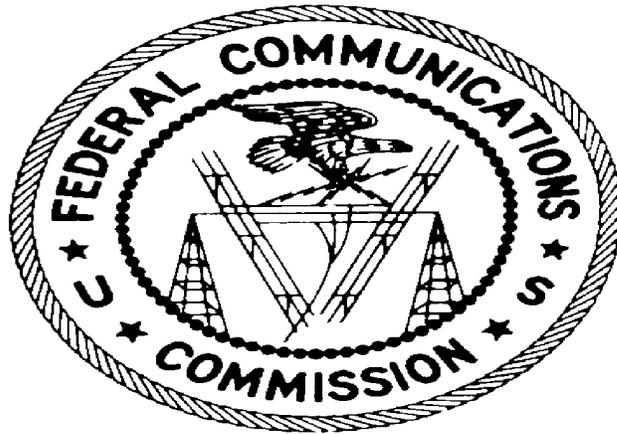


Federal Communications Commission

Employee Handbook



Office of the Managing Director – Human Resources Management

Table of Contents

About the FCC

± Organization	1
○ Bureaus and Offices	1
± Essential Information	4
○ Emergency Evacuation Procedures	4
○ Security Support Services	4
○ Visitors	4
○ Guidelines for Receiving Visitors	4
○ Building Hours	5
± Employment	5
○ Probationary or Trial Periods	5
○ Position Description	6
○ Kinds of Appointments	6
○ Career Conditional Appointment	6
○ Career Appointment	6
○ Temporary Appointment	6
○ Term Appointment	6
○ Excepted Service Appointment	7
○ Pay Systems	7
○ Background Investigations	7
○ Reassignment	8
○ Career Promotions	8
○ Competitive Promotions	8
○ Temporary Promotions	8
○ Details	8
○ Official Personnel Folder (OPF)	9
○ Notification of Personnel Action	9
± Compensation	9
○ Employee Personal Page	9
○ Timekeepers/Pay Day	10
○ Earnings and Leave Statements	10
○ Annual Pay Raise	11
○ Locality Pay	11
○ Special Pay Rates	11

○ Within Grade Increases	11
○ Overtime Pay	12
○ Compensatory Time	12
○ Holiday Pay	12
± Hours of Duty	12
<hr/>	
○ Flexible Work Schedules	12
○ Compressed Work Schedule	13
○ Credit Hours	13
○ Telecommuting	13
± Leave	14
<hr/>	
○ Annual Leave	14
○ "Use or Lose" Annual Leave	14
○ Holidays	15
○ Sick Leave	16
○ Advanced Sick Leave	17
○ Leave Without Pay (LWOP)	17
○ Absence Without Official Leave (AWOL)	17
○ Family Medical Leave	18
○ Leave Transfer Program	18
○ Administrative Leave	18
○ Leave In 15-minute Increments	19
○ Unscheduled Leave: Emergency Arrival	19
± Performance Management	20
<hr/>	
○ Pass-Fail Performance Appraisal Program for Non-Supervisors	20
○ Performance Appraisal for Supervisors and Managers	21
± Awards and Recognition	21
± Learning and Development	21
± Employee Assistance Program	22
± Worker's Compensation	22
± Health and Life Insurance	22
<hr/>	
○ Health Insurance	22
○ High Deductible Health Plan (HDHP)	23
○ Temporary Continuation of Coverage (TCC)	24
○ Life Insurance	24
○ Flexible Spending Account (FSA)	25
± Retirement	26
<hr/>	
○ Civil Service Retirement System (CSRS)	26

○ Federal Employee's Retirement System (FERS)	26
○ Thrift Savings Plan	26
○ Retirement Annuities	27
○ Retirement Deduction Refunds	27
○ Medicare	27
○ Survivor Benefits	27
± Equal Employment Opportunity	28
○ Affirmative Employment	28
○ Discrimination Complaint Process	28
○ Sexual Harassment	28
± Employee Responsibility and Conduct	28
○ Conflict of Interest	28
○ Outside Employment	29
○ Disciplinary and Adverse Actions	29
○ Grievances	29
○ Labor Relations	29
○ Workplace Violence	30
± Key Phone Numbers	30
± Information Technology Center	32
○ Computer Resource Center (CRC)	32
○ Computer Security Program	32
○ Customer Care Team	32
○ Equipment Lending	33
○ Telecommunications Group	33
± Services and Facilities	34
○ Building Services	34
○ Recreation Association	34
○ Library	34
○ Blood Donor Program	34
○ Combined Federal Campaign (CFC)	34
○ Savings Bonds	35
○ Maintenance Requests/Complaints	35
○ Parking	35
○ Pre-Tax Parking Benefit	35
○ Transit Benefits	36
○ Shuttle Bus Service	36
○ Passenger Elevators	36
○ Conference Rooms	37

± Health Services and Safety Programs	37
○ Health Services	37
○ Clinic Hours	38
○ Hypertension and Routine Blood Pressure Checks	38
○ Allergy Shots and Immunizations	38
○ Safety Programs	38
○ Work-Related Injuries and Accidents	39
± Finance Office	39
○ Travel	39
○ As Soon As Possible (ASAP) Awards	40
○ Bill Payments and Collections	40
± Area Services	40
○ Banking	40
○ Retail	40
± Glossary of Acronyms	40
± Directions to FCC Headquarters	41

WELCOME!

KEY PHONE NUMBERS:

Security Command Center: 202/418-7737

Administrative Service Center: 202/418-0330

Security Office: 202/418-7884

Safety & Health Manager: 202/418-0119

Information Technology Center (ITC) Help Desk: 202/418-1200

Nurse: 202/418-0911

Employee Assistance Program (EAP): 800.462.1812, X72780



**Federal Communications Commission
445 12th St., SW
Washington, DC 20554**

NOTE: This Handbook is intended to provide guidance for new and current FCC employees. It is **not** a policy handbook or manual. For specific policies, please contact the appropriate Bureau or Office.



The Federal Communications Commission (FCC) is an independent regulatory agency, responsible directly to Congress. It was established by the Communications Act of 1934 and is charged with regulating interstate and international communications by radio, television, wire, satellite and cable. The FCC's jurisdiction covers the 50 states, the District of Columbia, and U.S. possessions.

The FCC is directed by five Commissioners appointed by the President and confirmed by the Senate for 5-year terms, except when filling an unexpired term. The President designates one of the Commissioners to serve as Chairman and his/her tenure is served at the pleasure of the President. Only three Commissioners may be members of the same political party and none of them can have a financial interest in any Commission-related business.

As the chief executive officer of the Commission, the Chairman delegates management and administrative responsibility to the Managing Director. The Commissioners supervise all FCC activities, delegating responsibilities to Bureaus and Offices.

- **Bureaus and Offices**

The Commission staff is organized by function. There are six operating Bureaus and ten Staff Offices. The Bureau's responsibilities include: processing applications for licenses and other filings; analyzing complaints; conducting investigations; developing and implementing regulatory programs; and taking part in hearings. The Managing Director's Office provides support services. Even though the Bureaus and Offices have their individual functions, they regularly join forces and share expertise in addressing Commission issues.

Consumer & Governmental Affairs Bureau (CGB) - educates and informs consumers about telecommunications goods and services and engages their input to help guide the work of the Commission. CGB coordinates telecommunications policy efforts with industry and with other governmental agencies - Federal, tribal, state and local - in serving the public interest.



Enforcement Bureau (EB) - enforces the Communications Act, as well as the Commission's rules, orders and authorizations.

International Bureau (IB) - represents the Commission in satellite and international matters.

Media Bureau (MB) - regulates AM radio, FM radio and television broadcast stations as well as Multipoint Distribution (i.e. cable and satellite), and Instructional Television Fixed Services.

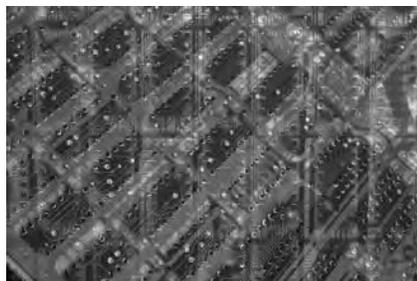
Wireline Competition Bureau (WCB) - responsible for rules and policies concerning telephone companies that provide interstate, and under certain circumstances intrastate, telecommunications services to the public through the use of wire-based transmission facilities (i.e., corded/cordless telephones).

Wireless Telecommunications Bureau (WTB) - oversees cellular and PCS phones, pagers and two-way radios. This Bureau also regulates the use of radio spectrum to fulfill the communications needs of businesses, local and state governments, public safety services, aircraft and ship operators, and individuals.

Office of Administrative Law Judges (OALJ) - presides over hearings and issues Initial Decisions.

Office of Communications Business Opportunities (OCBO) - provides advice to the Commission on issues and policies concerning opportunities for ownership and contracting by small, minority and women-owned communications businesses.

Office of Engineering and Technology (OET) - allocates spectrum for non-government use and provides expert advice on technical issues before the Commission.



Office of General Counsel (OGC) - serves as the chief legal adviser to the Commission's various Bureaus and Offices.

Office of Inspector General (OIG) - conducts and supervises audits and investigations relating to the operations of the Commission.

Office of Legislative Affairs (OLA) - is the Commission's main point of contact with Congress.

Office of Managing Director (OMD) - functions as a chief operating official, serving under the direction and supervision of the Chairman.

Office of Media Relations (OMR) - informs the news media of FCC decisions and serves as the Commission's main point of contact with the media.

