



UNITED STATES MARINE CORPS

MARINE CORPS AIR STATION
BOX 99100
YUMA, ARIZONA 85369-9100

StaO 4350
4OS4
10 JUL 2002

STATION ORDER 4350

From: Commanding Officer
To: Distribution List

Subj: STANDARD OPERATING PROCEDURE (SOP) FOR THE MCAS YUMA
COMMISSARY BAGGERS

Encl: (1) License Application for Bagging Groceries for MCAS Yuma
(2) Agreement between Bagger and Commissary

1. Scope. This SOP applies to all persons who apply for a grocery bagging/carryout service license at MCAS Yuma, AZ.

2. Purpose. This SOP is designed to establish procedures for control, issuance and revocation of bagger licenses at MCAS Yuma, AZ. Enclosure (1) is a sample copy of the License Application, which all baggers must complete in applying for the subject independent contractor status. Enclosure (2) is the agreement, which will be signed by each bagger and the Store Director in order that the Bagger may provide bagging and carryout services.

3. Responsibilities. All persons bagging and/or carrying out groceries at the MCAS Yuma Commissary must apply and be licensed by the Commanding Officer, MCAS Yuma prior to entering into an agreement with the Commissary. The Commissary Liaison Officer (CLO) is the authorized agent for the Commanding Officer. Bagging responsibilities are outlined in enclosure (2). The agreement is also available at the Commissary and/or head bagger.

4. Procedures. The following paragraphs outline licensing procedures for baggers at the MCAS Yuma Commissary:

a. Licensing Prerequisites:

(1) Licensing of baggers will be made on a quota system. All baggers must hold valid military identification. Only the Commanding Officer or his/her designated representative on this matter (normally the CLO) may deviate from this policy, which may be done without prior notification.

(2) When the Store Director and/or the CLO (in their capacity as designated representative of the Commanding Officer on this matter) deem it necessary, individuals that do not hold valid military identification may be issued a license to be a bagger.

(3) Licensing will be made chronologically in order of application date.

b. Reasons for denial or revocation of bagger license: The following criteria may be used for license refusal or revocation. This list is not all-inclusive:

- (1) Making false statements on the bagger license application
- (2) Having a prior felony record
- (3) Breaking the law or base regulations while bagging at MCAS Yuma Commissary
- (4) Obtaining a reprimand from the head bagger or Store Director for not complying with the Bagger SOP and/or violating the agreement outlined in enclosure (2).
- (5) On recommendation of the Store Director or head bagger.
- (6) For other legitimate reasons as determined by the CLO after coordination with the Staff Judge Advocate.
- (7) The CLO will be the approval authority for bagger license revocation

c. The CLO will be responsible for:

- (1) Processing applications for bagger licenses:
 - (a) Receive application from Head Bagger.
 - (b) Establish suspense file.
 - (c) Forward application to PMO for local check.
- (2) Approving/disapproving license applications.
- (3) Issuing baggers licenses.
- (4) Maintain a file of all completed bagger license applications and current licenses.

d. The Provost Marshal will be responsible for a local check of the bagger applicant. The check will be to insure that there is no current bar to the installation against the applicant. The PMO will sign the bagger license application and indicate the result of the record check.

e. The Store Director will be responsible for:

(1) Quality Assurance of the baggers. Quality Assurance will be monitored under the terms of DeCA Directive 40-1 and the bagger SOP.

(2) Officially reprimanding any bagger.

(3) Recommending that a bagger license be revoked. All recommendations will be forwarded to the CLO for action.

(4) Notifying the CLO when additional baggers are needed to be added to the list of active baggers.

(5) Establish a minimum number of active baggers needed for licensing.

(6) Maintaining a file of current bagger agreements.

f. The head bagger duties and method of selection is described in the bagger agreement in enclosure (2).

g. Individual bagger responsibilities are outlined in the bagger agreement outlined in enclosure (2).


MARK E. CONDRA

DISTRIBUTION: Commissary
S-4
HRO
PMO
Files

License Application for Bagging Groceries for MCAS YUMA
(Applicant Completes Items 1- 3)

1. Identification:

Last Name: _____ First Name: _____ Initial: _____
Address: _____ City: _____ State: _____ Zip: _____
Home Phone: _____ Social Security Number: _____-_____-_____
Date of Birth: _____ Place of Birth: _____

2. General Information:

Military ID Card Holder: Yes ___ No ___ Expiration date _____
If yes, Circle one of the following: **Active Duty Reservist Family Member Retired**
Have you ever been convicted for any offense other than a traffic violation?
Yes ___ No ___ If yes, please explain on a separate sheet.

