

*The NEW and IMPROVED*  
**Office of Administration and Resources Management**

# **SERVICE GUIDE**



**Fall 1988**

**OARM - *"Our Strength Is In Our People"***

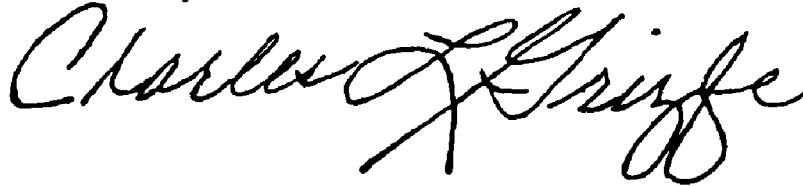
**TO: ALL EPA EMPLOYEES**

Here it is--the complete edition of our administrative services guide. I'm very proud of the work we do and of the people who do the work. OARM employees are among the most service-oriented employees I've ever had the pleasure of working with.

I'd like to thank you for sending us your comments and suggestions on the earlier version of this guide. It was gratifying to know how much you appreciated it.

In the meantime, we are at your service. Please don't hesitate to call us for assistance.

Sincerely,

A handwritten signature in black ink, reading "Charles L. Grizzle". The signature is fluid and cursive, with the first name "Charles" being the most prominent.

Charles L. Grizzle  
Assistant Administrator  
for Administration and  
Resources Management

**OARM - "Our Strength Is In Our People"**

# TABLE OF CONTENTS

---

Administratively Determined (AD) Positions . . . . .	1	Classification/Position Management . . . . .	8
Advisory Committees (Federal) . . . . .	1	Clearinghouse Information Service . . . . .	8
Adverse Actions . . . . .	1	Conference Rooms . . . . .	8
AIDS Policy . . . . .	2	Contract Information System (CIS) . . . . .	9
Alcohol & Drug Abuse Program . . . . .	2	Contract Management Training . . . . .	9
Assistance Application Processing . . . . .	2	Contract Placement . . . . .	9
Assistance Awards . . . . .	3	Contract Property Management (See "Property Management") . . . . .	32
Assistance Policy & Procedures . . . . .	3	Contracting Policy & Procedures . . . . .	10
Audio-Visual Equipment . . . . .	3	Cooperative Agreements (See "Assistance Awards") . . . . .	3
Audit Follow-up/Resolution . . . . .	3	Credentials . . . . .	10
Awards (Cash) . . . . .	4	Customer Assistance . . . . .	11
Awards (Honor) . . . . .	4		
		Delegations of Authority . . . . .	11
Bicycle Lockers . . . . .	4	Desk-to-Desk Delivery . . . . .	11
Blood Donor Program . . . . .	5	Directives . . . . .	12
Budget Data . . . . .	5	Document Control Security . . . . .	12
Budget Policies . . . . .	5	Drug Testing Program . . . . .	12
Building & Facilities (B&F) Program . . . . .	5		
Building Passes . . . . .	6	Elevators . . . . .	13
Building Services . . . . .	6	E-Mail . . . . .	13
Bulletin Boards . . . . .	6	Emergency Preparedness . . . . .	13
		Employee Benefits . . . . .	14
Career Counseling & Development . . . . .	7	Employee Counseling & Assistance Program (See "Alcohol & Drug Abuse Program") . . . . .	2
Carpools . . . . .	7	Employee Relations Policies . . . . .	14
Classification Appeals . . . . .	7		

## TABLE OF CONTENTS

---

Employee Relations Program . . . . .	15	Handicapped Program . . . . .	20
Employment Verification (Oral Verification) . . . . .	15	Health & Safety Policies . . . . .	20
Employment Verification (Written Verification) . . . . .	15	Health & Safety Investigations . . . . .	20
Environmental Compliance . . . . .	16	Health Unit . . . . .	21
Exterminating (See "Trouble Desk") . . . . .	42	Home Relocation Program . . . . .	21
		Hours of Duty . . . . .	21
Facsimile Transmission (See "Telefax") . . . . .	40		
FERS Center (See "Retirement Information & Counseling") . . . . .	36	Identification Cards . . . . .	22
First Aid (See "Health Unit") . . . . .	21	Imprest Fund . . . . .	22
Forms . . . . .	16	Indoor Air Quality . . . . .	22
Framework for Achieving Managerial Excellence (FAME) . . . . .	17	Information Systems Inventory . . . . .	23
Funds Control . . . . .	17	INFOTERRA . . . . .	23
Furniture Acquisition . . . . .	17	Interagency Agreements . . . . .	23
Furniture Repair . . . . .	18	Intergovernmental Personnel Act (IPA) Program . . . . .	24
Furniture/Equipment Storage . . . . .	18	Internal Controls . . . . .	24
Grants Information & Control System (GICS) . . . . .	18	Labor Services . . . . .	24
Grants (See "Assistance Awards") . . . . .	3	Labor-Management Relations Policies . . . . .	25
Greater Leadership Opportunities Program . . . . .	19	Leave . . . . .	25
Grievances . . . . .	19	Library (HQ) . . . . .	25
Guard Escort . . . . .	19	Lost & Found . . . . .	26
Guard Service . . . . .	20		
		Mail Service . . . . .	26
		Management Assistance Reviews (MARS) . . . . .	26

