

EMPLOYEE HANDBOOK



IN STEP WITH YOU



MCB CAMP PENDLETON

MCCS

MISSION Sustain a wartime footing and promote retention by supporting the Operating Forces, Tenant Commands and the families of Camp Pendleton with responsive fitness and recreation programs; Marine and family support services; and business activities. We will stay focused on customer service while keeping a continuous eye toward the future through innovation and continuous process improvement.

VISION Make a difference in the lives of our warfighters and families through comprehensive program delivery, a continuous eye toward transformation, and a customer service culture. Through responsible stewardship; we will ensure the generation and reinvestment of both fiscal and human resources while applying financially sound business practices that yield the highest rate of return for the warfighters today while guaranteeing success for the future.



WELCOME TO MCCS

Employee name _____

Division _____

Manager phone/ext. _____

Training date _____

Training location _____

First day and schedule in department _____



*We are pleased that
you've joined our team!
You are a very important part
of our effort to provide superior
service to our customers.*

Table of Contents

Welcome	5
Camp Pendleton	
History	6
Today	7
MCCS	8
Life Aboard Camp Pendleton	10
Enlisted Military Insignia Chart.....	12
Officers Military Insignia Chart.....	13
Employee Responsibilities	
MCCS Professional Standards.....	14
Organizational Ethics & Professional Behavior	16
Safety & Occupational Injury or Illness	18
Equal Employment Opportunity	22
Labor Organizations	23
For The New Member	24
MCCS Pay Systems	25
Pay Policies & Procedures	27
Working Conditions of Employment.....	29
MCCS Benefits	31
MCCS Incentives	33
Customer Service Program	35

Welcome!

Welcome to Marine Corps Community Services (MCCS). We are pleased to have you join our staff. You were selected to join us because we believe you meet the high standards expected by this organization. As a member of the MCCS family, you contribute directly to the well-being, quality of life and effectiveness of the Camp Pendleton's most valued asset, the Marines, Sailors and their family members.

The customer service you provide is key for our businesses and service programs. Therefore, we depend upon each employee to exhibit professional behavior at all times. Be courteous and greet our customers with a smile. Remember, you are also a customer. To make your work experience a positive one, we would like you to thoroughly understand our organization and your role in it, as well as all the other necessary information you need to fulfill your employment here. Familiarize yourself with all areas of MCCS so that you can better serve our customer.

We would like you to wear your name tag proudly and know that you represent MCCS, one of the largest employers in North San Diego County. You make the difference by being part of the MCCS team.

This material has been designed especially for you. While it is not intended to be all inclusive or a substitute for regulations, policies or procedures, you will find that most of the questions you have as a new employee are answered here. Your supervisor or manager will be happy to help clarify information or answer any questions you may have. **Again, welcome to MCCS.**



Lee H. Farmer
AC/S, MCCS



Camp Pendleton Then and Now...

Camp Pendleton is proud of its colorful heritage and has been careful to preserve the past as reflected in the home of the Commanding General, which is now a National Historic Site.

History

Through Spanish land grants, the region, now covered by Camp Pendleton, emerged as Rancho Santa Margarita y Las y San Onofre. Custody of these lands was originally held by the Mission San Luis Rey de Francia, built on its present site southeast of Camp Pendleton and dedicated on June 13, 1789. The lands came into the hands of the brothers Don Pio and Don Andres Pico in the mid-1800's, eventually transferring to their resourceful brother-in-law, an Englishman named John Foster. Assuming the title of Don Juan Foster, he rescued the Picos from financial ruin, retained the lands in the family, and more importantly, turned the Rancho into a profitable business.

When Foster died in 1882, the rancho was purchased by Richard O'Neill. Two months later, he sold it to James Flood of San Francisco for \$450,000. O'Neill continued to manage the rancho and, after 24 years of service, was given half ownership. He built a dam to form the lake that now bears his name and introduced irrigation. Under O'Neill's supervision, the rancho prospered with his reputation for quality beef and crops known throughout the nation. The Flood and O'Neill heirs formed a corporation that cultivated these lands into rich farming and ranching industries.

The Marine Corps' role in Camp Pendleton history dates from September 25, 1942, when the entire tract of land was purchased by the Federal Government. It was then dedicated by President Franklin D. Roosevelt and named in honor of Major General Joseph H. Pendleton. The Santa Margarita Ranch was then transformed into the largest military camp in the world and designated as a West Coast base for combat training of Marines.



Today

Camp Pendleton has evolved into one of the Department of Defense's busiest installations. Home to the largest amphibious assault training facility, Camp Pendleton provides training for many active duty and reserve Marines, Army and Navy units, in addition to national, state and local agencies. Approximately 65,000 active duty military and their family members, call the 17 miles (125,000 acres) of prime southern California coastline and 200 square miles of terrain, home.

Within the base are all the facilities of a modern city: housing areas, hospitals, schools, post offices, banks, churches and transportation facilities. Marine Corps Community Services (MCCS) offers a variety of services and programs to active duty military personnel & family members, retirees, DOD Appropriated and NAF employees & guests. The MCCS Divisions are designed to enhance the quality-of-life of the Marine and other authorized patrons. It is important that you know your customers needs and provide them with optimum customer service.

Known to many as a preservation area and ecological oasis of coastal Southern California, Camp Pendleton has served as a training ground for a majority of the Marines involved in America's past wars. The Base's military training resources range from beaches and mountainous terrain to small arms and artillery firing ranges.

The Base has responsibility for providing housing, training facilities and logistics support for Fleet Marine Force (FMF) elements and other units assigned here. In addition, the Base conducts specialized schools and other training the Commandant of the Marine Corps may direct.

Marine trainees are processed at Camp Pendleton after graduation from San Diego's Marine Corps Recruit Depot, receiving more advanced training before assignments to units throughout the Corps. The Base is also prepared to furnish other logistical support to any Marine Corps activity when directed to do so by the Commandant of the Marine Corps.