Office of Strategic Planning and Policy Analysis (OSP) - works with the Chairman, Commissioners, Bureaus and Offices to develop strategic plans identifying policy objectives for the agency.

Office of Workplace Diversity (OWD) - advises the Commission on all issues related to workforce diversity, affirmative recruitment and equal employment opportunity.

- **Emergency Evacuation Procedures**

In your orientation materials you received a booklet entitled "Building Emergency Evacuation Procedures." We cannot stress how important it is for you to become familiar with the nearest exit to your office and the procedures for a rapid and safe evacuation of the building. For more information, please refer to:

http://intranet.fcc.gov/omd/ao/safety/eep_hq/index.html

- **Security Support Services**

Everyone working at the HQ building must carry their security badge with them whenever they leave their offices. When entering the building the photo should be visible for the guards to confirm. It is encoded to allow entrance and exit at all lobby security gates, as well as stairwell exits.

If you lose your security badge, immediately contact the Security Operations Center, 202/418-7884, 1-B458, so they may cancel it and issue you a new one.

- **Visitors**

The FCC takes pride in welcoming guests to our Headquarters. Our objective is to let visitors know how important they are while taking the precautions necessary to protect the proprietary assets of the Commission.



Employees are reminded to inform all prospective visitors that photo IDs are required in order to obtain a "Visitor" Security Badge from the guard station in the 12th St. lobby. Any briefcases or bags will be subjected to scanning.

The "Visitor" Security Badge will allow access to specific areas of the building only and visitors should be aware of signage in the vicinity of the security turnstiles concerning re-admittance. Visitors should not attempt to use the stairs in moving around the building (unless there is an emergency during their stay) as the badge will not permit exit.

Frequent visitors may be issued a "permanent visitor" badge allowing them access to certain areas. For more information, please see http://intranet.fcc.gov/omd/ao/ao_security.html

- **Guidelines for Receiving Visitors:**

1. Try to be in your office around the time of a scheduled meeting in order to receive the phone call from the visitor waiting in the reception area.

2. Change the message on your voice mail to provide a back up number for your visitor to call if you are on your telephone or away when a visitor arrives.
3. Offer to assist any visitors you see waiting in the reception area, but do not allow visitors to follow behind you as you enter the locked doors. Visitors need to wait in the reception area until the person they are here to see, or their designee, arrives to escort them to the meeting site.
4. Politely ask visitors you do see unaccompanied by an FCC employee if you can assist them. Report any unaccompanied visitors to the Security Command Center at 418-7737 or the FCC Security Office at 418-7884.
5. Pull shut any stairwell or hallway doors which are not fully closing and locking and report any door operating problems to the Security Office at 418-7884.

- **Building Hours**

Normal hours of operation (during which building services, utilities and maintenance are provided) are from 7:00 a.m. to 6:30 p.m., Monday through Friday and 9:00 a.m. to 2:00 p.m. on Saturday. Sundays and Federal holidays are excluded. Access to the building after hours or Sundays or Federal holidays is possible only with a security badge, and the elevators require a card for operation. During certain security alert periods no outside visitors are allowed after hours or on weekends.

FCC security badges are required for entry at all entrances, at all times.

All security badges are coded to provide access to all areas the individual is authorized for in the building.

Official visitors or the public must obtain a temporary security badge from the lobby guard.

Employment

- **Probationary or Trial Periods**

New Federal employees in the competitive service serve a one year probationary period. Excepted service employees (e.g. attorneys) serve two years of current continuous service in the same or similar position. The probationary/trial period is intended to give the agency an opportunity to assess the employee's on-the-job performance and fitness for continued employment in the Federal service.

- **Position Description**

Your position description (PD) explains the major duties of your job; the knowledge, skills and abilities required to perform those duties effectively; the level of supervision received; the guidelines to be followed; the complexity and scope of the work; personal contacts and their purpose; the physical requirements; and the work environment. The PD is the basis for determining the title, series, pay plan and grade of your position, and therefore, is directly related to your salary. Read your position description carefully. If there is anything you do not understand, ask your supervisor for an explanation.

- **Kinds of Appointments:**

A variety of authorities are used to appoint individuals to Federal positions. The appointments most commonly used are explained below:

- **Career Conditional Appointment**

This is a permanent appointment to a continuing position. You are eligible for promotion, reassignment, detail, and transfer to other Federal agencies, as well as the full range of benefits including health insurance, life insurance, leave and retirement.

- **Career Appointment**

After three years of satisfactory performance in a career conditional status, you will automatically become a career employee. In addition to the rights of career conditional employees, career employees have indefinite reinstatement eligibility and the highest retention standing during reductions in force.

- **Temporary Appointment**

This kind of appointment is usually made when there are short-term projects that require additional employees for a year or less. Temporary employees are not automatically eligible to compete for permanent positions and may be terminated at any time their services are no longer needed. The appointment may be extended beyond one year if the assignment for which a person is hired is not completed. Temporary employees earn leave but are not entitled to health or life insurance or retirement benefits.

- **Term Appointment**

This is an appointment made in the competitive service for longer than one year but no longer than four years; at grades GS-1 through 15 and senior level (SL). General Schedule (GS) employees are eligible for within grade increases and promotions, subject

to the same merit promotion requirements that cover permanent employees. All Term employees serve a one-year trial period. Term employees earn leave and are entitled to health, life and retirement benefits.

- **Excepted Service Appointment**

This kind of appointment is exempt from the requirements of the competitive merit system. For example, Law Clerk trainees, attorneys, consultants, and Presidential appointees are not in the competitive service. Excepted service employees may also be entitled to leave, health and life insurance, and retirement benefits.

- **Pay Systems**

The *General Schedule (GS)* covers most white-collar jobs. There are fifteen different grade levels that reflect the difficulty and responsibility of work. In each grade, there are ten steps. Step increases may be earned and are based on performance and length of service.

The *Wage Grade (WG)* schedule covers most blue-collar jobs for which wages are paid on an hourly basis.

The *Senior Executive Service (SES)* schedule includes persons at the executive level who set policy, direct the work of an organization, are accountable for the success of programs, etc. Salaries are set within a band.

The *Senior Level (SL)* schedule includes staff positions classified above the GS-15 level, which do not meet the criteria for placement in the SES.

Administrative Law Judges (ALJ) are covered by a three-level pay system.

Executive Level (EX) employees are nominated by the President with the advice and consent of the Senate. Only the Chairman and Commissioners are covered by this pay schedule.

- **Background Investigations**

All new employees, including temporary employees employed for more than 120 days, must have a background investigation. You will be asked to fill out the appropriate form(s) and your finger prints will be taken shortly after your arrival. FCC's Security Office initiates all background investigations that are conducted by the Office of Personnel Management (OPM) to determine if you are suitable for Federal employment.

- **Reassignment**

Three months after your first appointment in the competitive service, new employees are eligible to be reassigned at their current grade level to a different line of work if qualified to do so by experience and education.

There is no restriction on excepted service employees being reassigned within the first three months.

- **Career Promotions**

Employees hired below the full performance level of a position may be eligible for promotion without further competition. Supervisors may request promotions for employees who currently perform at an acceptable level of competence; demonstrate the ability to perform at the next higher grade level; and complete the minimum amount of time (usually 1 year) at their present grade level.

- **Competitive Promotions**

Many jobs in the agency are filled competitively by individuals from within and outside the Federal service. In these cases, the job vacancy is announced, qualifications of all applicants are evaluated by preset standards, and a selection is made from among the best-qualified. Vacancies may be published a number of ways, e.g., posted on FCC vacancy bulletin boards on the TW level at headquarters, advertised on the intranet, internet, and/or major newspapers. Employees may also periodically call the Job Information Line listed under Key Phone Numbers in this Handbook, to obtain information about current vacancies.

- **Temporary Promotions**

A temporary promotion is an assignment to a higher graded position, where an employee will perform the duties and receive the pay associated with that position. Such promotions may be used to fill a vacant position while permanent recruitment is pending, or to fill a temporary need for work at a higher level. A temporary promotion cannot be used to assess performance at a higher-grade level prior to receiving the permanent promotion. Employees may be temporarily promoted for up to 120 days without competition. To be eligible, employees must meet the same qualification requirements as those for a permanent promotion.

- **Details**

A detail is a temporary assignment to another position. A detail may be necessary when there is a workload surge, or when some other emergency situation arises. Ordinarily, details are for short periods.

- **Official Personnel Folder (OPF)**

When you begin work at the FCC, an individual Official Personnel Folder (OPF) is established. This folder contains official documents and records about your employment and will be kept current throughout your Federal career. These records include, but are not limited to, appointment papers, health benefit forms, life insurance records, changes in grade and pay, awards, application forms and records of changes in position or Federal agencies. Correct and complete maintenance of personnel folders is very important. To keep your OPF up-to-date, you should report information such as name changes (by marriage or legal action), change of address, and changes in insurance or beneficiaries. Additionally any time you acquire new experience or training in a new skill, update your OPF.

If you transfer to another Federal agency, your OPF will be forwarded to your new personnel office. In the event you leave Federal service, your OPF will be sent to the Federal Records Center in St. Louis, Missouri, where it is kept in case you re-enter the Federal service. You may review your OPF by contacting the office listed at the end of this section.

