



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT LEE
3312 A AVENUE, SUITE 208
FORT LEE VA 23801

IMLE-ZA

AUG 25 2020

MEMORANDUM FOR Fort Lee Commissary and Bagger Applicants

SUBJECT: Standard Operation Procedures for Fort Lee Commissary Baggers

1. References:

- a. DOD Instruction 1330.17, Armed Services Commissary Operations, Oct 2008
- b. AR 210-7, Personnel Commercial Solicitation on Army Installations Chapter 2, Oct 2007
- c. DeCA directive 40-6, Customer Service Department, Para 4-8, Change 1, Apr 2009
- d. The DeCA Bagger Program, Mar 2015
- e. Fort Lee Commissary Bagger Application Packet

2. Purpose: To establish the standard for personnel licensed to provide bagging and carry out services and ensure bagger and carryout services enhance the quality of life for military families.

3. Scope: This instruction applies to all personnel and the supervisors of those who are licensed to provide bagging and carryout services to the patrons of the Fort Lee Commissary. Bagger personnel are neither employees nor contractors of the installation, DeCA, the Armed Services, the Department of Defense, or the Federal Government. They are self-employed personnel who have been given permission by the authority of the Garrison Commander to enter Fort Lee for the purpose of offering bagger/carryout service to the commissary patrons in return for the expectancy of a tip from the patron.

4. Responsibilities:

a. **The Garrison Commander** invokes the responsibility to grant, deny, or revoke permission for an individual to enter Fort Lee to provide bagger and carryout services as determined to be in the best interest of the installation. Garrison Headquarters is responsible for issuing bagger licenses and will submit appropriate documentation to the Provost Marshal Office (PMO) for the completion of a Police records check. A

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SUBJECT: Standard Operation Procedures for Fort Lee Commissary Baggers

bagger application is not considered complete without the Garrison Commander's signature of approval, which must be kept on file with the application in the commissary.

b. The Commissary Store Officer (CSO) is the final arbiter of policies and procedures for the Fort Lee Commissary and is responsible for matters of security, safety, and customer service. The CSO is not the employer of the baggers, but has the authority to notify the Garrison Commander of the conduct of personnel providing services within the commissary. If the conduct of a bagger appears to endanger the security, good order, or discipline of the installation, the CSO can revoke a bagger's permission to enter the store for the purpose of bagging and carrying out customers' groceries, but will be required to notify the Head Bagger and Garrison Headquarters of any misconduct immediately. The grounds for denying or revoking permissions are listed on page three and four of this memorandum.

c. The Head Bagger and Assistant Head Bagger are responsible for enforcing this Standard Operating Procedure (SOP) and rules outlined in the application packet. These individuals will be elected annually by the licensed baggers. The Head Bagger is responsible for the hiring, supervision, and conduct of all baggers providing services to Fort Lee Commissary patrons. The Assistant Head Bagger will supervise in the absence of the Head Bagger. Head Baggers will sign and carry out the responsibilities outlined in the Head Bagger/Assistant Bagger Pledge in the application packet. The Head Bagger is responsible for contacting potential baggers and ensuring all bagger applications and approvals are completed, filed, and safeguarded properly. Elected personnel will use the proper chain of authority to address bagger performance concerns. Procedures for election of Head Baggers can be found on page eight of the correlating application packet.

d. Individual Baggers will apply for and receive an installation bagger permit. Application forms must be endorsed by the Head Bagger, CSO, PMO (Provost Marshal Office) and Garrison Commander. *Applicants will require a social security number and a military or state issued ID for an initial background check. Veteran applicants are required to provide a copy of their DD214 indicating an honorable discharge from service in addition to a state issued ID.* An installation bagging license does not guarantee bagging hours and bagger permits are not valid for other commercial activities on Fort Lee. Falsification of information on any application will be grounds for immediate denial, revocation of license or barring from the installation. Prospective baggers will be at least 16 years of age and must sign and comply with the standards listed in the Bagger Understanding on page six of the application packet. All applicants will sign the Fort Lee SHARP (Sexual Harassment/Assault Response and Prevention) pledge on page nine of the correlating application packet.