## TABLE OF CONTENTS

---

Management Consulting Services . . . . .	26
Medical Monitoring Program . . . . .	27
Merit Pay/PMRS . . . . .	27
Motor Pool . . . . .	27
 National Computer Center . . . . .	 28
 Orientation . . . . .	 28
 Parking . . . . .	 28
Payroll (See "Customer Assistance") . . . . .	11
PC "Bulletin Board" . . . . .	29
PC Ordering Information & User Support . . . . .	29
Personnel Actions . . . . .	29
Performance Management System (PMS) . . . . .	30
Personnel ADP Reports . . . . .	30
Personnel Policies . . . . .	30
Personal Property Accounting System (PPAS) . . . . .	31
Photocopying . . . . .	31
Prime Computer Support Group . . . . .	31
Printing . . . . .	32
Privatization/Environmental Financing . . . . .	32
Productivity Improvement Program . . . . .	32
Property Management . . . . .	32

Public Health Service (PHS) Commissioned Corps Officers' Program . . . . .	33
Public Information Center . . . . .	33
Public Information Reference Unit . . . . .	34
Real Estate Management . . . . .	34
Records Management . . . . .	34
Recruitment . . . . .	35
Recycling Program . . . . .	35
Reorganizations . . . . .	35
Resource Issues . . . . .	36
Retirement Information & Counseling . . . . .	36
Rotation Programs . . . . .	36
 Schedule C Appointments . . . . .	 37
Senior Executive Service Support . . . . .	37
Shuttle Bus . . . . .	37
Small Purchases . . . . .	38
Space Management . . . . .	38
Stress Lab . . . . .	38
Substance Abuse Program (See "Drug Testing Program") . . . . .	12
Suggestion Program . . . . .	39
Supply Store . . . . .	39
Suspension & Debarment Program . . . . .	39

## TABLE OF CONTENTS

---

Teleconferences . . . . .	40
Telefax . . . . .	40
Telephone Directory . . . . .	40
Training . . . . .	41
Translations (See "INFOTERRA") . . . . .	23
Travel (See "Customer Assistance") . . . . .	11
Travel/Diners Club . . . . .	41
Travel/Reservations . . . . .	41
Trouble Desk . . . . .	42

Unemployment Compensation . . . . .	42
Unions (See "Labor-Management Relations Policies") . . . . .	25
Wellness Program . . . . .	42
Workers' Compensation . . . . .	43
Workforce Planning . . . . .	43

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>ADMINISTRATIVELY DETERMINED (AD) POSITIONS</b>	EPA Managers	Agency policy for filling AD positions	Submit completed Standard Form 52 & statement of duties	OFFICE OF HUMAN RESOURCES MANAGEMENT, Executive Resources & Special Programs Division, Executive & Special Resources Staff	(FTS) 382-3328
<b>ADVISORY COMMITTEES (FEDERAL)</b>	EPA Managers	Agency policy related to chartering & obtaining approval of Federal Advisory Committees in EPA	Contact Management & Organization Division	OFFICE OF ADMINISTRATION, Management & Organization Division	(FTS) 382-5000
<b>ADVERSE ACTIONS</b>	EPA HQ Employees	Advice & assistance related to adverse action cases, such as reprimands, suspensions, & removals	Contact Central Services Branch	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, Central Services Branch	382-3273

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
AIDS POLICY	EPA Employees	Agency policy on AIDS issues	Contact Agency Labor Relations Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Employee Participation & Communications Division, Agency Labor Relations Staff	(FTS) 382-3317
ALCOHOL & DRUG ABUSE PROGRAM	EPA HQ Employees	Counseling & referral services for alcohol/drug abuse, and other employee counseling & assistance services	Contact Employee Counseling & Assistance Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Employee Participation & Communications Division, Employee Counseling & Assistance Staff (ECAP)	382-4420
ASSISTANCE APPLICATION PROCESSING	EPA Managers	Analysis of applications for EPA HQ & laboratory assistance proposals	Contact Grants Operations Branch	OFFICE OF ADMINISTRATION, Grants Administration Division, Grants Operations Branch	(FTS) 382-5266

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
ASSISTANCE AWARDS	EPA Managers	Processing of assistance awards	Submit completed funding package for each proposal selected for award	OFFICE OF ADMINISTRATION, Grants Administration Division, Grants Operations Branch	(FTS) 382-5252
ASSISTANCE POLICY & PROCEDURES	EPA Managers	Agency policy on management of assistance awards	Contact Grants Policy & Procedures Branch	OFFICE OF ADMINISTRATION, Grants Administration Division, Grants Policy & Procedures Branch	(FTS) 382-5268
AUDIO-VISUAL EQUIPMENT	EPA HQ Employees	Variety of projectors; television monitors; video cassette recorders; tape recorders	Contact Facilities Operations Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Facilities Operations Branch	382-5670
AUDIT FOLLOW-UP/ RESOLUTION	EPA HQ Managers	Advice & assistance related to audit management and effective audit resolution	Contact Management Controls Branch	OFFICE OF THE COMPTROLLER, Resource Management Division, Management Controls Branch	382-4160

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>AWARDS (CASH)</b>	EPA HQ Managers	Review of requests for cash awards for compliance with Agency policy	Submit completed EPA Form 3130-1	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, Personnel Services Management Branch	382-3266
<b>AWARDS (HONOR)</b>	EPA Managers	Agency policy on & implementation of Honor Awards Program	Contact Agency Employee Relations Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Employee Participation & Communications Division, Agency Employee Relations Staff	(FTS) 382-3317
<b>BICYCLE LOCKERS</b>	EPA HQ Employees	Rental of bicycle lockers to EPA employees in Waterside Mall	Contact Security & Property Management Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	382-2015