- **Notification of Personnel Action**

One of the most important documents in the OPF is the SF-50, "Notification of Personnel Action." An SF-50 is produced for all personnel actions, such as appointments, promotions, reassignments, within-grade increases, separations, or retirement. The SF-50 includes important information such as your assigned position and organization, grade level, salary or rate of pay, and years of creditable Federal service. You will receive a copy of each SF-50 after the effective date of any personnel action.

You should review each SF-50 to make sure that it is correct. It is also important for you to maintain copies of all actions to verify your status if you leave and come back to the Federal service, apply for an outside vacancy, or if it is necessary to reconstruct your OPF in the event it is lost or destroyed.

Compensation

- **Employee Personal Page**

The U.S. Department of Agriculture's National Finance Center (NFC) manages the payroll process for the FCC. They sponsor the Employee Personal Page (EPP) where you can view your payroll, leave, travel, health and life insurance, savings bond, and other personal information. The Self-Service option is a fast and easy way for you to change your address, Federal and state tax withholding, financial allotments, and direct deposit information. For more information on the Employee Personal Page go to

<http://intranet.fcc.gov/> and access the link under "FCC Resources." (Newly hired employees must submit payroll documents directly to the Human Resources office until they are established in the Payroll/Personnel database.) Employees participating in the Employee Personal Page are given a personal identification number (PIN) to access the system. For more information, visit <http://intranet.fcc.gov/> or access the Employee Personal Page directly from the National Finance Center at <http://www.nfc.usda.gov/> under *My EPP*.

- **Timekeepers/Pay Day**



In each organization, timekeepers collect timesheets and leave slips and enter this information into an automated system. This information is the basis of your paycheck and leave record. It is important to work closely with your timekeeper so that your pay and leave are accurately recorded.

You are paid every other Thursday. If you start work at the beginning of a pay period, you will not receive your first paycheck for 25 to 26 days. After that, you will be paid every second Thursday. Some financial institutions credit paychecks two or three days before the official Thursday pay day. Check with your financial institution to determine when your check will be credited to your account.

- **Earnings and Leave Statements**

Each pay period an "Earnings and Leave Statement" will be mailed to your residence. This statement will show such items as: gross and net pay, Federal and state income taxes withheld, deductions related to retirement, Old Age and Survivors Disability Insurance (OASDI), Hospital Insurance Tax (HITS), also known as Medicare Tax; contributions to the Thrift Savings Plan (TSP), Federal Employee's Group Life Insurance (FEGLI), Federal Employee's Health Benefits (FEHB), Savings Bonds, Combined Federal Campaign (CFC), Union or organization membership dues, deposits to Financial Institutions (Direct Deposit), and your record of annual and sick leave used and remaining balances.

It is important for you to review every Earnings and Leave Statement to make sure that all deductions are correct. You should also compare the Earnings and Leave Statement with the Time and Attendance Report (T&A) you receive every pay period, to ensure your leave balances match on both statements. Direct pay or time and attendance questions to the Payroll and Benefits Service Center, listed at the end of this section.

Your salary must be deposited directly into your bank account. The Human Resources Management staff has the forms you must complete for direct deposit.

- **Annual Pay Raise**

The President may recommend annual pay raises to Congress for all Federal employees. Congress can accept the President's recommendation or make its own proposal. The pay raise approved by Congress must then be signed into law by the President. An annual pay raise usually takes effect in January.



- **Locality Pay**

Most General Schedule (GS), Administrative Law Judges (ALJ), and Senior Level (SL) employees receive locality pay. Adjusting salaries with comparable and local private industry rates of pay makes Federal pay more competitive with the local labor market. Locality pay is considered basic pay when computing retirement, life insurance, and overtime pay.

- **Special Pay Rates**

OPM has approved special pay rates for certain types of positions in specified locations. If you are in a special pay rate, your salary is above the normal salary for your grade and step. Employees in special pay rates may also be entitled to the annual pay raise approved by Congress.

- **Within Grade Increases**

Under the General Schedule, there are ten pay rates called steps, within each grade. Usually, new employees start at the first step. A within grade increase (WGI) is based on the supervisor's evaluation that performance is satisfactory.

Minimum waiting periods for WGI's for General Schedule employees differ according to step: steps 2, 3, and 4: 52 weeks; steps 5, 6, and 7: 104 weeks; steps 8, 9, and 10: 156 weeks.

Some employees are paid under the Prevailing Rate system. In that system, each regular wage grade has five rates to which an employee may progress upon satisfactory work performance.

There may be differences for other prevailing rate wage schedules such as those in the printing occupations. Employees under a regular wage schedule may advance to Rate 2 after 26 weeks; to Rate 3 after 78 weeks; and to Rates 4 and 5 after 104 weeks at the next lower rate.

- **Overtime Pay**

Extra pay is earned for overtime work when scheduled and approved in advance. Unless you are working under a non-traditional work schedule, you earn overtime pay when you work more than eight hours in a day or more than 40 hours in a week, but only if the work is officially ordered or approved, or if overtime pay is otherwise required by law. The overtime rate is one and a half times the usual hourly rate, except that GS employees who are exempted from the Fair Labor Standards Act (FLSA) will receive either an overtime rate, up to one and a half times the GS-10 step 1 rate, or their basic rate of pay, whichever is higher. Under certain conditions, some employees may be given compensatory time off instead of overtime pay. (For questions, contact the Payroll and Benefits Service Center.)

- **Compensatory Time**

You can earn "Comp Time" instead of overtime pay when you are authorized, in advance, to work beyond your normal tour of duty. For example, if you are authorized to work 1 hour beyond your tour, and if you are granted Comp time, you earn 1 hour off. (All requests to take time off must be approved by your supervisor.) Compensatory time may be earned by FLSA exempt and non-exempt employees, and it must be earned before it can be used.

- **Holiday Pay**

If you must work on a holiday, you will receive double the usual hourly pay for up to eight hours, unless you are on an approved compressed work schedule which includes more than eight scheduled work hours on the holiday. Otherwise, for time worked over eight hours, you will be paid at the regular overtime rate (time and a half).

Hours of Duty

- **Flexible Work Schedules**

A Flexible Work Schedule, or "flexitime," is a system of work scheduling which divides the workday into two distinct kinds of time - core time and flexible time. The core time is 10:00 a.m. - 3:30 p.m. Employees must be present for work during core time unless on approved leave. The flexible time is from 7:00 a.m. - 10:00 a.m. and from 3:30 p.m. - 6:30 p.m. Tours of duty are established during the flexible time.

Tours of duty will be established by the supervisor to cover an eight and one-half hour period, including lunch, and will begin between 7:00 a.m. and 10:00 a.m. and end between 3:30 p.m. and 6:30 p.m. Starting times for employees may be set at fifteen minute intervals; e.g., 8:00 a.m., 8:15 a.m. Employees may request a change in their tour of duty by completing FCC Form A-354, "Request for Change in Work Schedule or Tour of Duty" and submitting it to the immediate supervisor for approval.

- **Compressed Work Schedule**

A Compressed Work Schedule is a system of work scheduling in which a full time employee's basic work requirement is eight 9-hour workdays, and one 8-hour workday in a bi-weekly pay period. Employees will have one "fixed" day off. The tour of duty will be scheduled between 6:00 a.m. and 6:00 p.m. Starting times for employees may be set at fifteen minute intervals; e.g., 8:00 a.m., 8:15 a.m.

A part-time employee's basic work requirement is nine days for a total of fewer than 80 hours in a bi-weekly pay period.



Under the Compressed Work Schedule, an employee cannot earn credit hours, cannot request a change in a tour of duty, and cannot change the "fixed" day off. An employee may elect to switch between the flexible and compressed work schedules, or vice versa, not more than once a year.

- **Credit Hours**

Credit hours are any hours worked by employees at their official place of duty or authorized telecommuting site which exceed the basic work requirement and which they volunteer to work. Credit hours may be earned without advance approval, provided there is assigned and necessary work to perform. Credit hours are distinguished from overtime in that overtime is officially ordered and approved in advance by management.



Full time employees may earn up to two credit hours per workday, with a maximum of 20 per bi-weekly pay period. Part time employees may earn up to two credit hours per workday with a maximum of one-fourth of the hours worked in a bi-weekly pay period. Full time employees may carry over up to 24 credit hours and part time employees may carry over up to one-fourth of the hours they work in a bi-weekly pay period.

Credit hours may be earned and used in 15 minute increments. Requests to use credit hours will be based upon work requirements or staffing needs.

- **Telecommuting**

Telecommuting, or the flexible workplace program, is a program that permits employees to work at home or at an approved location remote to the conventional office site. Employees may request to participate by submitting a written request and a flexible workplace agreement to their supervisors. The requests will be reviewed by the immediate supervisor.

For further information on application procedures, contact your supervisor or the Labor Relations and Performance Management Service Center. The number is listed at the end of the handbook.

Leave

- **Annual Leave**

This is time which permits employees to be absent from duty for vacation, maternity/paternity reasons, or for other personal or emergency reasons, without loss of pay. Except in emergency situations, annual leave must be requested in advance, normally by submitting FCC Form 71, "Request for Leave or Approved Absence," to the immediate supervisor. Annual leave is approved or disapproved based on work requirements of the Employer. The minimum charge for leave is fifteen minutes.

In an emergency situation, notify your supervisor as soon as possible -- normally within one hour of the beginning of your tour of duty. A message left on "voice mail" does not constitute approval for an absence.

Full time employees accrue annual leave based on their amount of Federal service. Employees with less than 3 years of service accrue 4 hours of annual leave per pay period or 13 days per year. Employees with 3 but less than 15 years of service accrue 6 hours per pay period or 20 days per year. Employees with 15 or more years of service accrue 8 hours per pay period or 26 days per year, as well as Senior level employees and members of the Senior Executive Service.