3. Statement of Applicant:

a. I understand that I am applying for a license to bag groceries at the MCAS Yuma Commissary. I understand that this license is permission to enter MCAS Yuma ONLY, and in no way implies or guarantees that I will bag groceries.

b. I understand that any violation or non-compliance with MCAS Yuma Rules or Regulations, Bagger SOP, or Bagger Agreement may result in the withdrawal of the privilege of bagging.

c. I understand I am not an employee of any federal agency or activity and that my sole source of compensation will be from tips received from customers for bagging groceries.

d. The above information is true and complete to the best of my knowledge. I understand that refusal to answer a question or the submission of incorrect or misleading information may be the basis of denying, suspending, or revoking my solicitation privilege.

Date

Signature of Applicant

(Applicant signs application. Head Bagger forwards application for approval)

Head Bagger will contact Applicant when Additional Baggers are needed.

Date Contact Attempted: _____

Signature: _____
Date

Signature of Head Bagger

4. Provost Marshal

Local Background Check: ___Cleared ___Derogatory Information Present

ENCLOSURE (1)

Bar to Installation Check: ___ Not Barred ___ Barred

Date Verifying Official (Name, Grade, Title) Signature

5. Addition to active list:

The above named individual has been granted a MCAS Yuma bagger license for the purpose of providing grocery bagging/carry out service for patrons of the MCAS Yuma Commissary.

Date Commissary Liaison Officer Signature

This license and all Background Reports will be kept on file with CLO.

Data required by the Privacy Act of 1974

AUTHORITY: 10 U.S.C. 3012

PRINCIPLE USE: Used by the Installation to collect information for the bagger directory and to assist in background checks.

ROUTINE USES: Background checks and information directory

VOLUNTARY DISCLOSURE AND EFFECT ON INDIVIDUAL NOT PROVIDING INFORMATION: Not providing information will result in denial of bagger license.

CUT HERE

6. Receipt for application for license to be completed by Head Bagger and given to applicant.

Date Received _____ Applicant Signature _____

Date Received _____ Head Bagger Signature _____

AGREEMENT BETWEEN BAGGER AND COMMISSARY

1. Scope. This SOP applies to all persons who independently provide grocery bagging/carryout service at the MCAS Yuma Commissary.

2. Purpose. This SOP is designed to ensure efficient bagger/carryout services, maintain an acceptable standard of dress and conduct, and outline equitable treatment for personnel engaged in bagger activities.

3. Responsibilities. All persons bagging and/or carrying out groceries at the MCAS Yuma Commissary must comply with this SOP.

4. Procedures

a. Organization and Operation of Baggers

(1) Baggers are required to serve the commissary patrons for whom they are working and may accept any tips offered. Even though patron tipping is encouraged, it is not mandatory and will not be solicited by the bagger.

(2) Baggers will annually elect the head bagger. The election will take place in February or as required. Secret written ballots will be used for this election. The Store Director will count the ballots. The results will be verified by the Commissary Liaison Officer (CLO).

(3) Baggers will vote on the uniform to wear while bagging at the commissary. The uniform will be approved by the Store Director. Baggers not wearing appropriate attire will be sent home. Appropriate attire means a bagger must wear shoes (no flip-flops or sandals), socks, pants, shorts or skirts (if female) no shorter than mid thigh, bagger aprons, and shirts with collar and sleeves.

(4) Baggers who fail to report to work at scheduled times or dates will be subject to discipline.

(5) Baggers may be required to pay a fee to the head bagger, (as compensation for supervision/organization/quality assurance) which will be based on the number of baggers needed and agreed to by the majority of baggers. The amount of the fee, or type of compensation if any, will be determined by majority vote at each election.

(6) Selection of baggers to be cart pushers and for other non-tipping tasks will be filled first with volunteers and then appointed on a rotating basis. No baggers will be exempt from these duties.

