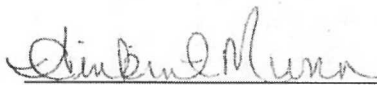


MEMORANDUM OF UNDERSTANDING

The following agreement is between the department of Veterans Affairs (VA) and the NFFE VA Council of Consolidated Locals (Union) concerning the Office of Resolution Management (ORM) Call Monitoring Standard Operating Procedure.

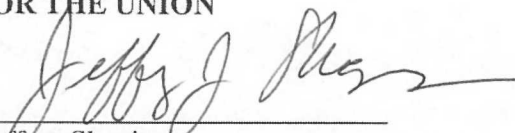
1. The Agency's use of silent monitoring is generally used for training purposes and to ensure that customer service and productivity goals are being met.
2. In accordance with Article 2 section 7 of the Master Agreement, ORM will provide NFFE, upon request, reports normally maintained and are reasonably available, regarding the quality of the ORM counselor's services provided to NFFE bargaining unit employees.
 - a. NFFE will be provided specific information and data concerning Call Monitoring, to include the total number of calls received that are monitored bi-annually for NFFE bargaining unit employees. If in the future bargaining unit employees are requested to specify their local unions, the Agency agrees to provide NFFE with the number of calls which were monitored.
3. Call monitoring will be conducted in accordance with all applicable privacy laws. ORM customers will be notified that calls may be subject to random monitoring for quality assurance purposes only, as it relates to bargaining unit employees.
4. Employees may use the spin-off process if they are dissatisfied with their contact and/or communication with the ORM counselor
5. The Agency will notify the Union to any changes to this program that may affect the working conditions of NFFE bargaining unit employees, and will meet its bargaining obligation as required.

FOR THE AGENCY


Ainbint Munn,
Labor Relations Specialist
Department of Veterans Affairs (VA)

12/14/2015
Date

FOR THE UNION


Jeffrey Shapiro
President
NFFE-IAM DVA Council

12/14/2015
Date