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>BLOOD DONOR PROGRAM</b>	EPA HQ Employees	Quarterly "blood drives" for employee blood donations to American Red Cross	Contact HQ Human Resources Management Branch	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, HQ Human Resources Management Branch	475-9686
<b>BUDGET DATA</b>	EPA Managers	Data & reports on Agency's budget	Contact Budget Division	OFFICE OF THE COMPTROLLER, Budget Division	(FTS) 475-8340
<b>BUDGET POLICIES</b>	EPA Managers	Agency policy related to Agency's budget	Contact Budget Division	OFFICE OF THE COMPTROLLER, Budget Division	(FTS) 475-8340
<b>BUILDING &amp; FACILITIES (B&amp;F) PROGRAM</b>	EPA Managers	Design, construction, repair & improvement of buildings occupied by EPA	Contact Engineering, Planning & Architecture Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Engineering, Planning & Architecture Branch	(FTS) 382-2160

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
BUILDING PASSES	EPA HQ Managers	Passes for contractors & temporary employees for access to EPA HQ buildings	Submit written request with supporting documentation	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	382-2010
BUILDING SERVICES	EPA HQ Managers	Alteration, maintenance & other services associated with EPA HQ buildings	Contact Facilities Operations Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Facilities Operations Branch	382-2085
BULLETIN BOARDS	EPA HQ Employees	Approval of items for posting in glass-encased bulletin boards in EPA HQ buildings	Contact Facilities Operations Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Facilities Operations Branch	382-2085

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>CAREER COUNSELING &amp; DEVELOPMENT</b>	EPA HQ Employees	Advice & assistance related to career counseling & development	Contact HQ Human Resources Management Branch	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, HQ Human Resources Management Branch	475-6678
<b>CARPOOLS</b>	EPA HQ Employees	Advice & assistance related to forming car & van pools; information on available public transportation	Submit completed EPA Form 5160-1	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	382-2104
<b>CLASSIFICATION APPEALS</b>	EPA Employees	Analysis of classification appeals for decision by the division (or U.S. Office of Personnel Management)	Contact Position Classification, Pay & Workforce Management Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Policy, Research & Development Division, Position Classification, Pay & Workforce Management Staff	(FTS) 382-3308

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>CLASSIFICATION/POSITION MANAGEMENT</b>	EPA HQ Employees	Advice & assistance related to writing position descriptions; determination of grade and series of positions	Contact Personnel Services Management Branch	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, Personnel Services Management Branch	382-3266
<b>CLEARINGHOUSE INFORMATION SERVICE</b>	EPA HQ Employees	Advice & assistance in developing & operating EPA clearinghouses	Contact HQ Library	OFFICE OF INFORMATION RESOURCES MANAGEMENT, Information Management & Services Branch Division, Information Services Branch	382-5922
<b>CONFERENCE ROOMS</b>	EPA HQ Employees	Reservations for conference rooms & related services	Contact Facilities Operations Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Facilities Operations Branch	382-2046

<b>CATEGORY</b>	<b>CLIENT</b>	<b>DESCRIPTION OF SERVICE</b>	<b>HOW TO REQUEST SERVICE</b>	<b>OARM CONTACT</b>	<b>TELEPHONE NUMBER</b>
<b>CONTRACT INFORMATION SYSTEM (CIS)</b>	EPA Managers	Computer system for tracking Agency contracts	Contact Policy & Management Support Staff	OFFICE OF ADMINISTRATION, Procurement & Contracts Management Division, Policy & Management Support Staff	(FTS) 475-8288
<b>CONTRACT MANAGEMENT TRAINING</b>	EPA Employees	Contract management training for project officers & work assignment managers	Contact Policy & Management Support Staff	OFFICE OF ADMINISTRATION, Procurement & Contracts Management Division, Policy & Management Support Staff	(FTS) 382-5031
<b>CONTRACT PLACEMENT</b>	EPA Managers	Advice & assistance in developing contract statement of work; evaluation criteria; requests for proposal/invitation for bids; contract price analyses & negotiation of contract terms	Contact Procurement & Contracts Management Division	OFFICE OF ADMINISTRATION, Procurement & Contracts Management Division	(FTS) 475-8229

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>CONTRACT PROPERTY MANAGEMENT</b>	<b>(SEE "PROPERTY MANAGEMENT")</b>				
<b>CONTRACTING POLICY &amp; PROCEDURES</b>	EPA Managers	Agency policy on procurement & contracting issues	Contact Policy & Management Support Staff	OFFICE OF ADMINISTRATION, Procurement & Contracts Management Division, Procurement Policy & Management Support Staff	(FTS) 382-5030
<b>COOPERATIVE AGREEMENTS</b>	<b>(SEE "ASSISTANCE AWARDS")</b>				
<b>CREDENTIALS</b>	EPA Managers	Agency credentials for enforcing all laws administered by EPA	Submit written request with justification	OFFICE OF ADMINISTRATION Facilities Management & Services Division, Security & Property Management Branch	(FTS) 382-2010

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
CUSTOMER ASSISTANCE	EPA Employees	Advice & assistance related to payroll, leave balance and travel issues	Contact Customer Assistant Staff	OFFICE OF THE COMPTROLLER, Financial Management Division, HQ Accounting Operations Branch	(FTS) 382-5116
DELEGATIONS OF AUTHORITY	EPA Managers	Advice & assistance in developing delegations; review & circulation of delegations for Agency comment; preparation of final delegations for Administrator's approval	Contact Management & Organization Division	OFFICE OF ADMINISTRATION, Management & Organization Division	(FTS) 382-5000
DESK-TO-DESK DELIVERY	EPA HQ Managers	Desk-to-desk delivery of important correspondence	Submit completed EPA Form 5100-2	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	382-2144