MCCS *The Company*

MCCS is a business whose mission is dedicated to excellent customer service and continuous improvement of the quality and service we offer to active duty military personnel, retirees, reservists, their family members and other authorized patrons. This includes quality retail products, wholesome family programs, recreational activities, fine dining and entertainment services.

MCCS is composed of the following divisions:

- Retail
- Semper Fit
- Food and Hospitality
- Services
- Human Resources
- Management Operations, Analysis & Control
- Financial Management
- Marketing
- Logistics
- Marine & Family Services

• **Retail** provides department stores and automotive service stations. Retail offers goods and services at the lowest possible prices with three primary stores and 20 satellite branches.

• **Semper Fit** offers well-rounded and wholesome athletic, recreation and leisure time activities. There are over 20 recreation facilities on base and numerous diverse programs.

• **Food and Hospitality** provides dining, beverage and entertainment services, clubs and sport bars.

• **Services** provides patrons with personal services such as dry-cleaning, barber and beauty shops, vending and arcade machines, video rentals and quick service restaurants ...to name a few.

• **Human Resources** provides MCCS employees with benefits, employee development services, employee relations and EEO, workers' compensation, recruitment and staffing

• **Management Operations, Analysis & Control** is responsible for the approval of contracts, non-resale purchases, MCCS property/supply warehouse, environmental risk, safety related issues and customer liability claims.

• **Financial Management** controls procedures for MCCS operations including accounts receivable, accounts payable, payroll, members accounts and DPP related services, courier services, budget analysis and Management Information Systems (MIS)

• **Marketing** provides the latest trends in marketing on behalf of MCCS using various media, designs, displays, advertising and commercial sponsorship.

• **Logistics** provides construction, maintenance, repairs, including office, computer equipment and service for all MCCS facilities.

• **Marine & Family Services** provides Life Long Learning Programs, Community Support Services, Counseling Services, Substance Abuse Counseling, Child & Youth Programs, and Marine Corps Family Team Building.

MCCS is among the largest single employers in North San Diego County, with over 1,900 Non-Appropriated Fund (NAF) Employees and over 100 Appropriated Fund billets. MCCS' workforce is comprised of civilian, retired, active duty personnel and contractors. The two categories of civilian employees within MCCS include the following:

Non-Appropriated Fund (NAF) Employees

This is an employee who works for a Non-Appropriated Fund Instrumentality. Funds from these instrumentalities are generated primarily through sales, fees and services. MCCS non-appropriated fund appointments are employed as either:

Regular: This is an appointment typically based upon regular hours of work which includes eligibility for benefits. Regular part-time employees work 20-34 hours per week and regular full-time employees work 35-40 hours per week. A one year probationary period is required. Upon appointment to a supervisory position, an additional one year probationary period is required.

Flexible: Employees who work in either continuing or temporary positions 0-40 hours per week. The work may be scheduled in advance or be on an "as-needed" basis. "Flex" employees may not participate in the insurance program, 401K or retirement plans. Your manager or the Human Resources Office can explain Flexible Time-off from work and the tuition assistance program to those who qualify. Employment may be terminated at any time.

Appropriated Fund Employees

An employee paid from funds appropriated by the Congress of the United States. Most Federal Civil Service appointments are either temporary, career-conditional or career.

Career-Conditional Appointment: This is a permanent appointment. A person in a career-conditional appointment is selected after having applied for a position under competitive procedures. A one year probationary period is required.

Career Appointment: This type of appointment is given only after the employee has served three years of substantially continuous creditable service without a break in service of more than 30 calendar days.

Temporary: This type of appointment is for a specific time period. A temporary appointment may be terminated at any time prior to the scheduled expiration date.

Life Aboard Camp Pendleton

The Flag

Also referred to as “Colors”, the ceremonial raising and lowering of the National Flag deserves special attention. Employees will encounter this ceremony at 0800 and again at sunset each day. At this time, and during the play of the National Anthem, all vehicles within sight or hearing of the ceremony will come to a complete stop. Occupants will remain seated in their car during the rendering of honors. If on foot, please stop and stand at attention. Males wearing a hat should remove it and place it over their heart until the honors are complete.

Camp Pendleton was originally purchased by the Federal Government in 1942, establishing it as a Federal Reservation. Any offense committed aboard Camp Pendleton is under the jurisdiction of Federal law, courts and uniformed agencies. As an employee and individual, you are encouraged to participate in the varied community activities held aboard Camp Pendleton and utilize base facilities and services available to you. You are expected to conduct yourself appropriately when you are both on and off duty. If you are involved in an incident while off duty with the military police, this information may be shared with your employer.



Vehicle Responsibilities

Registration: All civilian employees are required to register their privately owned vehicle at the Joint Reception Center, Bldg. 130132, in order to bring it aboard Camp Pendleton. To operate a motorcycle on Camp Pendleton, a special motorcycle safety class may be required. To register your vehicle(s), you must provide the following:

1. ID Card
2. Proof of Ownership/Registration
3. Valid Driver's License
4. Proof of Insurance
5. Out-of-state vehicles must have a smog certificate

A decal will be issued for your vehicle after you register with the base. This decal must be renewed when it expires. If you sell your vehicle or your employment ends, you must remove and return the decal to the MCCA Human Resources Division.

Traffic Regulations: Civilian employees are expected to obey all posted speed limits and traffic regulations on base and are subject to regulations governing penalties for any violations. Driving on a military reservation is a privilege, not a right, and may be revoked or suspended at any time for cause. The military police will issue citations and notify MCCA of infractions.

Vehicle Inspections, Search and Seizure: Random inspections of all vehicles entering and exiting Marine Corps Base, Camp Pendleton may be conducted. Civilian employees traveling on the base are required to submit to random vehicle inspections, search and seizure, or be subject to administrative action for illegal activity, particularly where it reflects on MCCA.

