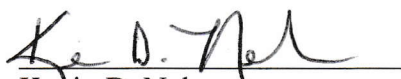


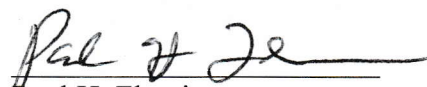
## MEMORANDUM OF UNDERSTANDING

### Lincoln Fid Hub - Local Quality SOP

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees (AFGE), AFL-CIO National VA Council (NVAC) #53, (Union) regarding the Lincoln Fid Hub - Revised Local Quality SOP Draft.

1. This SOP applies to the stations located under the Lincoln Fid Hub which currently includes Lincoln, Fargo, Houston, Sioux Falls, and Waco.
2. All affected employees and their supervisors will be provided training on the new Quality SOP. No employee will have leave cancelled or denied due to this training. Employees will be on deductible time for this training. The local union will be invited to these trainings.
3. In accordance with Article 47 of the Master Agreement, local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
4. Management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control in compliance with Article 27.
5. If after implementation either party is made aware of issues that may adversely affect employees, both parties agree to discuss the issues and work to mutually resolve the issues for the employees. Should discussions not resolve the issues; the parties will implement the negotiating process.
6. If management makes any changes to the Quality SOP dated 10/05/17 that impact employee working conditions, the VBA Mid-Term Bargaining Team will be notified and all bargaining obligations at the national level will be met prior to implementation of the changes.
7. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within 10 days of the date this MOU is signed.

  
Kevin D. Nelson  
For the Agency

  
Paul H. Fleming  
For AFGE/NVAC

10/19/17  
Date