

**APPENDIX A**

SERVICES REFLECTED HEREIN MAY NOT BE AVAILABLE. Levels of Service; their frequency, quality, quantity and timeliness are influenced by the installations' funding posture and changes from higher headquarters. Customers will reimburse for all services above Common Levels of Support (CLS) in accordance with DODI 4000.19 for any service that “. . . increases the support supplier's direct costs (i.e., incremental direct cost). Costs associated with common use infrastructure are non-reimbursable, except for support provided solely for the benefit of one or more tenants. . .” Reimbursable costs may include but are not limited to overtime for Garrison employees, actual cost of contract support or any other incremental direct costs to provide services beyond the common level of support for a tenant or other customer.

**Service 92 –Equal Employment Opportunity  
Equal Employment Opportunity Office (EEO)  
Point of Contact: 301-677-6298/DSN 622-6298  
Building 4432**

**Service Description:** Manage the EEO Complaint Program. Provide training and education. Manage Affirmative Employment Program (AEP). Provide compliance and program evaluation services. Advise all levels of management EEO guidance and recommendations. Manage the Special Emphasis Program (SEP)

**Common Level of Support:**

Hours of Operation: 0730 - 1630, Monday through Friday (excluding Holidays).

**Reimbursable Support:**

a. Informal counseling services performed by contract counselors in the absence of available collateral-duty counselors.

b. Investigation of formal complaints conducted by Department of Defense, Office of Complaint Investigation (OCI). Payment will be initiated by completing Standard Form 2. **I AW AR 690-600, para 8-9, all expenses incurred in the administrative processing of an EEO complaint will be the responsibility of the activity where the discrimination is alleged to have occurred.**

**“8–9. Travel and other costs**

**a. For individual complaints as well as class complaints of discrimination, expenses incurred in the administrative processing of an EEO complaint will be borne by the activity where the discrimination is alleged to have occurred. These expenses include travel and other costs of investigators, EEO counselors, and agency representatives and expenses for the court reporter and transcripts from the investigation and hearing.”**

c. Expenses for on and off-site training.

Support provided beyond the non-reimbursable support level described above to include overtime or travel required to support the requestor's mission.

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#### **Receiver Responsibilities:**

Request training as needed and maintain record of employee attendance.