Environmental Considerations

Camp Pendleton is home to nearly 400 species of mammals and birds, including a small herd of bisons, providing a natural preservation area which serves to protect a number of endangered wildlife, birds and fish. Many are protected as endangered species and their natural environment cannot be disturbed or altered unless specifically approved by officials outside of MCCA. Please be sensitive to the surrounding environment at all times to avoid potential fines or penalty assessments to MCCA.

All chemicals (cleaners, solvents, lubricants, oils, etc.) and other items must be disposed of properly in compliance with specific disposal procedures required by Base Regulations, the Environmental Protection Agency (EPA) and other regulatory agencies. Illegal disposal and dumping is not permitted under any circumstance. All activities will have a Material Safety Data Sheet (MSDS) on file for any and all chemicals at the work site. An MSDS contains specific information needed in case of emergency should an employee (or customer) be exposed, swallow or come in contact with chemicals in the work place and medical treatment is necessary.

MCCA I.D. Cards & Badges

MCCA identification cards are used for security purposes as a means of identifying civilian employees. Identification (ID) cards must be in your possession at all times. Employees may be required to show their ID badges/cards when entering or leaving the base. Although employees wear a name badge, they may also be requested to show their ID card to a manager or security person.

MCCA privileges are extended to eligible employees. Spouses and children who are legal dependents (10 years and up) may report to the Human Resources Division with the eligible MCCA employee to obtain a picture ID authorizing purchasing privileges.

ID cards are the property of the government and will only be retained by an employee for the duration of employment. They must not be mutilated or altered in anyway. Employees must not loan or borrow ID badges or cards. Upon separation from employment for any reason, you must turn in your badge, card and any dependent ID cards to the Human Resources Division. Un-recovered ID cards are reported to the PMO and the MCCA Financial Division to prevent unauthorized purchases. In the event you lose or damage your card, you must report it to the Human Resources Division for a replacement. Please call in advance to schedule an appointment to get a new ID card for yourself or your dependent.

It helps to know ranks when addressing customers

ENLISTED INSIGNIA OF THE UNITED STATES ARMED FORCES

E-1 E-2 E-3 E-4 E-5 E-6 E-7 E-8 E-9

NAVY

SEAMAN RECRUIT	SEAMAN APPRENTICE	SEAMAN	PETTY OFFICER THIRD CLASS*	PETTY OFFICER SECOND CLASS*	PETTY OFFICER FIRST CLASS*	CHIEF PETTY OFFICER*	SENIOR CHIEF PETTY OFFICER*	MASTER CHIEF PETTY OFFICER*	MASTER CHIEF PETTY OFFICER OF THE NAVY*

* Gold stripes indicate 12 or more continuous years of good conduct.

MARINES

PRIVATE (no insignia)	PRIVATE FIRST CLASS	LANCE CORPORAL	CORPORAL	SERGEANT	STAFF SERGEANT	GUNNERY SERGEANT	FIRST SERGEANT	SERGEANT MAJOR	SERGEANT MAJOR OF THE MARINE CORPS

ARMY

PRIVATE (no insignia)	PRIVATE	PRIVATE FIRST CLASS	CORPORAL	SERGEANT	STAFF SERGEANT	SERGEANT FIRST CLASS	FIRST SERGEANT	COMMAND SERGEANT MAJOR	SERGEANT MAJOR OF THE ARMY



SPECIALIST

AIR FORCE

AIRMAN BASIC (no insignia)	AIRMAN	AIRMAN FIRST CLASS	SENIOR AIRMAN	STAFF SERGEANT	TECHNICAL SERGEANT	MASTER SERGEANT	SENIOR MASTER SERGEANT	CHIEF MASTER SERGEANT	CHIEF MASTER SERGEANT OF THE AIR FORCE

FIRST SERGEANT	FIRST SERGEANT	FIRST SERGEANT

OFFICERS

O-1 O-2 O-3 O-4 O-5 O-6 O-7 O-8 O-9 O-10 SPECIAL

NAVY

ENSIGN (gold)	LIEUTENANT JUNIOR GRADE	LIEUTENANT	LIEUTENANT COMMANDER (gold)	COMMANDER	CAPTAIN	REAR ADMIRAL (lower half)	REAR ADMIRAL (upper half)	VICE ADMIRAL	ADMIRAL	FLEET ADMIRAL

MARINES

SECOND LIEUTENANT (gold)	FIRST LIEUTENANT	CAPTAIN	MAJOR (gold)	LIEUTENANT COLONEL	COLONEL	BRIGADIER GENERAL	MAJOR GENERAL	LIEUTENANT GENERAL	GENERAL

ARMY

SECOND LIEUTENANT (gold)	FIRST LIEUTENANT	CAPTAIN	MAJOR (gold)	LIEUTENANT COLONEL	COLONEL	BRIGADIER GENERAL	MAJOR GENERAL	LIEUTENANT GENERAL	GENERAL	GENERAL OF THE ARMY

AIR FORCE

SECOND LIEUTENANT (gold)	FIRST LIEUTENANT	CAPTAIN	MAJOR (gold)	LIEUTENANT COLONEL	COLONEL	BRIGADIER GENERAL	MAJOR GENERAL	LIEUTENANT GENERAL	GENERAL

WARRANT

NAVY

W-1 WARRANT OFFICER	W-2 CHIEF WARRANT OFFICER	W-3 CHIEF WARRANT OFFICER	W-4 CHIEF WARRANT OFFICER

MARINES

W-1 WARRANT OFFICER	W-2 CHIEF WARRANT OFFICER	W-3 CHIEF WARRANT OFFICER	W-4 CHIEF WARRANT OFFICER	W-5 CHIEF WARRANT OFFICER

ARMY

W-1 WARRANT OFFICER	CW2 CHIEF WARRANT OFFICER	CW3 CHIEF WARRANT OFFICER	CW4 CHIEF WARRANT OFFICER	CW5 CHIEF WARRANT OFFICER

COAST GUARD

Coast Guard enlisted rating badges are the same as the Navy's for grades E-1 through E-9. E-4 through E-6 have a white eagle and speciality mark with red chevrons. E-7 through E-9 have silver eagles, stars and speciality mark with gold chevrons. Command enlisted advisors wear the silver Coast Guard shield in place of the speciality mark. The Master Chief of the Coast Guard has three stars and a gold shield. Coast Guard officers wear the same rank insignia as the Navy with the gold shield in place of the Navy's star. Warrant officers wear the same insignia as the Navy but with a gold shield under their speciality insignia.

