnel Section and must be received in the Personnel Section not later than 1200 (Monday through Friday), Suite 319. Any mail received after 1200 may not be processed until the following business day. The Personnel Section will apply postage and consolidate the mail to be sent via the U.S. Postal Service. After processing, the outgoing mail is taken to the U.S. mailbox located on the first floor for pick up. Mail requiring special handling (i.e. Next Day Air, UPS, etc) will only be used with a Director's approval. Incoming mail is ordinarily delivered to NCESGR, Room 319, at approximately 1500 (Monday through Friday). Incoming mail will be distributed by the Personnel Section. There is no Saturday or Sunday mail service. Personal mail is not processed by the Personnel Section.

(2) Pentagon Courier Run. The courier run is performed on Monday, Wednesday, and Friday between 0900 and 1200. Tuesday and Thursday runs are performed if needed. The courier hand carries official distribution for drop off and pick up at the Pentagon (RA, Room 2E561). NCESGR staff should bring correctly addressed distribution to the NCESGR distribution box located on the third floor, in Suite 319, in the Personnel Section.

(3) Courier Service. Daily courier service is available to and from Defense Human Resource Activity (DHRA), Fairfax Drive, Arlington VA, and Defense Logistics Agency (DLA), Ft. Belvoir, VA. The courier picks up at NCESGR at approximately 1000 (Monday through Friday). Pick up and drop off is on the third floor, Suite 319, in the Personnel Section.

b. Newly Assigned Staff/Arrivals at NCESGR

(1) The Deputy Director, Resources-Personnel, upon notice or receipt of orders assigning an individual to NCESGR, will contact the Director, Resources to appoint a sponsor for the newly assigned individual.

(2) Inprocessing. Upon arrival at NCESGR, depending on the individual's status (e.g. military or civilian), he or she will be required to inprocess with other agencies. At a minimum, all personnel newly assigned, attached or detailed to NCESGR must inprocess with the OASD/RA, Room 2E561, Pentagon. All NSPS employees and supervisors must complete NSPS 101 training within 30 days of arrival to the organization. [Click here for NSPS information and training.](#)

(3) Sponsorship Program. Personnel Section will provide the sponsor with a checklist and brief the sponsor on his or her responsibilities in support of the new individual's arrival. The sponsor should be available while the new person is inprocessing, have access to transportation, have been on station for at least 90 days, not be scheduled for leave during the new arrival's inprocessing, and not be within 90 days of his or her departure from NCESGR. The Director, Resources and the Deputy Director, Resources-Personnel or Human Resource OIC will monitor the Sponsorship Program. [Click here for Sponsorship Checklist.](#)

c. Evaluations/Rating Scheme

(1) Evaluations for assigned NCESGR personnel help to ensure that all individuals (military and civilian) are in compliance with their job description and understand their assigned duties. Evaluations are conducted in accordance with the guidelines of the respective military service/component or civilian requirements. All personnel assigned to NCESGR will receive an initial counseling and a performance evaluation in accordance with (IAW) the respective governing directive, regulation or procedure. [Click here for counseling requirements.](#) Service affiliation and civilian regulations will govern all evaluation requirements. Raters should maintain a personnel folder on each of their assigned personnel. Evaluations must be completed in a timely manner. The Personnel Section initiates the evaluation process by furnishing the rating official with an evaluation "shell". The rating official is responsible for complying with and ensuring that suspense dates for completion of the evaluation are met. Copies of completed evaluations will be furnished to the individual and filed IAW service and civilian requirements.

(2) The rating scheme is a document that establishes the rater/ratee relationship and employee/rating official relationship. The rating scheme is posted on the Personnel Section bulletin board after approval from the Chief of Staff. It is updated on a monthly basis. Requests for changes need to be addressed from the Directors to the Chief of Staff.

d. Leave/Pass

(1) All personnel going on leave will submit their leave forms through their respective Directorates to the Personnel Section for processing and accountability (Air Force personnel must submit a copy of their electronic leave form). Directorates can approve leave requests up to 14 days (10 business days). The Chief of Staff is the approval authority for leaves exceeding 14 days. Upon receipt of an approved leave request, the Personnel Section will ensure proper processing with the respective component or service. In all cases, the respective military service or DLA regulation will apply. Emergency leave will be approved IAW the respective military service or DLA regulation. A monthly leave audit will be conducted by the Personnel Section.