Note: The Garrison Commander delegates to the Garrison Command Sergeant Major to utilize unregistered baggers who have been cleared by Police Background checks only for the duration of an emergency (for example, shortage of baggers due to weather

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related emergencies or special events). Temporary baggers will not affect the normal schedule of registered baggers or the waiting list for hiring.

5. Operation and Licensing of Baggers.

a. Operation of Baggers

(1) All new bagger applicants must possess a valid military, family member, or retiree ID card; veterans require a DD214. When there is a lack of interest for employment from those who hold a military ID card or DD214, non-ID card holders will be considered *by exception*. This exception must be approved by the Garrison Commander.

(2) Baggers are required to serve the commissary patrons and may accept tips offered. Although patron tipping is encouraged, it is not mandatory and will not be solicited by the baggers.

(3) Baggers will follow the dress code and bagging rules outlined in the application packet. Violations of instructions may result in verbal and written warnings or dismissal from service as a bagger.

(4) Concerns from baggers will be handled through the Head Bagger. The CSO is the final authority before reporting to the Garrison Command Sergeant Major.

b. Issuance of Bagger Permits

(1) When hiring a bagger is required, the Head Bagger will contact applicants in priority order outlined on page seven (10a) of the application packet.

(2) Prospective applicants will complete the correlating application packet which will be endorsed by the Head Bagger and submitted to garrison for further processing.

(3) A *one-time* Law Enforcement records check will be conducted by the PMO to ensure that applicants have not been barred from the installation or have a criminal history which would preclude them from entry onto the installation, or preclude them from obtaining a solicitation permit. *All applicants must meet the Fort Lee access entry requirements in order to provide services at the commissary. Garrison HQ will provide ID expiration reminders to the Head Bagger. All baggers are responsible for providing renewed IDs to the Head Bagger for bagger license to remain current. Any bagger who fails to provide a renewed ID copy within the 30 day notice of expiration is subject to revocation of license and would be required to submit a new application to continue bagger and carryout services on the installation.*

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(4) All applicants will be notified by the Head Bagger on a timely basis regarding the approval/disapproval of their application. Head baggers are required to retain letters of approval from the Garrison Commander in the commissary and provide them on request.

c. **Suspension or revocation of Bagger permits.** The Garrison Commander is the approving authority for revocation of commercial solicitation privilege on Fort Lee. The CSO may immediately suspend baggers upon being notified by the Head Bagger. The grounds for revoking a license include, but are not limited to:

(1) Violating the terms of the installation SOP, Bagger SOP, or statement of Bagger Understanding. An individual bagger reprimanded twice for violations will have their bagger permit automatically revoked. *Failure to renew the required valid military and state issued ID before expiration is considered a violation of the installation SOP.*

(2) Willful or negligent acts exposing another person to injury or harm, causing damage to personal property, the commissary property, and the installation property, or exposing the commissary or installation to potential liability.

(3) A pattern of misconduct regarding the bagger's carryout services, demeanor, behavior, language, or dress code violations etc.

(4) Violation of public laws, commissary rules, or installation regulations. For example, purchasing commissary items for persons not authorized commissary privileges under Enclosure 3, Section 2 of DoD Instruction 1330.17 is cause for immediate revocation of permit.

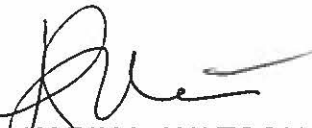
(5) Creating or contributing to a hostile or inharmonious work environment.

(6) Use of drugs or any illegal substance while on the installation or while performing bagger/carryout services. Any suspected behavior will be reported to Army Law Enforcement.