OFFICERS INSIGNIA OF THE UNITED STATES ARMED FORCES

• Organizational Ethics & Professional Behavior

Standards of Conduct

All MCCA employees are expected to use good judgment and personal integrity to guide them to responsible and ethical behavior. To maintain public confidence in the integrity of the Department of the Navy, all personnel shall comply with the Standards of Conduct. This includes any action, whether or not specifically prohibited, which might result in or reasonably be expected to present a conflict of interest, violation of law, or bring discredit upon the Federal Government. Should you have any questions or concerns regarding proper conduct, please contact your supervisor.

Vendor Gifts/Manufacturer's Samples

As employees of a government instrumentality, please refrain from accepting gifts or samples from any vendor doing business or seeking to do business with MCCA. For further clarification, please discuss specific questions with your supervisor.

Financial Obligations & Indebtedness

All employees are expected to meet all just financial obligations, especially those imposed by law. A "just financial obligation" means one which is rightfully yours to pay. It can be taxes, a bill you owe, or one which a court has judged that you are obligated to pay. Your wages can be garnished for nonpayment of child support, alimony, delinquent taxes and many personal debts. Indebtedness and failure to pay your financial obligations can result in disciplinary action against you when it becomes a burden to the employer. Please act responsibly to keep this and other personal matters outside of work.

Wage Garnishments

Marine Corps Community Services is bound by Executive Order and by California State Law to enforce Child Support Orders, Tax Withholding Orders, and all other legitimate Withholding Orders served aboard Marine Corps Base, Camp Pendleton.

Employees whose wages are being garnished are notified in writing by the MCCA Employee Relations Office. All information is confidential.

The employee is always given a copy of the withholding order and is given the opportunity to have the order amended, if possible. The Internal Revenue Service, California Franchise Tax Board and most Child Support Agencies are willing to work with our employees to make payments more affordable.

Drug and Alcohol Free Work Place

It is the intent and obligation of MCCA to provide a drug and alcohol-free work place. Employees shall not work while under the influence of alcohol or illegal substances. Employees who appear to be obviously impaired as the result of prescribed medication, drugs or alcohol, will not be permitted to continue working. A fitness for duty physical exam by a physician may be required under certain circumstances.

Ethics

Employees are expected to conduct themselves in a manner which is conducive to the efficient operation of the company. Ethical behavior is extremely important to build trust, teamwork, growth, values, pride and dedication. Any employee who chooses to compromise good work ethics by stealing, cheating or lying will be immediately removed from the work place. Termination of employment will result for any of the following unethical behaviors:

- Theft of merchandise, money or assisting in a theft.
- Unauthorized removal of MCCA/government property or the personal property of others.
- Excessive and/or repeated cash handling discrepancies.
- Misrepresenting or falsification of an application for employment, time card, identification card, shipping and receiving records, inventory documents, etc.
- Tampering or unauthorized use of the company's computer equipment.
- Failure to observe safety rules and endangering the safety or health of others.
- Unauthorized use or misappropriation of MCCA funds.
- Gambling on the company property.
- Consuming alcoholic beverages during working hours.
- Being in possession of any illegal substance or weapon.
- Misleading or concealing any material fact in the course of investigation.
- Misconduct on or off duty that brings discredit to the U.S. Marine Corps or MCCA Camp Pendleton.
- Violence in the workplace.
- Failure to report any of the above acts of misconduct.

• Safety & Occupational Injury or Illness

In case of emergency, call 911

Safety is an important part of everyone's job. Safety rules and guidelines have been established for the protection of all employees. Your assistance and cooperation with related matters is vital to the success of the company's safety program. To avoid accidents and injuries you should perform your duties with care and caution, wear required safety equipment, maintain a clean and neat work area, prevent and report any hazardous conditions to your supervisor. You are responsible to abide by rules, principles of safety and common sense to reduce the risk of accidents to yourself and fellow workers. Please help us to help you work in a safe environment.

All work related injuries and illnesses, regardless of how minor, must be reported immediately to your supervisor. Failure to report an injury promptly could result in delay of benefits or denial of coverage.

A GOOD ATTITUDE FOR SAFETY MEANS BEING...

- **ATTENTIVE** to safety training and safety talks
- **EAGER** to understand work place procedures and ask questions about those items not understood
- **CAREFUL** to take precautions and wear protective clothing and equipment
- **FOCUSED** on the job
- **TEAM-ORIENTED** and using the buddy system for hazardous tasks
- **SERIOUS** about safety and never fooling around on the job

Worker's Compensation

First aid or emergency treatment is provided during normal working hours by the Occupational Health Clinic of the Naval Hospital. Treatment needed before or after normal working hours should be handled by the emergency room at the Naval Hospital. The supervisor will ensure you get to the Occupational Health Clinic for first-aid treatment and evaluation. MCCA must be notified promptly of any treatment and all related medical information must be forwarded to the Human Resources Division. Employees must keep their supervisor informed as to any absence from work.