(2) In accordance with NCESGR policy, Directors can approve passes for military personnel. The pass policy does not apply to civilian employees. The governing regulations for leaves and passes are:

Army: Army Regulation 600–8–10

Navy: Military Personnel Manual (MILPERSMAN) 1050

Air Force: Air Force Instruction 36-3003

Marine Corps: Marine Corps Order (MCO) P1050.3H

Coast Guard: DoD Directive 1327.5, *Leave and Liberty*.

Civilian: OPM/DLA Instructions IAW OPM Form 712 (5 Code of Federal Regulations (CFR) 630)

(3) Civilian Excused Absence

(a) Definition. Excused absence is an authorized absence from duty without loss of pay and without charge to other paid leave. Periods of excused absence are considered part of an employee's basic workday, even though the employee does not perform his or her regular duties; therefore, the authority should be used sparingly. The NCESGR Executive Director has delegated the authority to grant an excused absence only to Directors. Supervisors and directors do not have the authority to grant excused absences unless the absence is cited in one of the examples below.

(b) Common situations where excused absence can be granted. See DoD Civilian Personnel Manual DoD 1400.25-M, Chapter 600. Common situations and topics covered include: unavoidable absences of less than one hour; voting; blood donation;

permanent change of duty station; employment interview; counseling; certification; volunteer activities; emergency situations; physical examination for enlistment or induction; funerals.

(c) Legal Basis. 5 USC, Chapter 63; OPM Regulation: 5 CFR Part 610; DoD Regulation: Civilian Personnel Manual, Subchapter 630, Leave.

(4) Medical Leave. The Deputy Executive Director shall apply discretion on a case-by-case basis for any exceptions to the following standard policy.

(a) Military Personnel. For military personnel absent for more than one full day because of a medical issue, a Medical Officer note (e.g., sick call slip) is required from a medical treatment facility. Absences include attending family member appointments where the service member's presence is required. Medical Officer notes (sick call slips) are not required if the service member's absence will be one full duty day or less; these absences shall be coordinated with the immediate supervisor. Military personnel shall ensure their immediate supervisor is advised of scheduled medical/dental appointments as soon as practical.

(b) NSPS Employees. NSPS employees will adhere to published OPM rules and guidance, which generally require a doctor's note for medical absences exceeding three full work days. For medical/dental absences of three work days or less, the period of missed work will be annotated on the morning report and the appropriate pay cycle timesheet. NSPS employees may be authorized 12 weeks of unpaid leave if they qualify under the Family Medical Leave Act. [Click here for information.](#)

(5) Country Clearance. A Country Clearance is required for any DHRA employee (military, civilian or contractor) traveling outside of any United States controlled territory on official travel orders. A travel itinerary and country clearance request form must arrive at DHRA 45 days prior to departure in order to assure clearances are received and a country specific briefing is scheduled. [Click here for Request Form.](#)

(6) Civilian Sick Leave. An employee no longer is required to have a minimum sick leave balance in order to take the maximum amount of sick leave for family care, bereavement or adoption. A period of 15 days is authorized for an employee to provide acceptable evidence as to the reason for their use of sick leave. Advanced sick leave must be processed in accordance with paragraph E7-2i(3) below.

e. Property Accountability and Maintenance Services/Office Equipment.

(1) All NCESGR equipment, furniture, computers, supplies, telephone systems, blackberries, etc. are property of the U.S. Government, DoD, and are for official use only. Users and holders of government property are individually responsible for the

proper use and safeguarding of all government property and equipment within their control. The Logistics NCO coordinates equipment distribution and Property Accountability Records keeping.

(2) Individuals within the NCESGR Directorates may be furnished with government owned or leased wireless computer cards and Blackberries based on need and job requirements. In the event of equipment malfunction, follow the prompts that are indicated on the appropriate equipment control panel. If problems persist contact the Personnel Section. The Personnel Section will contact the maintenance agreement provider. The arrival of the service technician will be dependant on the respective service agreement.

(3) OASD/RA maintains a service agreement for the NCESGR central (shared) printers. In the event a user is unable to fix a problem by following the prompts on the printer, a help ticket must be initiated.