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>DIRECTIVES</b>	EPA Managers	Review & circulation of EPA Manuals & Orders for Agency comment; preparation of final approval package	Contact Management & Organization Division	OFFICE OF ADMINISTRATION, Management & Organization Division	(FTS) 382-5000
<b>DOCUMENT CONTROL SECURITY</b>	EPA Managers	Coordination of physical security & control requirements for national security information	Contact Security & Property Management Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	(FTS) 382-2010
<b>DRUG TESTING PROGRAM</b>	EPA Managers	Agency policy related to drug testing program	Contact Agency Labor Relations Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Employee Participation & Communications Division, Agency Labor Relations Staff	(FTS) 382-3317

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
ELEVATORS	EPA HQ Employees	Repair of elevators at Waterside Mall, Fairchild & Crystal Mall #2	Contact Facilities Operations Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Facilities Operations Branch	382-2100
E-MAIL	EPA Employees	Computer-based message system which permits rapid transmission of textual information	Contact E-Mail User Support Staff	OFFICE OF INFORMATION RESOURCES MANAGEMENT, Administrative Services Division	(FTS) 382-7559
EMERGENCY PREPAREDNESS	EPA Employees	Agency policy related to national emergency preparedness for national security emergencies	Contact Security & Property Management Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	(FTS) 382-2010

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
EMPLOYEE BENEFITS	EPA HQ Employees	Advice & assistance related to health insurance; life insurance; retirement	Contact HQ Human Resources Management Branch	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, HQ Human Resources Management Branch	475-9686
EMPLOYEE COUNSELING & ASSISTANCE PROGRAM	(SEE "ALCOHOL & DRUG ABUSE PROGRAM")				
EMPLOYEE RELATIONS POLICIES	EPA Employees	Agency policy on employee relations matters	Contact Agency Employee Relations Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Employee Participation & Communication Division, Agency Employee Relations Staff	(FTS) 382-3317

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
EMPLOYEE RELATIONS PROGRAM	EPA HQ Employees	Advice & assistance related to employee relations matters	Contact Employee Relations Section	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, Central Services Branch	382-3273
EMPLOYMENT VERIFICATION (Oral Verification)	EPA HQ Employees	Verification of employee's length of EPA service; grade; salary; related employment dates	Prospective employers/credit offices contact Processing & Records Section	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, Central Services Branch	382-3285
EMPLOYMENT VERIFICATION (Written Verification)	EPA HQ Employees	Request for verification of employment forms	Forms submitted by mortgage companies, lenders, etc. for written verification of employment history & salary	OFFICE OF THE COMPTROLLER, Financial Management Division, HQ Accounting Operations Branch	382-5116

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
ENVIRONMENTAL COMPLIANCE	EPA Managers	Agency policy on & implementation of environmental compliance requirements	Contact Environmental Health & Safety Division	OFFICE OF ADMINISTRATION, Environmental Health & Safety Division	(FTS) 382-3640
EXTERMINATING	(SEE "TROUBLE DESK")				
FACSIMILE TRANSMISSION	(SEE "TELEFAX")				
FERS CENTER	(SEE "RETIREMENT INFORMATION & COUNSELING")				
FIRST AID	(SEE "HEALTH UNIT")				
FORMS	EPA Managers	Assistance in design, production, revision & clearance of proposed forms	Contact Information Management Branch	OFFICE OF INFORMATION RESOURCES MANAGEMENT, information Management & Services Division, Information Management Branch	(FTS) 382-5914

<b>CATEGORY</b>	<b>CLIENT</b>	<b>DESCRIPTION OF SERVICE</b>	<b>HOW TO REQUEST SERVICE</b>	<b>OARM CONTACT</b>	<b>TELEPHONE NUMBER</b>
<b>FRAMEWORK FOR ACHIEVING MANAGERIAL EXCELLENCE (FAME)</b>	EPA Managers	Agency policy on the recruitment, staffing, development, evaluation & recognition of Agency's managerial corps	Contact Managerial Excellence Support Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Executive Resources & Special Programs Division, Managerial Excellence Support Staff	(FTS) 382-3328
<b>FUNDS CONTROL</b>	EPA Managers	Advice & assistance related to funds control certification, policy & procedures	Contact Budget Division	OFFICE OF THE COMPTROLLER, Budget Division	(FTS) 382-2995
<b>FURNITURE ACQUISITION</b>	EPA HQ Managers	Acquisition of office furniture from HQ warehouse	Submit completed EPA Form 1900-8	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	382-2144

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
FURNITURE REPAIR	EPA HQ Managers	Repair of office furniture	Submit completed EPA Form 5100-2	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	382-2144
FURNITURE/EQUIPMENT STORAGE	EPA HQ Managers	Storage of excess furniture/equipment	Submit completed EPA Form 5100-2	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	382-2144
GRANTS INFORMATION & CONTROL SYSTEM (GICS)	EPA Managers	Computer system for tracking Agency assistance awards	Contact Grants Administration Division	OFFICE OF ADMINISTRATION, Grants Administration Division	(FTS) 382-5240
GRANTS	(SEE "ASSISTANCE AWARDS")				