If you are disabled from work as a result of a job related injury or illness, you may be entitled to Worker's Compensation benefits, under the Longshore and Harbor Worker's Compensation Act. Under this Act, employees are not compensated for time-off from work unless disability extends beyond three (3) days of work and your time-off is supported by a doctor's note. Please contact your Human Resources representative with any questions you may have regarding claims and benefits.

Official Personnel File Folder

MCCA maintains an Official Personnel File (OPF) for each employee. It is your responsibility to notify or advise the Human Resources Division of any changes regarding your name, address, telephone number and/or any other significant information.

Please remember to notify Human Resources of changes in family status: marriage, divorce, birth or death in the family, etc. Although we understand that the circumstances can be very stressful, these matters may impact your health insurance, premium payments, tax deductions and other work matters related to benefits.

Company Property

In the course of your employment, you may be issued company property. This may include, but is not limited to keys, uniforms, name tags/pins, ID cards, credit cards, etc. You are responsible for the care and security of these items issued to you. Please report the loss, theft or misplacement of company property immediately. If you leave the company, you are required to promptly return all items.

Work Performance Evaluations/Plans

Performance evaluations provide the means for the supervisor and the employee to discuss an employee's work performance. This may include, but is not limited to the employee's initiative, work ethic, customer service, job knowledge, skills, attitude, working relationship with others, other job related factors, and to set goals and objectives to improve performance. An employee is rated on work performance annually and this has a direct relationship to employee pay adjustments.

Performance evaluations are a tool or one method that we use in an effort to identify employee strengths, weaknesses, improvement areas, goals and objectives. It is a tool that can add value to the employee's performance and the company. Although annual performance evaluations are normally completed between Feb-Mar of each year, ask questions and discuss work performance throughout the year to ensure that you know what is expected of you.

Employee Reassignment

Employees may request reassignment from one department, facility or division to another, however, the pay, terms and conditions of employment may change. Reassignments are not guaranteed and can be made on a voluntary or involuntary basis. If you are interested in another position, that is not otherwise governed by the provisions of the Merit Staffing Program, please discuss the possibility with your supervisor or submit a written request for consideration.

Equal Employment Opportunity

MCCS, the Department of the Navy (DON) and Marine Corps (MC) are committed to fair employment practices and equal employment opportunities for applicants and employees. It is the right of all persons to work and advance on the basis of merit, ability, and potential, free from discrimination based on race, religion, color, national origin, sex, age, marital status, physical handicap, lawful political affiliation or membership or non-membership in a lawful union. It is our policy at MCCS Camp Pendleton to hire and promote the most suited employees when filling job vacancies. However, our policy does not permit working with or supervising relatives. Check with your manager if you have specific questions in this area.

We expect all employees to support without reservation our nondiscriminatory policies with regard to the treatment of others. It is the organization's intent to comply with applicable federal rules and regulations regarding equal employment opportunity. Information describing the process for filing a complaint are posted in your facility. It is essential that complaints be addressed in a timely manner to ensure that prompt corrective action is taken. Your supervisor will assist you with these matters should you have any questions.

In some cases, employees may find it necessary to address their complaints to the next supervisor or manager within their "Chain-of-command" or to a representative located in the MCCS Human Resources Division. Complaints are investigated promptly and held in the strictest confidence.

Policy Against Sexual Harassment

Along with MCCS' commitment to equal employment opportunity, management recognizes the need to promote a productive work environment, free of sexual harassment or intimidation. The first step in deterring objectionable behavior is to take responsibility and voice your disapproval. When someone conducts themselves in a manner that is objectionable, tell the individual to stop.

No verbal or physical conduct of a sexual nature is tolerated.

Employees who believe they are being subjected to sexual harassment should notify their supervisor or manager immediately. Employees who are uncomfortable with notifying their immediate supervisor or manager need to contact the labor office at the MCCS Human Resources Division for assistance.

• Resolving Conflicts... ...Following the light of Personal Behavior

To help you determine whether behavior is acceptable, think of a traffic light. Behavior can fall into three different zones, just like the red, yellow and green of the traffic light.

RED... means "Stop, don't do it!". This type of behavior is ALWAYS UNACCEPTABLE and includes asking for sexual favors in return for something such as a pay raise, promotion, good performance rating, more hours or better shifts.

YELLOW... means "Use caution, prepare for red!" Yellow zone behavior is regarded as inappropriate by most people and includes making racial, ethnic or sexual comments or jokes, violating personal "space" and touching someone in a sexually suggestive way. If this type of behavior is repeated, especially after being told it is inappropriate, it becomes red zone behavior and is unacceptable.

GREEN... means "Go, it's all right!" Green zone behavior is ACCEPTABLE and includes counseling on performance or appearance, normal social interaction, polite compliments, touching which could not reasonably be perceived in a sexual or threatening way and friendly conversation.

• Labor Organization

NFFE Local #919

An "Organized employee union" is a group of employees who have organized for the purpose of bargaining with the organization's management representatives on matters of interest relating to their employment. The Marine Corps and MCCS recognize that employees have the right to join or refrain from joining employee groups.

Consistent with this policy, management and union representatives communicate and discuss matters related to work methods and working conditions. All bargaining unit employees, supervisors and managers shall receive a copy of the negotiated agreement with the National Federation of Federal Employees (NFFE) Local #919.

• Who is covered?

- "Regular" civilian NAF employees are currently represented by NFFE. A separate negotiated agreement covers Appropriated Fund Employees.
- Certain employees are excluded from coverage such as flexible category employees, supervisors and management officials, Human Resources staff, security and confidential employees. The union is the exclusive representative of all bargaining unit employees.

