

Memorandum of Understanding

National Silent Monitoring/Call Recording

This MOU constitutes an agreement between the Department of Veterans Affairs, VBA and the National VA Council. AFGE on the implementation of a Silent Monitoring! Call Recording program for the Public Contact Teams at the Veterans Service Centers. The national silent monitoring program applies to the Regional Office (Station) quality.

1. Employees will be provided an orientation and given copies of any documentation of the new Silent Monitoring/Call Recording program prior to the implementation of said program. This program will not be implemented until at least two weeks from the signing of this MOU.
2. For the first six months, (or when the information becomes available through the intranet) and then quarterly, for the first year after implementation, management will provide the Union with monthly statistical reports pertaining to the National-Silent Monitoring program and copies of any analysis.
3. Non-business related telephone calls will not be recorded and/or evaluated for the purpose of silent monitoring/recording telephone calls under this MOU.
4. Should an employee be subjected to disciplinary actions to include written counseling as a result of any reviewed telephone call, they will be able to receive transcripts or have access to the tape recordings upon request. The employee will also be allowed sufficient time to prepare any reply and/or rebuttal in accordance with the VA/AFGE Master Agreement.
5. For issues involving conduct, Silent Monitoring Program Officials will not release employee's names except on a "need to know basis"
6. Upon receipt, the appropriate management official will provide a copy of this MOU to Local Presidents.

/S/
William Carson

for Management

/S/
Alberta Franklin

for the Union

May 3, 2007

Date