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>GREATER LEADERSHIP OPPORTUNITIES PROGRAM</b>	EPA Employees	Program for developing supervisory skill & awareness	Contact Executive & Special Resources Support Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Executive Resources & Special Programs Division, Executive & Special Resources Support Staff	(FTS) 382-3338
<b>GRIEVANCES</b>	EPA HQ Employees	Advice & assistance on grievance procedures	Contact Central Services Branch	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, Central Services Branch	382-3273
<b>GUARD ESCORT</b>	EPA HQ Employees	Guard escort service to Waterside Mall garage/nearby locations	Contact Security & Property Management Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	382-5040

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>GUARD SERVICE</b>	EPA HQ Employees	Response capability to emergencies & monitoring of visitors to EPA HQ buildings	Contact Security & Property Management Branch	OFFICE OF ADMINISTRATION Facilities Management & Services Division, Security & Property Management Branch	382-2010 (Mon.-Fri. 7:30a.m.-5:00p.m.)  382-5040 (After 5:00p.m.)
<b>HANDICAPPED PROGRAM</b>	EPA HQ Employees	Advice & assistance related to recruitment, placement & other activities involving disabled individuals	Contact Central Services Branch	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, Central Services Branch	382-3278
<b>HEALTH &amp; SAFETY POLICIES</b>	EPA Managers	Agency policy on safe & healthful working conditions	Contact Environmental Health & Safety Division	OFFICE OF ADMINISTRATION, Environmental Health & Safety Division	(FTS) 382-3640
<b>HEALTH &amp; SAFETY INVESTIGATIONS</b>	EPA Employees	Investigations of working conditions & job-related accidents & illnesses	Contact Environmental Health & Safety Division	OFFICE OF ADMINISTRATION, Environmental Health & Safety Division	(FTS) 382-3640

<b>CATEGORY</b>	<b>CLIENT</b>	<b>DESCRIPTION OF SERVICE</b>	<b>HOW TO REQUEST SERVICE</b>	<b>OARM CONTACT</b>	<b>TELEPHONE NUMBER</b>
<b>HEALTH UNIT</b>	EPA Employees	First aid emergency treatment; physical exams (provided under certain conditions)	Contact Health Unit	OFFICE OF ADMINISTRATION, Environmental Health & Safety Division	(FTS) 475-9686
<b>HOME RELOCATION PROGRAM</b>	EPA Employees	Advice & assistance related to Agency's relocation services	Contact Facilities Management & Services Division--RTP	OFFICE OF ADMINISTRATION & RESOURCES MANAGEMENT--RTP, Facilities Management & Services Division	(FTS) 629-3031
<b>HOURS OF DUTY</b>	EPA HQ Employees	Advice & assistance on flexitime & compressed work-week programs	Contact Agency Employee Relations Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Employee Participation & Communications Division, Agency Employee Relations Staff	382-3317

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
IDENTIFICATION CARDS	EPA Employees	Identification cards for new permanent employees	Submit copy of official Standard Form 52 as proof of employment	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	(FTS) 382-2010
IMPREST FUND	EPA HQ Employees	Emergency cash advances for travel and small purchases	Contact Imprest Fund Staff	OFFICE OF THE COMPTROLLER, Financial Management Division, HQ Accounting Operations Branch	382-5116 (Mon.-Fri., 10a.m.-12noon; 1p.m.-3p.m.)
INDOOR AIR QUALITY	EPA Employees	Agency policy on indoor air quality in EPA space	Contact Environmental Health & Safety Division	OFFICE OF ADMINISTRATION, Environmental Health & Safety Division	(FTS) 382-3640

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>INFORMATION SYSTEMS INVENTORY</b>	EPA Employees	Descriptions of data bases & models with monitoring info & statistics maintained by EPA offices	Contact Information Management Branch	OFFICE OF INFORMATION RESOURCES MANAGEMENT, Information Management & Services Division, Information Management Branch	(FTS) 475-9344
<b>INFOTERRA</b>	EPA Employees	Directory of environmental contacts worldwide; response to requests for translations	Submit completed EPA Form 2130-1 to HQ Library	OFFICE OF INFORMATION RESOURCES MANAGEMENT, Information Management & Services Division, Information Management Branch	(FTS) 382-5917
<b>INTERAGENCY AGREEMENTS</b>	EPA Managers	Agency policy & assistance related to interagency agreements	Contact Grants Information & Analysis Branch	OFFICE OF ADMINISTRATION, Grants Administration Division, Grants Information Analysis Branch	(FTS) 475-8270

<b>CATEGORY</b>	<b>CLIENT</b>	<b>DESCRIPTION OF SERVICE</b>	<b>HOW TO REQUEST SERVICE</b>	<b>OARM CONTACT</b>	<b>TELEPHONE NUMBER</b>
<b>INTERGOVERNMENTAL PERSONNEL ACT (IPA) PROGRAM</b>	EPA Managers	Agency policy & implementation of IPA Program	Contact Executive & Special Resources Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Executive Resources & Special Programs Division, Executive & Special Resources Staff	(FTS) 382-3328
<b>INTERNAL CONTROLS</b>	EPA Managers	Advice & assistance related to audit management & effective audit resolution	Contact Management Controls Branch	OFFICE OF THE COMPTROLLER, Resource Management Division, Management Controls Branch	(FTS) 382-4160
<b>LABOR SERVICES</b>	EPA HQ Managers	Relocation/ rearrangement of office furniture/ equipment	Submit completed EPA Form 5100-2	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	382-2144