(7) Items left at the register by any patron or bagger will be given to the head bagger who will take the item(s) to the customer service supervisor. Any item returned by a customer because it is wrong or damaged will be taken to the courtesy desk. Each bagger is responsible for damage they cause to a patron's groceries.

(8) Problems or complaints from baggers must be handled through the head bagger. Problems that cannot be handled by the head bagger will be brought to the attention of the Commissary Store Management.

ENCLOSURE (2)

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(9) Assignment to checkout lanes will be equitable. All baggers will have an equal opportunity to work any and all checkout lanes. The head bagger will determine who will work which lane each day.

(10) Seniority of baggers will be determined by the date of license issue.

b. Head Bagger Responsibilities

(1) The head bagger will maintain the following files:

(a) Pending Bagger License Applications: This file will be maintained in chronological order of date of application and will be made available for periodic review as required by the Store Director and/or CLO. This file will be subject to audit by the Store Director and/or the CLO. Applications will be kept "on file" for ONE YEAR ONLY. When an application has been on file for more than one year and the applicant has not been offered a position as a bagger, the applicant will be contacted to assess if there is any continued interest to be a bagger. If there is no longer any interest, it will be considered dead and transferred to the "dead file". The purpose of purging the file of old applications is to minimize the amount of work attempting to contact persons who are no longer interested in becoming a bagger.

(b) Active Bagger License: A list of active baggers will be made available for review and/or audit periodically as required by the Store Director and/or CLO. This file will be subject to audit by the Store Director and/or the CLO.

(c) "Dead File": This will be a file of applications, which are older than ONE year, of applicants, which the head bagger has been unable to contact. Applications in this file will be maintained for 90 days after they are placed in the file. This file will be subject to audit by the Store Director and/or the CLO.

(2) The head bagger will supervise, organize and perform quality assurance for all baggers.

(3) When notified by the Store Director of the number of checkout lanes to be operated each day, the head bagger will make work assignments to licensed baggers on an equitable basis. It is the responsibility of the head bagger to ensure an equitable assignment of hours and lanes. There will be no favoritism displayed in the assignment of baggers to checkout lanes. Baggers will be rotated through all lanes.

(4) The head bagger will conduct minor verbal/written discipline of baggers as deemed appropriate by this SOP and the Store Director. The head bagger will have the authority to recommend to the Store Director the revocation or suspension of the bagger license.

(5) The head bagger will act as a liaison between bagger/carryout personnel and all other outside agencies/personnel including but not limited to commissary store management and patrons.

(6) The head bagger will ensure that fair treatment to all is provided.

(7) The head bagger will comply with policies for licensing all baggers.

ENCLOSURE (2)

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(8) The head bagger will ensure that only licensed baggers are working for tips. Ensure that all working baggers display a bagger ID badge prominently.

(9) The head bagger will acquire and supply an approved application form to each prospective bagger. Advise each prospective bagger of the proper steps necessary to obtain a bagger license.

(10) The head bagger will acknowledge receipt of the application in writing and give the acknowledgment to the applicant. This will be accomplished by completing the "receipt" attached to the License Application.

(11) The head bagger will notify the Store Director and the CLO when additional baggers need to be licensed.

(a) The head bagger will contact the first applicant on the list. If that applicant cannot be contacted, the head bagger will mark the application form as "cannot contact" and the date/time that an attempt was made to contact the applicant.

(b) Only ONE attempt will be made to contact the applicant before going to the next applicant. The head bagger has the responsibility to make an honest and reasonable attempt to contact the applicant. A single telephone call that renders a busy signal or no answer on the first try should not be considered an attempt to contact. However, there is no requirement for the head bagger to send out a certified, return receipt request letter to contact the applicant.

(c) The head bagger will continue down the list until the requirement for baggers is met.

(d) An application marked as "cannot contact" will be placed in the "dead file" for 90 days and then be destroyed. The applicants name will be removed from the list of bagger applicants.

(12) The head bagger will ensure that all baggers conform to the appropriate dress code.

(13) The head bagger will follow the policies set forth in this Bagger Agreement, MCAS Yuma Bagger SOP, MCAS Yuma Regulations, and other DeCA directives.

(14) The head bagger may be relieved of duties by the Store Director/CLO or voted out of office by the baggers.

c. Individual Baggers Responsibilities

(1) All baggers will be licensed by the CLO. The license application must include the social security number and satisfactory completion of a background check. The bagger license does not guarantee bagging hours. Falsification of information on any application will be grounds for revocation of the license. Prospective baggers will be at least 16 years of age.

