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Description of document: Standard Operating Procedures (SOP) Manual Bureau of Engraving and Printing (BEP) Tour Operations - Washington DC facility (undated) and Manual of Standard Operating Procedures Tour Guide & Visitor Center Operations - Western Currency Facility, Fort Worth, TX, 2015

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Source of document: FOIA Request
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Office of the Chief Counsel - FOIA and Transparency Services
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DEPARTMENT OF THE TREASURY
BUREAU OF ENGRAVING AND PRINTING
WASHINGTON, D.C. 20228

November 7, 2017

FOIA Request No. 2016-10-188

This letter responds to your Freedom of Information Act (FOIA) request under 5 U.S.C. § 552 to obtain a copy of the manual or handbook for the BEP public tours.

The Bureau of Engraving and Printing (BEP) Office of External Relations found records responsive to your request. Enclosed are the first set of releasable portions of the records responsive to your request. We appreciate your patience while we continue processing the remaining records responsive to your request. No fees will be charged for processing your request.

Pursuant to exemption b(7)(F) of the FOIA, 5 U.S.C. §552 b(7)(F) we are withholding from release law enforcement information. The release of this information could reasonably be expected to endanger the life or physical safety of any individual in BEP's facilities.

If you consider this letter to be a denial of your request, you have the right to file an administrative appeal within 90 days of the date of this letter to the Director, Bureau of Engraving and Printing, 14th & C Streets, SW, Washington, D.C. 20228. By filing an administrative appeal, you preserve your rights under FOIA and give the agency a chance to review and reconsider your request and the agency's decision. If you decide to file an administrative appeal, please include the assigned FOIA number, a copy of your request, the BEP response letter, and any other correspondence associated with your request. Both the letter and the envelope should be clearly marked "Freedom of Information Act Appeal."

If you would like to discuss our response before filing an administrative appeal to attempt to resolve your dispute without going through the appeals process, you may contact BEP's FOIA Public Liaison, Leslie J. Rivera-Pagán, for assistance at:

Bureau of Engraving and Printing
Office of the Chief Counsel-FOIA and Transparency Services
14th & C Streets, SW, Room 419A
Washington, D.C. 20228-0001
Phone number: (202) 874-2500
Fax number: (202) 874-2951

Please remember the FOIA process is not designed to respond to open-ended questions.

If you are unable to resolve your FOIA dispute through our FOIA Public Liaison, the Office of Government Information Services (OGIS), the Federal FOIA Ombudsman's office, offers mediation services to help resolve disputes between FOIA requesters and Federal agencies. Using OGIS services does not affect your right to pursue litigation. The contact information for OGIS is:

Office of Government Information Services
National Archives and Records Administration
8601 Adelphi Road--OGIS
College Park, MD 20740-6001
Website: ogis@nara.gov
Email: ogis.archives.gov
202-741-5770 or 1-877-684-6448

For further assistance concerning a FOIA appeal, please visit our website at moneyfactory.gov, and click on "FOIA" at the bottom of the page.

Sincerely,

Leslie J. Rivera-Pagán
Disclosure Officer

Enclosure(s): 11 pages

Standard Operating Procedures (SOP) Manual

Bureau of Engraving and Printing Tour Operations

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1) Opening/Post Procedures:

I. Tour Office:

- a. Print eight copies of the daily BEP Tours All Tours Report sheet.
- b. Distribute the copies to the various posts throughout the tour areas (1M11, Tour Bridge, Visitor Center, Ticket Booth).
- c. Go to the second floor via elevator 3 or 4 in the Main Building. Exit the elevator and walk straight ahead to the Keywatcher Box on the wall. Enter BEP-issued passcodes and obtain key ring #0052.
- d. Begin cross-referencing the tickets in the ticket box with the BEP Tours All Tours Report sheet to ensure that tickets for front-of-line (FOL), Special Gallery and Group Tours are pulled from the ticket box. Those tickets will be compiled and taken to 1M11 by the tour guide who is posted at 1M11 at the beginning of the day.

II. 1M11 (Tour Entrance):

- a. Place signs on the sidewalk when they first arrive to the post. One sign provides direction on where visitors need to go to obtain their tickets (from the ticket booth on Raoul Wallenberg Place). This sign will only need to be placed on the sidewalk during peak-season months (March – August). Place the sign with time-placards for the specific tour times on the sidewalk, to the right of the tour entrance.
- b. Greet visitors and separate into various categories. During the 8:00 hour, tour guides look for names and confirmation numbers on the BEP All Tours Report for the visitors for the 8:15 and 8:45 Congressional tours. This check is also performed between the times of 11:00 a.m. and 12:15 p.m. to check for scheduled school groups, and various times throughout the day to look for scheduled Floor, Special Gallery and front-of-line (FOL) tours. Congressional Tours are also conducted at 4:00, 4:15, 4:30 and 4:45 p.m. during the end of March through end of August (extended hours).
- c. Organize ticketed guests to the right of the entrance, behind the time-placard sign that shows the ticket time about to be admitted.

(b) (7)(F)

- e. Guests unable to get tickets may be admitted into the Visitor Center. These guests are lined up on the left side of the entrance door, and are permitted to enter after all ticketed visitors are admitted.

(b) (7)(F)

- g. Visitors without tickets are directed to 15th Street to obtain tickets. This tour guide station also involves answering general questions while visitors await entrance into the building.
- h. Tour guides at this station take extra care to keep visitors off railings and the traffic barrier for safety reasons. The tour guide keeps lines orderly and ensures efficient security processing.
- i. The prohibited items that visitors aren't allowed to bring in the tour entrance include; weapons, firearms, knives, scissors, knitting needles, open food and beverage containers.

(b) (7)(F)

- k. If children are in strollers, they will need to be out of the stroller to clear through the security processing area.
- l. If a visitor is disabled and arrives at the entrance without tickets, the tour guide will admit them on the next available tour with their visitors (up to five people). An additional five tickets for each tour time are available at the tour entrance for admitting these visitors. We may also make these accommodations for active duty military and military veterans.

III. Tour Bridge:

- a. The first tour guide posted on the tour bridge at 8:00 a.m. is responsible for set-up of the Tour Bridge post. This individual should arrive on post early enough to ensure that the following procedures are accomplished by 8:00 a.m. at the latest.
- b. The tour guide enters the Sound Room and turns on the audio-visual equipment by turning on a switch located on the left side of the rack of audio-visual equipment. The switch looks like a standard light switch, and it controls the power for all of the audio-visual equipment.
- c. Turn on televisions at the seating area (14C) utilizing remote controls that are located on a shelf of the audio-visual equipment in the Sound Room.

- d. Place two microphones and mic cables into the microphone jacks at the 14C and Tour Bridge areas. One microphone jack is located on the wall next to the Director's portrait at 14C. The other microphone jack is located on a column on the Tour Bridge located just beyond the stanchions at 14C.

(b) (7)(F)

- f. The tour guide on the bridge post at 2:10 p.m. will call out the number from the tour counter over the radio saying, "Bridge to 1M11 and 7, the day-time tour count is..." This is done at 2:10, because that will ensure that the 2:00 tour has finished entering the gallery. After they call out the count, they will roll over the counter to zero.
- g. The tour guide on the bridge post at 6:10 p.m. will also call out the number for the evening count similar to what is described above in paragraph f. After they call out the count, they will roll over the counter to zero.
- h. Strollers should be parked in a stroller parking area to the left of the seating area (14C). Strollers should not be brought in the tour gallery.
- i. The bridge tour guide should call for assistance when there is a visitor that is disabled (radio code "52") that needs to be brought to the tour gallery in the elevator. There should always be a person on the tour bridge to monitor the area, so a tour guide will take up the 52, while the other guide watches the bridge.
- j. The visitors should be seated at the benches at least five minutes before the tour begins. The tour guide should let visitors know about the location of the restrooms, informing visitors to use them before the tour begins.
- k. Visitors without a ticket/reservation should not be added to a seated group without seeking approval from the tour guide that is conducting that specific tour or approval from a supervisor.

IV. Tour Gallery:

- a. Unlock the door at 14C that leads to the "up" escalator for the tour.

(b) (7)(F)

(b) (7)(F)

- d. Turn right in the gallery into the first section (G1) and turn on the televisions (4 televisions), two on each side of the hallway, utilizing the remote control that is located in the microphone box in G1.

(b) (7)(F)

- f. Keep walking through the gallery to G3 and utilize the remote control in the microphone box in G3 to turn on the televisions (2 televisions) in G3.
- g. Walk down the hall to G4 and utilize the remote control in the microphone box in G4 to turn on the televisions (3 televisions) in G4.
- h. Come down the "down" escalator from the tour gallery. There is a key slot located on the bottom left of the escalator, just below where the left handrail is located. Insert the key and turn to the "down" position.

V. Ticket Booth:

(b) (7)(F)

- b. Guides are on post at the ticket booth approximately 10 minutes before 8:00 a.m. to organize the tickets into a plastic grid on the ticket booth wall. There are 45 tickets for each 15-minute time slot.
- c. Put up laminated cards that show the next available ticket time in the ticket window. This assists visitors to see which ticket times are available when they arrive at the booth.
- d. Turn on the two-way communication equipment that is located in each window. There is a switch on the unit that needs be flipped up to turn the microphone on. There are two dials on the unit as well for volume levels of "talk" and "listen." Talk volume adjusts how loud your voice will be on the speaker outside of the ticket booth, while listen volume adjusts how loud the visitor's voice will come through the speaker inside the booth. These volume knobs work best when kept just short of half-volume.
- e. When the line is long (past the steps) then a tour guide will go down the line with a hand-held metal tally counter to count the number of tickets that each individual

is going to obtain from the booth. During the end of March through end of August (extended hours) there are 1,350 tickets. The tour guide should stop the count at approximately 1,320, as sometimes the count will vary and individuals may change the ticket amount when they arrive at the ticket window.

- f. Individuals are allowed to obtain up to six tickets from the booth, and they may choose the ticket time that they would like from the available times. Individuals who have a valid, unexpired DC Tour Guide license may obtain up to 25 tickets, with a maximum of ten tickets per ticket time (i.e. 10 at 10:00, 10 at 10:15 and 5 at 10:30).
- g. Groups that arrive at the ticket booth must have the correct amount of individuals to obtain their tickets. Chaperones are not allowed to obtain more than the maximum of six tickets per person. Groups should be encouraged to schedule in advance. They may obtain a group form on the BEP website and submit up to one year (to the day) in advance of the day they would like to visit.
- h. Guides provide the correct number of tickets and time requested at the window, and then tell the guests to arrive 15 minutes early at the 14th Street Tour Entrance.
- i. When the line is long, another tour guides assists outside of the ticket booth by answering questions, looking for disabled visitors (52s), directing scheduled groups to the tour entrance and calming visitors who may not get tickets.

VI. Information Desk:

- a. Gather tour brochures and comment cards from the store room (room 126-M) and stock the plastic pull-out drawers that are located under the counter in the Information Desk.
- b. Display the tour brochures and fact cards (BEP decades) on the side of the Information Desk in the brochures holding shelves. There should be one row of fact cards in the middle of each shelf, and two rows of tour brochures on each side of the fact cards.
- c. Display two rows of comment cards in the plastic, upright brochure holder located right next to the comment card box on the Information Desk shelf.
- d. The tour guide posted at this location will answer questions from the visitors that have come down from the tour. Many of the responses will pertain to wayfinding within the building or directions to other attractions in the city.
- e. The tour guide will utilize the VC Information Desk binder, which has printed material on BEP History, Fun Facts, other attractions and dining options.

- f. Make sure that a pen is located next to the comment card box.

2) Closing Procedures:

I. Tour Office:

(b) (7)(F)

- b. Prepare tickets for the following day, by separating in individual ticket times. Remove the last five tickets of each tour time, the tickets that are numbered 046 to 050 on the top right of the ticket. Band those tickets together, so they are ready to be brought to 1M11 the following morning. Remove the tickets for FOL, Groups and Special Gallery tours as well.
- c. Clear off the main table in the tour office (130M) and wipe down with paper towels. Push in all chairs at the table. Place all radios on the wall chargers in room 128M.

II. 1M11 (Tour Entrance):

- a. Bring in signs from the sidewalk. Check to make sure that there are no individuals still in the building who need to exit at 1M11 (strollers, 52's, etc.).

(b) (7)(F)

- c. Take the sheets from the post to the Tour Scheduler's desk in room 151-M.

III. Tour Bridge:

- a. Lock the elevators in the tour gallery and turn off the escalators.
- b. Flip the switch down at the audio-visual rack (left side) in the sound room, which turns off all power to the equipment.
- c. Remove two microphones and mic cables from the microphone jacks at the 14C and Tour Bridge areas. One microphone jack is located on the wall next to the Director's portrait at 14C. The other microphone jack is located on a column on the Tour Bridge located just beyond the stanchions at 14C. Wind-up the microphone cables and put the cables and microphones in the sound room.

- d. The tour guide on the bridge post at 6:10 p.m. will call out the number for the evening count. After they call out the count, they will roll over the counter to zero.

IV. Tour Gallery:

- a. Keep the door unlocked at 14C that leads to the "up" escalator for the tour, so that cleaning staff can access the gallery.
- b. Turn off the escalator using the stop button on the escalator. The stop button is located on the bottom left of the escalator, just below where the left handrail is located.
- c. Go to the elevators #3 and #4 and lock the padlocks located on the upper corners of the elevator doors. Slide the metal bar towards the elevator, and lock the padlock on the metal tab on the metal bar.
- d. Turn right in the gallery into the first section (G1) and turn off the televisions (4 televisions), two on each side of the hallway, utilizing the remote control that is located in the microphone box in G1.
- e. Walk through the gallery to elevators #6 and #7 and lock the padlocks located on the upper corners of the elevator doors. Slide the metal bar towards the elevator, and lock the padlock on the metal tab on the metal bar.
- f. Keep walking through the gallery to G3 and utilize the remote control in the microphone box in G3 to turn off the televisions (2 televisions) in G3.
- g. Walk down the hall to G4 and utilize the remote control in the microphone box in G4 to turn off the televisions (3 televisions) in G4.
- h. Turn off the "down" escalator from the tour gallery. The stop button is located on the bottom left of the escalator, just below where the left handrail is located.

V. Ticket Booth:

- a. Ensure that all spare tickets are removed from the plastic grid on the ticket booth wall.
- b. Remove the laminated cards that show the next available ticket time in the ticket window. Organize the laminated cards in sequential ticket-time order in a stack.

(b) (7)(F)

(b) (7)(F)

(b) (7)(F)

VII. Information Desk:

- a. Gather tour brochures and comment cards from the store room (room 126-M) and stock the plastic pull-out drawers that are located under the counter in the Information Desk.
- b. Display the tour brochures and fact cards (BEP decades) on the side of the Information Desk in the brochures holding shelves. There should be one row of fact cards in the middle of each shelf, and two rows of tour brochures on each side of the fact cards.
- c. Display two rows of comment cards in the plastic, upright brochure holder located right next to the comment card box on the Information Desk shelf.
- d. Make sure that a pen is located next to the comment card box.

3) New Employee Orientation Procedures:

I. Introduction to COR:

- a. Provide résumés of the potential hires to the COR. Introduce the interviewees to the COR on the day that they come for the interview.
- b. Have the interviewee go on one of the public tours after the interview.

II. Orientation of Staff:

- a. Provide the tour narrative (spiel) to the tour guide during the interview process, so they can begin learning the material. The clearance process takes several weeks, so this gives ample time for the person to begin learning.

- b. New tour guides shadow experienced staff during the first full-week of employment. This involves alternating between different staff each day, so they can get to know each of the more experienced staff more fully.
- c. Train new staff on the proper radio etiquette. Print the radio codes and give a copy to each of the new tour guides. Utilize one of the radios to show how to turn the radio on/off, volume control, channel selection and transmitting/receiving communications.
- d. Quiz the new tour staff at the end of their first full-week of employment. The quiz involves going through each area in the tour narrative (Simultan, Intaglio, OCIS and COPE/Pak) and asking questions from each of the sections to see how much the new individual has memorized. Also, additional fun facts will be asked that are common questions that visitors ask (\$2 bill and higher denominations).
- e. If the individual misses more than 2 questions from the tour narrative or from questions about the various post duties, then they are required to shadow an additional two days. After completion of the additional two days, they will be quizzed again, upon which they must successfully complete the quiz to continue on their 90-day probationary period.

- **Security Clearance Processing Procedures:** Completing the Contractor Request Form submitted to the Office of Human Resources. Inputting new contractor into HR Connect. Coordinating with Office of Personnel Security to begin e-Qip processing. Completing e-Qip SF85 form for Low-Risk contractors, SF86 for High-Risk.

(b) (7)(F)

- **Accident/Incident Reporting Procedures:** Utilizing two-way communication radios to report incidents. Notifying Central Police Operations Center (CPOC) and the Health Unit immediately to respond. Notifying the COR immediately of the incident. Coordinating a staff member to wait by the Corporal's Desk to direct first responders to the scene. Providing CPR/First Aid if needed before arrival of BEP Police Officer or Health Unit staff.
- **Inclement Weather Procedure:** Calling the BEP Work Schedule Information (202-874-1000). Checking the OPM website to see current operating status of Federal Government. Contacting all tour staff to inform of BEP operational status. Proceeding with two-hour delay. Updating operational status on BEP Tour Office voicemail (202-874-2330).
- **Quality Control Procedures:** Teaching new tour guides the Walt Disney Quality Service training program. Utilizing Safety, Courtesy, Show and Efficiency in all aspects of tour operations. Establishing cross-trained, quality leadership that exceeds needs. Focusing on project core values specific to BEP. Instilling and maintaining culture of excellence. Delivering customer-centered, positive results.
- **Contractor Employee Training Procedures:** New tour guides shadowing experienced guides. Ensuring completion of all Environmental Management Systems (EMS) training to maintain BEP's ISO 14001 certification. Keeping training requirements current; Emergency Action Plan, Computer (IT) Security, Sexual Harassment, Ethics, Public Tours and Tour Narrative, Tour Scheduling, Floor Tours, Customer Service, and Privacy and Records Management.

(b) (7)(F)

- **Information Desk Procedures:** Restocking brochures and informational handouts to acceptable levels. Restocking comment cards and directing visitors to them. Directing visitors to place completed comment cards in the lockbox for COR retrieval. Seeking answers from COR to visitor inquiries on BEP history. Managing and encouraging the sales of paper currency products and BEP novelty items.



DEPARTMENT OF THE TREASURY
BUREAU OF ENGRAVING AND PRINTING
WASHINGTON, D.C. 20228

January 15, 2020

FOIA Request No. 2016-10-188

This letter responds to your Freedom of Information Act (FOIA) request under 5 U.S.C. § 552 to obtain a copy of the manual or handbook for the BEP public tours.

We appreciate your patience while we processed your FOIA request for the remaining records. No fees will be charged for processing your request.

On November 7, 2017, the BEP released the first set of records responsive to your request concerning the District of Columbia facility. The BEP's Office of External Relations found records responsive to your request concerning the Fort Worth, TX facility. Enclosed is the final set of records responsive to your request.

Pursuant to exemption b(7)(E) of the FOIA, 5 U.S.C. § 552 b(7)(E) we are withholding from release "techniques and procedures for law enforcement investigations or prosecutions." In addition, pursuant to exemption (b)(6) of the FOIA, 5 U.S.C. § 552 (b)(6), we are withholding from release the signatures of individuals. The release of this information clearly constitute an unwarranted invasion of the individual's personal privacy.

Since BEP's partial denial response constitutes an adverse action, you have the right to file an administrative appeal within 90 days of the date of this letter to the Director, Bureau of Engraving and Printing, 14th & C Streets, SW, Washington, D.C. 20228. By filing an administrative appeal, you preserve your rights under FOIA and give the agency a chance to review and reconsider your request and the agency's decision. If you decide to file an administrative appeal, please include the assigned FOIA number, a copy of your request, the BEP response letter, and any other correspondence associated with your request. Both the letter and the envelope should be clearly marked "Freedom of Information Act Appeal."

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Phone number: (202) 874-2500
Fax number: (202) 874-2951

If you are unable to resolve your FOIA dispute through our FOIA Public Liaison, the Office of Government Information Services (OGIS), the Federal FOIA Ombudsman's office, offers mediation services to help resolve disputes between FOIA requesters and Federal agencies. Using OGIS services does not affect your right to pursue litigation. The contact information for OGIS is:

Office of Government Information Services
National Archives and Records Administration
8601 Adelphi Road--OGIS
College Park, MD 20740-6001
Website: ogis@nara.gov
Email: ogis.archives.gov
202-741-5770 or 1-877-684-6448

Please note that contacting any agency official (including FOIA Public Liaison) and/or OGIS is not an alternative to filing an administrative appeal and does not stop the 90-day appeal clock.

For further assistance concerning BEP's FOIA program, please visit our website at moneyfactory.gov, and click on "FOIA" at the bottom of the page.

Sincerely,

Leslie J. Rivera-Pagán
Disclosure Officer

Enclosure(s): 173 pages

REVISION 3
CONTROLLED COPY: 1001

Department of the Treasury
Bureau of Engraving and Printing
Western Currency Facility
Fort Worth, TX

RIO TECHNICAL SERVICES

MANUAL OF STANDARD OPERATING PROCEDURES

TOUR GUIDE & VISITOR CENTER OPERATIONS

Contract: TEPJ15-01539
RIO Project: 3060-00

THIS MANUAL CONTAINS DOCUMENTS SUBJECT TO REVISION CONTROL. IN THE EVENT THIS MANUAL IS FOUND LOST OR MISPLACED, PLEASE CONTACT THE RIO PROJECT MANAGER AT EXTENSION 5008 OR RIO TECHNICAL SERVICES IN FORT WORTH, TX AT 817-735-8264.



Department of the Treasury,
Bureau of Engraving and Printing
Western Currency Facility

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**Department of the Treasury,
Bureau of Engraving and Printing
Western Currency Facility**

SOP 1.0 ORGANIZATION & REPORTING MATRIX

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1.0 PROGRAM OVERVIEW & RESPONSIBILITY

This procedure specifies the organization and reporting structure for management, supervision and personnel performing activities at the Tour and Visitor Center for the Department of the Treasury, Bureau of Engraving and Printing, Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

| | |
|------------------------------------|--|
| RIO Project Manager | <p>The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF. The PM reports directly to the Contracting Officer's Representative (COR) and Co-CORs for normal daily operational guidance, and contractual compliance.</p> <p>Additionally, the PM reports directly to the RIO President in corporate matters of administrative and contractual compliance.</p> <p>Functional Leads may be authorized to perform all duties delegated to the PM as the "acting" PM and RIO representative during periods of absence of the PM within contract guidelines.</p> |
| RIO Functional Leads | <p>The functional responsibility for the implementation of this procedure rests with the respective RIO Leads who report directly to the PM.</p> |
| RIO & RIO S/C Personnel | <p>It is the responsibility of RIO and subcontractor (S/C) personnel to implement the requirements of this procedure, constantly maintain performance requirements defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and assessments of the measures described herein in</p> |



Department of the Treasury,
Bureau of Engraving and Printing
Western Currency Facility

SOP 1.0 ORGANIZATION & REPORTING MATRIX

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anticipation of proposing revisions which may correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls.

In the course of job assignments and/or daily rotational duties, RIO and S/C personnel will report to their designated Lead and the PM.

2.0 REFERENCES

2.1 Contract TEPJ15-01539 WCF Tour and Visitor Center Operations

3.1 WCF-RIO PROJECT ORGANIZATION

The RIO PM is dedicated solely to support of the specified CO and COR and directly represents RIO to the WCF. The PM is recognized as RIO's representative with the authority to commit applicable RIO resources to achieve compliance with the WCF expectations, within the bounds of contractual requirements. The RIO PM reports directly to the RIO President for matters of customer satisfaction and contractual compliance. Assigned personnel report to the Project Manager and relinquish all other RIO responsibilities.

The RIO-WCF Project organization is graphically depicted in section 4.1.