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
LABOR-MANAGEMENT RELATIONS POLICIES	EPA Employees	Agency policy on labor-management relations activities	Contact Agency Labor Relations Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Employee Participation & Communications Division, Agency Labor Relations Staff	(FTS) 382-3317
LEAVE	EPA HQ Employees	Advice & assistance related to leave issues	Contact Employee Relations Section	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, Central Services Branch	382-3273
LIBRARY (HQ)	EPA HQ Employees	Advice & assistance in reference work & loan of library materials	Contact HQ Library	OFFICE OF INFORMATION RESOURCES MANAGEMENT, Information Management & Services Division, Information Services Branch	382-5821

<b>CATEGORY</b>	<b>CLIENT</b>	<b>DESCRIPTION OF SERVICE</b>	<b>HOW TO REQUEST SERVICE</b>	<b>OARM CONTACT</b>	<b>TELEPHONE NUMBER</b>
<b>LOST &amp; FOUND</b>	EPA HQ Employees	Storage of personal articles found in Waterside Mall Complex	Contact Security & Property Management Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	382-5040
<b>MAIL SERVICE</b>	EPA HQ Employees	Receipt and delivery of official mail	Contact Facilities Operations Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Facilities Operations Branch	382-2132
<b>MANAGEMENT ASSISTANCE REVIEWS (MARS)</b>	EPA Managers	Advice & assistance related to assessing management operations	Contact Management Controls Branch	OFFICE OF THE COMPTROLLER, Resource Management Division, Management Controls Branch	(FTS) 382-4160
<b>MANAGEMENT CONSULTING SERVICES</b>	EPA Managers	Management studies; organizational structure studies; workflow studies	Contact Management & Organization Division	OFFICE OF ADMINISTRATION, Management & Organization Division	(FTS) 382-5000

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>MEDICAL MONITORING PROGRAM</b>	EPA HQ Employees	Physical exams related to occupational hazards	Contact Health Unit	OFFICE OF ADMINISTRATION, Environmental Health & Safety Division	475-9686
<b>MERIT PAY/PMRS</b>	EPA Managers	Agency policy on Merit Pay/PMRS (Performance Management & Recognition System)	Contact Performance Management Systems Staff	OFFICE OF HUMAN RESOURCES DIVISION, Policy, Research & Development Division, Performance Management Systems Staff	(FTS) 382-3308
<b>MOTOR POOL</b>	EPA HQ Employees	Government vehicles or driver services for official business (Washington metropolitan area)	Contact Security & Property Management Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	475-8300

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
NATIONAL COMPUTER CENTER	EPA Employees	Computer support; coordination of 24 information centers servicing regional & laboratory operations	Contact National Computer Center	OFFICE OF ADMINISTRATION & RESOURCES MANAGEMENT--RTP, National Data Processing Division	(FTS) 629-7862
ORIENTATION	EPA HQ Employees	Briefing for new employees on EPA, employee benefits & related matters	Contact HQ Human Resources Management Branch	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, HQ Human Resources Management Branch	382-3266
PARKING	EPA HQ Employees	Parking spaces at Waterside Mall Complex & Crystal Mall #2	Contact Security & Property Management Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	382-2010

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>PAYROLL</b>	<b>(SEE "CUSTOMER ASSISTANCE")</b>				
<b>PC "BULLETIN BOARD"</b>	EPA Employees	Distribution of public domain software, handouts, training & user group schedules	Contact National Data Processing Division	OFFICE OF ADMINISTRATION & RESOURCES MANAGEMENT--RTP, National Data Processing Division	(FTS) 488-5914
<b>PC ORDERING INFORMATION &amp; USER SUPPORT</b>	EPA Employees	Agencywide hotline for information on IBM PC configuration & ordering process	Contact National Data Processing Division	OFFICE OF ADMINISTRATION & RESOURCES MANAGEMENT--RTP, National Data Processing Division	(FTS) 629-7862
<b>PERSONNEL ACTIONS</b>	EPA HQ Managers	Processing of promotions, reassignments, details & related actions	Contact Personnel Services Management Branch	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, Personnel Services Management Branch	382-3266

<b>CATEGORY</b>	<b>CLIENT</b>	<b>DESCRIPTION OF SERVICE</b>	<b>HOW TO REQUEST SERVICE</b>	<b>OARM CONTACT</b>	<b>TELEPHONE NUMBER</b>
<b>PERFORMANCE MANAGEMENT SYSTEM (PMS)</b>	EPA Employees	Agency policy on performance standard-setting, appraisals & related matters	Contact Performance Management Systems Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Policy, Research & Development Division, Performance Management Systems Staff	(FTS) 382-3308
<b>PERSONNEL ADP REPORTS</b>	EPA HQ Managers	Computerized reports on workforce/demographics of EPA organizations	Contact Systems Support Branch	OFFICE OF HUMAN RESOURCES MANAGEMENT, Field Operations, Evaluation & Support Services Division, Systems Support Branch	382-3352
<b>PERSONNEL POLICIES</b>	EPA Managers	Agency policy on recruitment/employment; pay/classification/position management & PMS	Contact Policy, Research & Development Division	OFFICE OF HUMAN RESOURCES MANAGEMENT, Policy, Research & Development Division	(FTS) 382-3308

