

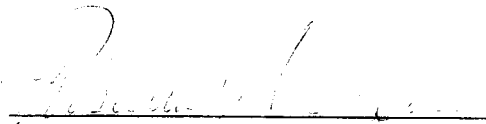
NATIONAL SUPPLEMENT
between
DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
and
AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES
NATIONAL COUNCIL OF HUD LOCALS 222


SUBJECT: Enhancement of the Telephone Systems in the Homeownership Centers

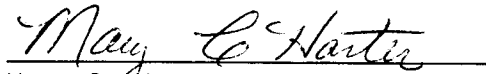
SCOPE: The scope of this agreement relates to the impact and implementation of the installation of Remote Attendant Units (RAUs) for each location where there are outstationed Single Family Customer Service staff for the purpose of enhancing the capacity of the telephone systems currently used in each of the Homeownership Centers.

1. Management agrees that the telephone system used by Customer Service employees will not be used to monitor employees' time of arrival/departure, lunch or breaks.
2. Management agrees that the number of calls handled will not be used as an element in the Performance Ratings of affected employees.
3. Management agrees that, in accordance with Article 5 of the HUD/AFGE Contract, mid-term bargaining will be conducted at the local level concerning local issues related to the impact/implementation of the installation of Remote Attendant Units (RAUs).
4. Management agrees that, in evaluating the Centers' employees' performance, full consideration will be given to whether employees have been fully trained to perform their duties.
5. Management agrees to periodically review the operation of the Centers to determine whether the volume of calls demands an adjustment in the Centers' operations.
6. Management agrees to install a telephone system which rotates and equitably distributes calls to employees within the Customer Service Center of the HOC.
7. Nothing in this Supplement shall prohibit or limit an employee's right to apply for the Telework program.
8. Management agrees that the reports generated by the telephone system will not be used as the sole basis for disciplinary/adverse action against an employee.

For Management:


Priscilla A. Lewis
Chief Negotiator


Brenda M. Laroche
Team Member

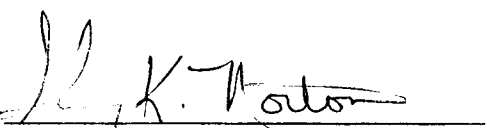

Mary C. Harter
Team Member

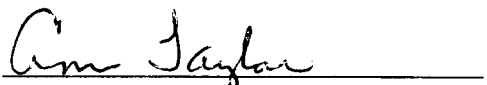

Byron D. Duplantier
Team Member

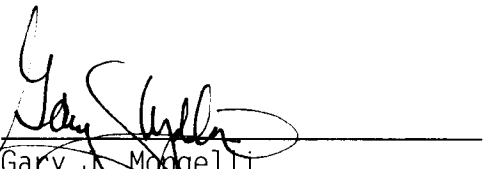
Approved: 
Barbara Edwards
Director, Office of
Human Resources

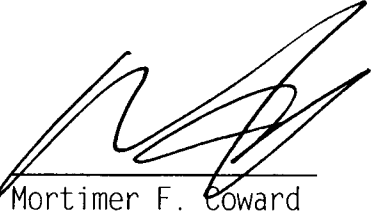
Date: 8/27/99

For AFGE:


Sherry K. Norton
Chief Negotiator


Ann Taylor
Team Member


Gary J. Mongelli
Team Member

Approved: 
Mortimer F. Coward
President, AFGE
National Council
of HUD Locals 222

Date: 8/25/99