4.0 FORMS & ATTACHMENTS

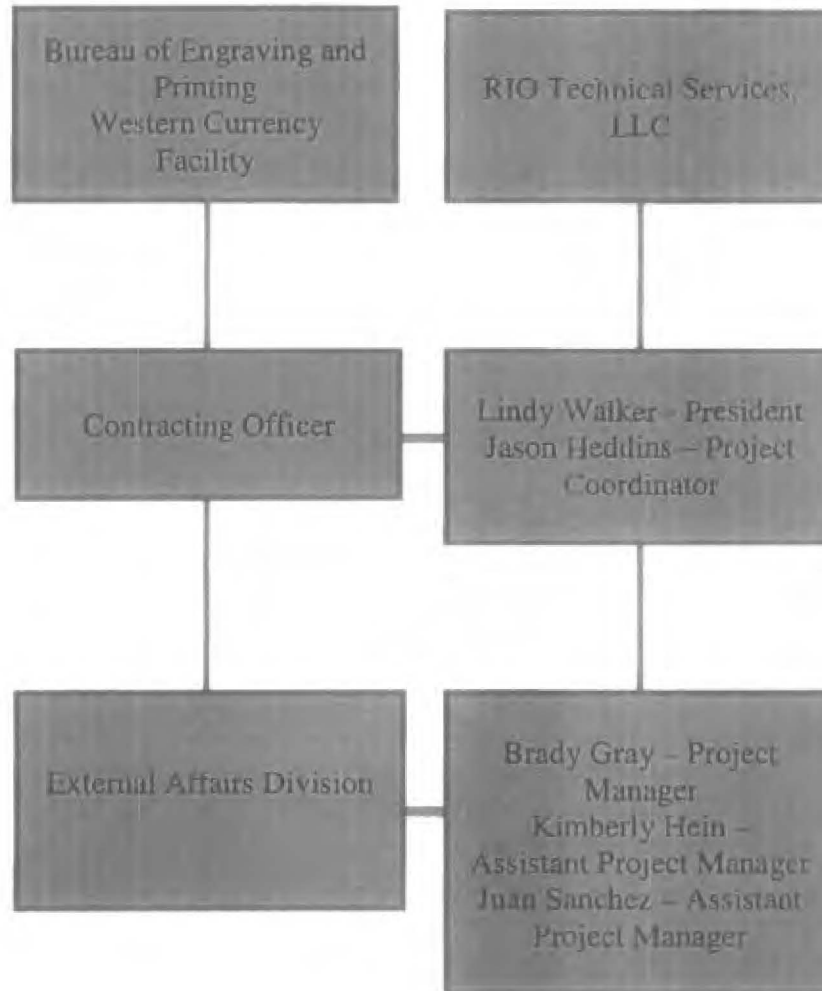
4.1 RIO-WCF Project Organization



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1.0 PROGRAM OVERVIEW & RESPONSIBILITY

This procedure specifies the requirements for control of Standard Operating Procedures (SOP) issued for the conduct of activities performed for and at the Department of the Treasury, Bureau of Engraving and Printing, Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

Specifically, this procedure defines the preparation, format, review, approval, control and distribution of SOP documents, and revisions thereto. SOPs are used to describe



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employee, administrative, operational and quality verification practices and activities at the WCF.

RIO Project Manager

The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF.

As authorized by the RIO PM, a Lead Tour Guide and Lead Retail may be assigned to perform duties delegated to the PM, as the "alternate" PM and RIO representative during periods of absence of the PM.

RIO

It is the responsibility of RIO to implement the requirements of this procedure, constantly maintain performance requirements defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and assessments of the measures described herein in anticipation of proposing revisions which may correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls.

2.0 REFERENCES

- | | | |
|-----|---------------------------|--|
| 2.1 | Contract TEPJ15-01539 | WCF Tour and Visitor Center Operations |
| 2.2 | SOP 21.0 | Forms Matrix |
| 2.3 | BEP Security Manual 71-00 | General and Technical Security |

3.0 FORMAT OF PROCEDURES

This document shall be used as a model for SOP documents (procedures).

Page Setup

Procedures shall apply an Arial, 11 pt font with margins set at 1.0" and 1.25 for the top & bottom and side margins respectively. Documents shall be left hand justified.

Headers & Footers

Headers & Footers shall be applied to all pages as shown in the procedure. Headers shall include a RIO designator; WCF designator; and the number, title, revision, revision date and page count of the procedure.



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| | |
|------------------------------|--|
| | Footers shall note the express terms noted per this Footer. |
| Procedure & Revision Numbers | <p>The procedure number shall be assigned by the PM.</p> <p>The revision number of the procedure shall be sequential starting the Revision 2. Procedures in the review cycle shall be identified by a revision indicator (ie 2.1, 2.2, 2.3., etc).</p> |
| Page Breaks | Page Breaks shall be minimized to reduce the number of pages containing minimal text. |
| Numbering of Sections | Each procedure shall use the numbering convention as shown herein. |
| Forms & Attachments | Forms & Attachments shall be listed in Section 4.0 as items 4.1, 4.2, etc and then placed on separate, numbered pages. |

3.1 CONTENT OF PROCEDURAL SECTIONS

The content of Sections within each procedure shall apply the following. Each section should include an opening general statement which expands from the left-hand to the right-hand margin. This opening statement IS NOT INCLUDED below.

Contents of:

CONTENT

This section shall include the identification of all numbered sections.

Contents of:

1.0 PROGRAM OVERVIEW

This section shall include a clear description of the purpose and applicability of specified tasks, actions or activities. This section shall also include express "exceptions" for cases where other alternate procedures, security or safe guarded provisions apply. In such cases, the alternate provisions shall be identified by reference.

This section shall identify the individuals directly responsible for the implementation of the specified procedural requirements.

Contents of:



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2.0 REFERENCES

Specific documents including but not limited to applied technical or regulatory standards, and contractual document or provisions shall be listed in this section. Any document used as a reference must be on file with the RIO PM as a hard and/or electronic file.

Contents of:

3.0 PROCEDURE

This section shall detail the conduct of activities by defining actual practices, actions and processes. Procedural requirements should indicate a sequence of activities, adequate in detail, to provide a verifiable, documented work product or process. The procedure should be written at a level which can be understood by all personnel involved in implementation. To eliminate "grey" areas of understanding, simple, concise language should be the standard. Procedures should address only the subject activity or task.

Specificity

The qualification of the user, the complexity of the task, the frequency of task performance and degree of standardization must be considered when defining the level of detail provided within the guideline or procedure.

Topics & Emphasis

Whenever possible, the procedural requirement shall be written with the topic identified on the left margin with details for implementation provided at the 5th standard tab. **Emphasis can be added by using bold print.**

Evaluation Criteria

Procedures should consider the following when evaluating the adequacy of procedural defined requirements:

- Does the procedure reflect the sequence of the task or activity?
- Can the user locate and identify all equipment, references and documents/forms noted in the procedure?
- Does the procedure provide adequate guidance such that the user does not require additional



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| | |
|----------------------------|--|
| | peer or supervisory guidance to perform the task or activity? |
| | <ul style="list-style-type: none">- Is the procedure written using the action statements? |
| Exclusions | Procedures should exclude any information and directions which are not directly related to the specific task or activity described. |
| Technical Requirements | Technical procedures may require additional considerations such as Precautions and Limitations including prerequisite actions, planning and coordination, etc. |
| Documentation Requirements | <p>Documentation requirements and the application of specific forms and documents must be identified including established hold or check points, reviews and approvals; and the dedication of such forms and documentation as records, when appropriate.</p> <p>In addition, procedures should means by which these documents are revised. All forms shall be included in Reference 2.0.</p> |
| Forms | <p>As a minimum, procedural requirements for forms must include the following:</p> <ul style="list-style-type: none">- Document completion and approval,- Document traceability to the specified task,- Document accountability,- Protection, handling and retrievability during in-process handling.- Temporary and final retention, |
| Form Identification | In the event a specific form or document is named in the procedure, that specific form or document must be captured in Section 4.0, "Forms & Attachments" of the procedure. |
| Contents of: | |
| 4.0 FORMS & ATTACHMENTS | This section shall identify documents important to completing the procedural requirements and include, but not be limited to, flow charts, forms and specific documents. Where a specific form or |



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document identified, the attachment should be as concise as practical, identifiable, readily available and/or reproducible.

3.2 PREPARATION, REVIEW & APPROVAL OF PRODEDURES

Procedures shall be prepared as directed by the PM and reviewed by implementing supervisory personnel, interfacing personnel and implementing personnel as deemed appropriate. Customer reviews may be performed at the discretion of the Customer or as contractually prescribed.

Review

Reviews may be documented per request of the customer in order to support the reconciliation of comments and processes. At a minimum, procedures and proposed revisions will be reviewed by Customer and supervisory personnel.

Approval

Upon completion of the review, approval shall be documented by RIO approval letter which will include RIO management approval (including RIO Corporate review and approval as required) and Customer approval if required. No procedure shall be issued without the approval of the PM. Note, where approvals are provided by other documents, such as Customer emails or letters of approval, those documents will be maintained by RIO as a "record document" on the BEP provided share drive and/or as a hard copy with the RIO PM.

Indication of Approval

Approved procedures will note the approval letter as an attachment to the header of the title page of the procedure.

3.3 DISTRIBUTION OF PROCEDURES

Approved procedures will be issued to designated "controlled copy" holders of the SOP Manual. Control measures will include the distribution of a revised Table of Contents with each new or revised procedure showing the current revision of all procedures and require receipt acknowledgement.

Controlled Copy Holders

Controlled copy holders will be as proposed by the PM with the concurrence of the COR.



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**Distribution of
Uncontrolled Procedures**

Additional uncontrolled procedures may be distributed at the discretion of the COR. Procedures which are issued in an uncontrolled status will be issued noting the indeterminate status of the document and a reference for verification of the procedure.

Electronic Distribution

Distribution of documents in an electronic medium will be issued in a "read only" format or designated in a manner which will identify the status of the procedure. A shared drive has been established at the WCF which will indicate the current approved revision of any controlled document. The list path is "Network – WCFFiles – tourfacility\$ - SOP's"

4.0 FORMS & ATTACHMENTS

4.1 Sample Form

4.2 Sample Attachment



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4.1 Sample Form

Forms shall be reduced and placed
as a "page" of the procedure.



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4.2 Sample Attachment

Attachments shall be reduced and placed
as a "page" of the procedure.



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- 1.0 PROGRAM OVERVIEW & RESPONSIBILITY
- 2.0 REFERENCES
- 3.0 EMPLOYEE INDOCTRINATION & TRAINING
 - Mandatory Training Matrix
 - Topics & Issues
 - Tools & Practices
 - Part Time Associates & Special Skill Employees
 - Competency Maintenance
 - Training Documentation
- 3.1 RECORDS
- 4.0 FORMS & ATTACHMENTS
 - New Employee Training Checklist
 - Mandatory Training Matrix
 - Training Record Form

1.0 PROGRAM OVERVIEW & RESPONSIBILITY

This procedure specifies the requirements for employee indoctrination and training at the Department of the Treasury, Bureau of Engraving and Printing, Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

Specifically, this procedure defines the training of safety, security, and the specific knowledge needed for the job function at the WCF.

| | |
|----------------------|---|
| RIO Project Manager | The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF. Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM. |
| RIO Functional Leads | The functional responsibility for the implementation of this procedure rests with the respective RIO Lead under whose auspices the area of training is specified. |



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RIO & RIO S/C Personnel

It is the responsibility of RIO and subcontractor (S/C) personnel (when applicable) to implement the requirements of this procedure, constantly maintain performance requirements defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and assessments of the measures described herein in anticipation of proposing revisions which may correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls.

2.0 REFERENCES

| | | |
|-----|--|--|
| 2.1 | Contract TEPJ15-01539 | WCF Tour and Visitor Center Operations |
| 2.2 | SOP 21.0 | Forms Matrix |
| 2.3 | SOP 8.0 | Records Management |
| 2.4 | RIO Training Manual | Fire Evacuation Procedures |
| 2.5 | Bureau Employee Handbook | General Provisions |
| 2.6 | BEP Security Manual 71-00 | General, Technical and Police Operations |
| 2.7 | BEP Dress Code Policy (Circular 67-35.3) | |

3.0 EMPLOYEE INDOCTRINATION & TRAINING

Personnel designated for training will be provided the following training upon completion of personnel processing measures. These topics will be addressed through designated self study, classroom instruction, "hands on" practice and experience, and graded practice.

Mandatory Training Matrix

The "RIO-WCF Training Matrix" documented per Form 4.1 shall constitute the managerial vehicle for prescribing mandatory Indoctrination and Training.

Topics & Issues

Specific topics and issues will include:

- Treasury mandated training
- A full facility tour including the Visitor Center, Transfer, Elevated Tour Walkway (ETW).
- The RIO organization.
- Controls on procedures.
- Standards of conduct.
- Position descriptions.
- Knowledge of the tour spiel & approved information.



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- Maintenance practices and requests.
- Records management.
- Accident reporting.
- Work provisions for inclement weather and abnormal operations.
- Government publications, directives and bulletins.
- Management of Government furnished products, inventories, equipment, services and materials
- Security
- Management and operations of the Transfer Station and the Visitors Center including the exhibits and displays galleries, the information desk, tour scheduling, retail sales, theater controls, and the elevated tour walkway.
- Discipline and expectations.
- Personal appearance standards.
- Safety
- Emergency Evacuation practices and operations.
- Quality Verification activities for all RIO operations.
- BEP Manual Topics to address specifically:
 - Badging (Chapter 2 of BEP Manual)
 - Bomb Threat Reporting (Chapter 3 of BEP Manual)
 - Key and Lock Control (Chapter 16 of BEP Manual)
 - Missing Product (Chapter 18 of BEP Manual)
 - Public Tour Security (Chapter 25 of BEP Manual)
 - Security Violations (Chapter 32 of BEP Manual)
 - Vaults and Safes (Chapter 39 of BEP Manual)
 - Parking (Chapter 45 of BEP Manual)

Tools & Practices

Personnel will develop competency and proficiency in the specified topics through application and receipt of the following as specified for Retail and Tour Guide (TG), Part Time Associate (PTA), and Transport Operations (TO) personnel.

- An approved uniform set.



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- A discussion of all rules and regulations of RIO, the BEP, and WCF specific security.
- The approved tour spiel and information.
- Safety training such as safety issues of the facility, signals, evacuation procedures, designated shelters, evacuation devices, etc.
- Production training and observation (as permitted).
- Software training including the Point of Sale (POS) program.
- Inventory and physical security of retail sales items.
- Interactive displays training.
- Theater controls training.
- Visitor Center audio training.
- Communications equipment training.

Part Time Associates & Special Skill Employees

Indoctrination and training parameters may be abbreviated for special skill employees as determined by the demands of the assigned tasks.

Competency Maintenance

Competency will be maintained in the acquired skills through recurring training on a quarterly and as needed basis, periodic demonstrations, supervisory observation and quality verification practices.

Training Documentation

Training activities will be documented for each member of the RIO staff using Form 4.1.

Training records may reflect the activities involving an individual, a group or the entire staff.

Training forms and records may be maintained electronically.

3.1 RECORDS

Records generated as a result of the implementation of this procedure will be maintained on the RIO share drive in accordance with the requirements of Reference 2.3

4.0 FORMS



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-
- 4.1 New Employee Training Checklist
 - 4.2 RIO-WCF Mandatory Training Matrix
 - 4.3.1 Training Record Form



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4.1 New Employee Training Checklist



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| CHECK LIST FOR TRAINING NEW EMPLOYEES | | | |
|--|-------------------------------------|---------------------|-----------------------------------|
| Name: | | Start Date: | |
| Check when completed | Retail | Check when complete | TITANIC DESK |
| | Operate the cash register | | Open and closing procedures |
| | Paperwork for AM | | Clean wands/maps and store them |
| | Paperwork for PM | | Greet & explain self-guided tours |
| | Preparing the daily deposit | | Retrive/replenish WW clip board |
| | Stock and price inventory | | How to manipulate wand features: |
| | Vault combinations | | Spanish |
| | | | Audio description |
| | | | Talking Key pad |
| | | | Stop Alarm |
| | INFORMATION DESK | | |
| | (Prepare Info Count Sheet | | |
| | Daily Agenda/All Tours Report) | | |
| | Retrieve messages & return calls | | |
| | Book tours | | ADDITIONAL TASKS |
| | Courtesy calls | | Evacuation chair |
| | Prepare stickers | | Tornado alarm procedures |
| | Set up & maintain the Info sheet | | Fire alarm procedures |
| | Greet visitors | | Preparing requested materials |
| | Make announcements | | Making shreds |
| | Input AM/PM walkups | | Learn tour spiel |
| | Fridays: prepare sceduler w/AM/PM | | Giving a tour |
| | Print the 4 business-day out | | Crowd control |
| | Print the 8 business-day out | | Handling public questions |
| | Coordinate incoming groups and WU | | Where documents are stored |
| | Log Lost and Found/take to L&F room | | |
| | Help keep magazines stocked | | |
| | Take Info clip-board up stairs pm | | |
| | Answer phones | | |
| | | | |
| | | | |
| Check when completed | Transportation | | |
| | Begin of day hookup/checklist | | |
| | Safety | | |
| | Operation of Tram | | |
| | Emergency Training | | |
| | End of day unhook/storage/checklist | | |



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4.2 RIO-WCF Mandatory Training Matrix

RIO-WCF Mandatory Training Matrix

| Topic | Applicability | | |
|--|---------------|-----|----|
| | TG | PTA | TO |
| Facility Tour | X | X | X |
| RIO WCF organization | X | X | X |
| Controls on procedures | X | X | X |
| Standards of conduct | X | X | X |
| Position descriptions | X | | X |
| Control of the scripted spiel & approved information | X | X | X |
| Maintenance practices/requests | X | X | X |
| Records management | X | X | X |
| Accident reporting | X | X | X |
| Work provisions for inclement weather and abnormal operations | X | X | X |
| Government publications, directives and bulletins | X | X | X |
| Management of Government furnished products, inventories, equipment, services and materials | X | X | X |
| Management and operations of the Transfer Station and the Visitors Center | X | X | X |
| Management and operations of Retail sales Services | X | | |
| Management of retail sales inventories | X | | |
| Discipline and expectations | X | X | X |
| Personal appearance standards. | X | X | X |
| Safety | X | X | X |
| Emergency Evacuation practices and operations. | X | X | X |



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4.3 Training Record Form (Typical)

Training Record form Elements:

Name :
Date :
Applicable Hours :
Training Topic(s) :
Procedure (if applicable) :
Instructor :
Method (Indicate appropriate mode) :
 Classroom :
 Demonstration :
 Practicum :
Proficiency Method :
 Written Test :
 Demonstration :
 Self Study :
Satisfactory Completion :
 Yes :
 No :



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- 1.0 PROGRAM OVERVIEW & RESPONSIBILITY
- 2.0 REFERENCES
- 3.0 GOALS & COMMITMENTS
- 3.1 EMPLOYEE RESPONSIBILITIES
- 4.0 FORMS & ATTACHMENTS
 - Employee Standards of Conduct

1.0 PROGRAM OVERVIEW

This procedure specifies the standards for the personal conduct and appearance of personnel engaged in Tour and Visitor Center operations at the Department of the Treasury, Bureau of Engraving and Printing, Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

Specifically, this procedure formally adopts and applies the Employee Standards of Conduct, and provides specific expectations for uniform conformity and appearance for all RIO and RIO subcontractor (S/C) personnel at the WCF.

| | |
|-------------------------|---|
| RIO Project Manager | The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF. Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM. |
| RIO Functional Leads | The functional responsibility for the implementation of this procedure rests with the respective functional Lead. |
| RIO & RIO S/C Personnel | It is the responsibility of RIO and subcontractor personnel to implement the requirements of this procedure, constantly maintain performance requirements defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and assessments of the measures described herein in |



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anticipation of proposing revisions which may correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls.

2.0 REFERENCES

| | | |
|-----|---------------------------|---|
| 2.1 | Contract TEPJ15-01539 | WCF Tour and Visitor Center Operations |
| 2.2 | SOP 21.0 | Forms Matrix |
| 2.3 | Bureau Employee Handbook | General Provisions |
| 2.4 | BEP Security Manual 71-00 | General, Technical, and Police Operations |

3.0 GOALS & COMMITMENTS

In performing services at the WCF, RIO and RIO SC personnel are dedicated to accomplishing the goals of the Tour and Visitor Center operations which are:

"To provide performance that meets or exceeds the public's expectations of the Bureau of Engraving and Printing (BEP) as a world-class securities printer and to communicate the significance of currency manufacturing, currency history, currency safeguards and it's manufacture."

In order to accomplish these goals, RIO shall exercise the activities necessary to accomplish the following in a manner to achieve superior customer satisfaction:

- 1) Provide a meaningful, memorable tour and educational experience to all audiences with the highest level of customer service.
- 2) Advance public education on all levels as it relates to the history and production of United States paper currency and the features that secure it.
- 3) Manage & encourage the sales of paper currency, related products and novelties.
- 4) Provide safe, reliable, and modern transportation services to visitors to/from the Transfer Station and the Tour Facility & Visitor Center.
- 5) Perform to the specified Performance Requirements in the SOPs.

3.1 EMPLOYEES RESPONSIBILITIES

The **Employees Standards of Conduct** forms the basis of RIO personnel activities and is included as Attachment 4.1 of this procedure. This document will be posted in the non-



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public RIO employee area (break area) of the WCF in a manner which will serve as a regular reminder of the expectations and responsibilities of the RIO Team.

4.0 FORMS & ATTACHMENTS

4.1 Employee Standards of Conduct



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Attachment 4.1 Employee Standards of Conduct

OUR GOAL – We will personally accept the responsibility for performing our work to assure the public's expectations are exceeded in their view of the Bureau of Engraving and Printing as a world-class securities printer and to communicate the significance of currency manufacturing, history and safeguards. We will do this in a safe and educational manner.

EMPLOYEE STANDARDS OF CONDUCT

The following standards and expectations of conduct apply to RIO and subcontractor personnel providing services or performing activities at the Western Currency Facility. These measures reflect our accountability and areas where our performance is measured and graded. There is no small infraction of these standards. There is no job or activity which excludes these provisions. These standards apply to each and every one of us.

PREPARATION – Each of us will be prepared to staff all capacities at the Transfer Station and the Visitor Center. We will be trained in all operations (except operation of the transport vehicles) to assure tour operation personnel provide a meaningful, memorable tour and educational experience to all visitors with the highest level of customer service; and public education is advanced as it relates to the history and production of the United States paper currency and the features that secure it.

EDUCATION, EXPERIENCE AND SECURITY – Each of us will have a high school education or equivalent and verifiable experience applicable to our areas of service. We are US citizens capable of passing a "high risk" full security screening and background check, and be fluent in reading, writing, speaking and understanding the English language.

CONDUCT – We implement the highest standards of professional conduct by conducting ourselves in a proper, friendly, efficient, courteous, and businesslike manner while maintaining a neat and clean appearance in accordance with uniform and identification (badging) requirements. We accept the responsibility of the safety of our guests and will be available when we are scheduled.

RULES AND REGULATIONS – We will be totally conversant in the Rules and Regulations published by our Customer and RIO as described in the Standard Operations Procedures (SOP) manual and be personally responsible for conducting activities and duties as prescribed while practicing vigilance in identifying areas where safety or security may be compromised or threatened, improvements may be made, cleanliness or maintenance is required or the tour experience can be improved for our guests. We understand the SOP manual is the guide for issues related to the specific instructions and job requirements, new employee orientation and training, security processing, maintenance and reporting, key/vault combination control, accident reporting, inclement weather, quality control and activities applicable to our work.

OUR DUTIES – At all times, we will politely, but diligently perform the following activities as we have been trained:

- Monitor visitor and crowd activity and tour schedules at all times,
- Visual screening of visitors for possible terrorist attack situations or potential health risks,
- Monitor cleanliness including the performance of remedial actions,
- Respond to emergent health issues by notifying BEP Police,
- Assist in the evacuation and accounting of visitors in emergency situations,
- Operate, survey and report maintenance issues for applicable audio-visual/ communication equipment, lighting, etc,
- Provide bilingual tour needs as qualified,
- Provide RID (registry of interpreters for the deaf) needs as qualified,
- Manage the flow of visitor questions throughout the tour experience,
- Cooperate fully in safeguarding public property and reporting acts of vandalism, larceny or pilferage,
- Maintain key/combination control as directed to assure keys and vault/safe combinations are not lost, misplaced, or used by unauthorized persons,
- Assist in the practice of the conservation of utilities,
- Complete and properly file Records, Forms and Reports as directed,
- Maintain communications during the conduct of all business operations,
- Promote visitor feedback and input,
- Promote and encourage sales of WCF merchandise
- Perform Quality Control (QC) functions as directed.



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No forms or attachments apply.

1.0 PROGRAM OVERVIEW

This procedure specifies the job requirements for personnel deployed in the conduct of Tour and Visitor Center operations at the Department of the Treasury, Bureau of Engraving and Printing, Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

Specifically, this procedure defines the Position Descriptions for RIO and RIO subcontractor (S/C) personnel providing services at the WCF.

RIO Project Manager

The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF.

It is the responsibility of this position to monitor contract activities, job specifications and requirements to identify additional measures



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required for incorporation into the Position Description included herein.

Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM

RIO Functional Leads

The functional responsibility for the implementation of this procedure rests with the respective RIO Lead.