Part time employees with less than 3 years of service earn 1 hour of annual leave for each 20 hours in a pay status. Part time employees with 3 but less than 15 years of service earn 1 hour of annual leave for each 13 hours in a pay status. Part time employees with 15 years or more of service earn 1 hour of annual leave for each 10 hours in a pay status.

If you transfer to another government agency, your accumulated annual leave will be transferred. If you leave government service, you will receive a lump sum payment for any unused accumulated annual leave that you may have, calculated at your salary level at the time of your departure. Parttime employees earn leave on a pro-rated basis depending on the number of hours worked and their leave earning category.

- **"Use or Lose" Annual Leave**

With the exception of members of the Senior Executive Service and certain employees who began Federal service prior to 1952, 240 hours of annual leave is the

maximum that can be carried over into the next leave year.

Annual leave forfeited at the end of a leave year may be restored when the forfeiture is the result of an administrative error, illness, or an exigency of the public business. An exigency of the public business is determined by the Chairman, a Commissioner, or a Bureau/Office Chief. The maximum carry over for SES employees is 720 hours or their own personal leave ceiling.

- **Holidays**

The Federal Government in the Washington, D.C., Metropolitan area is closed in observance of the following holidays:

Holiday	Date Observed
New Year's Day	January 1
Inauguration Day (DC only)	January 20
Martin Luther King, Jr. Birthday	3 rd Monday in January
President's Day	3 rd Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1 st Monday in September
Columbus Day	2 nd Monday in October
Veteran's Day	November 11
Thanksgiving Day	4 th Thursday in November
Christmas Day	December 25

If a legal holiday falls on a Saturday, FCC will be closed on the preceding Friday. If it falls on a Sunday, FCC will be closed the following Monday.

Occasionally, a one-time Federal holiday is established. Although such holidays are publicized in the local media, official word regarding these holidays will be provided to

your supervisor by the Human Resources Management staff.

Employees who want time to observe religious holidays that are not also legal holidays, should make arrangements with their supervisor.

Those who are required by their supervisor to work on the holidays listed above will receive holiday pay.

- **Sick Leave**

Full time employees earn four hours of sick leave per pay period for a total of 13 days per year. Part time employees earn 1 hour of sick leave for each 20 hours in a pay status. Sick leave may be used when employees receive medical, dental, or optical examination or treatment; are incapacitated by physical or mental illness, injury, pregnancy, or childbirth; would, because of exposure to a communicable disease, jeopardize the health of others by their presence on the job; or must be absent from work for adoption-related activities.

Additionally, employees may use sick leave to provide care for a family member who is incapacitated by a medical or mental condition or attend to a family member receiving medical, dental, or optical examination or treatment; provide care to a family member with a serious health condition; to make arrangements necessitated by the death of a family member or to attend the funeral of a family member.

If you are unable to come to work because of illness, notify your supervisor as soon as possible--normally within one hour of the beginning of your tour of duty. You are to call every day of your absence unless otherwise instructed. A message left on "voice mail" does not constitute approval for an absence. Failure to give timely notice may result in a charge of Absence Without Leave (AWOL) unless circumstances justify retroactive leave approval. Repeated disregard of the rules may result in disciplinary action. If you become sick at work, inform your supervisor at once. If you take sick leave, it is authorized for the remainder of that day only. If you are sick again the next day, you must call your supervisor as soon as possible, normally within one hour of the beginning of your tour of duty to request leave to cover any absence.

There is no limit on the amount of sick leave that may accumulate for use in succeeding years. It is to your advantage to preserve your sick leave in case you need it for a serious injury or a long illness. If you leave the Government, there is no payment for unused sick leave, but such leave is recredited if you are re-employed.

- **Advanced Sick Leave**

Your supervisor may advance sick leave for up to 240 hours in the case of a serious illness or injury. Sick leave will not be advanced for slight indispositions such as colds or other minor ailments and will not be granted for two consecutive days or less. Requests for advance sick leave must be accompanied by a doctor's statement of diagnosis/prognosis, a listing of the amount of advance sick leave desired, an estimate of the length of disability, and periods of hospitalization, if any. Advanced sick leave is like taking out a loan, since it must be paid back using future leave earned. Keep in mind that one week of advanced sick leave takes 10 pay periods to repay.

If you do not have sufficient sick or annual leave to cover an illness or injury, you may request leave without pay or you may ask to be placed in the Leave Transfer Program (see "Leave Transfer Program.") For information concerning approval of advanced leave, contact the Labor Relations and Performance Management Service Center listed at the end of this handbook.

- **Leave Without Pay (LWOP)**

LWOP is an approved absence from duty in a non-pay status. Supervisors may grant LWOP of up to 80 hours when the absence will benefit the individual without unnecessary disruption to the organization. The Bureau/Office designee may approve larger amounts. With the exception of unpaid leave requested under the Family and Medical Leave Act, there is no entitlement to LWOP. For information on health benefit coverage during LWOP, contact the Payroll and Benefits Service Center. For information on procedures for requesting LWOP, contact the Labor Relations and Performance Management Service Center listed at the end of this handbook.



- **Absence Without Official Leave (AWOL)**

Absence without official leave (AWOL) is charged if you are absent from duty without the authorization of your supervisor. If you are placed on AWOL, you will not be paid for those hours you are absent and disciplinary action may be taken against you.

AWOL can be charged in 15-minute increments.

A supervisor planning to charge an employee AWOL should contact the Labor Relations and Performance Management Service Center listed at the end of this section.

- **Family And Medical Leave**

The Family and Medical Leave Act (FMLA) provides covered Federal employees with an entitlement of 12 work weeks of unpaid leave during any 12-month period for the following purposes: (1) birth of a child of the employee and the care of the newborn; (2) care of a spouse, son or daughter, or parent who has a serious health condition; (3) placement of a son or daughter with the employee for adoption or foster care; and (4) a serious health condition of the employee that renders the employee unable to perform any one or more of the essential functions of his or her position.

Medical certification will be required for requests for leave under the FMLA. At the time the request is made, the employee must state that the leave is requested under the FMLA. Such requests should be made not less than 30 days before the leave is to begin or as soon as is practical. Under certain conditions and with supervisory approval, such leave may be taken intermittently, or the employee may work under a reduced schedule. An employee may elect to substitute other paid time off, as appropriate, for any unpaid leave under this Act. Leave requested under FMLA is in addition to paid time off available to an employee.

An employee who takes leave under FMLA is entitled to maintain health benefits coverage, and may pay his/her share of the premiums on a current basis or pay upon return to work. After taking leave, an employee will be returned to the same or equivalent position.

- **Leave Transfer Program**

This program allows employees to donate accrued annual leave to employees who are experiencing a medical emergency. The medical emergency must be for a minimum of 24 hours and the employee must not have any paid leave available. You may donate leave to FCC employees or employees of other Federal agencies. If you wish to donate leave or need to determine your eligibility as a leave recipient, contact the Labor Relations and Performance Management Service Center listed at the end of this handbook.

- **Administrative Leave**

Your supervisor may authorize your absence from work without loss of pay or charge against sick or annual leave for reasons like the following:

--To attend professional meetings or training programs that are not being paid for by FCC, but which your supervisor has approved as being related to your duties.

--To participate in FCC's blood donor program (see Blood Donor Program under "Employee Services and Activities.")

--To vote in elections. Employees may be excused from duty by their supervisor so as to permit them to report to work up to three hours after the polls open or leave work up to three hours before the polls close, whichever requires the lesser amount of time off.

--To take one Bar examination and to be sworn into the Bar (but not for preparation for the Bar.)

- **Leave In 15-Minute Increments**

Employees may use leave in 15-minute increments. This leave includes annual, sick, LWOP, compensatory time and credit hours.

- **Unscheduled Leave: Emergency Arrival**

At times, hazardous weather, disruptions in public transportation, and other reasons may cause difficulty in getting to work. On rare occasions, when conditions warrant, there may be an emergency dismissal for safety reasons (e.g., heavy snowstorms). Operating status categories for the Washington, D.C. metropolitan area are:

Federal offices open: This means that all employees are expected to report on time as scheduled.

Unscheduled leave: This means that Federal offices will open on time, but employees not designated as "emergency employees" may take annual leave or leave without pay (LWOP) without the prior approval of their supervisors. Employees shall call their supervisors if they intend to avail themselves of this leave policy. Employees designated as "emergency employees" are expected to report to work on time.

Federal offices closed: This means that you will not be expected to report for work and will not be charged leave.

During an emergency situation, contact the FCC Employee Info Hotline, 202/418-0000, for specific information.

- **Pass-Fail Performance Appraisal Program for Non-Supervisors**

The performance appraisal process involves establishing an annual performance plan, a mid-year performance and development review, and a final performance evaluation. Shortly after you are hired you will receive a copy of the generic Pass-Fail plan which contains the critical job elements and four associated "core competencies" required for your position. The four core competencies are: Job Knowledge, Technical Skills, Performance Application, and Working with Others. How each of these competencies is applied will be determined during a discussion between you and your supervisor. The purpose of this discussion is to develop a common understanding of expectations for a Pass rating.