<b>CATEGORY</b>	<b>CLIENT</b>	<b>DESCRIPTION OF SERVICE</b>	<b>HOW TO REQUEST SERVICE</b>	<b>OARM CONTACT</b>	<b>TELEPHONE NUMBER</b>
<b>PERSONAL PROPERTY ACCOUNTING SYSTEM (PPAS)</b>	EPA Employees	Computer system for tracking Agency's accountable personal property	Contact Security & Property Management Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	(FTS) 382-2110
<b>PHOTOCOPYING</b>	EPA HQ Employees	Quick copying service on first-come, first-served basis; priority service also available	Contact Facilities Operations Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Facilities Operations Branch	382-2040
<b>PRIME COMPUTER SUPPORT GROUP</b>	EPA Employees	Hardware & software support to Prime System users	Contact National Data Processing Division	OFFICE OF ADMINISTRATION & RESOURCES MANAGEMENT--RTP, National Data Processing Division	(FTS) 488-5925

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
PRINTING	EPA HQ Employees	Quick in-house printing; special services include large volume printing, books & pamphlets	Contact Facilities Operations Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Facilities Operations Branch	382-2116
PRIVATIZATION/ ENVIRONMENTAL FINANCING	EPA Managers	Advice & assistance related to assessing financial partnerships	Contact Resource Planning & Analysis Branch	OFFICE OF THE COMPTROLLER, Resource Management Division, Resource Planning & Analysis Branch	(FTS) 382-4160
PRODUCTIVITY IMPROVEMENT PROGRAM	EPA Employees	Agency policy related to acquiring funds from Productivity Investment Fund	Contact Productivity & Management Improvement Branch	OFFICE OF THE COMPTROLLER, Resource Management Division, Productivity & Management Improvement Branch	(FTS) 382-4160
PROPERTY MANAGEMENT	EPA Managers	Agency policy related to property management activities (including contract property)	Contact Security & Property Management Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	(FTS) 382-2144

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>PUBLIC HEALTH SERVICE (PHS) COMMISSIONED CORPS OFFICERS' PROGRAM</b>	EPA Managers	Agency policy related to PHS Commissioned Corps Officers' Program	Contact Executive & Special Resources Support Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Executive Resources & Special Programs Division, Executive & Special Resources Support Staff	(FTS) 382-3328
<b>PUBLIC INFORMATION CENTER</b>	EPA Employees	Distribution of general, non-technical reports about EPA to the public	Contact Public Information Center	OFFICE OF INFORMATION RESOURCES MANAGEMENT, Information Management & Services Division, Information Services Branch	(FTS) 382-2080

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>PUBLIC INFORMATION REFERENCE UNIT</b>	EPA Employees	Public access to regulatory information supporting actions under Clean Water Act, Clean Air Act and selected EPA regulations	Contact Public Information Reference Unit	OFFICE OF INFORMATION RESOURCES MANAGEMENT, Information Management & Services Division, Information Services Branch	(FTS) 382-5926
<b>REAL ESTATE MANAGEMENT</b>	EPA Managers	Agency policy related to acquisition & management of real estate for EPA	Contact Real Estate & Space Management Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Real Estate & Space Management Branch	(FTS) 382-2022
<b>RECORDS MANAGEMENT</b>	EPA Employees	Advice & assistance on management, maintenance & disposition of records	Contact Records Management Staff	OFFICE OF INFORMATION RESOURCES MANAGEMENT, Information Management & Services Division, Information Management Branch	(FTS) 382-5911

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
RECRUITMENT	EPA Managers	Agency policy & assistance related to recruitment activities	Contact National Recruitment Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Policy, Research & Development Division, National Recruitment Staff	(FTS) 382-3305
RECYCLING PROGRAM	EPA HQ Employees	Collection of high-grade white paper from recycle containers in EPA HQ buildings	Contact Security & Property Management Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	382-2140
REORGANIZATIONS	EPA Managers	Advice & assistance on reorganization proposals; including review & circulation for Agency comment; preparation of final approval packages	Submit completed EPA Form 1110-1	OFFICE OF ADMINISTRATION, Management & Organization Division	(FTS) 382-5000

<b>CATEGORY</b>	<b>CLIENT</b>	<b>DESCRIPTION OF SERVICE</b>	<b>HOW TO REQUEST SERVICE</b>	<b>OARM CONTACT</b>	<b>TELEPHONE NUMBER</b>
<b>RESOURCE ISSUES</b>	EPA Managers	Resource utilization data; workyear and dollar ceilings; change request & allowance information & Congressional funding actions	Contact Budget Division	OFFICE OF THE COMPTROLLER, Budget Division	(FTS) 475-8340
<b>RETIREMENT INFORMATION &amp; COUNSELING</b>	EPA Employees	Advice & assistance related to retirement options	Contact HQ Human Resources Management Branch	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, HQ Human Resources Management Branch	(FTS) 475-9686
<b>ROTATION PROGRAMS</b>	EPA Employees	Programs to provide rotational opportunities for developmental purposes	Contact Human Resources Development Division	OFFICE OF HUMAN RESOURCES MANAGEMENT, Human Resources Development Division	(FTS) 382-3297

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>SCHEDULE C APPOINTMENTS</b>	EPA Managers	Agency policy & assistance related to Schedule C appointments	Submit completed Standard Form 52 & position description	OFFICE OF HUMAN RESOURCES MANAGEMENT, Executive & Special Resources Division	(FTS) 382-3328
<b>SENIOR EXECUTIVE SERVICE SUPPORT</b>	EPA Employees	Agency policy & assistance related to SES personnel actions & development	Contact Executive Resources & Special Programs Division	OFFICE OF HUMAN RESOURCES MANAGEMENT, Executive Resources & Special Programs Division	(FTS) 382-3328
<b>SHUTTLE BUS</b>	EPA HQ Employees	Transportation service to/from Waterside Mall Complex, Fairchild Building & Crystal Mall #2	See schedule in back of EPA telephone directory	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	382-2931