Specifically, these positions shall assure RIO and RIO SC personnel comply with the qualifications and specifications contained in these Position Descriptions.

RIO & RIO S/C Personnel

It is the responsibility of RIO and subcontractor (S/C) personnel to maintain the standards defined in these Position Descriptions. All affected personnel acknowledge that on-going compliance with the qualifications and specifications are an absolute condition of employment at the WCF.

2.0 REFERENCES

- | | | |
|-----|---------------------------|--|
| 2.1 | Contract TEPJ15-01539 | WCF Tour and Visitor Center Operations |
| 2.2 | SOP 4.0 | Employee Standards of Conduct |
| 2.3 | Bureau Employee Handbook | General Provisions |
| 2.4 | BEP Security Manual 71-00 | General and Technical Security |

3.1 PROJECT MANAGER

This position is the on-site RIO representative responsible for all RIO and RIO subcontracted activities at the WCF. This position has full authority to act for RIO on contract matters relating to daily activities of the tour and visitor center operation. As specifically authorized, RIO Functional Leads may act in the absence of the Project Manager (PM) and shall meet qualifications and job experience requirements applicable to the PM.

Accountability

This position is accountable to the management of the WCF and the RIO President for the performance of tour and visitor center operations.



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The requirements and job functions for this position follow:

Education & Experience

As a RIO minimum, this position requires a degree from an accredited college or university and two years of specific, verifiable experience in managing a tour guide operation including management of a visitor center and retail activities. Direct experience may substitute for formal training at the collegiate level.

This position requires verifiable experience in managing, supervising, and overseeing transport operations (visitor shuttle and bus service).

This position requires fluency in reading, writing, speaking and understanding the English language, and CPR and first aid training.

Security

This position requires US citizenship, a "high-risk" full security screening and background check.

Exceptions

The PM or the Transportation Services Lead (if necessary) must have the posted experience in managing, supervising and overseeing transportation operations.

Professional Conduct

This position shall establish the standard for professional conduct as described in the "Employee Standards of Conduct", per Reference 2.2, by conducting themselves at all times in a proper, friendly, efficient, courteous, and businesslike manner while maintaining a neat and clean appearance in accordance with uniform and identification requirements.

This position shall ensure BEP safety measures are followed for all assigned personnel, duties, responsibilities and activities.

Availability

This position shall be available on-site at one hour notice during normal business hours and one-hour notice after hours.



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Rules & Regulations

This position shall assure detailed instructions of the rules and regulations related to WCF operations are provided, and that compliance to these rules and regulations, including changes thereto, are understood and implemented by all employees.

This position shall ensure that all relative rules and regulations and other items relative to operations are addressed in the Standard Operation Procedures (SOP) manual, and that the manual be maintained in an updated manner which clearly defines all operating procedures to be used by each functional area. The manual shall include procedures for:

- New employee orientation and training,
- Security access control (badges, vault combos, etc.)
- Equipment maintenance and reporting,
- Key/vault combination control,
- Accident reporting,
- Provisions for inclement weather,
- Quality assurance, control and inspections,
- Privacy Act regulations governing personal and confidential information,
- Transportation,
- Records, forms, reports and record maintenance, and
- Other activities as directed or appropriate.
- All other contractor tasks as listed in contract performance requirements summary

Management of Facilities

This position shall manage staff to assure aspects of the tour operations are safe, educational and enjoyable. Specifically, the following measurable activities shall be accomplished:

- Crowd control, tracking and time monitoring,
- Visually screening visitors for possible terrorist attack situations or potential health risks,
- Operating and maintaining electronic equipment,
- Contacting and coordinating designated Maintenance Agreement personnel, when



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scheduling repairs, cleanups, or replenishments of supplies or products at the request of the COR

- Conservation of utilities,
- Monitoring cleanliness,
- Assuring visitors are evacuated and accounted for in emergency situations,
- Coordinating group tours,
- Maintaining display, informational and retail sales stock as inventory allows
- Promoting visitor feedback and input,
- Managing retail sales including required reports and deposits,
- Overseeing the disposition of damaged goods,
- Being available to conduct sales at alternate sales locations when required,
- Managing sales-special promotional products and events,

Quality Control (QC)

This position shall implement activities as described in the QC Plan (on RIO share drive) to ensure changes are incorporated; an effective and efficient means of identifying and correcting problems is implemented; an inspection system covering all services is executed on a scheduled or unscheduled basis; and records of these activities are completed and maintained. Additionally, this position shall ensure cooperation with the government in safeguarding public property and reporting acts of vandalism, larceny or pilferage.

Staffing

This position shall provide direction for adequacy of staffing during all hours of operation.

Inventories

This position shall manage inventories for government-furnished and RIO equipment or materials including stock maintenance, repair/service coordination and receipt inspection.

Communication Equipment

This position shall manage the two-way communication equipment deployed within the facilities and within transport vehicles to effectively complete associated duties.



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3.2 LEAD TOUR GUIDE

This position provides functional leadership and is responsible for tours and tour guide operations, at the WCF. Specifically, this position is responsible for supervising tours and tour guides to assure all visitors and audiences are provided a meaningful, memorable tour and educational experience with the highest level of customer service; and to assure that public education is advanced on all levels as it relates to the history and production of United States paper currency and the features that secure it.

Accountability

This position is accountable to the on-site RIO PM or designee responsible for the performance of tour and visitor center operations.

The requirements and job functions for this position follow:

Education & Experience

As a minimum, this position requires a degree from an accredited college or university and specific, verifiable experience in managing, supervising and overseeing tours and tour guide operations. Direct experience may substitute for formal training at the collegiate level.

This position requires fluency in reading, writing, speaking and understanding the English language.

Security

This position requires US citizenship, a "high-risk" full security screening and background check.

Professional Conduct

This position shall implement prescribed standards for professional conduct as described in the "Employees Standards of Conduct", per Reference 2.2, and assures these standards are recognized and implemented by tour guide personnel.

This position shall ensure all BEP safety measures are being followed for assigned personnel, equipment, duties, responsibilities and activities.

Availability

This position shall be available on-site during normal business hours or appoint an acting lead in the event of absence.

Rules and Regulations

This position shall provide to assigned employees detailed instruction in the rules and regulations as described in the SOP manual. In addition, this



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position shall maintain a constant vigilance to assure the SOP manual is corrected and/or revised as required to support or enhance tour guide operations.

Tour Guide Operations

This position shall assure a superior visitor experience through the direct management, training, and leadership of tour guide personnel.

This position shall provide functional leadership of assigned personnel at the Transfer Area and Visitor Center in order to accomplish the following performance objectives:

- Staff is available to attend to all functional requirements and performance of work statements related to tour guide personnel activities in the Transfer Station, the Visitors, Center, the Information Desk, the Exhibits and Display Galleries, the Theater, the Elevated Tour Gallery experience, and the Snack and Rest areas.
- Staff is available to assist in the Special Promotions in a manner which does not conflict or impact with scheduled tour guide operations,
- Staff will monitor tour populations, time and schedules, exhibits and displays, equipment and facilities, and cleanliness at all times,
- Staff will provide superior customer service in the areas of tours, information, guidance and directions (including local amenities),
- Staff is trained and prepared to assist in emergency evacuations,
- Staff will be attentive and supportive of visitors requiring special needs or assistance, and
- Staff will promote and encourage visitor feedback and sales of WCF novelties.

3.3 RETAIL SALES LEAD



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This position provides the functional leadership and is responsible for retail sales at the WCF. Specifically, this position is responsible for supervising and encouraging the sale of paper currency, related products and novelties.

Accountability

This position is accountable to the on-site RIO PM or designee responsible for the performance of tour and visitor center operations.

The requirements and job functions for this position follow:

Education & Experience

As a minimum, this position requires a degree from an accredited college or university and specific, verifiable experience in managing, supervising and overseeing retail sales operations. Direct experience may substitute for formal training at the collegiate level.

This position requires fluency in reading, writing, speaking and understanding the English language.

Security Requirements

This position requires US citizenship, a "high-risk" full security screening and background check.

Professional Conduct

This position shall implement prescribed standards for professional conduct as described in the "Employees Standards of Conduct", per Reference 2.2, and assures these standards are recognized and implemented by retail sales personnel.

This position shall assume the role of safety officer for assigned personnel, equipment, duties, responsibilities and activities.

Availability

This position shall be available on-site during normal business hours and/or assure competent and trained staff are available and on-site (or remote locations) during all hours of operations.

Rules and Regulations

This position shall provide to assigned employees detailed instruction in the rules and regulations as described in the SOP manual. In addition, this position shall maintain a constant vigilance to assure the SOP manual is corrected and/or revised as required to support or enhance retail sales operations.



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Retail Sales Operations

This position shall provide a high quality retail sales shop by managing all operations; including maintaining adequate inventory stock levels, product display, setup and maintenance, and conducting public sales, inventories, reconciliations, and deposits.

This position shall supervise assigned personnel in the retail sales (including stock or inventory storage areas) in order to accomplish the following performance objectives:

- Staff is available to attend to all functional requirements and performance of work statements related to retail sales,
- Staff is supervised to ensure a smooth, continuous sales operation, keeping customer lines to a minimum,
- BEP, other Treasury products (such as uncut currency sheets) and Restaurant Association (RA) items are bar coded, sold, logged and properly entered into the proper accounting system and that inventories and stock are properly maintained and accounted for,
- Staff conducts daily inventories and reconciliations of taxable (RA products) and non-taxable (BEP products) sold, and balanced with sales receipts,
- Staff submits daily sales inventory and reconciliation reports as a measure to ensure sales transactions are accurate and receipts balance with funds at time of closing on a daily basis,
- Daily deposits of monies as prescribed on a daily basis for both BEP sales and RA sales are completed,
- Staff ensures products are stocked and displayed (throughout the retail sales shop and inventory storage areas) in a neat, clean, orderly, and "sellable" or accountable manner,



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- Staff coordinates with the packaging and mailing of damaged sales products, customer orders, special promotional sales products with the WCF Mail Room and accountability logs are maintained,
- Staff will be attentive and supportive of visitors requiring special needs or assistance, and
- Staff will promote and encourage visitor feedback and sales of WCF novelties.

Sales-Special Promotional Events

This position is responsible for supervising specially scheduled events throughout the year focusing on promoting and selling products to the general public including overseeing additional personnel to independently conduct sales of BEP uncut currency sales products to the general public during special promotional campaigns held throughout the local community. For these events, this position shall supervise:

- Assembling informational, educational, media, teacher packets and gift bags or bags of shredded currency to be given out during speeches and special promotional events, and
- Ensuring adequate levels of stock are available on the aforementioned items,

Inventories

This position shall manage adequate inventory stock levels including stock documentation and receipt inspection.



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3.4 TRANSPORTATION SERVICES LEAD

This position provides the functional leadership and is responsible for transportation at the WCF. Specifically, this position is responsible for the operations of vehicles transporting visitors including the general public, special needs persons, school groups, VIP visitors, etc. to/from the Transfer Station and Visitor Center. In the instance that this position is unfilled due to a change in vehicle operations or a change in staff the job functions will fall under the responsibility of the Project Manager. The need for and the responsibilities of this position are determinate upon the type of vehicles operated at any time and will be decided by the Project Manager.

Accountability

This position is accountable to the on-site RIO PM or designee responsible for the performance of tour and visitor center operations.

The requirements and job functions for this position follow:

Education & Experience:

This position requires a degree from an accredited college or university and specific, verifiable experience in managing, supervising and overseeing transport operations. Direct experience may substitute for formal training at the collegiate level.

This position requires fluency in reading, writing, speaking and understanding the English language.

Security

This position requires US citizenship, a "high-risk" full security screening and background check.

Professional Conduct

This position shall implement prescribed standards for professional conduct as described in the "Employees Standards of Conduct", per Reference 2.2 and assures these standards are recognized and implemented by transportation operators and personnel. This position shall assume the role of safety officer for assigned personnel, equipment, duties, responsibilities and activities.

Availability

This position shall be available during normal business hours and/or assure competent and trained staff, and equipment, are available and on-site during all hours of operations.



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Rules and Regulations

This position shall provide to assigned employees detailed instruction in the rules and regulations as described in the SOP manual. In addition, this position shall maintain a constant vigilance to assure the SOP manual is corrected and/or revised as required to support or enhance transportation needs and compliance. Particular attention shall be applied to:

- Rules and regulations involving driver certification,
- Licensing and performance requirements to assure transportation vehicles meet and remain compliant with local, state, and Federal certifications, and
- ADA and government approvals.

Specific regulations applicable to this position include:

- Directive Circular 71-00.50, "Motor Vehicle Inspection Procedure" and
- Title 49 CFR Part 391, "Qualifications of Drivers".

Transportation Operations

This position shall manage staff and equipment to assure aspects of transport vehicles, storage and fuel facilities are safe, clean and maintained in a superior manner involving activities at the WCF or when representing the WCF.

This position shall supervise assigned personnel in transportation activities in order to accomplish the following performance objectives:

- Operating and maintaining transport equipment,
- Contacting and coordinating with designated management personnel when scheduling repairs or replenishments of supplies/equipment,
- Monitoring cleanliness,
- Providing trained personnel to administer first-aid and CPR, as may be required,



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- Assisting in the evacuation and accounting of visitors in emergency situations, and
- Promoting and encouraging visitor feedback and sales of WCF novelties.

Transportation Vehicle Operators

This position shall ensure vehicle operators meet all qualifications for drivers, including physical qualifications, as set forth in 49CFR391 – Qualifications of Drivers and comply with all federal and state requirements associated with transportation vehicle operators which are applicable to the type of vehicles being operated.

All records associated with the above provisions must be available for review upon request.

This position shall assure vehicle operators:

- Adhere to safety and traffic regulations and laws,
- Maintain the ability to work in all types of traffic and weather, and
- Maintain knowledge of the public road system in Fort Worth, TX for purposes of providing accurate directions to the WCF visitors.

Transportation Vehicles

This position shall supervise the maintenance of transportation vehicles ensuring the vehicles are in excellent working condition, clean and orderly in appearance at all times, free from observable scratches, dents and tears in upholstery and available to transport visitors during all hours of operation.

Maintenance requirements will be completed in accordance with the manufacturer's suggested maintenance schedule in such a manner as to not interfere with regularly scheduled service

Communication Equipment

This position shall assist in the management of two-way communication equipment deployed within the facilities and within transport vehicles to effectively complete associated duties.



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3.5 TOUR GUIDE & RETAIL SALES PERSONNEL

This description provides the job requirements for on-site RIO personnel responsible for performing tour guide operations at the WCF. Specifically, this position is responsible for staffing all capacities at the Transfer Station and the Visitor Center wherein RIO provides tour guide operations. Personnel will be cross trained in all operations to assure tour operation personnel provide a meaningful, memorable tour and educational experience to all audiences with the highest level of customer service; and public education is advanced on all levels as it relates to the history and production of United States paper currency and the features that secure it.

Accountability

This position is accountable to the applicable RIO Retail Sales or Tour Guide Supervisor responsible for the performance of tour and visitor center operations, and retails sales.

The requirements and job functions for this position follow:

Education & Experience

As a minimum, this position requires a high school education or equivalent and verifiable experience in tour guide operations, sales, customer service, teaching or flight operations.

This position requires fluency in reading, writing, speaking and understanding the English language.

Security

This position requires US citizenship, a "high-risk" full security screening and background check.

Preferred Skills

This position prefers incumbents with the following skills:

- Bilingual reading, writing and speaking.
- Certification in first aid and/or CPR.
- Certification in RID (registry of interpreters for the deaf) or equivalent skills.
- Flight attendant training.
- Teaching at the primary or secondary level.
- Retail sales or Customer service.

Professional Conduct

This position shall implement prescribed standards for professional conduct as described in the "Employees Standards of Conduct" per Reference 2.2.



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This position shall assume the role of safety officer for visitors and guests when coordinating, directing or conducting prescribed job requirements.

Rules and Regulations

This position shall recognize and implement detailed instructions involving rules and regulations related to applicable operations as specified in the SOP manual. For SOPs which require revision or enhancement, this position shall provide direct and immediate input.

Duties

This position shall be constantly vigilant in the following activities to assure a superior visitor experience from the Transfer Area to the Visitor Center, and in order to accomplish the following performance objectives:

- Attending all functional requirements and performance of work statements related to tour guide operations as assigned in the Transfer Station, the Visitors, Center, the Information Desk, the Exhibits and Display Galleries, the Theater, the Elevated Tour Walkway experience, the Snack and Rest areas, and the monitoring of the ATM machines,
- Perform retail sales, inventory and stocking duties in a manner which reflects professionalism and accountability,
- Maintaining communications at all times,
- Managing the flow of visitor questions throughout the tour experience and retail sales activities,
- Completing and properly filing Records, Forms and Reports as directed,
- Performing Quality Control (QC) functions as directed,
- Assisting in Special Promotions,
- Monitoring tour populations, time and schedules, exhibits and displays, equipment and facilities, and cleanliness at all times,
- Providing superior customer service in the areas of tours, information, guidance, retail sales and directions (including local amenities),



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- Assisting in emergency evacuations,
- Being attentive and supportive of visitors requiring special needs or assistance, and
- Promoting and encouraging visitor feedback and the sale of WCF novelties.

3.6 TRANSPORTATION VEHICLE OPERATORS

This description provides the job requirements for on-site personnel responsible for transporting visitors including the general public, special needs persons, school groups, VIP visitors, etc at the Western Currency Facility (WCF) in a safe and reliable manner. Specifically, this position is responsible for operations and maintenance of transportation vehicles which operate between the Transfer Station and the Visitor Center.

Accountability

This position is accountable to the applicable on-site Transportation Services Lead responsible for transportation, OR the designated RIO PM.

The requirements and job functions for this position follows:

Education & Experience

As a minimum, this position requires a high school education or equivalent and verifiable experience in the operation of commercial vehicles.

This position will comply with local, state and federal certification and licensing requirements including Title 49, CFR Part 391, "Qualifications of Drivers."

This position requires fluency in reading, writing, speaking and understanding the English language, and CPR and first aid training.

Security Requirements:

This position requires US citizenship, a "high-risk", security screening and background check.

Professional Conduct

This position shall implement prescribed standards for professional conduct as described in the "Employees Standards of Conduct" per Reference 2.2.

This position shall assume the role of safety officer for visitors and guests when conducting prescribed job requirements.



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Rules and Regulations

This position shall recognize and implement detailed instructions involving:

- Rules and regulations related to driver certification;
- Licensing and performance requirements to assure transportation vehicles meet and remain compliant with local, state, and federal certifications, and ADA and government approvals.

This position shall implement the provisions of transportation operations as described in the SOP manual.

This position is responsible for conducting activities and duties as prescribed while constantly practicing vigilance in identifying areas wherein safety may be compromised, improvements can be made, maintenance is required, or the tour experience can be enhanced for the visitor.

Transportation Operations

This position shall provide transportation vehicle operations in order to accomplish the following performance objectives:

- Providing operation of dedicated transportation vehicles in a safe and reliable manner,
- Providing regular/daily service as required including fueling and cleaning of the vehicles to assure the vehicles are in excellent working condition at all times during the period of performance, free from observable scratches, dents, worn or torn upholstery,
- Implementing specific maintenance activities as dictated by the manufacturers' recommendations in a time frame outside regularly scheduled service periods,
- Using provided communication devices, maintain contact with tour group operations personnel to facilitate vehicle dispatch and tasking,



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- Providing documentation indicating compliance with specified city, state and federal rules and regulations,
- Adhering to safety and traffic regulations and laws while carrying out assigned duties in all types of weather and traffic conditions,
- Maintaining a knowledge of the public road system in the Fort Worth, TX area for the purposes of providing accurate directions to visitors,
- Monitoring vehicle performance and fuel and maintenance stores to preclude unscheduled periods or vehicle unavailability,
- Directing visitors to the snack and restroom areas, retail shops and the other Visitor Center facilities upon completion of tours, and,
- Promoting and encouraging visitor feedback and the sale of WCF novelties.



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- 4.0 FORMS & ATTACHMENTS
 - No forms or attachments apply.

1.0 PROGRAM OVERVIEW

This procedure specifies the requirements for control of the tour spiel and information provided for use at Tour and Visitor Center operations at the Department of the Treasury, Bureau of Engraving and Printing, Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

Specifically, this procedure defines the specific language and information to be shared with visitors to the WCF. **Only information specifically identified herein may be shared with visitors to the WCF.**

RIO Project Manager

The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF.

The PM is responsible for maintaining the "Tour Spiel & Approved Information" Matrix manual.

Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM.

RIO Lead Tour Guide

The functional responsibility for the implementation of this procedure rests with the RIO Lead Tour Guide. The Lead Tour Guide is also responsible for



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providing current training for new or additional information approved for use by RIO personnel.

RIO & RIO S/C Personnel

It is the responsibility of RIO and subcontractor (S/C) personnel to implement the requirements of this procedure, constantly maintain performance requirements defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and assessments of the measures described herein in anticipation of proposing revisions which may correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls.

2.0 REFERENCES

- | | | |
|-----|---------------------------|--|
| 2.1 | Contract TEPJ15-01539 | WCF Tour and Visitor Center Operations |
| 2.2 | BEP Security Manual 71-00 | General and Technical Sections |
| 2.3 | EAD Provided Information | Approved Tour Spiel & Information |

3.1 CONTROL OF THE SCRIPTED SPIEL & APPROVED INFORMATION

The Bureau of Engraving and Printing will provide the scripted tour spiel and approved information that will be used to educate the public and promote BEP activities during visits to the Visitor Center and on the guided tours.

All RIO personnel shall be familiar with the scripted tour spiel and approved information. Tour Guide personnel shall commit the spiel and information to memory.

The control of information to visitors to the WCF is critical. Personnel are cautioned that the exchange of unapproved information constitutes a major issue of insubordination.

Authority to Approve or
Revise Information

ONLY the Bureau of Engraving and Printing maintains an absolute authority to revise, change or alter the tour spiel at anytime. Based upon experiences in presentation and questions, RIO is encouraged to offer recommendations ONLY through the authorized supervisory and management structure



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Visitor Questions

In the event a question is posed by visitors for which no approved answer has been previously provided, RIO personnel shall refer the question to the External Affairs Department.

Recurring Questions or
Questions of Interest

As the tour guide, each member of the RIO staff is a front line representative for assessing the effectiveness and impression of the information shared with our guests.

Each member of the RIO staff is encouraged and expected to forward specific questions which are frequently asked to the functional lead who will forward them on to the COR for review.

Only when an approved answer has been provided and included in the "Tour Spiel & Approved Information" folder on the RIO share drive can information be provided to guests or visitors to the Visitor Center.

Pocket Guides

Pocket guides may be used as memory aids and for quick reference only. It is **NOT** appropriate for a pocket guide or memory aid to be shared or seen by visitors to the WCF.

3.2 TOUR SPIEL & INFORMATION MATRIX

The "Tour Spiel & Information" matrix is a collection of revision controlled and protected documents which will be placed in readily available locations including Retail, Information and the Titanic desk for review, use and reference by all RIO and RIO S/C personnel.

4.0 FORMS & ATTACHMENTS

No forms or attachments are included for this procedure.



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- 3.1 MAINTENANCE REQUEST REPORTING PROCEDURES
 - Scope of Applicability
 - Identification
 - MR Log
 - Review & Request for Action
 - Review & Status
 - Closure
 - Records
- 3.2 RECORDS
- 4.0 FORMS & ATTACHMENTS
 - Attachment A: Example of Maintenance Log

1.0 PROGRAM OVERVIEW

This procedure provides the requirements for notification of the COTR regarding Maintenance Requests (MRs) for equipment and facilities for Tour and Visitor Center operations at the Department of the Treasury, Bureau of Engraving and Printing, Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

- Specifically, this procedure defines the means for which RIO and RIO subcontractor (S/C) personnel will notify the COTR of maintenance issues for the facilities and facility equipment such as audio-visual equipment, monitors, displays, exhibits, scheduling and ticketing equipment, retail sales equipment, vending machines, projection equipment, etc.

RIO Project Manager

The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF.

Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM.

RIO Functional Leads

The functional responsibility for the implementation



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of this procedure rests with the respective RIO
Leads for facilities and equipment within their
purview.

RIO MR Coordinator

The Tour Guide Lead shall act as the RIO MR
Coordinator and shall be responsible for assuring
MRs are logged and forwarded to the COR.

RIO & RIO S/C Personnel

It is the responsibility of RIO and S/C personnel to
implement the requirements of this procedure,
constantly maintain performance requirements
defined in this procedure and provide constant vigil
ance in the performance of assigned duties in
order to provide feedback and assessments of the
measures described herein in anticipation of
proposing revisions which may correct oversights
or potential non-compliances and/or improve
established processes, activities or procedural
controls.