(4) Blackberries and wireless computer cards are provided for official government use to facilitate offsite communication between NCESGR staff and ESGR volunteers. Directors and other key personnel are issued blackberries through OASD/RA. A limited number of wireless computer cards are issued through the Personnel Section. Wireless computer cards are available for issue to NCESGR staff for temporary duty (TDY) trips or upon request. These wireless computer cards will not be assigned to individuals, but will be available for short term use only. Wireless computer cards are also available directly from OASD/RA if the Personnel Section is out.

f. Conference Room (CR). The NCESGR CR is primarily for NCESGR use. Organizations, offices or persons outside of NCESGR must have an NCESGR sponsor, who participates in the requested meeting, to schedule the room. The CR can be scheduled through Outlook Calendar or by calling NCESGR Personnel Resource staff at 703-696-1386.

(1) The NCESGR staff has priority on scheduling the CR. There may be instances in which a confirmed reservation will be canceled if the NCESGR staff has a higher priority requirement for the CR. When sponsoring an outside organization's meeting, ensure this possibility is understood. With the exception of the NCESGR staff, the CR is scheduled on a "first come, first served" basis. If a request for a meeting time is denied due to a conflict, the response will indicate to the NCESGR sponsor that there is a conflicting meeting. If the scheduling conflict is resolved between the two conflicting offices, the Personnel Section should be notified of the arrangement and the CR schedule will be adjusted accordingly.

(2) Normal CR hours are Monday - Friday 0730-1630. If support is required outside of these hours, contact the Personnel Section to make those arrangements. Do not

assume that the CR has been reserved until an email message is received from the Personnel Section confirming the scheduled request.

(3) The sponsoring office is required to setup the CR to accommodate any special configuration. The CR is equipped to support a variety of requirements. Please notify the Personnel Section well in advance of the presentation, meeting, or ceremony to work out the details of audiovisual requirements. Short notice, last minute requirements may not be accommodated.

(4) The NCESGR sponsoring office is responsible for ensuring that the CR is clean and returned to the original configuration at the conclusion of the event. Flags will not be moved or rearranged without the permission of NCESGR leadership. All materials used and/or distributed during the event are to be removed from the CR.

(5) CR Presentations Capability:

- Computer Graphics PowerPoint
- Non-Classified Video Tape
- Cable TV
- RA Network
- Internet

g. Ordering Supplies. Directorates, Finance, and the government credit cardholders have the overall responsibility for ensuring that the purchase of office supplies made with the Government Purchase Card (GPC) are in accordance with DLA's The One Book Chapter on the GPC Program. This guide outlines authorized and unauthorized activity (purchases) with the credit card. Individuals requesting supplies/services are responsible for initiating the Requisition Form. Click here for the worksheet. Directors are responsible for approving requests to purchase supplies only for mission related requirements.

h. Common Access Cards/ Pentagon Badges/ Datawatch Cards.

(1) Common Access Cards (CAC) are DoD identification cards, also known as "Smart Cards", that have an embedded integrated circuit chip that stores digital credentials called Public Key Infrastructure (PKI) certificates. All military and government civilian personnel should have a CAC. The CAC will be used for access to all DoD military installations and most DoD facilities. Some facilities (i.e. Pentagon) may require an additional badge. The CAC will also be used with computer systems to:

- Digitally sign and encrypt email;
- Access protected DoD web sites and systems;
- Sign electronic forms and documents.

(2) Pentagon Badges are authorized for NCESGR Deputy Directors and above and select personnel who conduct ESGR business at the Pentagon on a frequent basis (2-3 times per week). Other NCESGR personnel may be issued a Pentagon Badge as an exception to policy on a case-by-case basis. An exception to policy may be granted by obtaining authorization from the Deputy Executive Director. The Deputy Director, Resources-Personnel is the POC for all new issues and reissue of expired cards.

(3) Datawatch Cards allow access to each room of NCESGR and evening and weekend access to 1555 Wilson Blvd, Arlington, VA. The building is locked between the hours of 1800 – 0600 on weekdays and at all hours during the weekend (Saturday, Sunday and holidays). The Datawatch Card is an accountable item and should be kept secure at all times. If the Datawatch Card is lost, report it to the Personnel Section immediately. Loss of a Datawatch Card may result in a reinstatement fee.

i. Timesheet Processing.