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
SMALL PURCHASES	EPA HQ Employees	Services for meeting procurement needs under \$25,000	Submit completed EPA Form 1900-8	OFFICE OF ADMINISTRATION, Procurement & Contracts Management Division, Purchasing & Contract Management Support Branch	382-2363
SPACE MANAGEMENT	EPA Managers	Agency policy & assistance related to acquisition & management of space for EPA	Contact Real Estate & Space Management Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Real Estate & Space Management Branch	(FTS) 382-2022
STRESS LAB	EPA HQ Employees	Facility for planned exercise programs to promote cardiovascular strength	Contact Environmental Health & Safety Division	OFFICE OF ADMINISTRATION, Environmental Health & Safety Division	755-2168
SUBSTANCE ABUSE PROGRAM	(SEE "DRUG TESTING PROGRAM")				

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>SUGGESTION PROGRAM</b>	EPA HQ Employees	Program to encourage ideas that would benefit Agency	Contact Employee Relations Section	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, Central Services Branch	382-3273
<b>SUPPLY STORE</b>	EPA HQ Employees	Variety of office supplies, including forms	Contact Security & Property Management Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Security & Property Management Branch	382-2135
<b>SUSPENSION &amp; DEBARMENT PROGRAM</b>	EPA Managers	Agency policy & assistance related to preventing waste, fraud & abuse in EPA's assistance & procurement programs	Contact Compliance Branch	OFFICE OF ADMINISTRATION, Grants Administration Division, Compliance Branch	(FTS) 475-8025

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
TELECONFERENCES	EPA Employees	System which allows several callers to participate in conversation at the same time	Contact National Data Processing Division	OFFICE OF ADMINISTRATION & RESOURCES MANAGEMENT--RTP, National Data Processing Division	(FTS) 392-CONF
TELEFAX	EPA HQ Employees	Electronic transmission of printed copies to other locations (limit of 25 pages for each document)	Submit completed EPA Form 5040-5 and document to be sent	OFFICE OF ADMINISTRATION & RESOURCES MANAGEMENT--RTP, National Data Processing Division	382-2078 (Mon.-Fri., 8a.m.-5:30p.m.)
TELEPHONE DIRECTORY	EPA Employees	Directory of EPA individuals & offices	Contact National Data Processing Division	OFFICE OF ADMINISTRATION & RESOURCES MANAGEMENT--RTP, National Data Processing Division	(FTS) 382-2626

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
TRAINING	EPA HQ Employees	Inventory of training courses; career development counseling service	Contact HQ Training Center	OFFICE OF HUMAN RESOURCES MANAGEMENT, Human Resources Development Division, Institute Programs Branch	475-6678
TRANSLATIONS	(SEE "INFOTERRA")				
TRAVEL	(SEE "CUSTOMER ASSISTANCE")				
TRAVEL/DINERS CLUB	EPA Employees	Diners Club Card Program; Lost/stolen Diners Club Cards; disputed charges	Contact Diners Club	OFFICE OF THE COMPTROLLER, Financial Management Division, HQ Accounting Operations Branch	1-800-525-5289
TRAVEL/RESERVATIONS	EPA HQ Employees	Cost information; reservations; tickets for airlines & trains; lodging & car rentals	Contact Omega Travel	OFFICE OF THE COMPTROLLER, Financial Management Division, HQ Accounting Operations Branch	382-4530

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>TROUBLE DESK</b>	EPA HQ Employees	Cleaning; building repairs; heating/ventilation; air conditioning; exterminating; light bulb replacement in EPA HQ buildings	Contact Facilities Operations Branch	OFFICE OF ADMINISTRATION, Facilities Management & Services Division, Facilities Operations Branch	382-2100 (7:30am-5p.m.; after 5p.m., message recorded)
<b>UNEMPLOYMENT COMPENSATION</b>	EPA HQ Employees	Advice & assistance on unemployment compensation	Contact Agency Employee Relations Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Employee Participation & Communications Division, Agency Employee Relations Staff	382-3317
<b>UNIONS</b>	(SEE "LABOR-MANAGEMENT RELATIONS")				
<b>WELLNESS PROGRAM</b>	EPA Employees	Agency policy related to personal health programs	Contact Environmental Health & Safety Division	OFFICE OF ADMINISTRATION, Environmental Health & Safety Division	(FTS) 382-3640

CATEGORY	CLIENT	DESCRIPTION OF SERVICE	HOW TO REQUEST SERVICE	OARM CONTACT	TELEPHONE NUMBER
<b>WORKERS' COMPENSATION</b>	EPA HQ Employees	Processing of claims for job-related illnesses/injuries	Contact HQ Human Resources Management Branch	OFFICE OF HUMAN RESOURCES MANAGEMENT, HQ Operations & Client Services Division, HQ Human Resources Management Branch	475-9686
<b>WORKFORCE PLANNING</b>	EPA Managers	Agency policy & assistance related to projected staffing & employee development needs	Contact Position Classification, Pay and Workforce Management Staff	OFFICE OF HUMAN RESOURCES MANAGEMENT, Policy, Research & Development Division, Position Classification, Pay & Workforce Management Staff	(FTS) 382-3308