2.0 REFERENCES

- | | | |
|-----|---------------------------|--|
| 2.1 | Contract TEPJ15-01539 | WCF Tour and Visitor Center Operations |
| 2.2 | SOP 21.0 | Forms Matrix |
| 2.3 | SOP 8.0 | Records Management |
| 2.4 | BEP Security Manual 71-00 | General and Technical Security |

3.1 MAINTENANCE REQUEST REPORTING PROCESS

Maintenance Requests (MRs), shall be reported to the MR Coordinator by RIO and S/C personnel immediately upon identification of a service need or malfunction. These requests shall be forwarded to the COR (unless directed otherwise) by the RIO MR Coordinator through an emailed spreadsheet on a bi-weekly basis. Open MRs will be reviewed weekly through resolution by the MR Coordinator. The COR (unless otherwise directed) will be advised of open MRs bi-weekly. Emergency MR (including items which could negatively affect tour operations directly and/or be hazardous to the safety of visitors or staff) will be reported to the COR immediately.

Scope of Applicability

These provisions shall apply to the physical facility,
all equipment and facility hardware/software
including:

- Mechanical/Electrical/Plumbing systems



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- Heating/Cooling systems
- Base Building (walls, floors, windows) appurtenances
- Elevators/Escalators
- Computers/Registers
- Telephones
- Audio/Video/Theater
- Electronic Message Boards
- Housekeeping issues
- Vending Machines
- Safety Equipment
- Transport Equipment
- Locks and keys
- Retail Sales fixtures

Identification

Personnel will identify failed aspects of maintenance for any item within the scope of applicability and immediately report the problem to the MR Coordinator.

MR Log

At a minimum, the MR Log shall include the following:

- Date of Identification
- Time of Identification
- Reported By. Identify personnel identifying the issue.
- Location (Room Number). Identify the location of the issue with adequate specificity to clearly confirm and locate the issues requiring action or maintenance. Reference to the location may include the display name or 1st or 2nd floor gallery bay.
- Description of the Work Required/Requested. In completing this section, the issue must include a description of the problem or request, and provide as much detail as is practical to assist in remote diagnosis and correction of the issue.

Review & Request for Action

The MR Coordinator will log the MR into a MR Log, capturing pertinent information, and transmit the MR Log via email to the COTR (unless otherwise



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directed) or the RIO PM (for transport equipment matters).

The MR Log may be maintained electronically.

Review & Status

RIO will confirm the status of each MR and/or verify completion on a weekly basis. The MR Log will be updated daily.

RIO will provide weekly status reports on Open MRs to the COTR.

Closure

Upon completion of the MR, the following MR information shall be completed by personnel providing confirmation:

- Confirmation. Identify personnel.
- Date of Closure confirmation.

Records

The MR Log will be maintained as a contractual record.

3.2 RECORDS

Documents identified in this procedure under the control of RIO will be maintained as "records" in accordance with Reference 2.3.

4.0 FORMS & ATTACHMENTS

Attachment A: Example Maintenance Report



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 - Safety Records
 - Management Records
 - Quality Verification Records
 - Retail Sales Records
 - Correspondence Records
- 3.2 STORAGE, CONTROL & SECURITY
 - WCF Shared Drive-Computer Database
 - Hard Copy Files
 - Document Removal
 - Retention Locations
 - Security
 - Retention Durations
 - Loss of Records
- 4.0 FORMS & ATTACHMENTS
 - No forms or attachments apply.

1.0 PROGRAM OVERVIEW

This procedure establishes the requirements for the transfer, processing, storage, and retrieval of RIO Technical Services (RIO) required records and correspondence in performance of Tour Guide & Visitor Center (VC) management and support operations for the Bureau of Engraving and Printing (BEP) at the Western Currency Facility (WCF).

Specifically, this procedure specifies the means by which documents identified as records are handled by RIO and RIO subcontractor (S/C) personnel.

RIO Project Manager

The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF.

Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM.



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RIO Functional Leads The functional responsibility for the implementation of this procedure rests with the respective RIO Lead in regards to record keeping.

RIO & S/C Personnel The prime responsibility of RIO personnel to implement this procedure includes, but is not limited, to: Tour Scheduling, Maintenance Requests, Retail Sales, inventories, personnel records, and visitor accountability.

2.0 REFERENCES

- | | | |
|-----|-----------------------|--|
| 2.1 | Contract TEPJ15-01539 | WCF Visitor Center & Tour Group Operations |
| 2.2 | SOP 7.0 | Administration of Maintenance Requests |
| 2.3 | SOP 9.0 | Control of Key/Vault Combinations |
| 2.4 | SOP 17.0 | Management of Retail Sales Services |
| 2.5 | BEP Manual 71-00 | |

3.1 RECORDS MANAGEMENT & DOCUMENT TYPES

RIO personnel are required to maintain, store, and organize documents pertaining but not limited to safety, personnel records, training, retail sales, Standard Operating Procedures (SOP), key/vault records, management, safety, tour information, Quality Assurance (QA), and electronic mail. In all instances abide by the annual Treasury mandated Records Management Training.

Safety Records These documents relate to measures that insure the safety of all inhabitants of the WCF Visitor Center (VC) including RIO personnel and the visitor population.

Management Records These documents include any documentation that records the management of the WCF VC. These include but are not limited to SOPs and SOP review/approval documents, training, tour scheduling, facility repair requests (Reference 2.2), equipment maintenance and contract specified documents.



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| | |
|------------------------------|---|
| Quality Verification Records | These documents provide evidence and verify compliance to specific procedural requirements and services contractually specified. |
| Retail Sales Records | These documents include, but are not limited, to: inventories, deposit logs, trending reports, WCF Transfer forms, and sales activity reports. These forms and procedures are specified in Reference 2.4. |
| Correspondence Records | These documents include memoranda and direction from the WCF to RIO, and RIO correspondence to the WCF involving performance and information issues. |

3.2 STORAGE, CONTROL & SECURITY

WCF-RIO Shared Computer Drive The "Shared" drive is the designated electronic database designated to be the repository for electronically generated documents. This database will be subject to the following:

- Access to the shared drive will be granted to selected personnel only and controlled by the BEP IT department.
- Files containing completed information will be saved in a "Read Only" status with ability for modification, which will be granted to selected personnel only.
- Files will be maintained in designated server folders based on subject matter (i.e. personnel, training, retail, etc.).
- Documents that require frequent updates or have had changes made will be saved with the current "save" date at the end of the file name in parenthesis: "(070305)" for 3 July 2005.
- Documents indicating approval of a contractual issue or an item or activity, which indicates approval by signature, will be revised to note the approval and date unless and until the document is scanned or digitally captured. Such documents will be



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maintained in a retrievable, hard copy status.

In the event the shared drive becomes limited on memory space, historical documents will be transferred to a compact disc with three (3) copies made. Two (2) of these copies will be maintained by:

- The RIO PM
- The RIO Functional Lead

The third compact disc will be provided to the COR.

Hard Copy Files

Documents generated or provided for reference or training purposes will be controlled to assure revision control and maintenance. These documents will be maintained in either notebooks or file folders, depending on the frequency of viewing necessity.

Types of hard copy files typically include:

- Standard Operating Procedures (SOPs)
- Retail Sales Deposit logs
- Trending Reports
- Safety Bulletins

Where rigid document controls are required, measures will be specifically provided in the appropriate SOP.

Document Removal

Should documents be removed from the designated storage area, permission shall be secured at the management level and the removal documented in the file indicating the removing personnel and date.

Retention Locations

Records will be maintained in three (3) locations:

- The PM's office,
- The contractor office area on the second floor of the VC.
- The Large Vault by employee break area

Security

Cabinets containing records shall be secured in a manner which will restrict access by unauthorized



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personnel. Controls to keys and combinations shall be maintained as specified in Reference 2.3.

Retention Durations

The current BEP Records Schedule, as outlined in mandatory BEP Records Management Training will be followed at all times. Unless specifically designated by the BEP RM schedule, documents identified as records shall be maintained for the life of the Contract subject to the following provisions.

- RIO shall provide notice to the WCF prior to the destruction of any document determined to be a record.
- Documents shall be retained at the designated storage location within a reasonable time frame upon dedication or approval.
- Hard copy records that are no longer applicable to the project per the PM, will either be recycled or destroyed based on document content after securing WCF approval.

Loss of Records

Hard copy documents may be reproduced electronically in the event of damage or misplaced documents.

Should an electronic file be deleted, recovery activities shall be initiated by a request to the WCF Information Resources Department, to search for and re-install the missing data. The file name and last known existence date will be requested for search purposes.

4.0 FORMS & ATTACHMENTS

No forms or attachments are applicable to this procedure.



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**SOP 9.0 CONTROL OF KEYS, VAULT COMBINATIONS
& ACCESS CONTROL BY BADGE**

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 - Implied Consent
 - Unauthorized Devices
 - Inventory
 - Personal Key Control
 - Badge Access Authority
- 3.2 REPORTING AND REPLACEMENT OF LOST KEYS, LOCKING DEVICES & BADGES WITH ACCESS AUTHORITY
 - Notification & Reporting
 - Consequences
- 3.3 CONTROL OF VAULT COMBINATIONS
 - Assignment
 - 2 Man Rule
 - Consequences
- 3.4 RECORDS
- 4.0 FORMS & ATTACHMENTS
 - No forms or attachments apply.

1.0 PROGRAM OVERVIEW

This procedure specifies the requirements for control of Keys and Vault combinations used for the Tour and Visitor Center at the Department of the Treasury, Bureau of Engraving and Printing, Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

Specifically, this procedure defines the means by which RIO and RIO Subcontractor (S/C) personnel with "high-risk" clearance will maintain control over keys and vault combinations assigned by the BEP to RIO personnel for use at the WCF. Further, this procedure defines the policy for safeguarding combinations for vaults, keys, reporting and replacing lost keys, and the policy prohibiting unauthorized locks on cabinets or lockers at the WCF. This procedure also includes provisions for access to secured areas controlled by badge access (such as storage areas for retail sales inventories).



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| | |
|-------------------------|---|
| RIO Project Manager | <p>The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF.</p> <p>Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM.</p> |
| RIO Functional Leads | <p>The functional responsibility for the implementation of this procedure rests with the RIO Leads.</p> |
| RIO & RIO S/C Personnel | <p>It is the responsibility of RIO and S/C personnel to implement the requirements of this procedure, constantly maintain performance requirements defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and assessments of the measures described herein in anticipation of proposing revisions which may correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls.</p> |

2.0 REFERENCES

| | | |
|-----|---------------------------|---|
| 2.1 | Contract TEPJ15-01539 | WCF Tour and Visitor Center Operations |
| 2.2 | SOP 8.0 | Records Management |
| 2.3 | BEP Security Manual 71.00 | General, Technical, & Police Operations |
| 2.5 | Bureau Employees Handbook | General Provisions |

3.1 CONTROL OF KEYS, LOCKING DEVICES & BADGE ACCESS

RIO will recommend assignments for RIO personnel to BEP Security for issue of keys, locking devices and badge access authority. RIO will maintain a log of all designations and authorizations issued to RIO personnel and provide storage for surplus keys (for desk and furniture).

| | |
|------------|---|
| Assignment | <p>Keys, combinations and access authorizations will be assigned to RIO personnel individually by BEP Security.</p> |
|------------|---|



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| | |
|------------------------|--|
| Implied Consent | Personnel are advised that all contents brought onto BEP property are subject to search and inspection at any time. These provisions apply to personal effects, lockers and vehicles. When assigned a key or locking device for personal effects, RIO personnel acknowledge personal responsibility for the contents controlled by the assigned key or locking device. |
| Unauthorized Devices | Personnel are advised that no unauthorized locking device may be placed or deployed in any facility or component on BEP controlled property. |
| Inventory | <p>A key repository and inventory will be maintained by RIO.</p> <p>Keys are inventoried by number and assignment.</p> <p>Surplus keys (desks and furniture) will be secured under supervisory control.</p> |
| Personal Key Control | <p>Personnel assigned keys are solely responsible for any assigned key or locking device.</p> <p>Keys or locking devices may not be transferred except by BEP Security.</p> <p>No key or locking device may be duplicated under any circumstance.</p> |
| Badge Access Authority | For secured storage areas, access will be controlled by authorized badges which will be specifically assigned to selected personnel for use in gaining access AND egress. |

3.2 REPORTING & REPLACEMENT OF LOST KEYS, LOCKING DEVICES & BADGES WITH ACCESS AUTHORITY

Personnel assigned keys, locking devices or access control badges will immediately report the loss of any key, locking devices or badge to RIO management to be immediately followed by preparation of a written statement describing/documenting the circumstances in which key or locking device became missing.



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Notification & Reporting

Provide immediate notification to RIO management and assure that WCF personnel are advised in accordance with BEP Policy.

Prepare written statement describing event or circumstances including last application and location of the key or device, personnel in the area, date, time, etc.

Management will complete WCF contact and complete prescribed documentation.

All personnel will cooperate fully in any review, inquiry or investigation initiated by WCF personnel when properly identified. Personnel are also advised that the RIO PM will be notified of all such inquiries or investigations.

Consequences

Contractually, RIO is liable for the costs of any key or locking device rework or replacement required as a result of a lost key or locking device. Failure to properly implement established key and locking device controls specified herein will result in disciplinary action, commensurate with the procedural noncompliance.

3.3 CONTROL OF VAULT COMBINATIONS

Combinations will be assigned to selected individuals as required to maintain operational efficiency and security.

Assignment

Assignment of vault combinations will be done so in accordance with BEP Policy.

Dual Control

Where mandated for security purposes, the provisions of Dual Control will be applied, practiced and maintained without exception.

Consequences

Contractually, RIO is liable for the costs of any key or locking device rework or replacement required due to failure to implement mandatory controls for combination use. Failure to properly implement to established key and locking device controls



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specified herein will result in disciplinary action
commensurate with the procedural noncompliance.

3.4 RECORDS

Documents identified in this procedure under the control of RIO will be maintained as "records" in accordance with Reference 2.2.

4.0 FORMS & ATTACHMENTS

No forms or attachments are applicable to this procedure.



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- 3.1 REPORTING
 - Initial Notification
 - Emergency Situations
 - Accident/Incident Reporting
 - Assessment
- 3.2 RECORDS
- 4.0 FORMS & ATTACHMENTS
 - Accident/Incident Report

1.0 PROGRAM OVERVIEW

This procedure specifies the requirements for reporting and handling of accidents or medical emergencies at the Tour and Visitor Center at the Department of the Treasury, Bureau of Engraving and Printing, Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

Specifically, this procedure defines the means by which RIO and RIO Subcontractor (SC) personnel will report accidents and request help for medical emergencies involving guests at the WCF.

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| RIO Project Manager | The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF. Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM. |
| RIO Functional Leads | The functional responsibility for the implementation of this procedure rests with the respective RIO Leads. |
| RIO & RIO S/C Personnel | It is the responsibility of RIO and any subcontractor (S/C) personnel to implement the requirements of |



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this procedure, constantly maintain performance requirements defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and assessments of the measures described herein in anticipation of proposing revisions which may correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls.

2.0 REFERENCES

- | | | |
|-----|---------------------------|---|
| 2.1 | Contract TEPJ15-01539 | WCF Tour and Visitor Center Operations |
| 2.2 | SOP 8.0 | Records Management |
| 2.3 | BEP Procedure | Medical Emergency Response |
| 2.4 | BEP Security Manual 71-00 | General & Police Operations |
| 2.5 | OSHA Guidelines | https://www.osha.gov/law-regs.html |

3.1 REPORTING

RIO and any S/C personnel shall immediately report injuries, illnesses, and accidents, regardless of how significant or insignificant the injury, illness or accident may appear.

Initial Notification The initial notification shall be made verbally to the PM or APM. The proper radio code may be applied if necessary.

Emergency Situations PM or APM shall confirm notice to the BEP Police Command Center (ext. 4030).

RIO personnel shall ensure the affected party is not left unattended and if necessary RIO PM/APM will perform CPR and first aid until BEP Police arrive.

Accident/Incident Reporting RIO PM/APM shall investigate all reported accidents and incidences and direct or prepare an accident/incident report as required.

This report may require the identification of corrective actions.

Accident/Incident Reports will be reviewed by the PM and forwarded to the COR upon completion.

Assessment Accident/Incident Reports will be assessed



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collectively on an as needed basis to identify trends or personnel issues. Corrective or Positive Discipline actions may be implemented as required.

3.2 RECORDS

Documents identified in this procedure under the control of RIO will be maintained as "records" in accordance with Reference 2.2.

4.0 FORMS & ATTACHMENTS

4.1 Individual Accident/Incident Report



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4.1 Accident/Incident Report Form (Typical)

Accident/Incident Report form Components

General Information

Accident Type
Date of Occurrence
Time of Occurrence
Location of Accident/Incident

Person's Information

Affiliation
Name
Date of Birth
Age
Address
Gender

Witness Information

Affiliation
Name
Date of Birth
Age
Address
Gender

Other

Name & address of Physician
Hospital Information

Description/Detailed Account of Accident/Incident

Corrective Action

Actions Recommended
Actions Taken
Schedule

Report Preparer & Date



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- 2.0 REFERENCES
- 3.0 ABNORMAL PLANT OPERATIONS
 - Plant Work Schedule Number
 - Late Openings
 - Early Dismissals
 - Expectations of Employees
- 4.0 FORMS & ATTACHMENTS
 - No forms or attachments are applicable to this procedure

1.0 PROGRAM OVERVIEW

This procedure specifies the requirements for emergency dismissal or closure procedures at the Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

Specifically, this procedure defines the means for which RIO and RIO subcontractor (SC) personnel will verify the status of the Tour and Visitor Center operations during abnormal operating conditions such as snow, severe icing conditions, earthquakes, hurricanes, air pollution, power failures, and/or interruptions of public transportation at the WCF.

These provisions include the operations of the Tour and Visitor Center operations during periods of heightened security.

RIO Project Manager

The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF. Specifically, this position shall be responsible for assuring Form 4.1 is issued and making contact as described therein. PM will contact and coordinate with COTR for final determination of implementation.

Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM.



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| | |
|-------------------------|---|
| RIO Functional Leads | The functional responsibility for the implementation of this procedure rests with the respective RIO Leads. Specifically, this position shall be responsible for assuring Form 4.1 information is current and for making contact as assigned. |
| RIO & RIO S/C Personnel | <p>It is the responsibility of RIO and S/C personnel to implement the requirements of this procedure during periods of abnormal operations.</p> <p>Specifically, these positions shall be responsible for assuring the Form 4.1 (located on RIO share drive) information is accurate and for making contact as described therein.</p> |

2.0 REFERENCES

- | | | |
|-----|--------------------------|---|
| 2.1 | Contract TEPJ15-01539 | WCF Tour and Visitor Center Operations |
| 2.2 | SOP 21.0 | Forms Matrix |
| 2.3 | No. M-60-1, Attachment B | Subject Inclement Weather/Emergency Conditions, 12-16-96 issued 4-21-1998 |
| 2.4 | Internal Communications | Current Inclement Weather Procedures |

3.0 ABNORMAL PLANT OPERATIONS

For general Instructions, employees can refer to the Work Information Schedule number included on the back of the BEP issued Identification Badge. This recording will announce authorized changes to normal work schedules for each shift as they relate to the weather or emergency conditions. Such determinations shall be confirmed daily by RIO & SC personnel by contacting RIO PM & lead personnel.

3.1 Plant Work Schedule Phone

Personnel will contact the "Work Schedule Information: 817-847-3888 (included on all WCF badges) and follow directions provided for the "Day Shift". The provisions of the "Work Schedule Information" shall be confirmed by all RIO & RIO S/C personnel.



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3.2 Late Openings

Late openings as a result of any issue will be coordinated through the PM and/or APM. All personnel are responsible for maintaining contact via the phone number listed with the PM/APM unless alternate arrangements have been established.

3.3 Early Dismissal

Early dismissals will be coordinated by the PM under the direction of EAD and BEP management.

3.4 Expectations of Employees

During abnormal operations personnel will be expected to report in the same manner as reporting for normal duty.

4.0 FORMS & ATTACHMENTS

No forms or attachments are applicable to this procedure.



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**SOP 12.0 CONTROL OF PUBLICATIONS, DIRECTIVES
& BULLETINS**

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- 1.0 PROGRAM OVERVIEW & RESPONSIBILITY
- 2.0 REFERENCES
- 3.1 IDENTIFICATION & COLLECTION OF AFFECTED DOCUMENTS
- 3.2 PERIODIC REVIEW OF AFFECTED DOCUMENTS
- 4.0 FORMS & ATTACHMENTS
No forms or attachments apply.

1.0 PROGRAM OVERVIEW

This procedure specifies the maintenance and periodic review of publications, directives and bulletins issued by the government which are applicable to activities at the Western Currency Facility (WCF) and BEP by RIO Technical Services, Inc (RIO).

Documents within the scope of these provisions will be identified in the Contract for services (Reference 2.1) or as identified by other responsible parties.

| | |
|---------------------|---|
| RIO Project Manager | The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF. |
|---------------------|---|

Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM.

| | |
|----------------------|---|
| RIO Functional Leads | The functional responsibility for the implementation of this procedure rests with the respective RIO Leads. |
|----------------------|---|

| | |
|-------------------------|---|
| RIO & RIO S/C Personnel | It is the responsibility of RIO and subcontractor (S/C) personnel to implement the requirements of this procedure, constantly maintain performance requirements defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and assessments of the measures described herein in anticipation of proposing revisions which may |
|-------------------------|---|



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correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls.

2.0 REFERENCES

- 2.1 Contract TEPJ15-01539 WCF Tour and Visitor Center Operations
- 2.2 SOP 8.0 Records Management

3.3 IDENTIFICATION & COLLECTION OF AFFECTED DOCUMENTS

Documents within the scope of this procedure shall be identified through review of the contract and other documents as provided by the WCF. Upon identification by the PM, a copy of these documents shall be secured and placed in a designated file, binder or folder in either electronic or hard copy form maintained by the PM.

These documents shall be reviewed by the PM for applicability to activities provided by RIO. Where pertinent requirements are identified, the applicable Standard Operating Procedure shall be issued or revised to incorporate or address the pertinent requirements. The documents will be posted for RIO staff in non-public areas.

3.4 PERIODIC REVIEW OF AFFECTED DOCUMENTS

At an interval of no longer than six months, a review shall be conducted of all affected documents to determine the correct and current revision is maintained. This review shall be documented and maintained as a record in accordance the provisions of Reference 2.2 and will be reported to the COR.

In the event more current or superseding documents are identified, the document will be reviewed by the PM. Where required, the applicable Standard Operating Procedure shall be issued or revised to incorporate or address the pertinent requirements. These revisions will be sent for COR review and will be communicated to RIO employees.

4.0 FORMS & ATTACHMENTS

No forms or attachments are applicable to this procedure.



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**SOP 13.0 MANAGEMENT OF GOVERNMENT FURNISHED
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- 3.2 INVENTORY
- 3.3 MAINTENANCE
- 3.4 INTERFACE & COMMUNICATIONS
- 4.0 FORMS & ATTACHMENTS
 - Inventory Template Sheet

1.0 PROGRAM OVERVIEW

This procedure specifies the provisions for maintaining inventories of government provided property, inventories, equipment, services and materials. Contractually, these items are identified as:

- Government-Furnished Property (GFP)
- Government Furnished Inventory (GFI),
- Government Furnished Equipment (GFE),
- Government Furnished Services (GFS), and
- Government Furnished Material (GFM).

Specifically, this procedure defines the job duties of RIO and RIO subcontractor (S/C) personnel associated with the inventoried items at the Western Currency Facility (WCF).

RIO Project Manager

The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF.

Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM.



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RIO Functional Leads

The functional responsibility for these measures resides with the respective RIO Leads.

RIO & RIO S/C Personnel

It is the responsibility of RIO & RIO S/C personnel to implement the requirements of this procedure. During daily job functions, personnel will be involved in all areas of the Visitors Center and be responsible for instituting loss prevention, problem reporting, and providing care in the use of items, detailed problem identification, and notification of problems to supervision who will coordinate additional actions.

2.0 REFERENCES

| | | |
|-----|---------------------------|---|
| 2.1 | Contract TEPJ15-01539 | WCF Tour & Visitor Center Operations |
| 2.2 | SOP 7.0 | Administration of Maintenance Requests |
| 2.3 | SOP 8.0 | Records Management |
| 2.4 | BEP Security Manual 71-00 | General, Technical, & Police Operations |
| 2.5 | BEP EMS Procedure | Contract Management |
| 2.6 | Bureau Employee Handbook | General Provisions |

3.1 RECEIPT OF GOVERNMENT PROVIDED ITEMS & FURNISHINGS

RIO will be notified by the COR when these items are ready for transfer to the WCF Visitors Center (VC). This transfer will be scheduled with appropriate WCF personnel so that a Property Transfer form can be completed if applicable.