The Pass-Fail performance appraisal program is designed to simplify the appraisal process by focusing attention on employee feedback and development and fostering a sense of teamwork. The rating cycle for non-supervisory employees is May 1 through April 30 of the following year. Halfway through the annual rating cycle (November), your supervisor will meet with you and review your performance. At that time you should discuss your developmental needs and complete your Personal Development Plan (PDP). This identifies informal training, classes, assignments, details and professional development needed to maintain and develop competencies.

This mid year meeting is an important part of the appraisal program because it lets you know where you stand vis-à-vis your supervisor's expectations, and it allows for any "mid-course" corrections warranted.

At the end of the appraisal period, your overall job performance will be assigned one of two ratings: Pass or Fail. Employees receiving a rating of Pass have performed their job at or above the fully successful level for their job elements. Employees receiving a rating of Fail must improve their performance or be removed from their positions. Employees receiving a rating of Pass are eligible for a within-grade increase and for performance awards. This end of cycle meeting is also a good time to review your developmental needs and progress on your PDP.

- **Performance Appraisal for Supervisors and Managers**

The Pass-Fail appraisal plan for supervisors and managers is the same as that for non-supervisory employees except that there is a fifth core competency, Human Resources Management. Also, the rating cycle is from July 1 through June 30, with the required mid year review taking place in January.

Awards and Recognition

The FCC's Incentive Awards Program establishes different forms of recognition for employee contributions to the agency. Exceptional job performance may be recognized by a cash award, time off, or an increase in salary known as a quality step increase. A one-time contribution may be recognized by a special act award. Suggestion awards, honorary awards, group awards, on-the-spot awards, time-off awards, the Gold and Silver Medal awards, and awards for exceptional public service are also part of the Incentive Awards Program.

The FCC Awards Handbook can be viewed on the FCC's Intranet page at <http://intranet.fcc.gov/omd/hrm/awards>.

Learning and Development



It is essential that all employees remain current in their job knowledge and continually improve their skills and abilities. Unless we do this, we cannot serve the Nation or accomplish our mission. Learning and Development activities are readily available, and many are advertised via email to all employees. (For computer and technical training, please see the Information Technology Center (ITC) CRC section.)

For the most complete description of available training, go to the FCCUniversity catalog website on the Internet: <http://www.fccuniversity.gov> or review a hard copy catalog, available from your Administrative Office.

Once on the job, you will be instructed on individual job procedures by your supervisor. In addition to this on-the-job training, you may receive formal training designed to enhance your job skills and professional development. This training may be conducted by FCC staff, or by other government or non-government organizations at no cost to you. New supervisors are also required to complete a basic supervisory curriculum

under the Supervisory Certification Program. For assistance in determining your training needs, contact your supervisor. For application procedures, contact your Bureau/Office Training Coordinator or Assistant Bureau Chief (ABC) for Management.

The FCC University online catalog includes a complete listing of training opportunities, and a Training calendar at: <http://www.fccuniversity.gov>.

Employee Assistance Program

The Employee Assistance Program (EAP) is cost-free to employees. It is designed to help address and overcome problems such as stress-related issues, family, marital and relationship crises, mental and emotional distress, problems with children, legal/financial issues, work-related difficulties, alcohol and drug use and abuse, coping with elderly or infirm relatives, child or spouse abuse, AIDS-related issues, and grief concerns which can affect job performance and personal health. This counseling, done through a referral service, is voluntary and confidential. There is also limited coverage for family members. For additional information, contact the EAP Office listed at the end of this section.

EAP services are confidential. Services will be provided by appointment only (except emergencies). To schedule an appointment, please call 1.800.462.1812 - Ext. 72780 Monday-Friday, 8:15 a.m. -4:15 p.m. After hours call 1.800.222.0364.

Worker's Compensation

Employees may be entitled to free medical care and compensation for time lost if injured on the job or due to suffering from an occupational disease. Compensation will depend on the circumstances of the injury or illness. If death is caused in connection with Federal employment, compensation may be paid to the employee's survivors.

Under certain conditions, employees will continue to be paid for up to 45 calendar days after a work-related injury.



Health and Life Insurance

- **Health Insurance**

The Federal Employees Health Benefits (FEHB) Program helps protect you and your eligible family members from the expenses of illness and accident.

Generally, all permanent employees are eligible for FEHB coverage, and share the cost

of health benefits with the Government. Intermittent employees and employees on temporary appointments with less than one year of service are not eligible to participate in FEHB.

Since there are a wide variety of plans to choose from, and because the costs and coverage of the plans differ, general information and brochures for each plan are available from the Health Benefits Office listed at the end of this section. You must decide on a plan within 60 days after the effective date of your appointment.

If you do not enroll upon entering Federal service and later wish to enroll, or if you wish to change from one plan or option to another, you may usually do so only during "Open Season," a month-long period from mid-November to mid-December. A change in marital or family status or a move to a new geographic area are among the circumstances that would allow you to enroll or change enrollments outside of the "Open Season" period.

You are encouraged to enroll when you first enter Federal service. Enrolling at a later date may result in certain conditions being placed on your enrollment, such as passing a full physical examination.

Employees on extended leave without pay (LWOP) may elect to continue their FEHB coverage not to exceed one year. You will be required to pay the premiums for coverage during a period of LWOP or during a pay period when your salary is insufficient to cover the required premium. Your health benefits coverage terminates if you are on LWOP for 12 continuous months.

When you retire, you can continue your health benefits coverage if you have been enrolled continuously for at least five years prior to retirement.

If you leave the government, you have 31 days of coverage after the date of resignation. This period gives you time to convert to private coverage or to obtain coverage through your new employer.

- **High Deductible Health Plan (HDHP)**

A High Deductible Health Plan is a health insurance plan in which the enrollee pays a deductible of at least \$1,150 (self-only coverage) or \$2,300 (family coverage). The annual out-of-pocket amount (including deductibles and co-payments) the enrollee pays cannot exceed \$5,800 (self-only coverage) or \$11,600 (family coverage). HDHPs can have first dollar coverage (no deductible) for preventive care and higher out-of-pocket co-payments and coinsurance for services received from non-network providers. HDHPs

offered by the FEHB Program establish and partially fund Health Savings Accounts (HAS's) for all eligible enrollees and provide a comparable Health Reimbursement Arrangement (HRA) for enrollees who are ineligible for an HSA. The HSA premium funding or HRA credit amounts vary by plan.

- **Temporary Continuation of Health Insurance Coverage (TCC)**

Employees have the option to continue health insurance for an additional 18 months after they separate from Federal Service. This is called "Temporary Continuation of Coverage" (TCC) under the Federal Employees Health Benefits Program. If you choose to elect TCC, the effective date of the coverage (and due date for the first premium payment), will be the day after the 31st day of temporary coverage expires.

Employees who enroll in TCC will pay the full amount of the FEHB coverage (both the employee's and the government share) plus a 2% administrative charge. At the end of the 18 months, you will have another 31 day free extension of coverage for conversion to an individual policy.

Under TCC, employees are not limited to the plan or option in which they were previously enrolled when their FEHB coverage ended. TCC participants may enroll in any plan for which they are qualified. A family enrollment under TCC will cover the same individuals eligible under regular FEHB coverage. In addition, employees who have separated are eligible to participate in the FEHB open season enrollment in which they may change their coverage and/or service provider.

If you choose to elect the TCC, you must complete a SF-2809 (Health Benefits Registration Form) and return it to the Human Resources Management (HRM) office to be processed.

- **Life Insurance**

All permanent employees are eligible for Federal Employees Group Life Insurance (FEGLI). You are automatically enrolled for basic life insurance and withholding will be made from your pay, unless you waive this coverage before the end of the first pay period of your appointment. If waived, there is a waiting period of one year before you can enroll. At that time, a physical examination will be required at your expense.

If you have basic life insurance, you may elect, within 31 days of your appointment, several other options at additional cost. Options include a \$10,000 Standard Option, Multiples from one to five times the employee's annual salary, Family option in multiples of one to five (each multiple is equal to \$5,000 for a spouse, payable upon

death and \$2,500 payable for each eligible child upon death.)

Your share of the basic insurance premium is two-thirds of the cost, with the government paying the other third. You pay the total cost of any additional options. To continue enrollment after retirement, you must have been enrolled continuously in the life insurance program for a minimum of five years prior to retiring.

- **Flexible Spending Account (FSA)**

A Health Care FSA (HCFSA) pays for the uncovered or unreimbursed portions of qualified medical costs. A Dependent Care FSA (DCFSA) allows you to pay eligible expenses for dependent care with pre-tax dollars. All employee contributions to FSAs are made from pre-tax earnings, thereby increasing disposable income. There are no government contributions to the FSAFEDS program. The U.S. Office of Personnel Management (OPM) has contracted with a third party administrator, SHPS, Inc., to manage the program. By law, retirees, both Federal and non-Federal, are not eligible to maintain FSAs.

If you would like to establish a DCFSA or HCFSA you must do so during Open Season on an annual basis. Account elections will not automatically roll over to future years. An FSA ELECTION IS 100% VOLUNTARY. The FSAFEDS Open Season is held each fall in conjunction with the FEHB Open Season from mid-November to mid-December. Eligible employees may elect up to \$5,000 for a DCFSA and \$5,000 for a HCFSA.

A Health Care Flexible Spending Account pays for the qualified medical expenses not covered or reimbursed by your FEHB plan or any other type of insurance.

The other FSA, a Dependent Care Flexible Spending Account, pays for childcare or adult dependent care expenses that are necessary to allow you or your spouse to work, look for work, or attend school full-time.