6. Point of contact for this SOP is the garrison Administrative Officer at (804) 734-7244.

3 Encls

1. GC Sample Letter
2. Bagger Application
3. Bagger SOP


KARIN L. WATSON
COL, MP
Commanding

COMMISSARY BAGGER APPLICATION CHECKLIST

- ☐ License Application (p.1) – Complete Items 1-3
**if you are under 18, a parent must also sign*
- ☐ Background Checks (p.2,3) – Provide full name on page 2 **OR** 3 according to your age
- ☐ Authorization of Release of Information (p.4,5) – Fill page 4 **OR** 5 according to your age
**if you are 16 or 17 years old, a parent must also sign page 5*
- ☐ Bagger Understanding (p.6) – Review, sign and date
- ☐ Head Bagger / Assistant Head Bagger Pledge (p.7,8) – Review, sign and date
**For designated personnel only*
- ☐ Commissary Bagger SHARP Pledge (p.9) – Fill in name, sign and date
**Head Bagger must also sign and date*
- ☐ Bagger Standard Operation Procedures (Encl 3 p.1-3) – Review
**All baggers are responsible for their awareness of rules and instructions*

ALL FILLED OUT?

- ☐ Attach a copy (front and back) of your valid ID to your packet (+DD214 for veterans)
- ☐ Review your application for accuracy and submit to Head Bagger for approval
- ☐ GOOD LUCK!



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3312 A AVENUE, SUITE 208
FORT LEE, VA 23801-1720

Office of the Garrison Commander

Ms./Mr. XXXXXXXX

Street Address

City, State ZIP

Dear Ms./Mr. XXXX,

I am **approving / denying** your request to solicit commissary customers and to provide bagger and carryout services on Fort Lee. Conditions of your approval are indicated below.

Your approval to solicit on Fort Lee is valid as long as your ID remains current. You must abide by the policies to solicit at the commissary as outlined in Standard Operation Procedures for Fort Lee Commissary Baggers. This includes the guidelines set forth in the bagger application packet.

In order to minimize confusion and to serve as proof of authorization to operate on Fort Lee, this letter of approval must be kept on file at the commissary and readily available. If this letter is not available upon request, it will be assumed that you do not have approval and you may be asked to terminate your licensure for bagging and carryout services.

Any actions against policies specified within this memo will be deemed a violation of proper procedures and can result in termination of solicitation privileges on Fort Lee by the Garrison Commander.

All requests, questions and concerns can be addressed through the Head Bagger to the garrison Administrative Officer.

Sincerely,

KARIN L. WATSON
COL, MP
Commanding



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IMLE-ZA

(Age 18 and over)

MEMORANDUM THRU US Army Garrison, 3312 A Ave Suite 208 Fort Lee, VA 23801

FOR Provost Marshal Office, Attention Administrations Supervisor, Fort Lee, VA 23801

SUBJECT: Request for US Army Law Enforcement Check

1. Request a US Army Law Enforcement record check be conducted on _____ for the purpose of employment at the Fort Lee Commissary as a bagger.
(Last, First, MI)
2. The attached signed "Release of Information" form is provided detailing the personnel information.
3. The POC is the undersigned at (804)734-7244 jessica.a.williams135.civ@mail.mil.

JESSICA A. WILLIAMS
Administrative Officer
Garrison Headquarters

☐

Record(s) exist

☐

No Record(s) exist

Background completed by:

Date:

Supervisor Police Administration



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(Age 16 and 17)

MEMORANDUM FOR Provost Marshal Office, Attention Administrations Supervisor,
Fort Lee, VA 23801

SUBJECT: Request for US Army Law Enforcement Check

1. Request a US Army Law Enforcement check be conducted on the following individual, _____ who is 16 or 17, for the purpose of employment at the Fort Lee Commissary as a bagger.
(Last, First, MI)
2. The attached signed "Release of Information" form is provided detailing the personnel information.
3. The POC is the undersigned at (804)734-7244 or jessica.a.williams135.civ@mail.mil

JESSICA A. WILLIAMS
Administrative Officer
Garrison Headquarters

☐

Record(s) exist

☐

No Record(s) exist

Background completed by:

Date:

Supervisor Police Administration

Authorization of Release of Information (Age 18 and over)

Carefully read this authorization about you, then sign and date it in ink.

I authorize any investigator, special agent, Law Enforcement Officer, or other duly accredited representative of the authorized Federal agency conducting a background investigation, to obtain information relating to my activities from individual criminal justice agencies and other sources deemed necessary to obtain criminal history and driver license history record information.