An Inventory of GFE such as computer and telephone equipment will be maintained by the WCF to insure functionality and potential equipment upgrades. These items will be used only for BEP related business.

BEP will also provide GFS such as custodial services for office spaces, work areas, restrooms, break areas and common VC areas. RIO will be responsible for maintaining minor titivation service for these areas as well as specifically defined tasks assigned by the COR within the confines of the contract.

3.2 INVENTORY

As furnished items are delivered, accepted, and/or installed, the packing slips or transfer form copies, if provided, will be maintained in the VC second floor, RIO general office area. These items will also be logged in the BEP-WCF-GFE Inventory sheet by RIO



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staff, which is maintained on the RIO Share Drive. Any changes regarding any of the items will be noted on the inventory "Changes" column as soon as a status is determined or encountered.

WCF personnel will provide a complete listing of permanent equipment provided in attachment B of the contract. These items will be entered on the Inventory and maintained by RIO staff.

3.3 MAINTENANCE

The Inventory will be confirmed on a quarterly basis by RIO and submitted to the COR to verify that all inventoried items are accounted for and in an acceptable working condition.

3.4 INTERFACE & COMMUNICATIONS

If a furnished item is discovered either missing or in need of repair, the a Maintenance Report will be completed in accordance with Reference 2.2. Personnel will perform any and all activities as prescribed to assist in recovery of missing or damaged items.

RIO shall submit requests for replacement of GFE to the COR for processing. Requests shall specify the reason for the replacement. The COR does not guarantee fulfillment of all requests.

As GFM (i.e. brochures, shredded money, tour tickets, sales products, labels, etc.) is depleted, appropriate requests for replenishment will be forwarded to the COR in a timely manner to assure that an adequate supply of the exhausted items will be maintained.

GFS cannot be inventoried, however, personnel will contact the COR in the event of any performance anomaly.

4.0 FORMS & ATTACHMENTS

Activities specified in this procedure will be documented using the Inventory Sheet identified per Form 4.1.

The form will be maintained as a record in accordance with the provisions of Reference 2.3.



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4.1 INVENTORY TEMPLATE SHEET (Typical)

RIO Technical – WCF Gov't Furnished Inventory Template (Template)

| Item | Descr/Condition | Insp. By | Date | Location |
|------|-----------------|----------|------|----------|
|------|-----------------|----------|------|----------|



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**SOP 14.0 TOUR GUIDE OPERATIONS:
TRANSFER STATION & VISITOR CENTER**

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- 3.2 VISITOR CENTER OPERATIONS**
 - Information Desk
 - Exhibits Sections
 - Theater
- 3.3 TOUR SERVICES OPERATIONS**
- 4.0 FORMS & ATTACHMENTS**
 - LIST OF REPORTS

1.0 PROGRAM OVERVIEW

This procedure specifies the job functions for management of the Transfer Station, Visitor Center (VC), and Tour Services at the Department of the Treasury, Bureau of Engraving and Printing, Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

Specifically, this procedure defines the daily job duties required at each duty station at the WCF for Tour and Visitor Center operations.

| | |
|----------------------|--|
| RIO Project Manager | <p>The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF.</p> <p>Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM.</p> |
| RIO Functional Leads | <p>The functional responsibility for the implementation of this procedure rests with the RIO Lead Tour Guide.</p> |



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RIO Personnel

It is the responsibility of RIO personnel to implement the requirements of this procedure, constantly maintain performance requirements defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and assessments of the measures described herein in anticipation of proposing revisions which may correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls.

2.0 REFERENCES

| | | |
|-----|-----------------------|---|
| 2.1 | Contract TEPJ15-01539 | WCF Tour and Visitor Center Operations |
| 2.2 | SOP 4.0 | Employee Standards of Conduct |
| 2.3 | SOP 6.0 | Control of the Scripted Spiel & Information |
| 2.4 | SOP 7.0 | Administration of Maintenance Requests |
| 2.5 | SOP 25 | Tour Scheduler Operations |

3.1 UNIVERSAL JOB FUNCTIONS

Tour Guide personnel will report to work and be prepared to accept Guests at the Duty Station and time designated by the Tour Schedule.

Each tour guide will maintain a clean and safe environment for the facility. They will also maintain unruly visitors tactfully, professionally, and appropriately. Each tour guide will rotate in every department, knowing the tour spiel and fun facts. This will provide the guest with a very knowledgeable and fun visit.

An essential element of the success of VC operations is retail sales. During the guest's time on the WCF, tour guides shall promote the products available in the Retail Sales area as a means to share, continue and memorialize the tour experience.

Start of Work

Tour guides will be "in uniform" and prepared to accommodate the duties of the assigned duty station at 08:15am. Tour guides will start work at 08:30am. All personnel will:

- Check the "Tour Schedule" posted by the Tour Lead to verify assigned station location ("Tour Schedule" template saved on share drive and example attached at the end of these SOP's)



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- Check the "Today's Tours Scheduled" to verify any additional accommodations which may be required.

Standard Functions

Tour guides are to be friendly, aware and ever cognizant of the goals, responsibilities and obligations of the "Employees Standards of Conduct" per Reference 2.2.

Tour guides will maintain a watchful eye to assure a clean and secure environment for the guests and the facility. Tour guides will be vigilant for guests' safety within their direction.

Tour guides shall maintain constant vigilance for any building or equipment feature which requires repair or maintenance. Tour Guides will immediately comply with the Maintenance Requests reporting requirements of SOP 7.0 for any feature requiring attention.

Promote retail sales.

3.2 VISITOR CENTER OPERATIONS

Upon disembarking from the transport vehicles, Guests will be directed to proceed to the VC Information Desk.

Information Desk

Start of Rotation Duties:

- Ensure that appropriate quantities of brochures, pamphlets, informational packages, tour stickers, and other materials required to maintain the desk are available.
- Test communication gear (radios) for clear signal to the Transfer Station, Exhibits, Theatre, Retail Sales, Tour Guide (Elevated Tour Gallery) and supervision.
- Cleanliness of the area.
- Check voicemails and return calls.

Station Duties:



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- The Tour Guide will greet the visitors, and answer questions.
- The Tour Guide at the information desk will administer color coded stickers and pamphlets to the guest of the facility.
- The Tour Guide will keep a record of the number of stickers that are distributed for each tour time.
- The Tour Guide will make announcements over the PA System, to inform guests of tour start times and theatre start times.
- The Tour Guide will maintain and display general information about the center, upcoming events and tour times.
- Promote retail sales.

Exhibits Section

Start of Rotation Duties:

- Tour Guides will ensure that all interactive exhibits are operating properly.
- Test communication gear (radios) for clear signal to the VC Information Desk & supervision.
- Cleanliness of the area.

Station Duties:

- Tour Guide will assist and guide visitor through the exhibits and displays providing a comprehensive experience of the production of the U.S. paper currency.
- The Tour Guide will stay abreast of the production to answer visitor questions pertaining to the content stories.
- Promote retail sales.

As guests are provided stickers for the tour, they will be directed to the VC features such as the galleries and exhibits, vending area, theater (and access) and the retail sales area.

Theatre

Start of Rotation Duties:



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- The Tour Guide will test the theater systems to assure all features are functioning properly.
- Test communication gear (radios) for clear signal to the VC Information Desk & supervision.
- Cleanliness of the area.

Station Duties:

- Check the time on the video console to ensure that the time is accurate and synced with the information desk.
- Set the film to run on the high definition projector. In the event that the high definition projector is not functional, then set the film to run on the low definition projector.

3.3 TOUR SERVICES OPERATIONS

Once guests are notified of their tour start time by the Information Desk, then guests will be gathered in groups where they will be met by the Elevated Tour Walkway Tour Guides for private tours. For standard self-guided tours guests will gather as they are ready to enter the walkway and receive instructions from Tour Guides on how to proceed through the walkway.

Tour Guides

Start of Rotation Duties:

- Test communication gear (radios) for clear signal to the VC Information Desk & supervision.
- Cleanliness of the area.

Station Duties:

- Tour Guides will confirm the number of guests for each tour with the Information desk.
- Tour Guides will guide the guest through a very educational tour providing detailed information regarding the production of U.S. paper currency, security features, and the history of the BEP using the controlled tour



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- spiel and approved information per Reference 6.0.
- The Tour Guide will answer any questions from the guests per Reference 2.3, while managing crowd control and monitoring time constraints regarding moving the guests throughout the Elevated Tour Gallery.
- The tour guide will personally thank each guest for their visit AND distribute - to each guest as practical - the Customer Comment cards and request the cards be deposited in the specifically designated place or places.
- Upon completion of the Elevated Tour Walkway experience, the Tour Guide will re-direct guests to the exhibits area, the egress paths and directions to the Retail Sales area.
- Encourage retail sales.

4.0 FORMS AND ATTACHMENTS

4.1 LIST OF REPORTS

| TITLE | WHEN | SEND (listed if applicable) | DESCRIPTION | Name of folder in share drive |
|---------------------------------|-----------|--|---|---|
| Maintenance Report | 2 weeks | Jorge Pineda | maintenance, displays, water leaks in VC & TS | Maintenance Report |
| BEP Materials Request | As Occurs | | any materials upon request to include shipments | Materials Request & Inventory |
| Materials Inventory | 2 weeks | | Inventory of all requested materials & for VC guest | Materials Request & Inventory |
| Right Sizing Analysis | Daily | | Daily type of groups Totals of Walk ups and Groups | Right Sizing Analysis |
| Tour Shipping Scans | As Occurs | | PDF paperwork on requested shipments | Shipping |
| Walkway Checks | Daily | | Check list records initials/time when walkway is walked | Titanic Desk Area at Walkway Entrance |
| Theatre Checks | Daily | | Theatre is checks 3 times a daily | Titanic Desk Area at Walkway Entrance |
| Exhibits & Displays Checks | Daily | | Check daily in morning | Titanic Desk Area at Walkway Entrance |
| Tour Book Monthly Usage | Monthly | | Foreign Language books used for tours tallied as used then totalled monthly | Titanic Desk Area at Walkway Entrance |
| Private/Special Tours Report | As Occurs | | Collection of information pertaining to private tours | Tours |
| WCF Weekly Tours Report | Friday | Lynda Washington, Angela Dykstra, Lisa Lynam, Jorge Pineda, Carol Riggs | Visitor traffic info and retail info | WCF Weekly Tours Report |
| 2016 Tour Visitor Center Report | Daily | Teresa Dean, Angela Dykstra, Jorge Pineda, Peggy Stanley, Charlene Williams, Jason Heddins, Juan Sanchez, Brady Gray | WU & GROUP before and after 1:30 Retail sale | 2016 Tour Visitor Center Report (Month) |
| FY Daily Totals | Daily | | WU & Group traffic for every 30 minutes increments | Fy16 Daily Totals |
| AM/PM Walkups | Daily | | Info inputs end of day totals for AM and PM walkups | Scheduler |
| BEP's Expendable Inventory | Monthly | | Various supplies BEP provides & R/O's supply list | Gov List |
| Tourmate Wand Inventory | As needed | COR | An inventory of all Tourmate wands is kept and maintained on the R/O share drive and a full inventory is conducted on a monthly basis | Titanic Desk Area at Walkway Entrance |



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- Staff

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- Manual SAP Input

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- Trending Reports
- Monthly Reconciliation

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- RA Product Inventory

4.0 FORMS & ATTACHMENTS

- Attachment A: Daily Retail POS Operations and BEP Inventories Checklist/Outline and "How-Tos"
- Attachment B: Example of BEP Form 2446

1.0 PROGRAM OVERVIEW & RESPONSIBILITY

This procedure specifies the requirements for control of Standard Operating Procedures (SOP) issued for the conduct of activities performed for and at the US Treasury, Bureau of Engraving & Printing, and Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).



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Specifically, this procedure defines the preparation, format, review, approval, control and distribution of SOP documents, and revisions thereto. SOPs are used to describe employee, administrative, operational and quality verification practices and activities at the WCF.

RIO Project Manager The authority for implementation of this procedure resides with the RIO Project Manager (PM) and the Retail Sales Lead..

RIO Personnel It is the responsibility of RIO personnel to implement the requirements of this procedure, constantly maintain performance requirements defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and assessments of the measures described herein in anticipation of proposing revisions which may correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls. This procedure provides instructions for the RIO Associates employed at the WCF VC handling the daily retail sales.

2.0 REFERENCES

- | | | |
|-----|---------------------------|--|
| 2.1 | Contract TEPJ15-01539 | WCF Visitor Center & Tour Group Operations |
| 2.2 | SOP 21.0 | Forms Matrix |
| 2.3 | BEP Security Manual 71-00 | General, Technical, & Police Operations |
| 2.4 | SOP 8.0 | Records Management |

3.1 SALES OPERATIONS

Project Manager This position is the interface between Retail Sales and BEP concerning any problems that arise or subjects that require BEP attention.

Retail Sales Lead The Retail Sales Lead has functional responsibility for ensuring that daily operations: inventories, deposits, supply orders, reports, etc., are completed in a timely manner. They also ensure that the dual control guidelines are followed.



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Sales Associates

Responsibilities include preparing the Sales Area for business (i.e. making sure items are stocked and in order), assisting customers in finding items or answering questions, ringing sales, notifying leadership of problems regarding retail sales or ordering needs, general housekeeping, etc.

3.2 DAILY OPERATIONS

CONTENTS

The following are the daily actions that will take place while the Retail Sales Area is in operation.

OPENING DUTIES

This list comprises the tasks that must be performed prior to the opening of the Retail Sales Area each day:

- **Key** – Retrieve overhang door key from small key lock box in break room.
- **Floor Safe** – Open the small RIO Floor safe.
- **Overhang Door Key** – Place the Overhang Door Key in the small RIO Safe.
- **Overhang Doors** - The overhang doors on each end of the Retail Sales Area will be unlocked, raised, and re-locked in the up position.
- **Call Police** – Call the Police Command Center (x4030) to disarm all Vaults and RA Room.
- **Overhang Door Key** – Return the Overhang Door Key to the RIO floor safe.
- **Software** - Verify that the POS software is operational. Notify PM immediately if it is not operating.
- **Cash Drawers** – Put out the cash drawers.

Exemption B(7)(E)



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- **Wooden Door** – Open Large Wooden Door to Large Retail Vault.
- **Vault** – Open Large Retail Vault.
- **Stocking** - Ensure that all items are appropriately stocked and ready for sale.
- **Product Appearance** - All items in the Retail Sales Area will be kept in uniform appearance: folded, stacked neatly, professionally presented, etc.
- **Damaged Items** - These items need to be collected and stored in the Retail Sales Area vault until the proper amount, as determined by retail leadership, is accumulated and prepared for shipment back to either the contractor, vendor(s) or the BEP Facility in Washington D.C. When the items are ready for shipment, a BEP Form 2446 (a TD form) will be completed. This may also be done during closing activities.

ACTIVITIES AND DUTIES

This list includes but is not limited to tasks that will be performed while the Retail Sales Area is open for business:

- **Customer Service**- All customers will be treated professionally with courtesy and promptness. For transactional disputes, retail leadership will immediately manage the situation so that other customer transactions are promptly facilitated without delay or incident.
- **Suggestive Sales**- This is a process where a RIO Associate in any area of the VC fluently suggests to patrons that purchase of items in the Retail Sales Area will make their memory of the WCF a pleasant experience. This includes, but is not limited to suggesting items that might augment their purchase selection (i.e. an acrylic frame for the uncut currency selection or a hat to go with the T-shirt being purchased).
- **Cash Handling**- When a purchase is made with cash, the sales representative will receive the payment from the customer by



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stating the amount given by the customer (i.e. "The total is \$17.50, out of \$20.00"). Change made will be counted back totaling the amount given (".50 makes \$18.00", \$19.00 and \$20.00 [as the single dollar bills are given to the customer]).

- **Cash Management-** Currency in the cash drawer will be placed there neatly with all of the bills facing upward in the respective drawers (i.e. \$1, \$5, \$10, and \$20) and in the same direction (bank facing the notes).
- **Credit Card Transaction-** When a customer pays with a credit card (i.e. Visa, MasterCard, Discover, or American Express only), the total will be calculated on the cash register, the customer told of the amount due, then the card will be taken from the customer, the card will be swiped in the card reader, receipt printed, customer will sign the receipt, the signed credit card receipt will be placed in the register to be filed at the end of the day, and the customer will be given his two receipts (sales receipt and credit card receipt).
- **Check Payment-** Personal checks will be accepted for maximum orders of \$500.00. Corporate checks will be accepted for maximum orders of \$2,000.00. All checks must be drawn on a United States Bank and payable in U.S. dollars and paid to either "BEP" or "Bureau of Engraving and Printing". Checks in the amount of \$200.00 or more require management approval. Government, Federal or State-issued identification is required for all checks.
- **Returned Items / Refunds-** If an item is returned to the Retail Sales Area, it must be accompanied by a receipt. Items may be exchanged without a receipt for a different color or size if the item is still in unused condition.
- **Housekeeping-** RIO staff members are expected to keep the Retail Sales area in a neat and orderly condition. This includes



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but is not limited to, picking up paper scraps, re-folding shirts, straightening displays, and notifying Facilities Management of spills, etc.

- **Shoplifting and Security-** Staff vigilance is to be maintained while there are customers in the retail area. If staff suspect that a person or persons are trying to steal items, RIO PM or APM, if readily available, should contact a BEP Police Officer immediately. If unavailable, contact RIO PM or APM via the two-way radio. No item should leave the store unless it is in a bag or has a receipt attached to it. **All staff must be absolutely certain that an item has been stolen before notifying BEP Police. The ramifications from a false accusation far outweigh the loss of an inventoried item.**
- **Stock Retrieval-** The BEP Dual Control Rule applies whenever currency or BEP merchandise is retrieved from either vault, behind the Retail Sales Area, or in the East hallway. Dual Control Rule applies at all times in the Gift Shop area also.
- **Stocking-** During the day, product shelves and racks need to be kept stocked on the Sales Area floor as time permits. However, items should never be re-stocked when a RIO Sales Associate is needed to wait on customers, as they are the highest priority. Product re-stocking should be emphasized at the end of the sales day, so the Sales Area is fully ready for the daily store opening. At the end of the retail shift, product re-stocking should result in product levels commensurate with all item quantities that have been sold during the retail shift. Only Restaurant Association items will remain on the Sales Area floor. All BEP products will be kept behind the counter and only dispersed upon a customer's request. *Note: The Dual Control Rule applies at all times when removing or replacing items in the BEP item vaults.*



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- **Stock Rotation-** When new stock arrives it must be placed under or behind the existing stock so the existing stock is sold first.
- **Stock Transportation-** Stock may be retrieved from the General Stores area in the main WCF building. The Retail Sales Lead will be notified when a shipment is received. A scheduled pick up will be arranged and if needed, a government van will be provided to transport the items to the VC, before or after scheduled tours, so as not to interfere with daily VC operations.

AREA CLOSING

These duties need to be performed by the RIO Sales Associates prior to leaving the WCF each evening after all Retail Sales Area transactions are complete:

- **Inventory-** Each day at the close of business an inventory of BEP products will be conducted. See related attachments.
- Close each individual register and batch out credit card machines.
- Pull cash for deposit from each drawer.
- Count drawers down. **Exemption B(7)(E)**
Exemption B(7)(E)
- Take register receipt and credit card machine receipt from each register.
- Print the daily close out paperwork from POS.
- Input register and credit card receipt into register log. Verify that all the information from register log transfer correctly to deposit log.
- Verify that numbers from deposit log match the POS paperwork.
- Verify that information from register log also transfer correctly to the BEP & RA deposit info sheet.
- Enter the department 3 totals & OTCNet form # in the BEP & RA deposit info sheet.
- Enter # from POS paperwork to tour visitor center report. E-mail with tour visitor center report.
- Finish deposit.
- Scan deposit forms.



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- Post SAP.
- Clear & log off each register. Exemption B(7)(E)
- Call Police Command Center to secure vaults.
- Close overhang doors
- Return overhang door key to small lock box Exemption B(7)(E)

DEPOSITS

These duties need to be performed by the RIO Sales Associates for Deposits:

- Pull out Deposit Bag, Bank Deposit Book and Deposit Slip from small RIO Vault.
- **Bag** - For customer name write WCFTVC. For date write the next pick up date. On said to contain write the correct cash and check amount and put the total in the total box. On the top strip put the drop off day and the total amount.
- **OTCNet form** – Retail lead will print out this form. Write the deposit number for this form on the bank deposit slip.
- **Bank Deposit Slip** - For date put the next pick up date. Enter amount of currency being deposited. Enter amount of coins being deposited. Enter Check Numbers and amount of checks. Using a calculator total everything up and write the total at the bottom total square. Both associates that count the cash deposit will sign the slip at the bottom. Write the OTCNet deposit number on this form also.
- **Deposit Book** - On the front square write WCFTVC. For address write our address. Go to squares under full value must be declared. For the item square put the next pick up date. For value each item square write down the total deposit amount. For # item/bags write the #1 for one bag. For bag no. square write the bag # (it's ok to go all the way across, because the bag # it's not going to fit in that little square). In the deposit book you can have more than one deposit; it all depends on the pickup date.



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RECEIVING MERCHANDISE

These duties need to be performed by the RIO Sales Associates when receiving merchandise:

- For RA merchandise, contractor for RA emails EAD and RIO an RA Transfer Form
- Shipping/Receiving calls RIO when product has arrived
- RIO picks up RA items from Shipping/Receiving and brings them over to the VC
- RA items are counted and labeled if necessary and stored in RA stock room or locked in the RIO office area if needed
- RIO emails the Transfer form signed and dated by the RIO Retail Lead or PM or APM to RA contractor and EAD
- EAD inputs items into the POS
- Items are then available for sale in the Retail Area

Exemption B(7)(E)

- RIO verifies product quantity with the Material Transfer Form inside the box
- RIO accepts the MT Form in BEN
- EAD inputs the BEP items into the POS

3.3 REPORTING

SALES CORRESPONDENCE

Documents received from BEP External Affairs Division, as well as documents sent to the same, will be maintained in hard copy as well as electronically.

SALES REPORTS

Sales Reports will be kept for a period of twelve (12) months in both electronic and hard copy formats. The hard copy report will be kept in 3 inch binders in the second floor of the VC Supervisory area in a locked file cabinet. The electronic files will be maintained on the WCF shared drive. These will include any daily/weekly/monthly sales reports, deposit reports including credit card receipts and deposit slips.

TRENDING REPORTS

Reports that show sales figures per item for a given time frame. These will help facilitate the ordering process for certain items based on the time of year.



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MONTHLY RECONCILIATION

At month end and the close of both RA and BEP Products Inventory, discrepancies in inventory are reconciled, at which time credits and debits are tracked for Fiscal Year End final reconciliation.

The monthly report will be prepared and distributed to the RIO PM and the External Affairs office for reconciliation of month end discrepancies. All documentation is maintained on the RIO Shared Drive.

3.4 INVENTORY

BEP PRODUCT INVENTORY

These duties will be performed by RIO Sales Associates when performing an Inventory of BEP Product:

- All on hand BEP product will be inventoried on a daily, weekly and monthly basis. See attachments for more detail.

RA PRODUCT INVENTORY

A current inventory sheet will be maintained in the RA storage room and the master vault. Items removed from those rooms will be noted on that sheet, which will facilitate the items that must be inventoried nightly.

A monthly RA Inventory will be conducted where every item will be accounted for. This inventory will coordinate with EAD's monthly check of RA inventory.