For The New Member

All MCCS NAF employees are assigned an Employee I.D. number upon initial hire. That I.D. number will remain with the employee during their entire career with MCCS. Each employee is also assigned an employment category. The employment category may or may not change over time. The categories are as follows:

NAF Employment Categories

Regular Full-Time Civilian*

Regular scheduled from 35 to 40 hours a week

Regular Part-Time Civilian*

Regular scheduled from 20 to 34 hours a week

Flexible

Employees who work as needed from 0 to 40 hours a week

Flexible employees have limited company benefits. Employment is "at will" and provides no formal grievances process if employment is terminated

* A one year probationary period is required

Non-Appropriated Fund Instrumentality Employees

Those individuals employed by a Non-Appropriated Fund Instrumentality are compensated from non-appropriated funds.

Appropriated Fund Employee

A person paid from funds appropriated by the Congress of the United States

Military Assigned

An active duty member assigned to MCCS to fulfill military obligations

Off-Duty Military

A military member who is employed part-time by MCCS

Contracted Personnel

Assist with the delivery of MCCS services, but employed and paid by a civilian company

MCCS Pay Systems

Pay Banding

Pay Banding positions are under a performance program and identified as "NF." The rate may be determined by the competitive market, qualification requirements, or a special need for an individual's services. Division Directors normally set the beginning pay rate (or range) for the entry level positions.

- A. There are graduated grade levels NF-1 through NF-6. Commands may not have grades above NF-5.
- B. Wages may be adjusted anywhere within the pay band range of a pay level. Regular pay adjustment increases are not required.
- C. Pay increases/adjustments are directly related to performance and are normally associated with:
 1. Assignment to higher level duties and responsibilities within the same pay level.
 2. Sustained superior performance (above satisfactory performance), comparability with same or similar occupation or industry, or retention of a valued employee.
 3. Pay increase/adjustment recommendations must be approved by the Division Directors and Assistant Chief of Staff, MCCS.
- D. Overtime pay for nonexempt employees is due only after working more than 40 hours in a week.

NAF Employment Category	GS Grade Level
NF-1	GS 1-2
NF-2	GS 3-4
NF-3	GS 5-8
NF-4	GS 9-12
NF-5	GS 13-15
NF-6	GS 16 THRU SES Equiv

Child Care Program

The NAF Child Development Program is comprised of various grades GSE-02 through GSE-05.

CRAFTS & TRADES

Crafts & Trades positions are identified as “NA” (Workers), “NL” (Leaders) & “NS” (Supervisor). This is a 5-step pay schedule, based primarily on the primary duties, level of work performed and length of service. Pay is fixed by the DOD wage survey committee based upon the results of local area wage surveys.

- A. Graduated grade levels, NA-1 through NA-15 are defined with specific levels assigned to certain occupations.
- B. There are specific minimum waiting periods an employee must work before receiving a pay step increase.
1. Pay step increases are at set intervals.
 2. A pay step increase may be delayed only when the employee has unsatisfactory work performance.
 3. Time-off from work without pay is not considered time worked.
 4. With satisfactory work performance, your pay will be increased as you advance through five pay steps:

Step 1: 6 Months Credited Service – to step 2
Step 2: 1½ Years Credited Service – to step 3
Step 3: 2 Years Credited Service – to step 4
Step 4: 2 years Credited Service – to step 5
- C. Normally, the pay schedule is adjusted annually.
- D. Overtime pay is due after working more than eight hours in a day or 40 hours in a week, whichever comes first.

Pay Policies & Procedures

Military Time

As part of a typical Military Base, you will encounter the use of a 24 hour clock. Four digits are used to express each 24 hour day, the first two digits show the hour and the last two show the minutes with no reference to AM or PM.

Example:

8:00 AM = 0800	2:25 PM = 1425
9:00 AM = 0900	4:30 PM = 1630
12:00 PM = 1200	1:00 AM = 0100
1:00 PM = 1300	3:15 AM = 0315

Pay Periods/Paychecks

Employees are normally paid bi-weekly, every other Friday. Employees are required to use direct deposit. Final paychecks are usually available at the Human Resources Division.

Electronic Timesheets

Electronic timesheets will be used to record all employees' hours.

Non-exempt employees – Time can be recorded 3 different ways:

1. TCD (Time Capture Device) – uses fingerprint recognition to record in/out times.
2. Webclock – uses online access to record in/out times.
3. Manual Timesheets – must be manually entered into the payroll system by managers.

It is the manager's responsibility to assure that all time (worked, sick, vacation, holiday, etc.) is reported and approved on a daily basis for non-exempt employees.

Exempt Employees – Time is paid by exception. All time is prepopulated according to the work schedule and changes are made based on exceptions, such as: (vacation, sick, administrative, etc.). Exempt employee's time should be approved at least weekly.

All time must be submitted and approved by 0900 Monday morning. After that time, managers will not have access to change time, only approve time.

Reporting Absences or Tardiness

All MCCA employees are a vital part of the organization. We count on you to come to work on time as scheduled. If, for any reason, you are unable to report for work, you are expected to contact your supervisor or other person designated by the manager as soon as you are aware that you will not be at work. This helps to allow time for your supervisor to arrange for a replacement or to adjust the work load. Failure to notify your supervisor or manager, or excessive tardiness and/or absenteeism may jeopardize your continued employment or result in disciplinary action. Time worked is kept in quarter hour or 15 minute increments. A 7 minute rule is applied, by your supervisor, if you are tardy. However, reporting to work late is unacceptable and may be grounds for disciplinary action, even if the tardiness is less than 7 minutes.

Breaks and Meal Periods

An unpaid meal period of normally a half (1/2) hour is scheduled when you work more than a six (6) hour shift. The meal period is usually permitted after four hours of work. Paid break periods are allowed where working conditions permit, however, sometimes the work load or other conditions or situations exist that prevent it. Employees working over four hours and up to six hours are permitted one 15 minute break, and employees working over six and up to eight hours may be given two 15 minute breaks. Please remember that breaks may not always be granted.

