

**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.

**NOT UNDER COMMON LEVEL OF SUPPORT**

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**Equal Opportunity**

**Equal Opportunity Office (EO)**

**Point of Contact: 301-677-6687/DSN 622-6687**

**Building 4432**

**Service Description:** Includes oversight and management provided by the Installation Commander and the command element office staff.

**Common Level of Support:** Provide installation ethnic observances as an extension of the military's training and education program for EO Recognize and assess indicators of institutional and individual discrimination. Recognize sexual harassment in both overt and subtle forms. Process and monitor complaints. Conduct follow-up assessment 30 days after informing commander in accordance with AR 600-20. Conduct training as required to include sexual harassment, discrimination, and planning of ethnic observances.

**Receiver Responsibilities:** Comply with AR 600-20 and ensure fair treatment for all assigned military personnel, civilians, and family members; submit request in writing or by telephone for advice or guidance on any aspect of equal opportunity. Commanders will conduct a climate assessment utilizing the Command Climate Survey within 90 days of assumption of command or at least annually. Ensure a trained EOR is available and utilized at each unit level (Detachment, Company, and Battalion); Request Equal Opportunity Advisor assistance in complaint processing/investigation IAW AR 600-20; conduct and document EO and sexual harassment training twice a year IAW AR 600-20; Publish and post policy statements or memorandums on EO, Sexual Harassment, Complaint Procedures, and Open Door Policy. Encourage attendance at ethnic observances by military/civilian personnel and family members.

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