4.0 FORMS & ATTACHMENTS

Attachment A: Daily Retail POS Operations and BEP Inventories Checklist/Outline and "How-Tos"

Attachment B: Example of BEP Form 2446



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Attachment A: Daily Retail POS Operations and BEP Inventories Checklist/Outline and "How-Tos"

Daily

- Log in to Oracle and release and ship all orders
- Update current dates on all POS reports including BEP Sales Report, RA Sales Report and "Cash, Check and Credit Card" Report
- Conduct daily BEP inventories
 - o At the end of the day two employees conduct an inventory of BEP currency items only and the PM or an APM signs the POS Inventory Report on each page after checking against their count sheets.
 - Each Thursday the inventory is done for all BEP product including displays and portraits
 - o The following morning after the orders are released and shipped in Oracle print out a BEN Inventory Report and the PM or APM that signed the POS Inventory Report the day before must reconcile it with the BEN Inventory Report and sign all pages.
 - In the event that the PM or APM that signed the POS Inventory Report from the day before is out hold the report for them to sign when they return.
 - o Keep all signed inventories on file for inspection by BEP personnel from Compliance Office as requested.
- At the end of the day close out the registers and credit card machines
 - o Reconcile the cash deposit amount and credit card sales amounts with the X Report from the POS for each register
 - o Do a settlement on the credit card machines
 - o Print a Z Report for each register after cash and credit card amounts are reconciled and both drawers are verified
- Prepare cash and check deposits and fill out applicable bank and BEP paperwork for that day's/week's deposit
 - o Print the deposit ticket from OTCNet for that day's cash/check deposit
- Complete the daily reports including "Register Log", "Daily Deposit Log", "BEP/RA Log" and enter the retail sales statistics into the "Tour Visitor Center Report"
- Scan all deposit paperwork and save in the retail folder on the RIO share drive
- Email "Tour Visitor Center Report" to Teresa Dean, Carol Riggs, Kevin Brown, Angela Dykstra, Jorge Pineda, Peggy Stanley, Charlene Williams, Jason Heddins and Brady Gray

Weekly

- Email the "WCF Weekly Tour Report" on Friday (or last operational day of the week if closed Friday) to Lydia Washington, Angela Dykstra, Lisa Lynam, Jorge Pineda and Carol Riggs



Exemption B(7)(E)

Monthly

- Perform BEP inventory with COR at their request
- Perform RA Inventory which will be reviewed by COR at their request
- Complete monthly Retail Sales Reconciliation Report and email to COR
- Update all daily/weekly report spreadsheets for the new month, check dates

Quarterly

- Perform a Tagged/Non-tagged inventory with the BEP Compliance office at their request. This is scheduled through EAD
- Submit 2-3 marketing ideas to EAD

Annual

- Prepare retail hard copy files for storage in large vault to be kept per BEP RM schedule. EAD will dispose of them as needed
- Deposit check to close out RA balance if applicable

Updating EOD Reports

Do @ some point during the morning!

1. Open Store Manager
2. Login (username and password is the same as in register)
3. At the top of the screen, Go to Reports→ Go to Memorized
4. Update EOD Dept. 1
 - a. Click on EOD Dept. 1→ click Generate (Report Filter page will open)
 - b. Under the section Filters, click on Date→ click Remove
 - c. Under the section Field, click on Date Sold→ click on Add→ click OK (Date will update automatically)
 - d. To save report, click Save (floppy disc icon) → click Memorize→ click on Yes→ click OK→ Exit report.
5. Repeat steps 3– 4 to open and update remaining reports!
 - a. EOD Dept. 3
 - b. EOD Steve
 - c. EOD totals, cash, credit, check



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End of the day Paperwork

Get X Reports from both registers!

1. Open Store Manager and Login
2. At the top of the screen, Go to Reports→ Go to Memorized
3. Open EOD Dept. 1
 - a. Click on EOD Dept. 1→ click on Generate→ click OK
 - b. Print EOD Dept. 1→ exit Print Preview after report is printed
 - c. Email EOD Dept. 1 to BEP by clicking on the icon next to the save button.
 - i. Before emailing make sure it is set to Email and HTML, then click OK to send email.
 - ii. BEP contacts: Melodia Phillips & Peggy Stanley
 - d. Exit out of EOD Dept. 1
4. Open EOD Dept. 3
 - a. Click on EOD Dept. 3→ click on Generate→ click OK
 - b. Click on the minus sign under Overall to condense report
 - c. Print EOD Dept. 3
 - d. Exit out of report entirely.
 - e. Do Not Email!
5. Open EOD Steve
 - a. Click on EOD Dept. Steve→ click on Generate→ click OK
 - b. Do Not Print!
 - c. Email EOD Steve to RA (click on the icon next to the save button).
 - i. RA contacts: Steven Bronder & Roselyn Cuenco
 - d. Exit out of report entirely.
6. Open EOD total, cash, credit, check
 - a. Click on EOD total, cash, credit, check→ click on Generate→ click OK
 - b. Click on the minus sign under both **bold** CASH and under both **bold** CREDIT CARD.
 - c. Print EOD total, cash, credit, check.
 - d. EXIT out of report entirely.
 - e. Do Not Email!
7. Exit out of Store Manager.
8. Go to Desktop→ double click on Tour Facility Folder



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9. In Tour Facility Folder, double click on RIO→ double click on RETAIL→
Double click on FYE 2016 Daily Reports.
10. In FYE 2016 Daily Reports→ double click on Register Log
 - a. Password: **Exemption B(7)(E)**
 - b. On the spreadsheet in today's date, enter the initials of people who were in retail.
 - c. In the row for Register 1, using the X Report for Register 1, enter the amounts for CASH, CHECK, CREDIT, TOTALS, and Number of Transactions.
 - d. Repeat Step C for Register 2. Make sure to get Number of Transactions for both registers!
 - e. Get the Cash Deposit amount from both registers.
 - f. Verify the Register Totals from spreadsheet with the EOD totals, cash, credit, check Report.
 - i. Verify the Overall
 - ii. Verify the Cash
 - iii. Verify the Credit Cards
 - iv. Verify the Checks(if applicable)
 - g. Save spreadsheet and minimize. Do Not EXIT!
11. In the FYE 2016 Daily Reports→ double click Daily Deposit Log 16
 - a. Click on flashing Excel icon→ re-enter password **Exemption B(7)(E)**
OK
 - b. Click on Update→ click Continue
 - c. In the spreadsheet click on WCF VC Deposits tab
 - i. Go to the current date and compare the CASH/CREDIT amount with EOD totals, cash, credit, check report.
 - ii. After comparing amount, enter initials, deposit date, and the Rio representative (Enter Rio Rep after deposit has been taken!)
 - d. Click on Credit Cards tab
 - i. Go to the current date and compare credit card amount with EOD totals, cash, credit, check report.
 - ii. After comparing, enter initials.
 - e. Finally click on Totals tab
 - i. Go to current date and compare total with Overall total in EOD totals, cash, credit, check report.



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- f. Save and Exit Daily Deposit Log 16.
- 12. Click on the folder located at the bottom of the screen.
- 13. Double click on BEP & RA Deposit Info 2016
 - a. Click Update→ click Continue
 - b. Verify Totals by comparing spreadsheet with EOD totals, cash, credit, check Report.
 - c. Enter RA Deposit amount (look on EOD Dept. 3)
 - d. Enter Deposit Number (look at Deposit Slip)
 - e. Save spreadsheet and Exit all Excel spreadsheets to get back to Desktop.
- 14. Open the Tour Facility Folder (again)
- 15. Double click on 2016 Tour Visitor Center Report for this month
 - a. Enter password ^{Exemption B(7)} (E) click Update→ click Continue
 - b. On the current date, enter BEP Revenue (look on EOD Dept. 1 report, under Total Sales to get amount)
 - c. Enter BEP Product Sold (EOD Dept. 1, under Quantity Sold)
 - d. Enter RA Revenue (EOD Dept. 3, under Total Sales)
 - e. Enter RA Product Sold (EOD Dept. 3, under Quantity Sold)
 - f. Enter Total Transactions for the day.
 - g. Save report.
 - h. Email 2016 Tour Visitor Center Report to DC.
 - i. In email: cc: FW & RIO
 - ii. DC contacts: Teresa Dean and Carol Riggs
 - iii. FW contacts: Kevin Brown, Angela Dykstra, Jorge Pineda, Peggy Stanley, Charlene Williams
 - iv. RIO contacts: Brady Gray & Jason Heddins
 - i. Exit spreadsheet once email is sent.

Report for the Full Week

Do only on Fridays!



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1. Open Store Manager
2. Login (username and password is the same as in register)
3. At the top of the screen, Go to Reports→ Go to Memorized
4. Update EOD Dept. 1
 - a. Click on EOD Dept. 1→ click Generate (Report Filter page will open)
 - b. Under the section Filters, click on Date→ click Remove
 - c. Under the section Field, click on Date Sold→ select the date for the beginning of the week →click on Add→ click OK (Report will appear for the full week.)
 - d. Click on the minus symbol to condense report.
 - e. Print Report
5. Repeat process for EOD Dept. 3
6. Go to Desktop→ double click on Tour Facility Folder
 - a. Double click on WCF Weekly Tour Report
 - i. Enter amount for the week for BEP (EOD Dept. 1 Report)
 - ii. Enter amount for the week for RA (EOD Dept. 3 Report)
 - iii. Enter total amount for the week (BEP+RA= Total)
 - iv. Verify numbers with BEP & RA Deposit Info 2016 Report.
 - 1 Under section RA Deposit Amt, use to verify RA.
 - 2 Under section Daily Sale Totals, use to verify Totals (BEP+RA).
 - b. Save WCF Weekly Tour Report.
 - c. Email report to ECF and WCF
 - i. ECF: Lydia Washington
 - ii. WCF: Angela Dykstra, Lysa Lynam, Jorge Pineda, and Carol Riggs
 - d. Exit WCF Weekly Tour Report.



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Deposit Slip

1. Go to Internet Explorer
2. Go to OTC (make sure to save it in your Favorites)
3. Login
4. Go to Create Deposit→ U.S Currency→ Dept. of Treasury Departmental Offices→ BEP→ TX Visitor→ BEP TX Visitor Center
5. Enter Deposit amount.
6. Under Financial Institution, select **Exemption B(7)(E)**
7. Under Agency Information, enter the deposit drop off date, then Next.
8. For Agency Code, select BEP→ re-enter deposit amount→ click Add→ click Next.
9. Review information. Make sure deposit amount is correct!
10. Print 2 copies of Deposit Slip.
11. Exit out of OTC.
12. Hand 1 copy of Deposit Slip to Retail person for the 1-2 scan.
13. Staple the 2nd copy of the Deposit Slip to the printed EOD reports.

Daily Inventories

1. Print two copies of a blank Inventory Spreadsheet (these are stored on the RIO share drive under Retail→ FYE 20XX Inventory Reports→ Daily)
2. Print a POS inventory for Department 1 items
3. Two associates count BEP products independently and not the amounts for each item on the Inventory Spreadsheets (each Thursday all BEP items are counted including portraits and medals)
4. A Supervisor (PM or APM) compares the two inventories done by hand with the POS inventory and each page is signed
5. The next day a BEN inventory is printed and compared with the POS inventory by the same Supervisor as the day before and each page is signed
 - a. To print BEN inventory
 - i. Open BEN



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-
- ii. Click on PSW INV Physical Inventory User
 - iii. Click Reports
 - iv. Click on hand
 - v. Single Request should be selected already; click OK
 - vi. For name click on the 3 dots on the right and select BEP Public Sales Stock Status Report then click OK
 - vii. For parameters Category Set: BEP Public Sales Item
Category will be highlighted yellow; Click OK
 - viii. On the next screen click submit
 - ix. On the screen where it asks if you want to submit another request click no
 - x. Go to view on top left corner of the screen and click request
 - xi. Click find and the request at the very top of the list should be yours and it should be highlighted
 - xii. Click view output
 - xiii. Click Open
 - xiv. Click print Icon.

Attachment B: Example of BEP Form 2446

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REP. PER. 12/1/73

TEMPORARY TRANSFERRED/EVERY SCHEDULE

CONTROL NUMBER: 11114

DATE PREPARED: 12/1/73

BY: [Signature]

| ITEM NO. | DESCRIPTION | QUANTITY | UNIT PRICE | TOTAL |
|----------|---------------|----------|------------|-------|
| 990165 | Logo black Sm | 5 | | |
| 990166 | Logo black MD | 3 | | |
| 990167 | Logo black LG | 2 | | |
| 990168 | Logo black XL | 4 | | |
| 990169 | Logo black 2X | 1 | | |
| 990170 | Logo black 3X | 1 | | |
| TOTAL | | | | |

REASON FOR ACTION: [Blank]

DATE: 12/1/73

NOTES: This schedule is valid only for one (1) month after the date of preparation. (DO not include within five days (5) of the date of preparation.)



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- 2.0 REFERENCES
- 3.1 TRANSPORT OPERATIONS
 - Vehicle Requirements
 - Maintenance
 - Fuel
 - RIO Programs
 - Transportation Vehicle Audio
 - Information Desk Communication
- 3.2 TRANSPORT OPERATORS
 - Qualifications
 - Local Knowledge
 - Job Functions
 - ADA Compliant Features
- 4.0 FORMS & ATTACHMENTS
 - Attachment A: Tram Training Overview.

1.0 PROGRAM OVERVIEW

This procedure specifies the management of transportation services at the Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

| | |
|---------------------|---|
| RIO Project Manager | The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF. |
|---------------------|---|

Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM.

| | |
|----------------------------------|---|
| RIO Transportation Services Lead | The RIO Transportation Services Lead (TSL) is responsible for compliance with all contract provisions regarding equipment, operators and job requirements specified herein. This position is filled as the PM sees fit. If there is no TSL the responsibilities fall to the PM. |
|----------------------------------|---|



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RIO Personnel

The functional responsibility for the implementation of this procedure rests with the respective RIO personnel involved in transportation services.

2.0 REFERENCES

- | | | |
|-----|-----------------------|--------------------------------------|
| 2.1 | Contract TEPJ15-01539 | WCF Tour & Visitor Center Operations |
| 2.2 | SOP 4.0 | Employee Standards of Conduct |
| 2.3 | SOP 5.0 | Position Descriptions |
| 2.4 | SOP 8.0 | Records Management |

3.1 TRANSPORTATION OPERATIONS

The purpose of transportation operations is to provide safe, reliable, and modern transportation services to visitors, to/from the Transfer Station and the Tour and Visitor Center.

Specifically, operations shall result in the comfortable, safe, reliable, clean, and modern transportation of visitors (such as the general public, special needs persons, school groups, VIP visitors, etc.) to/from the Transfer Station and Tour and Visitor Center.

Transportation operations shall be provided in such a manner to complete the following:

Vehicle Requirements

Transportation vehicles must meet all applicable contract guidelines and certifications and also must be ADA compliant.

Maintenance

Transportation vehicles shall be maintained in a manner that ensures vehicles are in excellent working condition, safe, kept in a clean and orderly appearance at all times, free from observable scratches, dents, and tears in upholstery and available to transport visitors during all hours of operation.

Maintenance activities shall be completed so as not to interfere with regularly scheduled service.

The manufacturers suggested maintenance schedule shall be followed and documented.



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| | |
|--------------------------------|---|
| | Vehicle maintenance, including washing the vehicles shall not be performed on WCF property unless expressly authorized by the RIO PM. |
| Fuel | Transportation vehicles shall be fueled or adequately charged and ready for operation during all specified hours of operation. |
| RIO Programs | RIO programs such as the Drivers Handbook, Vehicle Operators Handbook, and Drug & Alcohol Abuse Policy become part of this procedure by reference herein. |
| Transportation Vehicle Audio | <p>The Transportation Vehicles shall play the prepared BEP audio "Welcome Message" while transporting visitors from the Transfer Station to the Tour and Visitor Center.</p> <p>The Transportation Vehicles shall play the prepared BEP audio "Thank You Message" while transporting visitors from the Tour and Visitor Center to the Transfer Station.</p> |
| Information Desk Communication | The transportation vehicle operator shall radio the Information Desk with the visitor head count each time they transport visitors from the Transfer Station to the Tour and Visitor Center. |

3.2 TRANSPORTATION VEHICLE OPERATORS

Transportation Vehicle Operators shall comply with the pertinent requirements of Reference 2.1, 2.2 and other documented requirements applicable to the Tour and Visitor Center operations personnel. Additionally, transportation vehicle operators shall comply with the following:

| | |
|----------------|---|
| Qualifications | <p>All transportation vehicle operators shall meet all qualifications for drivers which are applicable to the type or vehicle in use. The contractor must comply with all federal and state requirements associated with the particular vehicles in use.</p> <p>All transportation vehicle operators shall adhere to safety and traffic regulations and laws while carrying out specified duties including the ability to</p> |
|----------------|---|



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Job Functions

work in all types of traffic and weather, and be able to legally and safely transport passengers.

Transportation vehicle operators shall ensure the vehicles are clean, neat and fueled or charged as needed.

Transportation vehicle operators shall be trained in the safety, operating requirements, and procedures when operating transportation vehicles and equipment in order to prevent injury to passengers and pedestrians or other vehicles.

Transport operators shall assure visitors are assisted as needed when loading or disembarking from the transportation vehicle.

Transport Operators will assure that all personal, maintenance, cleaning and miscellaneous materials and supplies shall be properly screened through established BEP security channels prior to placement on WCF property.

ADA Compliant Features

Transportation Vehicle Operators shall be specifically trained in the proper and safe operations of ADA features of the transport vehicles. Transportation Vehicle Operators shall assure that no lift operations or other ADA issues are performed by unauthorized personnel.

ADA compliant features shall be operated in a manner consistent with the manufacturer's recommendations and directions.

3.3 RECORDS

The following maintenance and inspection records shall be completed and maintained in a manner which can be reviewed in short order by the Customer. Records may include, but are not limited to:

- If available, maintenance records of vehicles
- Accident records,
- RIO personnel license and certification records if applicable to the type of vehicle in use



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All records shall be maintained in accordance with Reference 2.4 and be available for review by the COR or a designated representative upon request.

4.0 FORMS & ATTACHMENTS

Attachment A: Tram Training Overview

Tram Training Overview

- **Driving:**
 - o Go slow (especially over the gate rails on the way to/from Transfer.
 - o Make sure visitors stay seated while in motion.
 - o Make your announcements when loading/unloading every time and word for word from the sheet. Use the PA system every time unless the visitors are only sitting directly behind you. Use a friendly tone of voice! **DO NOT MAKE THE ANNOUNCEMENT TO EXIT THE TRAM UNTIL YOUR HANDBRAKE IS ON!**
 - o When pulling up to Transfer or the VC make sure to stay in the middle of the drive away from the curb to make it easier for visitors to load/unload away from the curb.
 - o When pulling up to Transfer if there is another Tram stay back, do NOT pull up right behind the other Tram.
 - o Do not apply the handbrake until you have come to a complete stop.
 - o Tram 1 drivers let Info AND Tram 2 drivers know as soon as a group arrives. DO NOT wait until they're already processing through security.
 - o Tram 2 drivers drive the second Tram. T2  Drives Tram 2; T2  works crowd control at the VC and Transfer; T2  assists T2A & T2C
 - o Tram 2B will be plugged in as the Tram 1 3:30 driver
 - o Tram 1 driver must be at Transfer by 8:30am at the LATEST and drives until 10:30am and then will assist all other positions and drivers for the rest of the day.
 - o When parking Tram 2 on the circle make sure to turn the key off. Make sure rain flaps are zipped down if needed.
 - o At all times, make safety announcements and play the recording when transporting visitors.

- **Loading/Unloading:**



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- When possible, load people on the Tram only (don't load people on the trailer unless the tram is full). Be friendly, but YOU are in charge of where people sit for safety reasons!
- Two people minimum assist with loading/unloading wheelchairs, scooters, etc. on the ADA trailer. Visitors may sit on the Tram and load wheelchairs or scooter separately if they're comfortable with that.
- With large groups of children or school groups or even just families with children there needs to be **AT LEAST ONE ADULT ON THE LAST ROW OF THE TRAM AND/OR TRAILER.**
- Tram 1 drivers do not just sit on the tram at transfer/VC when groups are loading. You need to work with the T2 crowd control person to direct visitors how/where to load and count visitors. This is a team effort, not just one person.
- Direct the visitors on how to load/unload with the rain flaps. After making your standard announcement you can say "pull the zipper up to exit the Tram and after exiting please pull the zipper down to close the rain flap. Thank you." Make sure all the flaps are zipped down before driving away.
- Make sure you pull up far enough at Transfer/VC for people to unload from the Tram AND trailer. Remember to stay toward the middle of the drive not right next to the curb.
- **Info:**
 - Crowd Control: open door, assist driver as needed with where to pull up and stop, loading/unloading, controlling how many visitors exit the doors at one time and so forth.
 - Let Tram 2 drivers know when groups are gathering to leave so they can start second Tram as needed and help Tram drivers with crowd control.
 - Watch for wheelchairs/scooters and be at the exit to assist the Tram Driver and let them know where to pull up and stop in order to use the ramp **DO NOT WAIT FOR THE TRAM DRIVER TO CALL FOR ASSISTANCE.** Work together on this.
- **Hookup/Unhook:**
 - Tram 2A/B/C must be at the garage area parked by 8:00am. Your coworkers are waiting on you, please be on time.



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Exemption B(7)(E)

- DO NOT BACK A TRAM OUT OR PULL ONE IN WITHOUT AT LEAST ONE OTHER PERSON THERE TO ASSIST (it is okay for one person to plug in or unplug the Trams, etc. But no driving Trams or moving/attaching/detaching trailers in or around the garage area without another person there assisting you). **SAFETY FIRST AT ALL TIMES!**
- When hooking up the Trams in the morning don't rush but please stay on task and get it done in a timely manner. The Tram 1 driver is counting on you to have the Tram pulled around for them on time.
- When pushing the Tram from the back or sides do not use the handrails, use the supports that run from the roof to the seat area. Make sure and keep your feet/legs away from the sides of the Tram so you don't get caught under a tire or by a step rail.
- Always maintain physical contact with the tram from the side in addition to the trailer dolly when going up or coming down the incline when coming out of or going in to the garage to make sure control of the trailer is not lost.
- Always make sure the hitch is connected to the trailer dolly with the pin installed to ensure the trailer does not become disconnected from the trailer dolly.
- When guiding a driver in/out of the garage stay to the side DO NOT STAND DIRECTLY IN FRONT OF OR BEHIND THE TRAM.
- Double check that the hitch is attached properly, the chains are hooked on and the light/PA cord is screwed on correctly.
- Check lights and the PA system.

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- Written Warnings
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- Immediate Actions
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4.0 FORMS & ATTACHMENTS

- Positive Discipline Form

1.0 PROGRAM OVERVIEW

This procedure specifies the positive discipline program for RIO & RIO subcontractor (S/C) personnel at the Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

RIO Project Manager

The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF.

Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as “acting” PM and RIO representative during periods of absence of the PM.

RIO Functional Leads

The functional responsibility for the implementation of this procedure rests with the respective RIO Leads.

RIO & RIO S/C Personnel

It is the responsibility of RIO and subcontractor personnel to implement the requirements of this procedure, constantly maintain performance requirements defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and

assessments of the measures described herein in anticipation of proposing revisions which may correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls.

2.0 REFERENCES

- | | | |
|-----|-----------------------|--|
| 2.1 | Contract TEPJ15-01539 | WCF Tour and Visitor Center Operations |
| 2.2 | SOP 4.0 | Employee Standards of Conduct |
| 2.3 | SOP 5.0 | Position Descriptions |
| 2.4 | SOP 21.0 | Forms Matrix |

3.1 POSITIVE DISCIPLINE

The program of positive discipline is intended to support and confirm the expectations of RIO personnel. As noted in Reference 2.2 and 2.3, the expectations for performance are clearly defined for all employees. Employees shall recognize that the successful completion of all tour and visitor center operations depend upon positive and professional compliance with these standards. All employees are expected and encouraged to personally advise supervision and management in the event any clarification is required. Such contact, feedback and input shall recognize the organizational structure and the importance of the "open door" policy.

Unique to the WCF tour and visitor center operations project is the Client's input. All personnel are reminded that the Client may, at any time, direct the immediate and final removal of any personnel from the WCF effort without recourse.

Compliance is essential, and all employees are reminded that perceptions by the Client may be used to determine compliance.

In order to assure all employees appreciate their individual value to RIO and the WCF project, the program of positive discipline is established to provide feedback on possible perceptions, correct irregularities, improve employee performance and clarify the Clients expectations. These measures do not supercede the provisions of the RIO Employee Handbook. These measures may, however, serve to comply with documentation requirements and result in actions specified in the Handbook.

| | |
|-------|--|
| Basis | The basis for any Positive Discipline Action (PDA) will consist of direct observation by a member of |
|-------|--|

the management/supervisory staff, or a communication from the Client adequately verified by a member of the management/supervisory staff.

Positive Discipline Actions

PDA's include

- Verbal Notices,
- Written Warnings,
- Reprimands,
- Immediate Actions,
- Escalations of less severe PDAs.

Verbal Notices

Verbal Notices are notifications to the employee of an issue, action, practice, incident or perception which:

- specifically violates a stated performance standard,
- involves a perception which warrants correction, or
- notes behavior which requires immediate action.

Verbal Notices will specifically notice the issue, action, practice or perception and provide adequate specificity to allow the employee to recognize the incident.

Verbal Notices will be documented using Form 4.1 and included in the employee's personnel file.

Written Warnings

Written Warnings require immediate correction on the part of the employee. The employee will be required to acknowledge the corrective actions specified.

In the event the employee does not agree with the corrective actions specified, the Written Warning will note the employee's action. Failure to acknowledge the corrective actions specified does not relieve the employee of complying with the specified corrective actions or subsequent consequences, or escalation of the matter.

