

**NATIONAL SUPPLEMENT**  
**Between**  
**U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT**  
**And**  
**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES**  
**NATIONAL COUNCIL OF HUD LOCALS 222**

**SUBJECT:** The HUD Emergency Information Hotline (Emergency Hotline)  
1-866 INFO-HUD (1-866-463-6483)

**SCOPE:** This Supplement encompasses the implementation of the HUD Emergency Information Hotline and the impact of the Emergency Hotline on bargaining unit employees.

1. **Emergency Hotline:** The Emergency Hotline was established for employees to obtain instructions for reporting to duty during an emergency and to find out the status of their individual office.
2. **Definition:** Emergency is defined as any incident causing the disruption of HUD operations, office closures or delayed arrivals.
3. **Use of the Emergency Hotline:** The Emergency Hotline is to be used in the event of any emergency to obtain information regarding the operating status of a HUD office.
4. **Contact Information:** If contact information is requested it may include the employee's name, office, telephone number, and additional contact information as necessary.
5. **Employee Designee:** If an employee is unable to call personally, any responsible person may call the Emergency Hotline to leave the employee's contact information, if necessary.
6. **Safety:** Any information required for employees to leave on the Emergency Hotline voice mail will be used to contact the employee regarding their safety.
7. **Contact Method:** Employees will not be required to provide a personal cell phone number for contact purposes.
8. **Phone Service:** If an employee does not have a telephone, or if local service is unavailable, they should follow local procedures and/or local media.

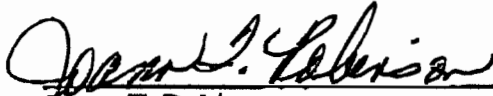
9. **Local Procedures:** Any local emergency procedures, practices or agreements currently in place remain in effect.
10. **Update of Message:** Management is responsible for updating the message on a daily basis and may record the message in advance. When an emergency situation changes, Management will rerecord the initial daily recording by 5:00 a.m. local time or as soon as Management becomes aware of the change. Once notification of an office closure is given to employees, the notification shall be valid for the remainder of the workday.
11. **Modification of Hotline Instructions:** If the Emergency Hotline states that there is a delayed opening, employees should follow any instructions given on the Hotline. It is advised that employees check the Hotline before leaving for work.
12. **Employee Notification of Delayed Opening:** Employees will be given no less than two hours between notification of an office opening and expected arrival time.
13. **Employee Rights:** Establishment of this policy shall not affect any statutory, regulatory, contractual, or any rights of the employee.
14. **Fair and Equitable treatment:** This Supplement shall be applied fairly and equitably to all employees.
15. **Protection of Information:** The employee messages on the voice-mail system will be access code and password protected.
16. **Privacy and Safeguard of Hotline Information:** Any verbal or written contact information retrieved from the Emergency Hotline voice mail shall be considered confidential information. Any employee designated to retrieve information from the hotline will be informed of the privacy and use of the information and any records produced from the retrieval from the hotline voice mail shall be destroyed in accordance with HUD regulations.
17. **Contractor Access:** No contractor shall be utilized to retrieve, view, or disseminate information left on the hotline.
18. **Alternative Communication:** In the event that the Emergency Hotline is unavailable, Management will utilize alternative means of communications, including but not limited to, local procedures and/or local media to assure that employees are notified in a timely manner about the status of an office during an emergency.

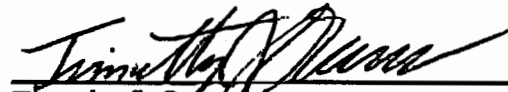
19. **Reliability of Information:** Employees are not responsible for inaccurate information left or provided on the Emergency Hotline and there shall be no adverse actions.
20. **System Responsibility:** Management agrees they are fully responsible for the control, access, security and workings of this emergency hotline.
21. **TDY Accessibility:** The agency will provide TDY communication services for the Emergency Hotline.
22. **Exceptions to the Policy:** Management may provide an exception to this policy for any employee.
23. **Announcement of Policy:** Management agrees to post the HUD Emergency Information Hotline Policy and Toll Free number on HUD@Work.
24. **Supplement Content:** Should an issue arise regarding the HUD Emergency Information Hotline that is not covered by this Supplement or was not discussed during negotiations, bargaining will occur as appropriate.
25. **Effective date of Policy:** This Supplement shall become effective upon the signature and approval of all parties, or no later than October 1, 2006.

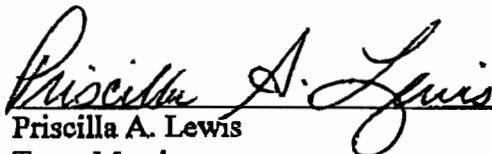
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**MANAGEMENT**

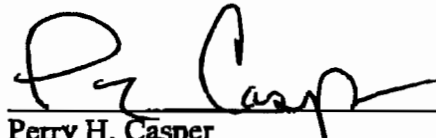
**UNION**

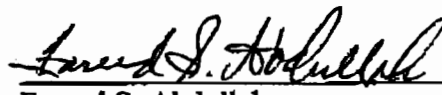
  
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Date Approved \_\_\_\_\_

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