Despite the differences between each account, both accounts allow you to pay for these qualified expenses with pre-tax dollars, money that is deducted from your paycheck before taxes are taken out by your employer - saving you 20% to 40% or more.

FSAFEDS Contact Information:

24 Hour Fax Line: 1-866-643-2245 (toll-free)

1-859-825-0165 Customer Service:

1-877-FSAFEDS (372-3337)

- **Civil Service Retirement System (CSRS)**

Most Federal employees hired prior to January 1, 1984, are covered by Civil Service Retirement System (CSRS). This single benefit retirement plan is financed by employee contributions and matching government contributions. Contributions are automatically deducted from the employee's paycheck at the rate of 7% of basic pay.

- **Federal Employees Retirement System (FERS)**

New employees hired after January 1, 1984, are covered by FERS, a three-tiered retirement plan which includes Social Security benefits, a basic retirement plan, and a thrift savings plan (similar to a 401K plan in private industry). FERS basic retirement benefits are financed by a very small contribution from employees, with a much larger contribution made by the government. Social Security contributions are actually a tax taken as a percentage of salary. The Social Security tax is limited to a maximum wage base which usually increases annually.

- **Thrift Savings Plan (TSP)**

The Thrift Savings Plan (TSP) is a tax-deferred savings plan that allows employees to contribute portions of their salary on a pre-tax basis. Contributions are made each pay period, either as a set dollar amount or as a percentage of salary.



FERS employees may contribute up to \$16,500 (maximum amount which is set annually) to the TSP. The government will match up to 5% of those savings. For the most current information about the TSP program, and to track existing accounts, employees should access www.tsp.gov. TSP contributions are tax-deferred. FERS employees receive a 1% contribution from the government, whether or not they contribute.

CSRS employees may also participate in the TSP, but may only contribute up to \$16,500 (maximum maximum which is set annually) to the TSP, and no matching government funds are provided. These contributions are also tax-deferred.

- **Retirement Annuities**

CSRS and FERS provide an annuity at the end of the employee's career, if lengths of service and age requirements are met. Both plans also provide certain benefits to survivors in the event of the employee's death.

- **Retirement Deduction Refunds**

If you leave Federal employment, you are given the option of having retirement deductions refunded or leaving the money in the retirement fund. If the money is left in the fund, you are entitled to a deferred annuity if you have at least 5 years of civilian service.

Under CSRS, if the money is withdrawn, you may not redeposit the money unless re-employed with the Federal government. Under FERS, there is no provision for the redeposit of FERS contributions which have been withdrawn, even if you are re-employed with the Federal government.

- **Medicare**

Federal employees pay a tax of 1.45% of annual salary, up to the amount the Social Security Administration determines to be the annual wage base, for Medicare coverage. This means that employees will be eligible for the hospital portion of Medicare insurance at age 65 (which is free of charge) if they meet certain service requirements.

- **Survivor Benefits**

If an employee dies after 18 months or more of Federal civilian service, the surviving spouse will receive either an annuity or a lump-sum benefit under FERS or CSRS, provided that the couple was married at least 9 months, or if there was a child by the marriage. Children also receive an annuity in addition to the annuity that the surviving spouse receives.

If an employee has not completed 18 months of service, the employee's contributions to FERS or CSRS are refunded to the beneficiary. If the employee was covered by FERS, additional survivor benefits may be available under Social Security.

A former spouse may also be entitled to receive a survivor benefit through a retiree election or a qualifying court order.

- **Affirmative Employment**

The FCC supports activities to ensure equal employment opportunity (EEO). These programs include the merit promotion program and outreach programs to minorities, veterans, and persons with disabilities. The agency's Office of Workplace Diversity staff, 202/418-1799, are available to provide information and counseling to employees and managers at all times.

- **Discrimination Complaint Process**

Title VII of the Civil Rights Act of 1964, as amended, prohibits discrimination in employment based on political or religious affiliation, marital status, race, color, sex, national origin, non-disqualifying physical or mental handicap, age or any other non-merit factor. In addition, retaliation against persons who file complaints is prohibited.

The pre-complaint process provides informal counseling for employees and applicants who believe they have been subjected to discrimination, and allows for formal complaints if the complaint cannot be resolved informally. An employee who believes he or she has been discriminated against should contact an EEO counselor. The names of EEO counselors are available from the Office of Workplace Diversity staff or from OWD's Website at <http://www.fcc.gov/owd/counselors.html>.

- **Sexual Harassment**

The FCC strictly forbids any sexual harassment in the work place. Employees should be sensitive to what they say and do around fellow employees. Sexual harassment may take one of two forms. "Quid pro quo" harassment occurs when a supervisor proposes to grant an economic benefit (such as a promotion) to a subordinate in return for sexual favors or punishes the subordinate for refusing to submit to his/her request. The second kind of harassment involves a "hostile work environment" where unwelcome, sexually-oriented conduct permeates the office and affects an individual's reasonable comfort or ability to perform his/her job.

Employee Responsibility and Conduct

Federal employees are expected to maintain high standards of honesty, integrity, impartiality, and conduct to ensure proper Government business performance and to maintain public confidence.

- **Conflict of Interest**

Federal law requires that you refrain from any private business or professional activity that might place you in conflict between your private interests and the public interest of the United States. To preserve public confidence in the Federal Government, it is

very important that you avoid even the appearance of a conflict. Some positions require that you submit an annual financial disclosure report. This statement is reviewed to determine whether such employment or financial interests conflict with your assigned duties. You will be informed if you need to complete this form. For information concerning conflict of interest issues, contact the Ethics Officer in the Office of General Counsel at 202- 418- 1720.

- **Outside Employment**

You should not maintain any private outside employment, with or without pay, that affects how you perform your FCC duties, or which may bring discredit upon the Government or the FCC. You must obtain Bureau/Office approval prior to accepting any outside employment in your profession.

- **Disciplinary and Adverse Actions**

Supervisors who encounter job-related misconduct, such as absence without leave, refusal to follow instructions, etc., are authorized to take disciplinary or adverse actions to correct this misconduct. Disciplinary actions range from oral admonishments and written reprimands to suspensions (involuntary placement in a non-duty, non-pay status) and removals. Employees have the right to file grievances or appeals if they believe they have been unfairly disciplined.

- **Grievances**

If you are dissatisfied with a matter relating to your employment, try to settle it informally with your supervisor. Most problems can be resolved this way. If you cannot resolve the problem, then you may have the right to file a grievance. Most matters relating to your employment can be grieved. Some matters cannot be grieved, however, such as non-selection for a promotion or classification of a position which doesn't result in a reduction in grade or pay. Grievances must be in writing, and filed with the immediate supervisor. The requested relief must be personal to you. Bargaining unit employees use the Negotiated Grievance Procedure outlined in the Basic Negotiated Agreement between the Federal Communications Commission and the National Treasury Employees Union. Non-bargaining unit employees use the Agency Grievance Procedure, Chapter 771 of the FCC Personnel Manual.

- **Labor Relations**

FCC bargaining unit employees are represented by the National Treasury Employees Union (NTEU). NTEU has the exclusive right to represent employees and negotiate with FCC management over personnel policies, practices, and working conditions. The Basic Negotiated Agreement is the result of collective bargaining between the FCC and NTEU. Bargaining unit employees are free to join the union and engage in union activities, or to refrain from doing so. If you choose, you may have union dues

withheld from your pay check.

- **Workplace Violence**

The Federal Communications Commission's policy is to maintain a safe work environment that is free from any form of violence. This policy prohibits violence, threats, harassment, intimidation or other inappropriate behavior that causes fear for personal safety. If you observe or experience such behavior by anyone, employee or otherwise, report it to a supervisor in your chain of command or the Security Office immediately.

Key Phone Numbers

- **EMERGENCY ARRIVAL/DEPARTURE: Labor Relations and Performance Management Service Center (202) 418-0114, Room 6-C332**
- **EMPLOYEE ASSISTANCE PROGRAM: Labor Relations and Performance Management Service Center (202) 418-7371, Room 6-C313**
- **EMPLOYMENT VERIFICATION: Payroll and Benefits Service Center, (202) 418-1781, Room 1-A202**
- **EQUAL EMPLOYMENT OPPORTUNITY: Office of Workplace Diversity (202) 418-1799, Room 5-C720**
- **FAMILY MEDICAL LEAVE: Labor Relations and Performance Management Service Center (202) 418-0114, Room 6-C332**
- **HEALTH BENEFITS: Payroll and Benefits Service Center (202) 418-1781, Room 1-A202**
- **JOB INFORMATION LINE: (202) 418-0100**
- **LEAVE AND ALTERNATE WORK SCHEDULE PROGRAM: Labor Relations and Performance Management Service Center (202) 418-0114, Room 6-C332**
- **OFFICIAL PERSONNEL FOLDER: Recruitment and Staffing Service Center (202) 418-0110, Room 1-A222**



- **PAY: Payroll and Benefits Service Center: (202) 418-0154, Room 1-A363**
- **PERFORMANCE APPRAISALS: Labor Relations and Performance Management Service Center (202) 418-0146, Room 6-C331**
- **RECRUITMENT/STAFFING: Recruitment and Staffing Service Center (202) 418-0130, Room 1-A234**
- **SAFETY PROGRAM: Associate Managing Director-Administrative Operations (202) 418-0119, Room TW-C201**
- **TIME AND ATTENDANCE: Payroll and Benefits Service Center (202) 418-0154, Room 1-A363**
- **REGISTRATION FOR IN-HOUSE TRAINING CLASSES: Learning and Development Service Center (202) 418-0121**
- **BILLING FOR TRAINING: Travel and Operations Group, (202) 418-1978, Room 1-A636**
- **ORGANIZATIONAL DEVELOPMENT: Learning and Development Service Center, (202) 418-0121**
- **TRAINING POLICY: Learning and Development Service Center, (202) 418-1582**

The Information Technology Center (ITC) is responsible for the overall direction of Commission programs involving the use of computer and telecommunications systems.