Notes

National Legal Holidays

The following are declared and recognized as national holidays:

- New Year's Day
- Presidents' Day
- Independence Day
- Columbus Day
- Thanksgiving Day
- Martin Luther King's Birthday
- Memorial Day
- Labor Day
- Veterans' Day
- Christmas Day

Employees may be required to provide emergency services or perform work normally scheduled on national holidays or any other day designated as a holiday by federal law or executive order.

SDI Withholding

As an MCCA employee, you will not have State Disability Insurance (SDI) withheld from your paycheck. Therefore, if an employee is disabled from work due to medical reasons you will not qualify for SDI benefits unless you meet qualifying criteria based on other employment. This is the purpose of MCCA's generous sick leave benefit program. It would be prudent to save accrued sick leave for a time of crisis.

Working Conditions Of Employment

Annual Physicals

All new employees, who work in the Child Development Centers or provide food or oral hygiene services, are required to have a physical examination including a tuberculosis test or a chest x-ray, indicating that they are qualified to perform their assigned duties. A chest x-ray will be required if a positive reaction is obtained from the skin test. Subsequent health examinations and tuberculosis testing are required annually. Other immunizations may be required for certain occupations.

Some occupations have additional physical exam requirements (hearing, vision, respirator, etc.) as a condition of employment. Failure to meet these additional requirements of your position, as a condition of employment, may result in your reassignment or removal.

Direct Deposit

All employees are required to provide the Human Resources Division with their bank account information so their paycheck may be directly deposited into their account each pay period. This process usually takes two pay periods to implement.

Discipline

Disciplinary action is sometimes necessary. Rules and regulations are adopted for your protection. Just as rules are necessary for driving on the freeway, rules are necessary to help us provide consistent quality customer service. They improve our ability to work together and avoid actions that are detrimental to our organization and our co-workers. Although you may not agree with some of the rules, it is your responsibility to adhere to company standards, policy, practices, procedures and rules.

In general, MCCS practices progressive discipline, however, it is not always required. Progressive discipline may include verbal consultation, a Letter of Counseling, a Letter of Caution or other non-disciplinary action. In some cases, however, the infraction may be more severe and warrant a written reprimand or suspension without pay or removal from employment on the first offense.

Resignation

If you resign from your position to accept other employment, 2 weeks advance notice is appreciated. Failure to give advance notice may result in delay of your paperwork, final paycheck or benefit continuation options. Employees are required to check out with the Human Resources Division on their last day of work or prior to the end of employment and complete an exit survey. All remaining annual leave hours will be paid off in your final paycheck.

Primary Language Requirement

To meet our customer expectations we hire the best qualified employees. We chose you to join us based on your overall qualifications, knowledge and skills. MCCS is comprised of a large and diverse workforce with English as a common language. To avoid hurt feelings or misunderstandings between employees, English is required in the common areas and in all worksites.



Insurance

MCCS offers several group insurance plans in recognition of the need to ensure the safety, health and lives of its employees. Enrollment is voluntary. Payments are paid through automatic payroll deductions.

Eligibility

All regular full time and regular part time employees are eligible to participate in the Group Insurance Plan that includes (1) Life and Accidental Death and Dismemberment; (2) Comprehensive Medical, Dental and Long term Care.

Social Security

You are covered by the Social Security Act that adds to your security by providing many benefits, among which is a retirement supplement. Deductions will be made from each paycheck and MCCS will contribute an equal amount.

Retirement Plan

MCCS offers a Retirement Plan for regular full time and regular part time employees. Enrollment is automatic unless the employee signs a waiver card. Employees need to complete at least five years of credited contributions to be vested in the plan. Contributions are paid through automatic payroll deductions.

401K Investment Plan

A 401K program is available for regular status employees who are at least 18 years of age. Employees can save and invest 1%-50% of their salary, plus there is a company match up to 5% based on the employee's contribution. Contributions are conveniently deducted from pay, enrollment is voluntary.

Annual Leave

Regular employees accrue annual leave while in a paid status, excluding overtime hours worked in excess of 40 hours, during the basic workweek. The earned amount of annual leave is based on the total length of creditable service and is accrued as follows:

- Creditable service of less than 3 years shall accrue 5% of the total hours in the basic workweek
- Creditable service of 3 but less than 15 years shall accrue 7.5% of the total hours in the basic workweek. Leave for the final bi-weekly period of the leave year shall accrue at the rate of 12.5% of the total hours of the workweek.
- Creditable service over 15 years shall accrue 10% of the total hours of the basic workweek.

Sick Leave

Employees earn sick leave at a rate of 5% of the total basic workweek hours, at the time of appointment to regular status. There is no limit on the amount of sick leave that an employee may accumulate and carry over from one leave year to the next. Sick leave balance will count toward time in service at retirement.

Flexible Time-Off

Flex leave is available to eligible Flex employees. An employee must have been employed with MCCS for one year as of 01 February of the previous year. Flex employees must have worked at least 8 hours per week to receive 20 hours of paid leave. Flex employees must have worked at least a minimum of 35 hours per week to receive 40 hours of paid leave.

Family Medical Leave Act (FMLA)

The Family Medical Leave Act (FMLA) states that any employee who has worked at least one year with a minimum of 1250 hours is eligible for time off work for up to 12 weeks due to a serious health condition, or to care for a qualified family member who has a serious health condition. By requesting FMLA an employee protects their position during their absence. FMLA can be approved in a paid or non-paid status, depending on whether you have useable leave available.

Leave Without Pay

Leave without pay may only be approved by your Division Director.

Emergency Leave

Emergency leave is considered on an individual basis. Employees must contact their designated supervisor by telephone or in writing of emergency situations that prevent them from reporting to work. If the designated supervisor is not available, then the employee may contact another supervisor or give the message to whomever answers the telephone for delivery to the supervisor.