(1) All NCESGR government employees (Senior Executive Service and NSPS) will submit to the Personnel Section an approved time and attendance sheet on a bi-weekly basis. [Click here for example of a timesheet.](#) Only government civilian and military supervisors can approve timesheets (not volunteers or contractors). The Personnel Section will send out a bi-weekly reminder e-mail on the date/time for turning in timesheets NLT the first Friday of the pay period. Government employees are responsible for the accuracy of data entries on their timesheets. The Personnel Section will submit the timesheets to the Deputy Executive Director / Chief of Staff for approval and then to DHRA for processing no later than 1200 on the Thursday prior to the close of the pay period, or 2 days prior when a government holiday impacts the submission deadline.

(2) Timesheets are due to the Personnel Section with all documentation and approval signatures. Compensatory time earned must include advanced approval from the supervisor and concurrence from the Deputy Executive Director. All timesheets with leave or other absences must be supported with an OPM Form 71. Supervisors may send an e-mail to NCESGR – ADMIN in lieu of a timesheet if the employee has worked the standard 80 hour pay period.

(3) Requests for advance annual leave or advance sick leave require advance authorization/approval from DHRA and, in most cases, DLA. Approval must occur before an individual's annual leave and/or sick leave balances are exhausted. Expect a 7-10 day period between request and decision for approval. The amount of annual leave that may be advanced is limited to the amount of annual leave an employee would accrue in the remainder of the leave year. A maximum of 30 days of sick leave may be advanced to an employee with a medical emergency for purposes related to the adoption

of a child, for family care or bereavement purposes or to care for a family member with a serious health condition. Employees do not have an entitlement to advance annual leave or advance sick leave. [Click here for request form.](#)

(4) Requests for Telework require advance authorization/approval from the Deputy Executive Director and DHRA. Approval must occur in advance and expect a 7-10 day period between request and decision for approval. [Click here for DHRA telework policy.](#)

j. Awards.

(1) Military Awards. NCESGR routinely processes Joint Awards. Recommendations for service specific military awards are processed only with Executive Office approval through the appropriate branch. Nominators are responsible for proper preparation of award packages for signature and are to submit award package to the Personnel Section who will ensure package is in the correct format prior to forwarding to the Executive Office. See the DoD Office of the Executive Secretary Military Assistant and Executive Officer Handbook for detailed guidance on award package preparation. [Click here for handbook.](#)

(2) Civilian Awards. Requests for civilian awards are processed from NCESGR through DHRA to Washington Headquarters Services (WHS). Nominators are responsible for proper preparation of award packages for signature and are to submit award package to the Executive Assistant who will ensure package is in the correct format prior to forwarding. See the WHS Administrative Instruction 29 for detailed guidance on award package preparation. [Click here for AI 29.](#)

k. Metro Access/DoD Transportation/Parking.

(1) Metro Access. NCESGR is located in the heart of the Rosslyn, Virginia area. The nearest METRO stop is on the Orange and Blue Lines at Rosslyn Station.

(2) Metro Fare Cards. Government issued Metro Fare Cards will be used for Official Business only. Contact the Personnel for issuance of temporary Metro Fare Cards. All personnel must sign the control sheet to confirm receipt of government issued Metro Fare Cards. Fare Cards will be returned to Personnel when the trip is completed or when the Fare Card is no longer required.

(3) DoD NCR Subsidy Program. DoD has a transportation subsidy program in effect to help offset the cost of public transportation for government civilian and military personnel (note: contractors not included). Applications will be completed when inprocessing the Personnel Section and certified annually. [Click here for information.](#)

(4) DoD Shuttle Bus Service. A no fare shuttle bus service operates between Rosslyn area and the Pentagon leaving from the corner of Oak Street and Wilson Blvd (1500 Wilson Blvd) every 15 minutes from 0615 until 1800. Riders must display a government identification card (DoD Badge / CAC) to gain entry to the shuttle bus. Additionally, an expanded shuttle bus network operates from the Pentagon (Metro Entrance). Click here for DoD shuttle schedule.

(5) Parking. Pay parking (daily or monthly) is available at 1555 Wilson Blvd. Contact the parking manager in the office located at the parking exit for information. Metered parking spaces are also available in limited numbers. NCESGR does not provide services to support parking.

1. TDY Processing. All requests for TDY and vouchers are the responsibility of the traveler using the Defense Travel System (DTS). Click here to access DTS.