The core IT systems currently provided to each employee include:

- An FCC workstation with full MS Office Suite software
- An office telephone with voicemail and private faxing capabilities
- Access to fax machines and personal telecommunications devices
- An agency-wide computer network accessible by onsite and offsite personnel that provides access to email.

To support these and other IT systems, the ITC provides the following core services:

- **Computer Resource Center (CRC)**

The CRC offers two essential IT-related services; immediate assistance with any computer-related issue through the Helpdesk (202) 418-1200 or email Helpdesk and ongoing comprehensive training for standard FCC office automation and personal computer software.

Class schedules, registration and further information can be found at <http://intranet/omd/itc/og/crc/training.html>

- **Computer Security Program**

This program is designed to ensure compliance with all Federal agency mandates on the protection of Commission electronically processed information, both internal to the FCC and externally as the information is collected from the public. In addition, the program is designed to prevent the unauthorized, accidental or intentional disclosure, modification or delay of information created or processed on FCC computer systems. All Commission staff are granted access to FCC computer systems and must read, sign and abide by the FCC Computer System User Rules of Behavior. For more information on this critical area, and to review the extensive collection of documents related to computer security, at <http://intranet.fcc.gov/omd/itc/csp/index.html>



- **Customer Care Team (CCT)**

The CCT are the liaisons to FCC Bureaus and Offices providing information, support and problem resolution for personnel on IT initiatives, systems and applications. They provide oversight and keep Bureau/Offices informed of help desk services and ensure the notification of any service interruption with estimated down time and provide

information regarding system failures. The CCT monitors help desk calls and other requests to ensure timely resolutions and appropriate communications regarding approach, unanticipated delays, limitation of solution and/or technology. The Customer Care Team also apprises Bureau/Offices of any potential problems or delays. They coordinate with the Deputy Chief Information Officers on implementation of Commission-wide database applications or other system-wide applications as well as maintenance and upgrades of centrally provided hardware and software.

- **Equipment Lending**

The CRC also has a variety of computer and telecommunications equipment that may be borrowed to support FCC employees conducting work-related tasks while on travel assignment or telecommuting. This equipment includes: laptops, fax machines, FCC-licensed software, FTS2001 calling cards, pagers, and portable printers.

- **Telecommunications Group**

A guide to the HQ voice mail system is available at <http://intranet.fcc.gov/docs/omd/itc/telecom/avaya-ref.pdf>

The Telecommunications Group is also the source of agency-provided cell phones.

Your phone is to be used only for official business. Limited personal calls to your doctor, babysitter, spouse, children, auto repair, etc. are allowed. If you need to make a long-distance personal call, you must charge the call to your home number. Please refer to the FCC Directive concerning the use of government telephone systems, at http://intranet.fcc.gov/omd/perm/directives/1185_2.html

For information on FCC Wireless Phones, contact your ABC/M or call the Telecom Helpdesk at 418-1200 and select option 2.

If you are accepted into the Telecommuting Program as a "regular" telecommuter, you will be offered government-owned equipment (a PC) for home use. Ad hoc telecommuters are not provided government-owned equipment. A short class will be required before picking up your PC. Remote access via telephone modem to FCC email, network drives, the FCC Intranet and the Internet is provided. The CRC Helpdesk will provide technical support.

Services & Facilities

The facilities and services at FCC Headquarters are intended to be aesthetically pleasing, while encouraging productivity. This section provides a brief overview of the

facility, its operations and services, and information on area services.

- **Building Services**

The Administrative Services Center (ASC), 418-0330, handles requests for building maintenance services; office equipment (non-IT) and supplies; transit benefits and parking; warehousing; transportation services; mail room and package pick-up services; conference room scheduling; business cards; housekeeping services; phonebook updates; office signs; inventory management services; laborer services; office relocations; and equipment repairs (non-IT equipment, i.e., typewriters, date/time stamps, etc.).

- **Recreation Association**

The Federal Communications Commission Recreation Association (FCCRA), is an employee service association for active and retired FCC employees. You may join the FCCRA by paying a small annual membership fee. FCCRA offers many programs and discounts to its members and publishes a monthly newsletter of events in the Washington, D.C., metropolitan area.

- **Library**

The FCC Library has a collection of various types of legal and technical information. The legal collection includes Federal and statutory histories, indexes, reference works, treatises, and loose-leaf materials. The technical collection covers telecommunications and related subjects.

- **Blood Donor Program**

Four times a year, the American Red Cross comes to the Commission for blood drives. It is easy and convenient to donate blood at the FCC and everyone in the Washington, D.C. metropolitan area benefits. You may be granted up to four hours of administrative leave to give blood and recuperate (immediately after giving blood) on the day of donation. Be sure to request approval for administrative leave prior to donation.

- **Combined Federal Campaign**

You are requested to make charity donations to the annual Combined Federal Campaign (CFC). Contributions are voluntary and may be made through payroll deductions. You will be contacted by a "key worker" during the campaign every fall.

- **Savings Bonds**

You are encouraged to purchase U.S. Saving Bonds through payroll deductions. Deductions for bond purchases can be changed or cancelled at any time. The forms for payroll deduction are available from the Human Resources Management Staff.

- **Maintenance Requests/Complaints**

Requests for building maintenance/services (temperature too hot/cold, spills, trash not emptied, etc.) can be requested either via telephone on 418-0330 or via an e-mail to ASC.



- **Parking**

The ASC manages the daily operation and maintenance of the parking facility in the HQ building, with room for approximately 600 vehicles, on three underground levels. The Commission has also arranged for 100 temporary spaces, at Potomac Center, 550 12th St., SW (directly across the street from HQ). Handicapped spaces are allocated to those employees who have a severe permanent impairment, which precludes the use of public transportation or other parking facilities in the area, or for an employee who is unable to operate a car as a result of a permanent impairment, and is driven to work. (Medical certification and review by the Agency may be required.) The Commission has an internal process for determining handicap status, and does not accept DC/VA/MD handicap hang-tags or plates as proof of need. Employee costs vary, and rates are subject to change.

Van pool/Car pool spaces are allocated based solely on the number of FCC employees included in the van or car pool. Employee costs vary.

Applications for available parking may be picked up at the Parking/Transit Benefit Office, TW-C200. More detailed information about the HQ parking facility is available at <http://intranet.fcc.gov/omd/ao/facilities/portals/park.htm>

- **Pre-Tax Parking Benefit**

The FCC launched this new initiative to help ease the cost of parking. The intent of the program is to encourage employees to use mass transportation, a vanpool, or carpool and to discourage the use of single occupancy vehicles to travel to work.

Under this program, FCC employees continue to pay for their own parking expenses, but are allowed to reduce their taxable gross earnings in the amount equal to the employee's parking expenses, not to exceed \$195.00 each month, the maximum allowed by law. The reduction in taxable gross earnings will slightly increase an employee's net pay. Qualified parking expenses are the cost of parking paid by an employee on or near the FCC business or on or near a location which the employee commutes to work by public mass transit, commuter highway vehicle or carpool. This includes Metro stations and Park-and-Ride facilities, but does not include parking on or near an employee's

residence.

FCC employees wishing to apply for this benefit must complete an application. More detailed information including the application form can be found at:

<http://internet.fcc.gov/omd/hrm/worklife/pre-tax.html>.

- **Transit Benefits**

Through an agreement between the FCC and the NTEU, eligible employees are provided with a monthly subsidy to defer commuting costs.

HQ employees wishing to apply for this benefit must complete an application (available at the Parking/Transit Benefit Office, TW-C200). More details and the criteria for the transit benefit are available at <http://intranet.fcc.gov/docs/omd/hrm/bna/appendixd.pdf>

- **Shuttle Bus Service**

The FCC night van service will provide continuous transportation to the two nearby Metro stations (L'Enfant Plaza, Smithsonian) and to close-by bus stops, between 6:30 p.m. -7:30 p.m., Monday through Friday, for employees working late.

The van will take employees to their metro/bus stops, return to HQs, pick-up new passengers and leave again as necessary. From 7:30 p.m. until 11:30 p.m., the van will operate on an on-call basis; employees should call the Security Center at 418-7737 to have the Roving Guard contacted to drive the van.

- **Passenger Elevators**

Elevator service is provided through two separate elevator banks.

12th St. (TW) entrance: (North Elevator Bank): 6 elevators, Maine Ave. (MA) entrance: (West Elevator Bank): 4 elevators

The Parking Garage is serviced by 2 separate banks of elevators, accessible at the 12th St. entrance and Maine Ave. entrance.

- **Conference Rooms**

For information on the size and configuration of the many conference rooms available throughout HQ, go to: <http://intranet/fcc.gov/omd/facilities/portals/setting.html>

To reserve a conference room, call the ASC, 418-0330, or send an email to "Conference Room," providing the date, time, number of people and special features (conference telephone, television, teleconference facilities) required.

