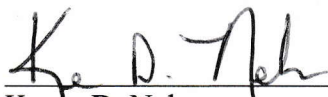


MEMORANDUM OF UNDERSTANDING

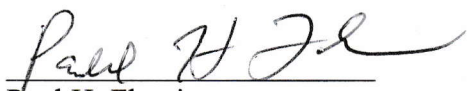
PMC VSR, Sr. VSR, JRVSR, and DRO Surveys

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 Veterans Affairs Council (NVAC) #53, (Union) regarding the Pension Management Center (PMC); Veteran Service Representatives (VSR); Senior Veteran Service Representatives (Sr. VSR); Journey Rating Veteran Service Representatives (JRVSR); and Decision Review Officer (DRO) Surveys.

1. Employees will be on excluded time while taking this survey.
2. Surveys conducted of employees will be voluntary, their responses will be confidential, and their anonymity protected.
3. Prior to any changes made to work processes or procedures as a result of this survey, Management will meet all bargaining obligations at the national level.
4. After implementation, if 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.
5. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE/NVAC local within 10 days of the date this MOU is signed.
6. Management will provided AFGE/NVAC with a copy of the survey results once completed.



Kevin D. Nelson
For the Agency



Paul H. Fleming
For AFGE/NVAC

05/09/18
Date