Jury Duty

Regular employees summoned for Jury Duty will be paid for the time they are required to report. However, you must present the summons to your supervisor before your reporting date. Due to operational requirements, you may be asked to request a delay of service. Flexible employees are not eligible to receive pay for Jury Duty.

Tuition Assistance

MCCS is committed to the ongoing professional development of our employees. This program is for NAF and APF regular full-time, part-time or flex employees, who have been with MCCS for at least 6 months and meet all requirements. Check with your manager or the Human Resources Training Office.

Semper Fit and Club Membership/Facilities Privileges

Employees have access to numerous MCCS recreational programs and services, and the various clubs and snack bar locations (certain restrictions apply). The following is a list of some of the activities available:

- Beaches - Base beach areas, cottage rentals and related recreational equipment.
- Stables - Horseback riding and lessons
- Fitness Centers - Equipment and available programs
- Marina - Sailing lessons and trips
- Golf Course - Facility, course and lessons
- Bowling Center - Facility, equipment and lessons
- Swimming Pools - Facility (nominal fee), lessons and activities
- Tennis Courts - Facilities
- Skeet & Trap Range - Facility, equipment and lessons
- Lake O'Neill - Campground & picnic area

Retail Purchasing Privileges

Employees may enjoy purchasing privileges at most retail facilities on base. In addition, employees may apply for DPP which is a credit card deferred payment plan. ** Note: MCCS employees may not purchase cigarettes, hard liquor or military uniform items.*

Food and Hospitality

Employees may utilize the dining, beverage and entertainment services at the clubs, sports bars, snack bars and quick service restaurants.

Services

Employees may utilize the following services available on base:

- ITT - Event tickets at discount and special promo rates
- Service Station - Fuel, oil and parts available
- Auto Skills Center - Repair and maintenance available
- Budget Rental - Equipment and vehicle rental
- Dry-Cleaning, Laundry
- Beauty and Barber Shops
- Florist
- Optical Shop
- Video-Rental

US Savings Bonds Program

Employees may elect to have money withheld from their paycheck to purchase savings bonds. Savings bonds may be accumulated on a monthly or tri-annual (every 4 months) basis. Information on this program is available at your work place.

Pacific Marine Credit Union

As an MCCS Employee, you are automatically eligible to join the Pacific Marine Credit Union located on base. In addition to the convenient location, Pacific Marine Credit Union offers competitive services and rates. Brochures are available for your review.

Employee Recognition

MCCS recognizes that our success depends on our employees. To honor employee contributions you are included in our recognition program, starting on your first day of employment. Ask your manager how you can participate.

Employee of the Month Award

Employees are recognized each month by their peers for providing excellent customer service. An award presentation is held, and the recipient receives 2 days off from work with pay, a \$200.00 cash award and is eligible for the annual cash award drawing.

Service Awards

Length of Service Awards

To express MCCS's appreciation and recognize our employees for their dedicated service, we have a service award program. Length of service award certificates are prepared to observe five (5), ten (10), twenty (20), and thirty (30) years of federal service. Special award presentations are held periodically to honor employees who have reached one of these special milestones.

Awards

Employees can receive cash awards, gift certificates or time-off with pay in recognition of work performance, a single contribution or accomplishment, extra-work efforts and interaction that significantly benefits the workplace.

Beneficial Suggestion Award

A cash award given to an employee whose suggestion has been implemented into the work place and/or procedures that significantly benefit the company.

Honorary Award

Awards to recognize significant contributions or length of service.

MCCS Customer Service Program

...everyone has a customer to serve

"Customer Satisfaction" is our #1 goal!

Each MCCS employee contributes to customer satisfaction by:

- Being aware that everyone who comes to MCCS for a product, program or service is our customer.
- Understanding that we all have customers, internal and external, who expect and deserve to be satisfied.
- Realizing that how each employee treats customers affects our organizational success.
- Ensuring you use your customer service skills daily.
- Following the 10 MCCS guidelines (shown on next page) for great service and providing consistent, quality service to all customers at all times.



10

MCCS Guidelines For Great Service

1. Seek out your customer
2. Smile & greet customers
3. Exhibit professional behavior at all times
4. Be friendly to all customers-internal & external
5. Know your product, service, program & activity
6. Listen to your customers
7. Enable the customer to be "right"
8. Maintain a positive attitude
9. Ensure a positive experience for every customer
10. Always say thank you



Defining MCCS Guidelines For Great Service

1. **Seek out your customer**
Be proactive, go to your customer, do not wait for the customer to find you.
2. **Smile and greet customers**
Smile and speak to your customer first, do not wait to be acknowledged by the customer. Kindness doesn't depend on how many dollars are being spent!
3. **Exhibit professional behavior at all times**
In dress, behavior, tone of voice, word choice, body language, product or service knowledge, and handling of difficult situations.
4. **Be friendly to all customers: internal & external**
All of our customers, both internal & external, deserve courteous and friendly treatment.
5. **Know your product/service/program/activity**
Be knowledgeable about your products, services & programs, including hours of operation and upcoming events - customers depend on you to inform them.
6. **Listen to your customer**
Actively listen and show this with your body language. Do not interrupt or try to think ahead about your response.
7. **Enable the customer to be "right"**
The customer is not always right, but the customer wants to be right as part of being assisted, served and satisfied. Help the customer to be right by including her/him in the discussion and the decision making. How you interact with the customer including tone of voice affects the end result.
8. **Maintain a positive attitude**
A positive attitude is essential at all times and situations. A positive attitude is catching and brings greater success than just having an "Attitude".
9. **Ensure a positive experience for each/all customers**
Help each customer to have a positive, satisfying experience with MCCS by exhibiting professional behavior, a positive attitude and offering sincere assistance.
10. **Always say thank you**
Thank the customer for utilizing MCCS.