Health Services and Safety Programs

- **Health Services**



The Headquarters Health Unit is located in Room MA A-626. One full-time nurse provides basic health care services for employees in the Washington, D.C. metro area. Most field locations also have health units with a registered nurse. These units do not substitute for your private physician or provide continuing treatment for on-going medical problems. In most cases, they do provide:

- ✦ emergency treatment for occupational illnesses or injuries sustained on the job;
- ✦ administration of medications such as vitamins, allergens, and vaccines when supplied by the employee and requested in writing by a private physician;
- ✦ periodic screening and testing for diabetes, glaucoma, hypertension, and routine blood pressure checks;
- ✦ allergy shots and immunizations for official travel to other countries;
- ✦ counseling on any health problem that may affect job performance;
- ✦ assistance in obtaining emergency ambulance service for any ill or injured employee who requires such service.

In order to provide the very best medical services to you, please observe the designated hours of operation. While the Health Unit operates on a first-come, first-served basis (except for scheduled appointments), patients may have to be seen out of order because of the severity of their injury or illness. Like any hospital or clinic, serious cases will be seen first. Also, if you have an appointment, please be on time. If you're running a little late or need to cancel, please call the nurse at 418-0911.

If you have any questions, comments or suggestions, please call the FCC Safety and Health Manager, at 418-0119.

- **Clinic Hours:**

Monday - Friday 8:30 a.m. - 5:00 p.m.

Emergency services are provided anytime during normal clinic hours. After hours, please call 9, 911 for an ambulance. If you DO call for an ambulance, let the Security Command Center, 418-7737, know to expect them.

- **Hypertension and Routine Blood Pressure Checks:**

Monday: 9:00 a.m. - 11:30 a.m./2:00 p.m. - 4:00 p.m.

Wednesday: 9:00 a.m. - 11:30 a.m./2:00 p.m. - 4:00 p.m.

Thursday: 2:00 p.m. - 4:00 p.m.

Friday: 9:00 a.m. - 11:30 a.m.

- **Allergy Shots and Immunizations**

Allergy injections will be given on three Tuesdays of each month, from 9:00 a.m. - 11:30 a.m. Allergy shots will only be given when there are two CPR qualified nurses in the health unit.

To participate, please stop by the health unit and pick up a copy of the Federal Occupational Health "Physician Letter." This letter must be signed by your private physician and returned to the health unit before you can receive your allergy injections. No Exceptions!

- **Safety Programs**

Safety on the job is everyone's responsibility. The FCC, relying on the experience of its managers and supervisors, intends to provide safe working conditions for all employees. Employees are expected to observe safety requirements and encouraged to report unsafe or unhealthy working conditions to their supervisor for corrective action. Employees have the right to request an inspection of their workplace if they believe there are unsafe working conditions. No reprisal may be taken against an employee for reporting a safety or health hazard. If a hazardous condition or situation is observed, you should immediately contact the FCC Health and Safety Office, (202)418-0119 or complete the Hazard Reporting Form, at <http://intranet.fcc.gov/omd/ao/safety/hazform.htm>.

- **Work Related Injuries and Accidents**

If you are injured on the job, the first thing you should do is get treatment. If the health unit

is unable to treat the injury, medical care will be provided at Government expense by a local treatment facility or a qualified physician of your choice. Except in emergencies, payment for medical expenses for job-related injuries should be authorized in advance and in writing by the supervisor or Health Care Nurse. Any injury, however slight, should be reported to the supervisor. A formal accident report should be completed as a factual record of the accident and as a basis for resolving claims of injury compensation.

Finance Office

The Chief Financial Officer (CFO) compiles the FCC annual budget submission to OMB and Congress, pays all agency bills, collects all funds, accounts for all agency financial transactions and administers the auction loan program. The CFO is responsible for all agency financial reporting, and compiles and issues the agency's annual financial statements. This office also manages the collection of all FCC revenue including application and regulatory fees, fines and forfeitures and loan repayments. The agency travel program issues and administers the travel and fleetcards controlled by the Finance Office.

- **Travel**

If your job for the FCC includes occasional travel on behalf of the government, you must apply for and use a government issued Visa Travel Card. All authorized travel expenses must be charged to your government issued card. Use of personal cards is prohibited except under certain conditions with written approval prior to use. Apply for your card as soon as you can simply by calling or visiting Finance. The application and issuance process can take several days so apply early. You will also be required to take Travel Card Training within 30 days of receiving your card. This training is offered through the intranet. More information is available at <http://fcc.gov/omd/fo/travel/index.htm>



The Travel Operations Group will assist you in planning and managing the logistics of any trip. FO/Carlson Wagonlit has a booth in the 1st floor West lobby to assist you in your official trip planning. Authorization for agency travel must originate with your Bureau or Office, but once approved you should contact FO/Carlson Wagonlit as soon as possible for support in obtaining reservations and tickets. All invitational travel must be approved by Office of General Counsel and Finance in advance of the trip.

- **As-Soon-As-Possible (ASAP) Awards**

The Finance Office manages the distribution of ASAP awards. These are ATM cards, good at any bank with no charge, and pre-loaded with the amount of the employee's cash award.

- **Bill Payments and Collections**

Financial operations are responsible for the payment of all agency bills and the collection of all agency receipts. If in the course of your work you receive funds or bills, you should contact FO about the payment process.

Area Services

- **Banking**

The HQ building has a U.S. Premier Federal Credit Union office and ATM, located at MA-B515. For more information about U.S. Premier, please visit <http://www.uspremierfcu.org/>

L'Enfant Plaza has a Riggs Bank and ATMs, located on the upper plaza level.

- **Retail**

L'Enfant Plaza has a wide array of retail shops including a drugstore (CVS), bookstore, optician, dry cleaners.

Glossary of Acronyms

ABC/M - Assistant Bureau Chief for Management

ALJ - Administrative Law Judge

ASAP - As Soon As Possible

AWOL - Absence without Official Leave

B/Os - Major Bureaus and Offices

CFC - Combined Federal Campaign

CSRS - Civil Service Retirement System

EAP - Employee Assistance Program

EEO - Equal Employment Opportunity

EX - Executive Level

FCBA- Federal Communications Bar Association

FCCRA - Federal Communications Commission Recreation Association

FEGLI - Federal Employee's Group Life Insurance

FEHB - Federal Employee's Health Benefits

FERS - Federal Employee's Retirement System

FMLA - Family and Medical Leave Act

GS - General Schedule
HIT - Hospital Insurance Tax (Formerly Medicare)
LWOP - Leave without Pay
NTEU - National Treasury Employees Union
OASDI - Old Age and Survivors Disability Insurance
OPF - Official Personnel Folder
OPM - Office of Personnel Management
PD - Position Description
QSI - Quality Step Increase
SES - Senior Executive Service
SL - Senior Level
TSP - Thrift Savings Plan
T&A - Time and Attendance Report
WG - Wage Grade
WGI - Within Grade Increase

Directions to FCC Headquarters

Via Automobile

From Virginia: Take I-95 North to the 495 Beltway to I-395 North. Then take I-195

North across the 14th Street Bridge. Make a right on Independence Avenue. Make a right on 12th Street.



From Tysons Corner/Fairfax: Take Route 50 or Route 66 and cross over the Theodore Roosevelt Bridge to Constitution Avenue. Make a right on 14th Street. Make a left on Independence Avenue (3rd light). Make a right on 12th Street.

From Maryland (Silver Spring/Chevy Chase): Take Beach Drive/Rock Creek Parkway South towards Washington, DC. At the Lincoln Memorial, follow the signs for Independence Avenue. Stay on Independence Avenue to 12th Street. Make a right on 12th Street.

From Rockville/Potomac: Take the Beltway (Route 495) to Clara Barton Parkway. Follow Clara Barton Parkway/Whitehurst Freeway to Independence Avenue. Make a right on 12th Street.

From Greenbelt/Laurel: Take the Beltway (Route 495/95) to Baltimore-Washington Parkway. Take exit for New York Avenue/Washington DC. Make a left turn at 14th Street. Make a left on Independence Avenue and a right on 12th Street.

From Oxon Hill: Take Route 210 North to I-295 North. Follow I-295 North to I-395 South. Take the 6th Street North exit, make a left on D Street and a left on 12th Street.

From Upper Marlboro: Take Route 4 West (Pennsylvania Avenue) to Suitland Parkway to I-295 North, then to I-395 South. Take the 6th Street North exit, make a left on D Street and a left on 12th Street.

Via METRORAIL

From Smithsonian Station: Exit from the Blue and Orange Metro Line on Independence Avenue. Proceed South on 12th Street.



From L'Enfant Plaza Station: Exit from the Blue, Orange, Yellow, or Green Line on D Street. Proceed West on D Street and then South on 12th Street.

METRORAIL operating hours:

Monday - Thursday: 5:30 a.m. to 12 Midnight

Fridays: 5:30 a.m. to 2 a.m

Saturday: 8:00 am to 2 a.m.

Sunday: 8:00 a.m. to 12 Midnight

Via METROBUS

Days and times vary by route.

The "V" Line - originating at Deanwood Metro Station in Northeast Washington, proceeding down Minnesota Avenue, to Pennsylvania Avenue, to M Street, to Eye Street, to D Street, to 12th Street.

The #70 & #71 Line - originating at the Silver Spring Metro Station, proceeding down Georgia Avenue, to 7th Street, to L'Enfant Plaza.

For more detailed information on Metro rail and Metro bus schedules and rates, please contact the Washington Metropolitan Area Transit Authority at (202) 962-1234, or visit <http://www.wmata.com>.