The employee may be directed to leave the project for the balance of the workday due to the severity of a Written Warning.

Written Notices will be documented using Form 4.1 and included in the employee's personnel file.

Reprimands

Reprimands involve issues of such severity that continued service at the WCF is in jeopardy. Issue of a Reprimand will include a planned course of corrective action and a probationary period. Failure to meet any part of the prescribed corrective action, and/or the issue of any additional PDA during an employee's probationary period could result in dismissal.

The employee will be required to acknowledge the corrective actions specified. In the event the employee does not agree with the corrective actions specified, the Reprimand will note the employee's action. Failure to acknowledge the corrective actions specified does not relieve the employee of complying with the specified corrective actions or subsequent consequences, or escalation of the matter.

Reprimands will include removal of the employee from the project for a minimum of the balance of the workday.

Reprimands will be documented using Form 4.1 and included in the employee's personnel file.

Immediate Actions

Immediate Actions notices are severe and may include immediate removal from the project.

Immediate Actions will be documented using Form 4.1 and may include removal from the project for any period of time or dismissal.

Escalations

The accumulation of PDA's will result in escalation as follows:

Three (3) Verbal Notices within a three (3) month period are equivalent in gravity as a Written Warning.

Three (3) Written Warnings in a three (3) month period are equivalent in gravity to a Reprimand.

Two (2) Reprimands in a two (2) month period are equivalent in gravity to an Immediate Action.

Any "time" beyond 6 hours in a single workday in which any employee has been directed to remove themselves from the project will not be compensated unless the employee elects to apply qualified "leave" hours.

4.0 FORMS & ATTACHMENTS

4.1 Positive Discipline Form

4.1 POSITIVE DISCIPLINE FORM (Typical)

This form shall be captured in accordance with the provisions of Reference 2.4.

| | | | |
|--|-------------|--------------------------|------------------------|
| POSITIVE DISCIPLINE ACTION FORM | | Action: | |
| Employee Name: _____ | Date: _____ | Lead/Mgmt: _____ & _____ | Verbal Notice _____ |
| | | | Written Warning _____ |
| | | | Reprimand _____ |
| | | | Immediate Action _____ |
| | | | Source: |
| | | | Observation _____ |
| | | | Client _____ |
| | | | Visitor _____ |
| Objectionable Action, Observation or Perception: _____ _____ | | | |
| Corrective Action: _____ _____ | | | |
| Consequence: _____ _____ | | | |
| Employee: I understand the Actions & Corrective Actions specified above: | | | |
| | | Employee _____ | Date _____ |
| Follow-up: | | | |
| 1. _____ | | | By: _____ Date _____ |
| 2. _____ | | | By: _____ Date _____ |
| 3. _____ | | | By: _____ Date _____ |

Lead Comments: _____

Employee Comments: _____



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- 2.0 REFERENCES**
- 3.1 TYPICAL FORMS & ATTACHMENTS**
- 3.2 FORMS MATRIX**
- 4.0 FORMS & ATTACHMENTS**
 - No forms or attachments apply.

1.0 PROGRAM OVERVIEW

This procedure describes the means by which actual forms and documents used in the conduct of operations at the Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO) are centrally captured and collected.

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| RIO Project Manager | <p>The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF.</p> <p>Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM.</p> |
| RIO Functional Leads | <p>The functional responsibility for the implementation of this procedure rests with the respective RIO Leads.</p> |
| RIO & RIO S/C Personnel | <p>It is the responsibility of RIO and subcontractor (S/C) personnel to implement the requirements of this procedure, constantly maintain performance requirements defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and assessments of the measures described herein in anticipation of proposing revisions which may correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls.</p> |



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2.0 REFERENCES

2.1 Contract TEPJ15-01539 WCF Tour and Visitor Center Operations

3.1 TYPICAL FORMS & DOCUMENTS

The conduct of operations for the WCF is described in approved Standard Operating Procedures. These procedures include "typical" forms and documents. In this application, the term "typical" indicates the form or document specified in the procedure includes the essential elements which shall be included in the actual form or document used in implementation of the procedural process.

In the course of performance, implementing personnel provide regular input regarding the manner in which required information is captured, recorded and maintained. By specifying only essential elements in the procedure, the manner in which forms or documents are revised is made relatively simple and the time consuming task of procedure revisions is eliminated.

Personnel are advised that in no case is it permissible to revise or alter a published form or attachment without approval. Such approval by RIO supervision or management will assure maintenance of the essential elements.

Only approved forms and attachments are captured and maintained in the Forms Matrix. The documented approval of any form or attachment will be captured in the RIO document control program.

3.2 FORM MATRIX

The Forms Matrix is a binder or binders placed in strategic location for use by all personnel. These binders contain only approved documents. Any document contained in the Forms Matrix may be copied or reproduced for use at any time.

4.0 FORMS & ATTACHMENTS

No forms or attachments are applicable to this procedure.



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SOP 22.0 PERSONAL APPEARANCE STANDARDS

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- 3.1 APPEARANCE STANDARDS & GUIDELINES**
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 - Identification
 - Uniforms
 - VIP Tour Accessories
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 - Makeup
 - Nails
 - Jewelry
 - Footwear
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 - No Forms or Attachments specified.

1.0 PROGRAM OVERVIEW

This procedure specifies the appearance standards for specific personnel at the Department of the Treasury, Bureau of Engraving & Printing, Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

Specifically, this procedure defines the personnel appearance standards including such issues as uniform, personal grooming, jewelry requirements and limitations for RIO and RIO Subcontractor (S/C) personnel at the WCF.

| | |
|----------------------------|---|
| RIO Project Manager | The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF. |
|----------------------------|---|

Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM.

| | |
|-----------------------------|---|
| RIO Functional Leads | The functional responsibility for the implementation of this procedure rests with the respective RIO Leads. |
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RIO & RIO S/C Personnel

It is the responsibility of RIO and subcontractor personnel (staffers) to implement the requirements of this procedure, constantly maintain performance requirements defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and assessments of the measures described herein in anticipation of proposing revisions which may correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls.

2.0 REFERENCES

- | | | |
|-----|---------------------------|--|
| 2.1 | Contract TEPJ15-01539 | WCF Tour and Visitor Center Operations |
| 2.2 | SOP 4.0 | Employee Standards of Conduct |
| 2.3 | BEP Security Manual 71-00 | General, Technical & Police Operations |
| 2.4 | Bureau Employee Handbook | General Provisions |
| 2.5 | BEP Dress Code Policy | |

3.1 APPEARANCE STANDARDS & GUIDELINES

Grooming and appearance are an integral part of each staff member's performance as are safety and service procedures. All staff members are required to adhere to the uniform, grooming and appearance standards, and components contained in these regulations. Variations from the standards or additions are not allowed. With the exception of shoes and hosiery, only company-issued uniform garments may be worn.

These provisions refine the general uniform standards reflected in the "Employee Standards of Conduct" per Reference 2.2.

Failure to adhere to grooming and appearance regulations will result in corrective action.

Questions

Questions regarding uniform regulations shall be referred to RIO management. Individuals, who are unable to meet appearance guidelines due to medical conditions or personal/religious beliefs, shall contact the PM for resolution.

Identification

Each staff member shall be readily identifiable as an employee of RIO. Such identification is a source of pride, a contractual requirement and an important part of the positive "image" RIO employees are committed to provide to the visiting



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public on behalf of the WCF. Appearance and uniform regulations will be observed when wearing the uniform, including VIP tour hours, down time on the floor and at the transfer station. While in the break room, uniform regulations may be relaxed for the purpose of comfort only.

Specific requirements for badging and each tour guides responsibilities in terms of identification to non-RIO personnel include:

- If provided, employees must wear their name tag on the outer-most garment on the left side at all times.
- Employees must wear their security badge on a lanyard visible to security at all times.

Uniforms

RIO will provide the initial uniform set for each staff member and uniform components requiring replacement due to normal wear and tear.

Personnel may elect to secure additional approved uniform components.

Uniform components requiring replacement due to employee negligence or loss will be replaced by each Tour Guide through RIO in conjunction with the established uniform service provider.

Uniform items may be tailored only to achieve a proper, conservative and business-like fit.

Tour Guides shall be responsible for uniform shoes and hosiery (as required) in accordance with the standards specified herein and the BEP Dress Code.

Uniforms must be clean, pressed and in good condition.

Pants and trousers will be no shorter than ½" from the floor at the heel of the shoe.

Undergarments must not be seen through clothing.

Blouses and shirts must be pressed at all times.



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- Must be buttoned (excluding top button) at all times.
- Collars will be worn down.
- Must be tucked into trousers at all times unless styled to worn out.

Men may wear a belt or suspenders with trousers. Both may not be worn together. Belt color must coordinate with shoe color.

Hosiery is not a required uniform item.

- Hosiery must be in good condition (no runs).
- Sheer or opaque hosiery without seams, pattern or texture.
- Trouser socks are acceptable with the pants.

Men's dress socks in plain solid navy, brown or black are required. Allowed colors are black or dark navy, skin-tone and natural shades (including support hose).

Ladies dark socks or hosiery must be worn.

VIP Tour Accessories

Additional requirements may be specified for VIP tour groups. Such requirements may include specified accessories including ties or scarves or outerwear such as sweaters or blazers.

VIP Tour Accessories shall be maintained in a ready state at all times at the WCF.

Hair

Must be neat and groomed at all times and appropriate for business wear.

Must be styled so that it does not require frequent handling or fall into the face.

Bangs must be no longer than the top of the eyebrows.



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Hair accessories (headbands and hairclips only) must be gold, silver, pearl, navy, black, brown or color coordinated to the blouses.

Cornrows, fully or partially braided hairstyles, without beads or trim, may be worn. Braided hairstyles must meet criteria for non-braided hairstyles.

No extreme hairstyles (hair color, spiked hair, etc).

Wigs or hairpieces must be natural looking, of good quality and appropriate for business wear and must meet hairstyle criteria.

Short hairstyles for men, including sideburns that are appropriate for business.

Sideburns, moustaches, beards and goatees will be neatly trimmed and conservatively styled and fully-grown in without patch spots when in uniform. Beards/goatees must be full circle with a clean shaven neck at least ¼ to 1 inch long, and maintained a neat and well-groomed condition.

Makeup

Must be tasteful and conservative at all times, complimenting the individual's skin tone and facial features.

Must be worn as a fresh appearance and maintained at all times but never in view of the customer.

Nails

Men's nails must be no longer than the tip of the finger and may not be colored.

Women's nails must be medium length or shorter and will be buffed and polished.

Nail color will compliment the skin tone and harmonize with the lipstick and uniform apparel. All nails must match in color. French manicures are acceptable. Polish must be maintained and free of noticeable chips.



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Jewelry

Unusual shades and/or adornments are not permitted. For example: white, blue, black, green, fluorescent, rivets, individually highlighted nails, gold tips or decals.

Watches must be worn at all times, all other items are optional.

A maximum of two rings per hand (wedding and engagement rings are considered one set).

Limited to one simple necklace and bracelet (emergency health bands excluded). The total width of each must be no more than one inch.

No distractive jewelry. Body piercing and tattoo adornments visible while in uniform are not permitted. Men are not allowed to wear earring(s).

Jewelry shall not display, support or indicate preference of any political or personal platform, position or preference. No item indicating same shall be worn on the uniform.

One pair of matching earrings on each earlobe. Gold, silver tone, pearl, gemstone studs or combinations are allowed.

Earrings may be no larger than a U.S. quarter.

Pendants on necklaces may be no larger than a U.S. half dollar.

Holiday accessories, which may include a holiday pin and/or pair of earrings which comply with other earring regulations, are acceptable.

For males, a holiday pin, tie, patriotic pin and/or suspenders is acceptable.

Appropriate holiday accessories may be worn during the seven (7) days prior to and including the holiday.

For the Christmas holiday season specifically, accessories may be worn beginning the first day of



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the last week of November through and including the first day of January.

Footwear

Must be black, navy or brown for both men and women.

Must be in good condition and polished.

Closed toe is a must, open heel is acceptable, except for men which must wear closed toe and heel.

Shoes must be suitable for standing and walking for 12 hours.

No athletic shoes. Boots or loafers are acceptable.

Exceptions

Exceptions to any provision posted herein will be properly noticed by posting or procedural revision.

Consequences

Failure to maintain the specified personal grooming standards can result in disciplinary action.

4.0 FORMS & ATTACHMENTS

No Forms or Attachments are applicable to this procedure.



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- Hazardous Materials
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- Lifting and Carrying
- Fire Hazards and Prevention
- Ergonomics

4.0 FORMS & ATTACHMENTS

No forms or attachments are applicable

1.0 PROGRAM OVERVIEW

This procedure specifies the basic requirements of the health and safety practices for the Tour and Visitor Center at the Department of the Treasury, Bureau of Engraving and Printing, Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).



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|-------------------------|---|
| RIO Project Manager | <p>The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF.</p> <p>Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM.</p> |
| RIO Functional Leads | <p>The functional responsibility for the implementation of this procedure rests with the respective RIO Leads.</p> |
| RIO & RIO S/C Personnel | <p>It is the responsibility of RIO and subcontractor personnel to implement the requirements of this procedure, constantly maintain performance requirements defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and assessments of the measures described herein in anticipation of proposing revisions which may correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls.</p> |

2.0 REFERENCES

- | | | |
|-----|---------------------------|--|
| 2.1 | Contract TEPJ15-01539 | WCF Visitor Center & Tour Group Operations |
| 2.2 | Bureau Employee Handbook | General Provisions |
| 2.3 | BEP Security Manual 71-00 | General, Technical & Police Operations |

3.1 HEALTH & SAFETY PRACTICES

All RIO and S/C personnel are responsible for the safety of the visitor population when in control of an assigned area or job rotation function. Vigilance and authority are a prime element in the identification and elimination of potential hazards. Occupation health and safety are primarily a function of good practices and common sense.

For each area and function, employees are expected to maintain control of the following issues.



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| | |
|-----------------------|---|
| Spills | Spills are slip hazards. All spills are subject to immediate minor titivation (cleaning). For larger spills, housekeeping shall be advised immediately after the spill is isolated and secured. |
| Electrical plugs | Plug circuits shall not be overloaded by the use or application of "splitters". Only approved power strips or cords may be applied. |
| Power/extension cords | Cords may be applied only after inspection and found to be free of nicks or exposed insulation. Report all damaged cords immediately. Equipment power cords shall be assessed after all incidents or new equipment placement. |
| Power Strips | Power strips shall be inspected for damage and cleanliness before application. "Splitters" shall not be used in conjunction with power strips. Power strips shall not be applied without fuses. Fuses shall be subject to inspection. |
| Hazardous Material | Hazardous materials include toner cartridges, etc, and material from unknown sources. Hazardous materials shall be handled only as prescribed. Unknown materials shall be isolated, secured and isolated. |
| Personal Security | Personal information (such as complete name marital status, home address, etc) shall not be shared with Visitors or guests. The location of fellow employees shall not be discussed with unknown persons. |
| Assigned Keys | Assigned keys shall be maintained "on person" at all times. Lost keys shall be reported immediately. |
| Suspicious Activity | Suspicious activity shall be reported immediately. In the event foul play is suspected, the offending party shall be discretely observed until assistance is provided. |
| Employee Locality | Management staff & fellow co-workers shall be advised of employee locations where practical including lunch, break or personnel moments. |



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| Sharp Edges | Facility and furnishings shall be regularly observed for sharp edges or other conditions which could potentially harm employees and visitors. All anomalies shall be reported immediately and documented if required. |
| Trip Hazards | Employees shall report all emergent trip hazards upon identification. Trip hazards may occur to facility wear and tear, abuse and/ vandalism. |
| Personnel Identification | Personnel shall conform to badge and identification requirements at all times will on WCF premises. |
| Facility Controls | No designated door, lock or secured appurtenance shall be modified, blocked or left in any manner which will result in an altered facility state of readiness. |
| Maintenance Issues | Maintenance issues due to any cause which impairs the function, performance or intended use of any equipment, display, exhibit, facility or security feature shall be reported and documented immediately. |
| Housekeeping Issues | Housekeeping issues which extend beyond minor titivation shall be reported to management/supervision immediately. |
| BEP Police/Security Activities | Personnel shall comply with posted and directed practices and directives conveyed by procedure, rule or command. Personnel shall carefully observe and report anomalies involving the visitor population. Personnel shall not interfere or compromise security or police activity. |
| Equipment and Furniture | Personnel shall adhere to the following guidelines to minimize the risk of injury involving office equipment and furniture: <ul style="list-style-type: none">• Do not lean (tip) backward in the office chairs.• When rolling equipment with casters, make sure the floor is free of obstacles that could cause the equipment to get stuck or tip over. |



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- Report equipment and furniture in need of repair.
- Do not use equipment or furniture not in good working order.
- Use handles when opening and closing drawers.
- Do not open more than one drawer of a filing cabinet at a time. Opening more than one drawer at the same time can shift the center of gravity, which can cause the cabinet to fall over.
- Fill filing cabinet drawers from the bottom drawer up to create a safe center of gravity.
- Do not place unstable objects on top of cabinets or other tall equipment.

Electrical Equipment

Electrical equipment can cause serious and sometimes fatal injuries. These injuries can range from electrocution to electrical fires. Personnel shall adhere to the following guidelines to minimize the risk of injury from electrical equipment:

- Do not attempt to make electrical repairs. Report and document repair needs.
- Do not use any electrical equipment, with the exception of light bulbs, that is not grounded.
- Turn electrical equipment such as appliances such as coffee pots, etc. off when not in use. Copiers and computers may be left on.
- Do not overload circuits by using power strips without approval or direction. Power strips do not provide more circuit capacity, just more outlets.
- Report worn or frayed electrical cords.
- Do not use equipment with worn or frayed electrical cords.
- Do not place liquids on top of electrical equipment.
- Do not bypass interlocks on electrical equipment.



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Preventable Accidents

There are many opportunities around the facility to trip, fall, or collide with equipment, fellow employees or the visiting populations. Accidents of this type cause the greatest number of injuries in any public environment.

Trip Hazards

Personnel shall take the following precautions to avoid these hazards:

- Close desk and file drawers not in use.
- Do not string electrical or telephone cords across aisles or in walking areas.
- Remove all obstructions (e.g., empty boxes, wastebaskets, supplies) from walking areas.
- Wear shoes at all times while in the office.
- Remove all items from the floor that could create a slipping hazard (e.g., paper clips, paper).
- Provided minor titivations immediately.
- Report all defects in carpet, linoleum, transition strips, thresholds or other floor surfaces immediately.
- Do not run up or down the stairs or escalators. Look at the steps as used.

Falling Hazards

Personnel shall take the following precautions to avoid these hazards:

- Do not stand on chairs or tables.
- Use an appropriate ladder or portable stair when trying to reach items above your head.
- Use caution when using ladders or carrying items that could affect your balance and center of gravity.
- Keep one hand on a handrail when going up or down stairs or using escalators.
- Keep both hands on the ladder when climbing up or down. When using a ladder to retrieve an item, enlist the help of a coworker to take the item from you before you climb down so that both hands are free to hold on to the ladder.
- Do not lean on the walls of modular offices.



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Collision Hazards

Personnel shall take the following precautions to avoid these hazards:

- Do not run in the office or on the grounds of the BEP. Running implies an emergency.
- Keep to the right when you walk through the hallways.
- Approach all doors which open into your path or the paths of others with caution. Open all doors slowly and carefully.
- Do not read while walking.

Lifting and Carrying

Back injuries can occur when personnel use inappropriate methods to lift and carry heavy and/or oversized objects. Personnel shall take the following precautions when lifting and carrying objects:

- Use common sense.
- Use proper lifting techniques (i.e., bend at the knees, not at the waist; use your legs, not your back; go straight down and back up, not at an angle).
- Do not lift excessively heavy or bulky objects by yourself. Use a dolly, or ask for assistance.
- Use the elevators to carry large, bulky, or heavy objects from one floor to another. Do not use the stairs.
- If personnel have a history of back problems, ask for assistance. These types of injuries can be aggravated easily.

Fire Hazards and Prevention

The ingredients necessary to fuel a fire (e.g., combustible materials, ignition sources, oxygen) are present in all environments. Much of the construction material and equipment used in modern offices will generate toxic vapors during a fire, which is as dangerous as the fire itself. All personnel employees shall take the following actions to minimize the risk of a fire:

- Do not overload electrical circuits. When overloaded, electrical wires can get hot enough to burn through insulation, which can cause an electrical short and start a fire.



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- Do not burn candles in the office. Small candles on birthday cakes may be lit for a short period of time, but only in a large area (e.g., conference room) away from potential fire hazards (e.g., paper, books).
- Maintain good housekeeping practices. Keep your work area and desk clean.
- Do not store highly flammable materials at the WCF.
- Familiarize the locations of the fire extinguishers, and know how to use them.
- Keep access to fire extinguishers clear at all times.
- Be aware of evacuation routes, procedures and assembly areas.

Ergonomics

Ergonomics is an applied science dedicated to designing and arranging things that people use in such a manner as to promote safer and more efficient interaction between the people and the object(s). Ergonomics is used in the business world to comfortably adapt individuals to a machine environment. Workplace concerns should be reported immediately.

Employees are reminded to refer to management for the RIO guidelines for ergonomics regarding proper seating, desk height, wrist and elbow angulations and feet placement.

4.0 FORMS & ATTACHMENTS

No forms or attachments are applicable to this procedure.



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2.0 REFERENCES

3.1 TOUR SCHEDULING

- Phone & Voicemail Availability
- Tour Scheduler Program
- Phone Protocol
- Tour Parameters
- Reservations
- Confirmation

4.0 FORMS & ATTACHMENTS

Attachment A: "How-Tos" for Tour Scheduling and Checking Voicemails

1.0 PROGRAM OVERVIEW

This procedure specifies the essential operations elements for the performance of tour scheduling in support of the Tour and Visitor Center at the Department of the Treasury, Bureau of Engraving and Printing, Western Currency Facility (WCF) by RIO Technical Services, Inc (RIO).

In addition to providing scheduling information to callers requesting information about tour and visitor center information, these provisions shall provide the designated management tools and information for review and operations support.

RIO Project Manager

The authority for implementation of this procedure resides with the RIO Project Manager (PM) for the WCF.

Functional Leads report directly to the PM and are authorized to perform all duties delegated to the PM when authorized as "acting" PM and RIO representative during periods of absence of the PM.

RIO Functional Leads

The functional responsibility for the implementation of this procedure rests with the Lead Tour Guide.

RIO & RIO S/C Personnel

It is the responsibility of RIO personnel to implement the requirements of this procedure, constantly maintain performance requirements



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defined in this procedure and provide constant vigilance in the performance of assigned duties in order to provide feedback and assessments of the measures described herein in anticipation of proposing revisions which may correct oversights or potential non-compliances and/or improve established processes, activities or procedural controls.

2.0 REFERENCES

- | | | |
|-----|---------------------------|--|
| 2.1 | Contract TEPJ15-01539 | WCF Tour and Visitor Center Operations |
| 2.2 | Bureau Employee Handbook | General Provisions |
| 2.3 | BEP Security Manual 71-00 | General, Technical & Police Operations |

3.1 TOUR SCHEDULING

The Tour Scheduler's function shall be manned by designated personnel from the hours of 08:30am to 05:30pm or as directed. The position shall be filled by personnel provided with the proper credentials and authorization to manipulate the computer based scheduling program provided. Specific station rotational duties include the following activities.

- | | |
|--------------------------------|--|
| Phone & Voicemail Availability | Upon arrival, personnel shall verify phone operability and check for unanswered calls and voicemail messages. Anomalies shall be forwarded to the attention of the PM immediately. Phone calls will be answered within three rings unless Information Desk personnel are busy assisting on-site visitors or answering other phone calls/voicemails. Voicemails will be returned within three hours or by the next business day if left at 5:00pm or later. |
| Tour Scheduler Program | Upon arrival, personnel shall verify program operability. |
| Phone Protocol | Calls shall be answered in a friendly and informative matter which includes a greeting and mention of the Visitor Center at the BEP's WCF. A typical answering spiel follows: <i>"Hello! Thank you for calling the Bureau of Engraving and Printing's Tour and Visitor Center. How may I help you?"</i> |



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Callers shall be addressed with absolute courtesy and professionalism. The information provided to the caller shall be specific without editorial comments regarding the established structure or parameters of the schedule.

Personnel should assume calls may be monitored or callers re-called for quality purposes.

Personnel assigned to the scheduling function shall be conversant in tour operations such that the tour experience and opportunities can be described in sufficient detail to accommodate the visitor.

Personnel shall be familiar with the tour parameters outlined in tour scheduling training. Attachment A.