(1) Traveler support information is provided to assist resolving issues that occur outside of the normal duty day process. Normal procedures are to first contact Resources-Finance. These numbers should only be used when our own internal support is not available.

(a) For ticketing issues and changes to reservations within 3 days of travel, please contact 703-767-8148, Monday - Friday 0745-1545.

(b) For travel within 24 hours and only after the Local Carlson Wagonlit office is closed, contact the 24 hour emergency number 1-800-383-6732.

(2) DTS reminders.

(a) Enter authorizations in DTS at least 5 days prior to TDY.

(b) You must include your e-Invoice in substantiating documents in order to receive airfare reimbursement.

(c) There is a glitch in the non-mileage expense portal for entering the travel agent fee. The traveler must scroll to the blank area within the dropdown menu and manually type in "travel agent fee."

m. Morning Report. The Personnel Section maintains responsibility of a password protected personnel accountability database. This database allows designated personnel in each Directorate to update the status of their personnel daily, prior to 0845. Updates must include remarks if the status is anything other than present for duty (PDY). The Personnel Section will submit a final hardcopy of the report to the CoS and Deputy Executive Director.

n. Threat Reporting and Evacuation Plan.

(1) Threat Reporting. For threat reporting that is of a non-urgent nature, contact the Anti-Terrorism Force Protection (AT/FP) Officer (Dep Director, Resources - Personnel). The AT/FP Officer will coordinate with DHRA. For urgent threats, call 911 or contact the Pentagon Force Protection Agency at 703-697-5555. Click [here](#) to access threat reporting information.

(2) Evacuation Plan. It is the policy of NCESGR to protect its staff and to prevent the interruption of operations. NCESGR is committed to employing all appropriate strategies for anticipating and controlling crisis situations. An Emergency Evacuation Response Plan and contingency plan for response to threats that could harm personnel, property, and reputation has been established. All NCESGR staff is expected to comply with the practices and procedures of this plan, which is designed to minimize risks and threats to individual personnel, resources, property, and the security of the facility. Click [here](#) for evacuation plan.

(3) Building Evacuation Routes. Evacuation route maps are posted in each work area. The following information is marked on evacuation maps:

(a) Emergency exits

(b) Primary and secondary evacuation routes

1. DO NOT use the elevators for emergency evacuation.

2. Primary evacuation route is down the nearest stairs to the second floor and out through the parking garage to the rear of the building and 17th Street N. Proceed west on 17th St to the Assembly Areas on the left.

3. Secondary evacuation route is down the nearest stairs to the first floor lobby and out the front door to Wilson Blvd. Proceed west on Wilson Blvd one block and turn north (right) to Assembly Areas.