I authorize the Federal agency conducting my investigation to disclose the record of my background investigation to the requesting agency, in accordance with the law, for the purpose of making a determination of suitability or eligibility for entrance and/or temporary visitation onto Fort Lee.

I authorize custodians of records and other sources of information pertaining to me to release such information upon request of the investigator, special agent, Law Enforcement Officer, or other duly accredited representative of the authorized Federal agency regardless of any previous agreement to the contrary.

I understand that the information released by the records custodian and sources of information is for official use by the Federal government for determining entry eligibility or determining eligibility for child care positions.

Printed Name: _____

Signature: _____

Date: _____
(DD MONTH YYYY)

Applicant's personnel information:

Social Security Number: _____

Date of Birth: _____
(DD MONTH YYYY)

Driver's License number: _____ State of issue: _____

Sex: Male or Female

Race: _____

Authorization of Release of Information (Age 16 and 17)

Carefully read this authorization about you, then sign and date it in ink.

I authorize any investigator, special agent, Law Enforcement Officer, or other duly accredited representative of the authorized Federal agency conducting a background investigation, to obtain information relating to my activities from individual criminal justice agencies and other sources deemed necessary to obtain criminal history and driver license history record information.

I authorize the Federal agency conducting my investigation to disclose the record of my background investigation to the requesting agency, in accordance with the law, for the purpose of making a determination of suitability or eligibility for entrance and/or temporary visitation onto Fort Lee.

I authorize custodians of records and other sources of information pertaining to me to release such information upon request of the investigator, special agent, Law Enforcement Officer, or other duly accredited representative of the authorized Federal agency regardless of any previous agreement to the contrary.

I understand that the information released by the records custodian and sources of information is for official use by the Federal government for determining entry eligibility or determining eligibility for child care positions.

Printed Name: _____

Signature: _____

Date: _____
(DD MONTH YYYY)

Applicant's personnel information:

Social Security Number: _____

Date of Birth: _____
(DD MONTH YYYY)

Driver's License number: _____ State of issue: _____

Sex: Male or Female

Race: _____

Parent/Legal Guardian Authorization:

Printed Name: _____ Signature: _____

Bagger Understanding

I understand that the commissary in which I wish to bag groceries is located on a military installation. I must **first** obtain the permission of installation authorities to enter the post in order to solicit commissary customers to bag and carry out their groceries in the commissary.

Second, I must also obtain permission of the _____ Commissary Store Director to carry on my private business for profit as a bagger/carryout person in his or her store. I understand that if I lose the permission of the Store Director, I can no longer enter the store to be a bagger/carryout person in the _____ Commissary, even though installation authorities have taken no action regarding my overall permission to carry on commercial solicitation on the base. I know and accept that the Store Director may take away my permission to be in the store as a bagger/carryout person when it is no longer in the commissary store's best interests.

Third, I understand that the Store Director's permission to enter the store gives me no specific rights other than to carry on my private business as a bagger/carryout person. Finally, I clearly understand that I work for myself and I am not an employee of the installation, the commissary, or of the Federal Government. The commissary allows my presence in the store, and my interaction with store customers, solely because of the service I provide to customers by soliciting them to carry out their groceries.

Fourth, I understand that the baggers, including me, periodically elect a head bagger. Through that election, the baggers give him/her the authority to schedule me and other baggers to work and to maintain order in the store among the baggers. I understand that I must follow the directions of the head bagger. I also understand that if a majority of the baggers in the store so desire, with the concurrence of the Store Director, an election can be held to select a new head bagger. Otherwise, elections occur annually at the option of the Store Director.

Finally, I understand that ordinarily, commissary employees cannot tell me what to do. Nonetheless, commissary managers, having the inherent responsibility to maintain safety, security, good order, discipline, and customer service in the store, can exercise authority over my presence and actions in the store when it is likely that those actions may be or become inconsistent with the above inherent management responsibilities. A commissary manager's authority includes revoking my permission to enter the store for the purpose of bagging.