- The length and duration of the tour,
- Prohibitive items, and
- Information germane to the specific tour.

Tour Parameters

The tour parameters will be provided to the scheduling function locations by RIO management. The tour parameters will include the following specific information:

- Hours of Operations including tour starting times, last tour starting times and building closure times,
- Operational issues,
- Scheduled group sizes,
- Recommendations for group descriptions (such as grade level),
- Absolute chaperone requirements for school aged children,
- The availability of special needs accommodations such as wheel chairs and services for the hearing impaired and bilingual visiting population.
- Where to find information on the BEP's website.

Reservations

For reservations, the following information shall be secured as follows to the extent possible:



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- Date of Tour,
- Time of Tour,
- Type of Group (such seniors, scouts, or professional),
- The Independent School District (ISD) if appropriate,
- Group name (formal or casual),
- City, State
- Primary Contact,
- Phone number of the Primary Contact,
- Email address of the Primary Contact,
- Size of the group (# in group),
- Secondary Contact (as appropriate),
- Special need accommodations or special instructions.
- Referral Source

Upon securing the reservation, the caller shall be advised of prohibited items, the impact of late arrivals and the "processing" time at the Transfer Station.

Specifically, callers shall be advised to arrive at the WCF no later than 30 minutes prior to the starting time of the scheduled tour.

Callers shall be advised that significant increases in the number of the group should be communicated to the Information Desk via telephone as early as possible to prevent overbooking.

Visitors will be provided directions to the WCF to the extent possible and encouraged to make a return call in the event the circumstances of the scheduled tour become significantly altered.

Confirmations

Confirmations shall be emailed for each scheduled tour.

Confirmations shall be completed before personnel are rotated to another duty station and before the tour scheduling function is closed for the day.



4.0 FORMS & ATTACHMENTS

Attachment A: "How-Tos" for Scheduling Tours and Checking Voicemails.

Steps on how to Book a Tour

- Ask how many. If it is over 10 then start opening up the scheduler
- Discuss chaperone ratio: 1 chaperone per 6 high school age or younger
- Go to In Site/Tours/Scheduling/Add/
- Ask for date and pull that date up on the calendar in that window
- And then ask for the time and compare to available time slots (maximum 85).
- Explain they need to be here 30 minutes before tour time.
- Ask for Group Name/Group Type/No. In Group/City/State/Primary Contact Name/Primary Contact Phone (cell phone)/ Secondary Contact Name(if a school group) get another teacher or school number/email address/referral Source
- Ask if there are any special instructions
- End your conversation by summarizing all details to include confirmation and PDF.
- Hit save and it will send confirmation
- Click on blue confirmation # to print a copy



- While on confirmation sheet click the email address
- It will open your email so that you can insert PDF file
- In subject line type in Tour Package
- Attach PDF and send email
- Hit Send
- On the upper right corner of the printed confirmation sheet, put your initials/date/PDF

Steps on how to Check Voicemail

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- Take messages on message book
- For those calls requiring a call back make them as soon as possible
- Delete voicemails after taking down all the information necessary

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Updating EOD Reports

Do @ some point during the morning!

1. Open Store Manager
2. Login (username and password is the same as in register)
3. At the top of the screen, Go to Reports→ Go to Memorized
4. Update EOD Dept. 1
 - a. Click on EOD Dept. 1→ click Generate (Report Filter page will open)
 - b. Under the section Filters, click on Date→ click Remove
 - c. Under the section Field, click on Date Sold→ click on Add→ click OK (Date will update automatically)
 - d. To save report, click Save (floppy disc icon) → click Memorize→ click on Yes→ click OK→ Exit report.
5. Repeat steps 3– 4 to open and update remaining reports!
 - a. EOD Dept. 3
 - b. EOD Steve
 - c. EOD totals, cash, credit, check

End of the day Paperwork

Get X Reports from both registers!

1. Open Store Manager and Login
2. At the top of the screen, Go to Reports→ Go to Memorized
3. Open EOD Dept. 1
 - a. Click on EOD Dept. 1→ click on Generate→ click OK
 - b. Print EOD Dept. 1→ exit Print Preview after report is printed
 - c. Email EOD Dept. 1 to BEP by clicking on the icon next to the save button.
 - i. Before emailing make sure it is set to Email and HTML, then click OK to send email.
 - ii. BEP contacts: Melodia Phillips & Peggy Stanley
 - d. Exit out of EOD Dept. 1
4. Open EOD Dept. 3
 - a. Click on EOD Dept. 3→ click on Generate→ click OK
 - b. Click on the minus sign under Overall to condense report
 - c. Print EOD Dept. 3
 - d. Exit out of report entirely.
 - e. Do Not Email!
5. Open EOD Steve
 - a. Click on EOD Dept. Steve→ click on Generate→ click OK

- b. Do Not Print!
 - c. Email EOD Steve to RA (click on the icon next to the save button).
 - i. RA contacts: Steven Bronder & Roselyn Cuenco
 - d. Exit out of report entirely.
6. Open EOD total, cash, credit, check
- a. Click on EOD total, cash, credit, check→ click on Generate→ click OK
 - b. Click on the minus sign under both **bold** CASH and under both **bold** CREDIT CARD.
 - c. Print EOD total, cash, credit, check.
 - d. EXIT out of report entirely.
 - e. Do Not Email!
7. Exit out of Store Manager.
8. Go to Desktop→ double click on Tour Facility Folder
9. In Tour Facility Folder, double click on RIO→ double click on RETAIL→ Double click on FYE 2016 Daily Reports.
10. In FYE 2016 Daily Reports→ double click on Register Log
- a. Password: **Exemption B(7)(E)**
 - b. On the spreadsheet in today's date, enter the initials of people who were in retail.
 - c. In the row for Register 1, using the X Report for Register 1, enter the amounts for CASH, CHECK, CREDIT, TOTALS, and Number of Transactions.
 - d. Repeat Step C for Register 2. Make sure to get Number of Transactions for both registers!
 - e. Get the Cash Deposit amount from both registers.
 - f. Verify the Register Totals from spreadsheet with the EOD totals, cash, credit, check Report.
 - i. Verify the Overall
 - ii. Verify the Cash
 - iii. Verify the Credit Cards
 - iv. Verify the Checks(if applicable)
 - g. Save spreadsheet and minimize. Do Not EXIT!
11. In the FYE 2016 Daily Reports→ double click Daily Deposit Log 16
- a. Click on flashing Excel icon→ re-enter password **Exemption B(7)(E)**
 - b. Click on Update→ click Continue
 - c. In the spreadsheet click on WCF VC Deposits tab
 - i. Go to the current date and compare the CASH/CREDIT amount with EOD totals, cash, credit, check report.
 - ii. After comparing amount, enter initials, deposit date, and the Rio representative (Enter Rio Rep after deposit has been taken!)

- d. Click on Credit Cards tab
 - i. Go to the current date and compare credit card amount with EOD totals, cash, credit, check report.
 - ii. After comparing, enter initials.
 - e. Finally click on Totals tab
 - i. Go to current date and compare total with Overall total in EOD totals, cash, credit, check report.
 - f. Save and Exit Daily Deposit Log 16.
12. Click on the folder located at the bottom of the screen.
13. Double click on BEP & RA Deposit Info 2016
- a. Click Update→ click Continue
 - b. Verify Totals by comparing spreadsheet with EOD totals, cash, credit, check Report.
 - c. Enter RA Deposit amount (look on EOD Dept. 3)
 - d. Enter Deposit Number (look at Deposit Slip)
 - e. Save spreadsheet and Exit all Excel spreadsheets to get back to Desktop.
14. Open the Tour Facility Folder (again)
15. Double click on 2016 Tour Visitor Center Report for this month
- a. Enter password **Exemption B(7)(E)** Update→ click Continue
 - b. On the current date, enter BEP Revenue (look on EOD Dept. 1 report, under Total Sales to get amount)
 - c. Enter BEP Product Sold (EOD Dept. 1, under Quantity Sold)
 - d. Enter RA Revenue (EOD Dept. 3, under Total Sales)
 - e. Enter RA Product Sold (EOD Dept. 3, under Quantity Sold)
 - f. Enter Total Transactions for the day.
 - g. Save report.
 - h. Email 2016 Tour Visitor Center Report to DC.
 - i. In email: cc: FW & RIO
 - ii. DC contacts: Teresa Dean and Carol Riggs
 - iii. FW contacts: Kevin Brown, Angela Dykstra, Jorge Pineda, Peggy Stanley, Charlene Williams
 - iv. RIO contacts: Brady Gray & Jason Heddins
 - i. Exit spreadsheet once email is sent.

Report for the Full Week

Do only on Fridays!

1. Open Store Manager
2. Login (username and password is the same as in register)
3. At the top of the screen, Go to Reports→ Go to Memorized
4. Update EOD Dept. 1
 - a. Click on EOD Dept. 1→ click Generate (Report Filter page will open)
 - b. Under the section Filters, click on Date→ click Remove
 - c. Under the section Field, click on Date Sold→ select the date for the beginning of the week →click on Add→ click OK (Report will appear for the full week.)
 - d. Click on the minus symbol to condense report.
 - e. Print Report
5. Repeat process for EOD Dept. 3
6. Go to Desktop→ double click on Tour Facility Folder
 - a. Double click on WCF Weekly Tour Report
 - i. Enter amount for the week for BEP (EOD Dept. 1 Report)
 - ii. Enter amount for the week for RA (EOD Dept. 3 Report)
 - iii. Enter total amount for the week (BEP+RA= Total)
 - iv. Verify numbers with BEP & RA Deposit Info 2016 Report.
 1. Under section RA Deposit Amt, use to verify RA.
 2. Under section Daily Sale Totals, use to verify Totals (BEP+RA).
 - b. Save WCF Weekly Tour Report.
 - c. Email report to: ECF and WCF
 - i. ECF: Lydia Washington
 - ii. WCF: Angela Dykstra, Lysa Lynam, Jorge Pineda, and Carol Riggs
 - d. Exit WCF Weekly Tour Report.

Deposit Slip

1. Go to Internet Explorer
2. Go to OTC (make sure to save it in your Favorites)
3. Login
4. Go to Create Deposit→ U.S Currency→ Dept. of Treasury Departmental Offices→ BEP→ TX Visitor→ BEP TX Visitor Center
5. Enter Deposit amount.
6. Under Financial Institution, select **Exemption B(7)(E)**
7. Under Agency Information, enter the deposit drop off date, then Next.
8. For Agency Code, select BEP→ re-enter deposit amount→ click Add→ click Next.
9. Review information. Make sure deposit amount is correct!
10. Print 2 copies of Deposit Slip.
11. Exit out of OTC.
12. Hand 1 copy of Deposit Slip to Retail person for the 1-2 scan.
13. Staple the 2nd copy of the Deposit Slip to the printed EOD reports.

Daily Inventories

1. Print two copies of a blank Inventory Spreadsheet (these are stored on the RIO share drive under Retail→ FYE 20XX Inventory Reports→ Daily
2. Print a POS inventory for Department 1 items
3. Two associates count BEP products independently and not the amounts for each item on the Inventory Spreadsheets (each Thursday all BEP items are counted including portraits and medals)
4. A Supervisor (PM or APM) compares the two inventories done by hand with the POS inventory and each page is signed
5. The next day a BEN inventory is printed and compared with the POS inventory by the same Supervisor as the day before and each page is signed
 - a. To print BEN inventory
 - i. Open BEN
 - ii. Click on PSW INV Physical Inventory User
 - iii. Click Reports
 - iv. Click on hand
 - v. Single Request should be selected already; click OK
 - vi. For name click on the 3 dots on the right and select BEP Public Sales Stock Status Report then click OK
 - vii. For parameters Category Set: BEP Public Sales Item Category will be highlighted yellow; Click OK

- viii. On the next screen click submit
- ix. On the screen where it asks if you want to submit another request click no
- x. Go to view on top left corner of the screen and click request
- xi. Click find and the request at the very top of the list should be yours and it should be highlighted
- xii. Click view output
- xiii. Click Open
- xiv. Click print icon.

Info One Check List

- Prepare clipboard with Info Count Sheet, TG Agenda, All Tours Report
- Complete the Info Count Sheet by filling in the date, your initials, yes or no for Spider Press, list GTs and keep a current running total so you are prepared to give the numbers at the end of the day.
- **Input AM/ PM walkup totals. Fridays: prepare AM/PM walkups in scheduler for following week.**
- Retrieve/Return messages from previous day
- Courtesy Calls (refer to Courtesy Call check list)
- Check Unconfirmed Courtesy Calls
- Coordinate incoming groups and walk-ups
- Make film announcements in a timely manner
- Schedule tours only if there are no incoming groups
- Add scheduled tour confirmations to the green clip board.
- Clear Info clip board at the end of the day
- Clean work area

Info Two Check List

- **Print:**
 - 4 business days out Group Tours Report.
 - 8 business days out Group Tours Report: 2 week courtesy calls
 - Make stickers for following day
- Check all four day out sheets to see if they are still correct
- Help Info I keep the running total current
- **On Fridays work with Info 1 to prepare AM/PM walkups for following week**
- Help retrieve and return messages throughout the day
- Coordinate incoming groups and walk-ups
- Make film announcements in a timely manner
- Schedule tours only if there are no incoming tours
- Add scheduled tour confirmations to the green clip board
- Add any lost items to the clear Lost & Found box and move any items from the Lost & Found to the Lost & Found room at the end of the day
- Clean work area
- Keep the magazines & brochures full

Revised 12-9-15

- Take clip board contents (Count Sheet/All Tour Report/Confirmations) upstairs

| TITLE | WHEN | SEND (listed if applicable) | DESCRIPTION | Name of folder in share drive |
|---------------------------------|-----------|--|---|---|
| Maintenance Report | 2 weeks | Jorge Pineda | maintenance, displays, water leaks in VC & TS | Maintenance Report |
| BEP Materials Request | As Occurs | | any materials upon request to include shipments | Materials Request & Inventory |
| Materials Inventory | 2 weeks | | Inventory of all requested materials & for VC guest | Materials Request & Inventory |
| Right Sizing Analysis | Daily | | Daily type of groups Totals of Walk ups and Groups | Right Sizing Analysis |
| Tour Shipping Scans | As Occurs | | PDF paperwork on requested shipments | Shipping |
| Walkway Checks | Daily | | Check list records initials/time when walkway is walked | Titanic Desk Area at Walkway Entrance |
| Theatre Checks | Daily | | Theatre is checks 3 times a daily | Titanic Desk Area at Walkway Entrance |
| Exhibits & Displays Checks | Daily | | Check daily in morning | Titanic Desk Area at Walkway Entrance |
| Tour Book Monthly Usage | Monthly | | Foreign Language books used for tours talked as used then totalled monthly | Titanic Desk Area at Walkway Entrance |
| Private/Special Tours Report | As Occurs | | Collection of information pertaining to private tours | Tours |
| WCF Weekly Tours Report | Friday | Lynda Washington, Angela Dykstra, Lisa Lynam, Jorge Pineda, Carol Riggs | Visitor traffic info and retail info | WCF Weekly Tours Report |
| 2016 Tour Visitor Center Report | Daily | Teresa Dean, Angela Dykstra, Jorge Pineda, Peggy Stanley, Charlene Williams, Jason Heddins, Juan Sanchez, Brady Gray | WU & GROUP before and after 1:30 Retail sale | 2016 Tour Visitor Center Report (Month) |
| FY Daily Totals | Daily | | WU & Group traffic for every 30 minutes increments | Fy16 Daily Totals |
| AM/PM Walkups | Daily | | Info inputs end of day totals for AM and PM walkups | Scheduler |
| BEP's Expendable Inventory | Monthly | | Various supplies BEP provides & RIO's supply list | Gov List |
| Tourmate Wand Inventory | As needed | COR | An inventory of all Tourmate wands is kept and maintained on the RIO share drive and a full inventory is conducted on a monthly basis | Titanic Desk Area at Walkway Entrance |

**Maintenance Request Report
FY15**

| | Tracking No. | Inspection Date | Date Sent to Operations Support | 2-23-16 Description of Maintenance Request Outstanding (FY16) | Completion Date |
|-------------------------|--------------|-----------------|---------------------------------|--|-----------------|
| Transfer Station | | | | | |
| Transfer Station | WCF15-028 | 3/25/2015 | | Metal trim and screws on on left side urinal dividers is rusted | OS |
| | WCF15-040 | 6/10/2015 | | Inspection room door from parking lot sticks and scrapes bottom | OS |
| Men's Restroom | WCF15-045 | 7/16/2015 | | End sink hot water knob is loose | OS |
| | | | | | |
| Theater | | | | | |
| Theater | | | | | |
| | | | | | |
| Four Walkway | | | | | |
| Packaging Operations | WCF15-025 | 3/25/2015 | | Left wall as you enter WW vertical seam of wall-paper is peeling back (3ft) | OS |
| | WCF15-023 | 2/25/2015 | | Across from Packaging a metal stat from ceiling is raised above ceiling level | OS |
| | WCF14-003 | old | | Past Cope before Packaging sprinkler head rusted | OS |
| LEPE | WCF14-004 | old | | Entering LEPE from Packaging/ 5th sprinkler head is rusted | OS |
| | WCF15-053 | 9/18/2015 | | rubber corner protector is missing from fire extinguisher in LEPE | OS |
| | WCF14-034 | 4/16/2014 | | Metal ring is off of the sprinkler head in front of the main LEPE sign | OS |
| COPE | WCF14-048 | 5/8/2014 | | COPE Operations back wall opposite of windows between #9 TX sign and #10 TX sign metal on ceiling has come apart | OS |
| Offset | WCF15-011 | 11/26/2014 | | Across from offset metal ceiling cover is missing | OS |
| | | | | | |
| Mechanical Exam | WCF15-022 | 2/25/2015 | | Silver plaque w/#12 for mics fell off | OS |
| | WCF15-012 | 11/26/2014 | | Ceiling tile on the right of mech-exam | OS |
| | WCF15-052 | 9/9/2015 | | rubber corner protector is missing from fire extinguisher in ME | OS |
| 1st Floor JLL | | | | | |
| Exhibit Area | WCF14-015 | 11/20/2013 | | Tile above men's restroom entrance is chipped | OS |
| | WCF14-085 | 9/10/2014 | | Chip on table next to water fountain outside retail | OS |
| | | | | | |
| | WCF15-033 | 4/8/2015 | | Thermostat cover is hanging off behind Info desk near the wall and the "money's first stop" display | OS |
| | | | | | |
| | WCF14-033 | 4/9/2014 | | Wood chipped on bottom of door at Info Desk | OS |
| | | 6/7/2015 | | Visitor entrance trim on inside window of door is loose | OS |
| | | | | | |
| | | | | | |
| Employee Area | | | | | |
| | | | | | |
| Break Room | | | | | |
| | WCF15-050 | 8/19/2015 | | Cabinet door over sink is falling off | OS |
| | WCF15-055 | 9/30/2015 | | Sink needs to be recaulked as caulking got wet before it was able to dry | 2/23/2016 |
| Men's RR | WCF15-001 | 10/1/2014 | | Cold water at first sink has loose knob | OS |
| | | | | | |
| Employee Entrance | WCF15-015 | 1/7/2015 | | Weather stripping on the bottom of the door is coming off | OS |
| | WCF15-040 | 6/3/2015 | | Employee exit door closest to badge in area- screw coming out at the left bottom area | OS |
| | WCF15-020 | 2/18/2015 | | VC101F Employee entrance trim on outside window of door is loose | OS |
| | | | | | |
| Information Desk | | | | | |
| | | | | | |
| 2nd Floor JLL | | | | | |
| Women's RR | WCF14-010 | old | | Wallpaper is peeling near the sink - not fixed | OS |
| Exhibit Area | WCF15-027 | 3/25/2015 | | hole in sheet-rock at bottom edge on right wall going to female staff restroom | OS |
| | | | | | |
| Men's RR | WCF15-017 | 1/14/2015 | | Light shield above the sink on the far right is loose | OS |
| | WCF14-011 | | | Wallpaper is peeling near the sink - not fixed | OS |
| Exhibitor | | | | | |
| UL Exhibitor | WCF14-013 | 4/10/2013 | 4/10/2013 | Metal piece that holds sign came off | OS |
| Waiting | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Elevator | | | | | |
| Elevator | WCF15-035 | 4/8/2015 | | Emergency telephone sticker gone | OS |

TEMPORARY TRANSFER/DELIVERY SCHEDULE

CONTROL NUMBER: F11141

☐ CURRENCY

☐ POSTAGE STAMPS

☐ MISCELLANEOUS ITEMS

DATE PREPARED

10/28/09

SHIFT

TO: (Include Cost Center)

Steve Brander

FROM: (Include Cost Center)

WCTUC/Juan Sanchez

PRESS NUMBER

DEPARTMENT CODE

PRINT ORDER NUMBER

| ROLL/LOAD OR PROCESS NUMBER/ NUMBER OF PACKAGES | BEPMIS PART NUMBER (PRODUCT CODE) | DESCRIPTION | | FROM STOCKROOM AND BIN | TO STOCKROOM AND BIN | TOTAL QUANTITY | UNIT OF MEASURE/ SUBJECT | TYPE STOCK (Blank, Tot, Face, Back) |
|---|---|---------------|--------------------|------------------------------|----------------------------|-------------------|--------------------------------|---|
| | | ITEM | DENOM. BANK SERIES | | | | | |
| S | 990165 | Logo black Sm | | | | 5 | | |
| | 990166 | Logo black MD | | | | 3 | | |
| | 990167 | Logo black Lg | | | | 2 | | |
| | 990168 | Logo black XL | | | | 4 | | |
| | 990169 | Logo black 2x | | | | 1 | | |
| | 990170 | Logo black 3x | | | | 1 | | |
| TOTAL | | | | | | | | |
| GRAND TOTAL | | | | | | | | |

REASON FOR ACTION IS MANDATORY:

Items need in D.C

NOTE: This schedule is valid only for one (1) work day
BEPMIS-generated T/D schedule within the one (1) work day.

The above described sheets were received, subject to count.

The Delivering Component to replace this schedule with a
filed with the BEPMIS schedule that replaced it.

| | | |
|------------------|--|------|
| Date 10/28/09 | SIGNATURE AND TITLE (Receiving Component) | Date |
| Date 10/28/09 | SIGNATURE AND TITLE (Receiving Component) | Date |

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| FRIDAY, 2/28/16 | | Group Tours = 000 | | OUT: | | Dock | |
|--------------------|--|---|---------------------------------|--------------------------------------|----------------------------|---------------------------|----------|
| Time | | Group Tours | | | | | |
| 8:30 | | | | | | | |
| 9:00 | | | | | | | |
| 9:30 | | | | | | | |
| 10:00 | | | | | | | |
| 10:30 | | | | | | | |
| 11:00 | | | | | | | |
| 11:30 | | | | | | | |
| 12:00 | | | | | | | |
| 12:30 | | | | | | | |
| 1:00 | | | | | | | |
| 1:30 | | | | | | | |
| 2:00 | | | | | | | |
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| 3:00 | | | | | | | |
| 3:30 | | | | | | | |
| 4:00 | | | | | | | |
| 4:30 | | | | | | | |
| 5:00 | | | | | | | |
| 5:30 | | | | | | | |
| Lower Level Assist | | E&D Check | Visitor Interaction | Assist Info/Retail | Stock Literature | Collect Radios | |
| Info I | | Check voicemails | Call 2Week Outs | Get numbers ready | Input #s in Tour Scheduler | | |
| Info II | | Make Stickers | Print 4Day Out Sheet | Stock Literature | Input #s in Tour Scheduler | Paperwork to KH | |
| Titanic I | | AM/PM Tarp | Secure wands | Clear Counter | Store cart | Email Walkway Sheet to KH | |
| Titanic II | | Assist Titanic I with end of day closing duties | | New Walkway Sheet on Clipboard in PM | | | |
| Retail | | Assist w/stocking | Assist w/nightly deposit | Scan the 1-2 | | | |
| Upper Level Assist | | Walk WW | Theatre Check | E&D Check | Visitor Interaction | File Assist Titanic | Clear UL |
| Tram 2 A | | Primary driver for the second tram; be ready for large groups arriving/exiting | | | | | |
| Tram 2 C | | Primary crowd control at transfer and VC exit; be ready for large groups arriving/exiting | | | | | |
| Break Room | | Wipe tables/counters | Empty Dish Drainer/fresh towels | Clean Coffee pot | | | |
| | | Break room rotation | JS | EE | CL | RM | BG |
| | | | KH | KL | JB | AR | KG |



CERTIFICATE OF COMPLETION

This is to certify that

Leslie Rivera-Pagan

has completed the course

**PTI - Public Transportation Initiative Transit Benefit
Integrity Training**

Contact Hours: 0.50

13 January 2020

Date

Instructor