(4) Locations of fire extinguishers

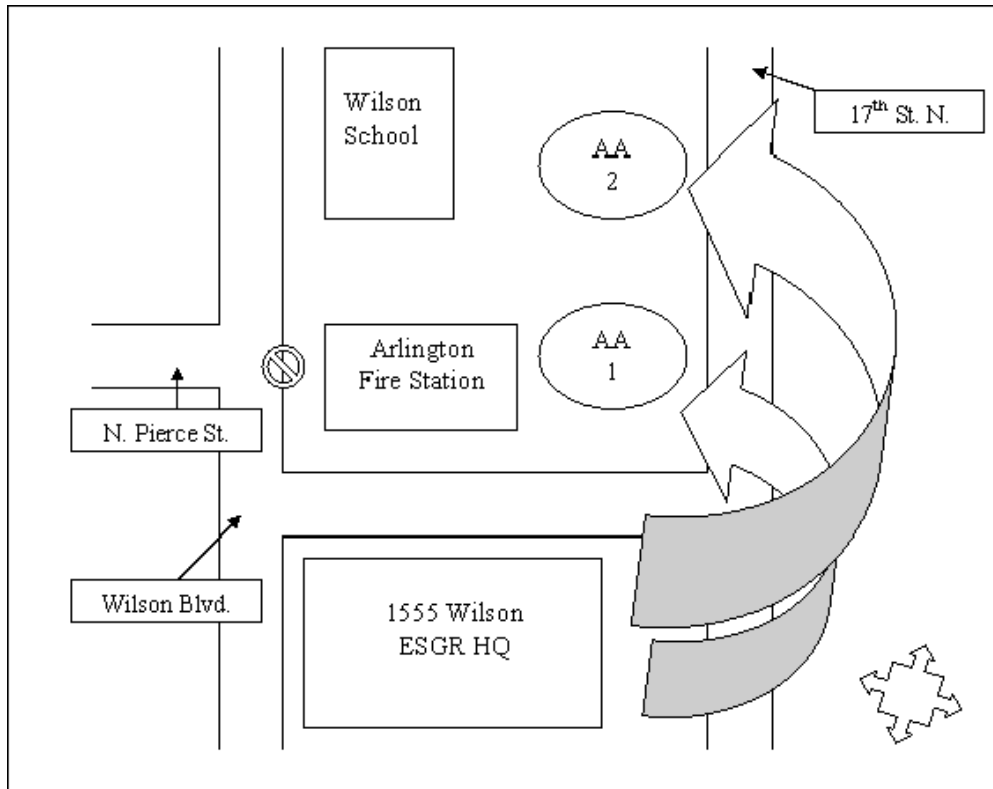
(a) Second Floor, Break Room

(b) Third Floor, Break Room

(5) Assembly Areas

(a) Assembly Area 1 is the basketball court behind the Arlington Fire Station.

(b) Assembly Area 2 is the playground area behind the Wilson School.



o. Inclement Weather / NCESGR Closure.

(1) NCESGR follows the guidelines set forth by the Office of Personnel Management for dismissal and closing procedures. In the event of an emergency or inclement weather, the Director, OPM makes the decision on whether to curtail Federal operations. Announcements will be made as to whether the federal government is OPEN, CLOSED, operating under an UNSCHEDULED LEAVE POLICY, DELAYED ARRIVAL POLICY, or EARLY DISMISSAL POLICY.

(a) If that decision is made, the operating status of the federal government will be in the media and available on the Internet on OPM's home page: <http://www.opm.gov> and with recorded messages at 202-606-1900.

(b) Other media outlets include radio stations such as WTOP 103.5 FM and Federal News Radio, 1050 AM, or television stations such as NBC 4, FOX 5, ABC 7, and CBS 9. These stations also have websites listing closure information.

(c) NCESGR does not have any mission-critical or emergency employees, so all employees will follow the operating instructions for the federal government.

(2) Listed below are announcements that will be found on the OPM website or telephone number and the required actions.

(1) Announcement	(2) What Announcement Means
1. "Federal agencies in the Washington, DC, area are OPEN; employees are expected to report for work on time."	Employees are expected to report for work on time.
2. "Federal agencies in the Washington, DC, area are OPEN under an UNSCHEDULED LEAVE policy."	<p>Employees who cannot report for work may request unscheduled leave for their entire scheduled workday.</p> <p>Employees must notify their supervisors of their intent to take unscheduled leave.</p> <p>Emergency employees are expected to report for work on time.</p>
3. "Federal agencies in the Washington, DC, area are OPEN under a DELAYED ARRIVAL policy. Employees should plan to arrive for work no more than xx hours later than they would normally arrive."	<p>Employees should plan their commutes so that they arrive for work no more than xx hours later than they would normally arrive. Employees who arrive for work more than xx hours later than their normal arrival time will be charged annual leave or leave without pay for the additional period of absence from work.</p> <p>Telework employees are expected to report for work on time.</p> <p>Emergency employees are expected to report for work on time.</p>
4. "Federal agencies in the Washington, DC, area are OPEN under a DELAYED ARRIVAL/UNSCHEDULED LEAVE policy. Employees should plan to arrive for work no more than xx hours later than they would	<p>Employees should plan their commutes so that they arrive for work no more than xx hours later than they would normally arrive. Employees who arrive for work more than xx hours later than their normal arrival time will be charged annual leave or leave without pay for the additional period of</p>

<p>normally arrive, and employees who cannot report for work may take unscheduled leave."</p>	<p>absence from work.</p> <p>Telework employees are expected to report for work on time.</p> <p>Employees who cannot report for work may request unscheduled leave for their entire scheduled workday from their supervisor.</p> <p>Emergency employees are expected to report for work on time.</p>
<p>5. "Federal agencies are CLOSED."</p>	<p>Federal agencies are closed. Emergency employees are expected to report for work on time. Non-emergency employees (including employees on pre-approved leave) will be granted excused absence for the number of hours they were scheduled to work. This does not apply to employees on leave without pay, workers' compensation, suspension, or in another nonpay status.</p> <p>Telework employees may be expected to work from their telework sites, as specified in their telework agreements.</p> <p>Employees on alternative work schedules are not entitled to another AWS day off in lieu of the workday on which the agency is closed.</p>

(3) Dismissal Guide. The Washington, DC, Area Dismissal or Closure Procedures Guide is available online for additional information. [Click here](#) to access the guide.