More specific details of what I can expect as a self-employed bagger carrying on my business of soliciting commissary customers in the commissary can be found in local installation guidance, Defense Commissary Agency memoranda, regulations, and other guidance, such as head bagger issuances, addressing my presence on the installation and in the store. The head bagger may also have a Standard Operation Procedure that I agree to follow for the common benefit of all baggers in this store.

Signature

Date

Head Bagger / Assistant Head Bagger Pledge

1. Supervise, organize and perform quality assurance for all baggers.
2. Schedule licensed baggers on an equitable basis and ensure that there are enough baggers to meet customer demand.
3. Discipline baggers when necessary or required by this SOP. The Head Bagger has the authority to not schedule baggers for up to three days for disciplinary reasons and to recommend to the CSO/delegate and Garrison Commander the revocation or 30-day or less suspension of a bagger's installation permit.
*NOTE: The CSO can revoke a bagger's permission to enter the commissary.
4. Act as a liaison between baggers and other outside agencies/personnel including, but not limited to, the CSO and patrons.
5. The Head Bagger will be capable of understanding and administering the SOP, to include explaining it to baggers who have questions or do not comprehend its contents. It is imperative that the Head Bagger enforce the SOP.
6. Comply with Garrison SOP and Bagger Understanding.
7. Ensure only valid ID card holders are hired as baggers/carryout service providers.
8. Ensure valid processing and filing of all applications for each prospective and hired bagger at the Fort Lee Commissary.
9. The Head Bagger will follow the policies set forth in the Bagger Understanding statement, the Bagger SOP for Fort Lee, applicable commissary regulation, Army Regulations, and other DeCA directives.
10. Maintain a valid ID card holder and non-ID card holder waiting list of prospective baggers and contact the prospective baggers on the list when new baggers are needed. The list will be dated and maintained by the Head Bagger and a copy provided to the CSO. The most recent dated list on file with the CSO endorsement will be considered the official list. New baggers will be contacted based on the date of their permit application.
 - a. The Head Bagger is responsible for making an honest and reasonable attempt to contact applicants. The Head Bagger should attempt to speak to each applicant or leave a message with a person or an answering machine. The Head Bagger will document a minimum of two attempts to contact bagger applicants.
 - b. The Head Bagger will notify the CSO of the names of applicants who cannot be contacted by providing a monthly updated list. If an applicant cannot be reached, that applicant will be bumped to the end of the waiting list.

11. Provide a copy of the most current SOP to each bagger.
12. Head Baggers will grant permission for anticipate absences such as family vacation or medical reasons. Baggers will normally not be scheduled to work without penalty.
13. Head Baggers will make reasonable attempts to accommodate the personal schedules of baggers with the understanding that sufficient baggers must be available at all times to serve patrons.
14. The Head Bagger can be relieved of duties by the CSO pending review, who will immediately notify the Garrison Headquarters.
15. Baggers will elect a Head Bagger and one assistant each year in February.
 - a. The CSO will conduct the election. The Head Bagger will draft an election letter by 15 January and have it posted by 22 January. *All nominees for Head Bagger must work at least 40 scheduled hours per week, including weekends, to be considered for the position.* Candidates must present their nominations to the Head Bagger by 1 February. Candidates must campaign fairly and honestly. At the conclusion of the election (1400 Saturday), the Head Bagger will observe the counting of the ballots. The election will take place on the last Friday and Saturday of February. The new Head Bagger/ Assistant Head Bagger team will assume their positions on Sunday.
 - b. The voting process will be conducted with secret ballots. Ballots will be deposited in a locked box provided by the commissary. The CSO will count the ballots and the announcement will be made by the CSO.
 - c. A special election will be held in the event one of the elected positions becomes vacant prior to the end of the elected term. The Head Bagger/ Assistant Head Bagger will allow a ten day period to collect the names of nominees. At the conclusion of the special election, the Head Bagger/ Assistant Head Bagger will observe the counting of the ballots by the CSO. The election will be held for two days with the replacement in place on the third day.

