

MEMORANDUM OF UNDERSTANDING

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Health Administration (VHA) and the National Association of Government Employees (NAGE) concerning VHA facility implementation of the Civility Respect Engagement in the Workplace (CREW).

1. The primary intent of the CREW is to raise awareness of the importance of civility and respect among co-workers as well as with veterans and visitors. CREW shall not be used to place a greater emphasis on employee misconduct or performance.
2. It is understood that the CREW Initiative is not mandated, it is a voluntary program, by VHA or any VISN. Any facility or VISN that desires to implement CREW shall follow the terms of the MOU in meeting the labor bargaining obligation and the effect of CREW on bargaining unit employees.
3. Local management officials shall meet their labor bargaining obligation at the local level prior to implementing or having implemented CREW at the facility. Any VISN that desires to implement CREW shall meet their bargaining obligation at the national level.
4. Facilities where CREW has been piloted or implemented must comply with this MOU.
5. Facilities wishing to or have implemented CREW will be required to sign an Agreement for Participation prior to acceptance in CREW. The facility Director and Local Union Presidents must be signatories of this Agreement. The National parties agree early involvement by labor is important for successful implementation of CREW programs.
6. It is understood that care for and the rewarding of employees' enhances good morale and produces outstanding customer service to their co-workers, veterans and visitors.
7. A copy of this signed MOU shall be provided expeditiously to each Local union president by the appropriate management official, upon their receipt.

Linda W. Belton

For the Department (VA)
Linda W. Belton

DEC 07 2011

Date

Mark D. Bailey 3

For NAGE
Mark D. Bailey, Sr.

12-14-11

Date