(4) Alert Roster Notification. The NCESGR Alert Roster will be executed in the event of an emergency. The Deputy Executive Director / Chief of Staff will initiate the alert roster notification by contacting each Director. After completing their internal procedure, each Director will contact the Chief of Staff to say the alert has been successfully executed or list any discrepancies.

p. Coin Policy. NCESGR Executive Director Coins are for distribution by the Field Committee Chairs and the Executive Office for exemplary service or merit. Coins are not for "token" distribution, public relations awareness, mementoes or performance of

regularly assigned duties. Twelve coins are distributed annually on October 15th to each Chair. NCESGR coins are maintained by the Personnel Section and are inventoried semi-annually. Click here for policy.

q. NCESGR Holiday Season Guidance. Guidance for the November and December holiday season is published by the Personnel Section annually in mid-November. Click here to see example guidance.

3. FINANCE

Financial Instructions for the National Committee Staff and Field Committee Support. Click here for 7000.1 (Field Committee) link. Click here for 7000.2 (NCESGR) link. The purpose of the Financial Operating Procedures is to:

- a. Establish policies and procedures to ensure proper use of appropriate funds as specified.
- b. Promulgate the rules and regulations in the expenditure of funds in support of the ESGR mission as specified.
- c. Provide guidance for administration and execution of ESGR funds.
- d. Provide policy and procedures and establish responsibility for budget planning, distribution of funds, execution and reporting.
- e. Provide policy to establish responsibility for event planning, approval, and execution.
- f. Provide contract administration support to NCESGR staff and FCs and coordination with supporting contracting offices.

4. INFORMATION TECHNOLOGY

a. Computer network. The NCESGR network is part of the DoD Enterprise Network System. All users shall comply with established OASD/RA network security and file storage policies found under Help Desk on OASD/RA's homepage. Thumb drives are not authorized to use on any computer system.

(1) Individuals connected to the network will have their computer mapped to specific network drives and printers. The network drives are backed up daily by the Reserve Affairs and consist of:

- 'H' drive: used for personal files that are not shared

- 'R' drive: used for files that are shared within a specific Directorate or throughout NCESGR
- 'S' drive: used to share files outside of the organization

(2) The OASD/RA Help Desk is available to trouble shoot issues, install software or perform account maintenance daily from 0700 to 1730 Monday-Friday at 703-614-0667. An electronic trouble ticket can be submitted under Help Desk on OASD/RA's homepage.

(3) All personnel utilizing the NCESGR Network are required to maintain at least an interim secret clearance and pass an annual Information Assurance Awareness test. Compliance is monitored by the network administrator.

(4) Network users are not allowed to install hardware/software, relocate computer equipment without the Deputy Director, Resources-Information Technology's prior approval.

b. Phone System

(1) Quick Reference Guide. A quick reference guide is available to assist in the basic setup and operation of your phone. [Click here to access guide.](#)

(2) Outside line. Dial 9 to get an outside line; then dial the number; all calls from NCESGR to Northern Virginia (local area) must include the area code (703 in most cases). Calls to the District of Columbia must include the area code 202.

(3) Defense Switched Network (DSN). Dial 9 and then dial the DSN number. Overseas DSN contact 703-545-6700.

(4) Emergency Telephone Numbers

Fire: 911

Police:

Arlington: 911

Federal Protective Service: (202) 708-1111

Pentagon: (703) 697-5555

Ambulance: 911

REMEMBER: You must first dial 9 before dialing 911.

EXAMPLE: Your wastebasket catches on fire – dial 9 to get an outside line and then dial 911 for the fire department.