ENCLOSURE (2)

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(a) Complete a bagger application available from the Store Director or head bagger and give it to the head bagger to be dated and placed in a suspense file. The head bagger will acknowledge receipt of the application in writing and give the acknowledgment to the applicant.

(b) Upon receiving an application, the head bagger will take the application to the CLO for processing and a background check.

(c) Head bagger will notify applicant when the background review is complete and whether the license has been approved.

(d) Applicant will be contacted when a bagger position is available. At that time, the head bagger will issue a bagger badge number.

(2) All baggers will sign an Agreement between Baggers and Commissary, which will be maintained by the head bagger.

(3) All baggers will be at work on time and be prepared to work.

(4) All baggers will use proper grooming, sanitation, and personal hygiene and demonstrate proper manners.

(5) All baggers will wear appropriate attire. Appropriate/inappropriate attire includes but is not limited to the following:

(a) Wearing exposed hair curlers is not allowed.

(b) Any item of clothing that contains profanity or is in any way disrespectful towards the United States or the U. S. Armed Forces is not allowed.

(c) Wear shoes (no flip-flops or sandals), socks, pants, shorts or skirts (if female) no shorter than mid thigh, bagger aprons, and shirts with collar and sleeves. The wearing of hats is not authorized in the commissary. Visible body piercing is not authorized. (Earrings worn by females are permitted.)

(d) Other adjustments to standards of dress will be approved by the Store Manager on a seasonal basis, and may be adjusted as deemed necessary depending upon weather conditions.

(e) Baggers reporting to work who have not complied with the established dress code will not be permitted to work.

(6) All baggers will display the bagger identification number by wearing the bagger identification badge. Baggers will not be allowed to work without wearing the bagger identification badge. If the identification badge is lost, the bagger will be responsible for purchasing a new identification badge.

(7) All baggers will be accountable for any damages to customer purchases caused by the bagger. All damage to grocery items caused by the bagger will be reported to the head bagger. The head bagger will reimburse the customer for the damaged item and recoup the loss from the bagger.

ENCLOSURE (2)

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d. Bagger Conduct

(1) Baggers will not wave or summon patrons to their particular checkout counter.

(2) Baggers will not leave their bagging assignment without the approval of the head bagger.

(3) Baggers will not tell ethnic jokes, sexually harass any individual or use demeaning language.

(4) Loud talking or use of profane or abusive language will not be tolerated. Baggers who engage in any kind of fighting or excessive horseplay will be subject to revocation of their license.

(5) Baggers will use authorized bathroom facilities.

(6) Baggers will park in assigned areas while bagging at the Commissary.

(7) Baggers will maintain a clean working area behind the register and on the sidewalk.

(8) Baggers will eat, drink and smoke in authorized areas only.

(9) Baggers will not sit on the carryout carts or on the checkout counters.

(10) Baggers will not engage in long conversations with the cashier.

e. Revocation of Bagger Licenses

(1) Approval authority for revocation of bagging privileges on base is the CLO. The approval authority for revocation of the privilege to bag groceries in the Commissary Store is the Store Director. The revocation of a license may be made for the following reasons: (This list is NOT all-inclusive. Both the Store Director and CLO may exercise this authority for reasonable cause to be determined by either the Store Director and/or the CLO based on documented violations from the head bagger.)

(a) Violating the terms of the MCAS Yuma License or Commissary Baggers Agreement.

(b) Exposing another bagger or patron to injury or harm

(c) Damaging property of another.

(d) Any act that would expose the commissary or MCAS Yuma to liability.

(e) Violation of law, commissary or MCAS Yuma rules and regulations.

(f) Other reasonable causes.

(2) A bagger will lose the license to bag on MCAS Yuma when reprimanded twice for SOP violations, subject to the Store Director and CLO review. The MCAS Yuma Commissary does not employ baggers. Therefore, the MCAS Yuma

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Commissary does not provide compensation for bagger services. Baggers serve the patrons of the Yuma Commissary. Any and all compensation will come from the patrons of the MCAS Yuma Commissary in the form of tips.

Bagger

Store Director

Date: _____

ENCLOSURE (2)