Name

Date

Commissary Bagger SHARP Pledge

I, _____ have read and agree to the following:
(Last, First, MI)

- **I will encourage a work climate that strives to prevent sexual harassment and assault incidents**
- **I will support victims who choose to report incidents of sexual harassment and assault**
- **I accept my role in recognizing and reporting inappropriate behavior to my supervisors**
- **I will treat all co-workers and patrons with dignity and respect and set an example of professionalism for others to emulate**

Signature

Date

Head Bagger Signature

Date

***For questions concerning this pledge or any SHARP related incidents, please contact the Fort Lee Garrison SARC @ 804-734-7083.**

Bagger Standard Operation Procedures

As a prerequisite to the maintenance of permission to enter Fort Lee and the Fort Lee Commissary, each bagger must be aware that any violation of this instruction or the Fort Lee Commissary Bagger SOP may result in written or verbal warning or an immediate suspension for cause by the Head Bagger or commissary supervisory personnel. Three written warnings will result in a minimum one day suspension and maximum three day suspension of your bagger license; your badge will be surrendered to the Head Bagger. Following review of this document, each bagger expressly understands that they agree to the following:

1. Baggers are self-employed licensees granted permission to solicit commissary customers to provide bagging and carryout services at the Fort Lee Commissary under the provisions of AR 210-7. This instruction applies to all persons who have applied for and have been issued installation access to provide this service. *Baggers may not begin bagging / carryout services without a signed letter from the Garrison Commander.*
2. Commissary patrons have the right to a seamless and pleasant shopping experience. Courteous and efficient bagger service contributes to that positive experience. The following guidelines support the important role baggers offer in a customer oriented service.
3. All baggers must sign ***in and out*** daily. You are ***required*** to inform the Head Bagger when you are leaving or when you will miss a scheduled shift. This is a common business courtesy. *Three (3) no-call, no-shows qualify for immediate dismissal from your bagging position by the Head Bagger.*
4. **DRESS CODE:** All baggers **MUST** wear black trousers or shorts, a white shirt with sleeves and a collar as well as an identification badge and bagger's smock. Reflective safety belts must be worn after 4 p.m. each day. Dress will be neat, clean, and in good repair. Shirts may be tucked in or left out of trousers/shorts. Shorts must not be "cut-off" and will be at least knee length. A belt is required with any trousers or shorts with belt loops.
5. The Head Bagger will supply the bagger ID number badge, badge holder and smock. Each bagger's number badge will be worn clipped to the collar and should be visible to patrons and cashiers. The badge will be worn above the waistline and will be displayed *at all times* when the bagger is providing services. Baggers will not be permitted to work without their ID badge.
6. **General appearance guidelines include, but are not limited to the following:**
 - a. Hair will be maintained in a neat and orderly fashion – no bright colors (pink, blue, green etc.)
 - b. Head scarves may be worn but must be conservative in color (black or white).
 - c. Clothing displaying profanity or items indicating disrespect for the United States, the flag of the United States, or the military is not allowed.

Bagger Standard Operating Procedures

- d. Appropriate sweatshirts may be worn. Specific holiday wear or costumes may be worn on Halloween Day and for the holiday season during the month of December.
 - e. Baggers reporting to work who are not in compliance with the established dress code will not be permitted to work and will be replaced on the day in question.
 - f. No piercings will be permitted except for one pair of conservative earrings. No gauged ears or other facial piercings.
7. **BAGGING:** The following examples for bagging customers' goods are not all inclusive and the bagger expressly acknowledges that proper methods for bagging are used to avoid damaging a customer's goods.
- a. Commissaries will supply both paper and plastic grocery/carryout bags for customer convenience.
 - b. Customers may bring clean, reusable bags into the commissary for their personal use. Because of liability and sanitation concerns, recycled bags will be used for only those patrons' orders who have brought the bags for use. Customers must present bags to the bagger immediately before the bagging service begins. The bagger will return all unused or unsound bags to the patron for removal.
 - c. Items will not be double-bagged unless the customer requests otherwise or if they have brought their own bags for reuse. Baggers will not ask customers if they want double-bagging.
 - d. Patron education is the key to maintaining good customer relations. Customers must be tactfully convinced that the reason for not double-bagging and reusing recyclable bags is environmentally responsible and precludes waste of funds.
 - e. Customers should be encouraged to support the installation recycling programs. Commissaries with a recycling contract will have collection containers for plastic bags near the commissary entrance. The commissary will not be a conduit for collection or dissemination of consumer generated cardboard, paper, plastic and other commodities for recycling efforts, except in states where required by law.
 - f. Dry goods should be bagged together, placing heavier items (such as sugar or flour) on the bottom and lighter items on top.
 - g. Insulated bags should be used for ice cream and frozen food products when available.
 - h. Refrigerated items should be bagged together.
 - i. Fresh produce items should be bagged together, with heavier items on the bottom and lighter/softer items on top.
 - j. Only pastries or bread should be placed on top of eggs.
 - k. Pies should be placed in the top portion of a bag, right side up, on a flat surface.
8. **PATRON SERVICE:**
- a. **First on line is determined by who comes in first.** The next counter belongs to the next bagger in line who has not taken an order.

