

APPENDIX 1. MANUAL CONTENT OUTLINE

**1. MANDATORY SUBJECTS AND TOPICS.** This section will describe the policies and procedures which apply to all employees throughout the office and will assist the manager and supervisors to establish office policies and procedures.

**a. Table of Contents.** The Table of Contents should show the title and number of all chapters and paragraphs, as well as page numbers, for easy reference. Any appendix to the manual should also be numbered, and if the manual contents are contained in other binders, etc., instructions to that effect should be included in the Table of Contents.

**b. Mandatory Subjects and Topics.** Those subjects and topics in this section **MUST** be included within the contents of the manual. The order of presentation is at the discretion of the manager.

- (1) OFFICE LINE OF DELEGATION OF AUTHORITY
- (2) ACCIDENT STANDBY DUTY ASSIGNMENTS
- (3) ACCIDENT/INCIDENT MANUAL
- (4) BUILDING OPENING AND CLOSING
- (5) WORK HOURS
- (6) WORK PROGRAMS
- (7) LEAVE POLICY
- (8) SIGNATURE AUTHORITY
- (9) USE OF GOVERNMENT CARS/POV/RENTAL CARS
- (10) OFFICE SIGN-OUT PROCEDURES
- (11) COMMUNICATIONS WITH REGION/HEADQUARTERS OFFICES
- (12) IMPREST FUND
- (13) FIELD APPROVAL AUTHORIZATION
- (14) PUBLIC INTERVIEWS/RELEASE OF INFORMATION
- (15) AIRCRAFT MANAGEMENT PROGRAM
- (16) ITINERARY/ENROUTE APPROVAL
- (17) AUTOMATION SECURITY SOP MANUAL
- (18) PERFORMANCE APPRAISAL SYSTEM
- (19) EMERGENCY/ADVERSE WEATHER READINESS
- (20) COORDINATION OF CERTIFICATION ACTIVITIES
- (21) CLERICAL AND ADMINISTRATIVE PROCEDURES
- (22) GEOGRAPHICAL AREA OF RESPONSIBILITY
- (23) ORGANIZATIONAL CHART
- (24) POSITION DESCRIPTIONS
- (25) ENVIRONMENTAL DATA

**2. OPTIONAL SUBJECTS AND TOPICS.** The subjects and topics listed below are optional and, if deemed appropriate by the manager, may be included in the contents of the manual.

- a. ORGANIZATION ROLES
- b. PUBLIC RELATIONS
- c. UTILIZATION OF PERSONNEL
- d. ABSENCE FROM OFFICE-OBLIGATION TO BRIEF

- e. OFFICE DUTY
- f. COMMON FILES – WHO SIGNS WHAT
- g. OFFICE MASTER FILES AND PUBLICATIONS
- h. AVIATION SAFETY INSPECTOR CREDENTIALS
- i. CONGRESSIONALS
- j. FOIA REQUESTS
- k. BUDGET
- l. COMPUTER INFORMATION
- m. FORMS MANAGEMENT
- n. FOREIGN TRAVEL AND PASSPORTS
- o. ON-THE-JOB INJURIES
- p. DOCUMENTATION STANDARD – GENERAL INFORMATION
- q. ENVIRONMENTAL DATA SYSTEMS – GENERAL INFORMATION
- r. TARGET TIME LIMITS – GENERAL INFORMATION
- s. ACCOUNTING PROCEDURES & CLASSIFICATION
- t. APPROVALS TO OPERATE
- u. INVESTIGATION ACTION SHEET
- v. ENFORCEMENT INFORMATION SYSTEMS
- w. TRAINING PROGRAMS
- x. ACCIDENT PREVENTION PROGRAMS
- y. MONTHLY/QUARTERLY ANNUAL REPORTS
- z. COLLATERAL DUTIES
- aa. TRACKING PROCEDURES FOR EIRs, ACCIDENTS/INCIDENTS
- bb. HOUSEKEEPING
- cc. OVERTIME AND COMPENSATORY TIME POLICY
- dd. SAFEGUARDING OF ACCOUNTABLE ITEMS
- ee. FUNCTIONS AND RESPONSIBILITIES
- ff. COORDINATION OF REPORTS
- gg. WORK FROM SECTION TO SECTION – GENERAL INFORMATION
- hh. HANDLING COMPLAINTS
- ii. TELEPHONE DIRECTORY
- jj. TIME AND ATTENDANCE
- kk. PROCUREMENT/SMALL PURCHASES
- ll. TRAVEL ORDERS/ADVANCES
- mm. TRAVEL VOUCHERS
- nn. TELEPHONE USAGE
- oo. CONTRACT SERVICES
- pp. INTERNAL EVALUATION PLAN