ENCLOSURE 8

List of Hyperlinks

E2-2a	Equal Opportunity - Click here for policy
E2-2b	Sexual Harassment - Click here for policy
E2-2c	Open Door Policy - Click here for policy
E2-3	Employee of the Quarter - Click here for SOP
E2-5	Freedom of Information Act - Click here for FOIA
E2-6	Privacy Act Cover Sheet - Click here for PA Cover Sheet
E4-6b	Interactive Customer Evaluation - Click here to visit website
E7-2b(2)	NSPS Information / Training - Click here for NSPS information and training
E7-2b(3)	Sponsorship Program - Click here for Sponsorship Checklist
E7-2c(1)	Counseling Requirements - Click here for counseling requirements
E7-2d(4)(b)	Family Medical Leave Act - Click here for information
E7-2d(5)	Country Clearance - Click here for Request Form
E7-2g	Ordering Supplies - Click here for the worksheet
E7-2i(1)	Timesheet Example - Click here for example of a timesheet
E7-2i(3)	Advance Annual/Sick Leave Request - Click here for request form
E7-2i(4)	Telework Policy - Click here for DHRA telework policy
E7-2j(1)	Joint Awards - Click here for Handbook
E7-2j(2)	Civilian Awards - Click here for AI 29
E7-2k(3)	DoD NCR Subsidiary Program - Click here for information
E7-2k(4)	DoD Shuttle Bus Service - Click here for DoD shuttle schedule
E7-2l	TDY Processing - Click here to access DTS
E7-2n(1)	Threat Reporting - Click here to access threat reporting information
E7-2n(2)	Emergency Evacuation Plan - Click here for evacuation plan
E7-2o(3)	Dismissal Guide - Click here to access the guide
E7-2p	Coin Policy - Click here for policy
E7-2q	Holiday Guidance - Click here to see example guidance
E7-3	Financial Instruction - Click here for 7000.1 (Field Committee) link
E7-3	Financial Instruction - Click here for 7000.2 (NCESGR) link
E7-4b(1)	Telephone Reference Guide - Click here to access guide

GLOSSARY

ABBREVIATIONS AND ACRONYMS

APSS	Assistant Program Support Specialist
ARDD	Assistant Regional Deputy Director
AT/FP	Anti-Terrorism / Force Protection
CAC	Common Access Card
CEI	Civilian Employer Information
CFR	Code of Federal Regulations
CMS	Case Management System
COR	Contracting Officer Representative
CR	Conference Room
CSC	Customer Service Center
CSO	Committee Support Operations
DAB	Defense Advisory Board
DCSO	Director, Committee Support Operations
DDNOP	Deputy Director, National Operations and Plans
DFO	Designated Federal Officer
DHRA	Defense Human Resource Agency
DLA	Defense Logistics Agency
DNOP	Director, National Operations and Plans
DoD	Department of Defense
DSN	Defense Switched Network
DTS	Defense Travel System
EOD	Employer Outreach Director
ESGR	Employer Support of the Guard and Reserve
FACA	Federal Advisory Committee Act
FC	Field Committee
FOIA	Freedom of Information Act
FOUO	For Official Use Only
GPC	Government Purchase Card
IAW	In Accordance With
ICE	Interactive Customer Evaluation
IDP	Individual Development Plan
ISA	Interagency Support Agreement
MCO	Marine Corps Order
MILPERSMAN	Military Personnel Manual
MOD	Military Outreach Director
NAC	National Agency Check
NCESGR	National Committee for Employer Support of the Guard and Reserve
NCM	National Case Manager
NCR	National Capital Region

NGB	National Guard Bureau
NLT	No Later Than
NOP	National Operations and Plans
NSPS	National Security Personnel System
OMB	Ombudsman Services Directorate
OPM	Office of Personnel Management
OASD/RA	Office of the Assistant Secretary of Defense / Reserve Affairs
PA	Public Affairs
PDY	Present for Duty
PKI	Public Key Infrastructure
POC	Point of Contact
PSS	Program Support Specialist
PT	Physical Training
QA	Quality Assurance
RA	Reserve Affairs
RC	Reserve Component
RDD	Regional Deputy Director
SOP	Standard Operating Procedure
SoS	Statement of Support
TDY	Temporary Duty
USC	United States Code
USERRA	Uniformed Services Employment and Reemployment Rights Act
USP&FO	United States Property and Fiscal Officer
WHS	Washington Headquarters Services