

## MEMORANDUM OF UNDERSTANDING

### Loan Guaranty Service (LGY) Tier 1 Phone Calls Plan

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 Loan Guaranty Service (LGY) Tier 1 Phone Calls Plan.

1. All affected employees will receive adequate training on this new initiative prior to transition of the transfer of LGY Tier 1 telephone calls. For employees who are not available, make up training will be provided. Additional training may be provided upon request. Employees will be granted excluded time for this training.
2. Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
3. Management will not hold employees accountable for factors or extenuating circumstances that affect performance and are beyond the employees' control.
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 local within 10 days of the date this MOU is signed.

*Kevin D. Nelson*

Kevin D. Nelson  
For the Agency

*Paul H. Fleming*

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For AFGE/NVAC

07/24/19

Date