Bagger Standard Operating Procedures

- b. Once you have started an order, you may not leave that patron unless requested by name or number. If you are requested to leave a line, you must make sure a bagger is there to finish the order so the patron does not have to wait.
- c. You may **not** serve on more than one line at a time. Anyone forgetting who is on line behind them will lose their place in that line.
- d. Personal customers must ask specifically for you. If the patron does not ask for you by name or number, the bagger on line will not be required to move. If your customer does ask for you to bag, you will pay the bumped bagger **two dollars**.
- e. You may not stand behind a line and ask customers to ask for you.
- f. Keep clear of the cashier's work zone. Do **not** wave customers over to your line.
- g. Baggers will **not** close customers' trunk lids or vehicle doors unless specifically requested to do so.

9. TIPS:

- a. A "legal" tip is at least **two dollars**.
- b. Once a legal tip is received, you are required to move off the line unless you are the only bagger on that line.
- c. If you are bagging alone and the patron decides to take out their own order and still gives you a tip, you are not required to move off the line.
- d. Any breaks (lunch, smoking, hygiene) cost you your spot in line. Lunch breaks are **30 minutes**. ***All baggers must check in with the Head Bagger before taking a lunch or extended break.***

10. CART SERVICE:

- a. Sign up daily for cart duty. Signing up for more than one day is not authorized.
- b. All baggers need to help keep carts clear of the parking lot, aisles and doorways. *Do not just walk past – move them to the proper storage area.*
- c. It is each bagger's responsibility to be on time for your cart duty.

11. WORKPLACE COURTESY:

- a. Do not sit on or ride the carts.
- b. Verbal arguments, profanity and physical altercations will not be tolerated.
- c. Cell phone usage while bagging on line or in transit to a patron's car is prohibited.
- d. No eating or drinking on line.
- e. Baggers may use cell phones for up to 5 minutes on the bench or back wall only.
- f. Baggers may drink a closed lid beverage on the bench (NO FAST FOOD BEVERAGE CUPS/LIDS). All breaks must occur outside or in the back break room.
- g. **Remember:** the commissary is on a military installation. Please be aware that "Retreat" is conducted at 5 p.m. on post daily during which the flag is lowered and the bugle call, "Retreat" is sounded over the installation loudspeaker. It is considered customary and courteous for all civilians to stand at attention (in a safe location) and place their right hand over their heart for the duration of the bugle

Bagger Standard Operating Procedures

calls. Anyone in a moving vehicle should pull off the road -- (and) if they can safely do so, dismount their vehicle and perform the same actions listed above.

12. **PERSONAL ITEMS AND PURCHASES:**

- a. Any outside purchases brought into the commissary must be presented at the cashier's cage for signature. Failure to have a signed receipt is grounds for revocation of the solicitation permit.
- b. You must retain the receipt for any item purchased in the commissary for personal use (including meal or snack items). Items purchased for out-of-store use must be removed from the store immediately.
- c. Baggers are not permitted on the retail floor or to shop while they are working as a bagger.
- d. Backpacks are **NOT** allowed inside the commissary unless otherwise directed.