



# 417th Base Support Battalion *Commander's Policy*

Policy Number: 4-4

Proponent: AETV-WG-WK

Date: 01 July 2004

SUBJECT: Commissary Bagger/Carryout Services

**1. REFERENCE:** DeCA Europe Memo, 10 Aug 98, Bagger and Carryout Services

**2. PURPOSE:** To establish the 417th Base Support Battalion (BSB) Commissary Bagger/Carryout Services policy.

**3. SCOPE:** This policy applies to the licensees providing bagging/carryout services to military commissary customers. Baggers, including head baggers, are licensees. Licensees are neither commissary employees nor federal employees; however, they must be U.S. ID card holders.

**4. POLICY:**

a. BSB Commander: Commanders of installations can, as part of their authority and responsibility to maintain good order, use their discretion to revoke or suspend licenses authorizing installation and facility access. This authority is delegated to the Area Support Team (AST) IC Managers.

b. Area Support Team IC Managers: Delegated in writing as the installation commander's agent and hold the authority to revoke or suspend access to commissary facilities for the purpose of performing bagger/carryout services, whichever they deem appropriate. Performing bagger/ head bagger services is not permitted under any circumstances during license revocation or suspension periods. To help ensure effective commissary management, overseeing baggers' performance is delegated to the commissary manager.

c. Commissary Manager: Oversees baggers performance within the commissary and, when necessary, recommends bagger's license suspension or revocation to the AST Commander. Using the terms hiring, firing, training, discipline, removal, or daily supervision are actions of an employer, and for licensees are deemed inappropriate. Revocation and/or suspension of licenses authorizing individuals access to commissaries to provide bagging/carryout services are appropriate terminology. Provides head bagger necessary space to store supplies (e.g. signed LSOU's, blank LSOU's, etc.).

(1) Ensure an annual head bagger election held in February, or more frequently if required. The early election is mandatory and not negotiable.

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(2) Be present and monitor the head bagger election process to ensure a fair election. During this meeting, the baggers should agree to the monetary amount of compensation paid the head bagger for their additional head bagger responsibilities.

d. Head Bagger: Point of contact, NOT a manager. Performs the following additional duties. Failure to meet these responsibilities may be cause for license suspension or revocation:

(1) Maintains signed copies of license LSOUs. The originals go to the Commissary Manager.

(2) Schedules baggers and ensures sufficient baggers are on duty.

(3) Briefs baggers concerning appropriate behavior and ensures they provide adequate customer service.

e. Publication of suggested or expected baggers' tips is strictly prohibited.

5. **PROPONENT:** 417th BSB Director of Logistics, DSN 355-1540.



THOMAS H. FASS  
LTC, EN  
Commanding

**LICENSE STATEMENT OF UNDERSTANDING (LSOU)  
FOR BAGGER/CARRYOUT SERVICES**

I acknowledge and understand:

1. That I am not an employee of the \_\_\_\_\_  
Commissary, U.S. Army, or U.S. Government.
2. That I am not under the supervision, direction, or control of any employee of the  
\_\_\_\_\_ Commissary, U.S. Army, or U.S. Government.
3. That the Commissary, U.S. Army, and U.S. Government are in no way responsible or liable for my  
conduct. I, and I alone, am responsible for my actions.
4. That this license may be revoked by the Area Support Team or Base Support Battalion Commanders  
at any time.
5. That this license permits me to enter the \_\_\_\_\_  
Commissary for the purpose of acting as a bagger and for rendering carryout services. While  
performing these services I will:
  - a. Treat customers with respect at all times, whether or not they tip the amount I feel I deserve.
  - b. Not publicize in any way suggested or expected tips for groceries bagged.
  - c. Not interfere with the commissary cashiers.
  - d. Abide by all rules and regulations of the commissary and the installation.
  - e. Not engage in "horseplay" or disruptive conduct.
  - f. Not use profane, abusive, or offensive language.
  - g. Not consume, give or sell any alcoholic beverages and/or controlled substances while  
performing bagger/carryout services.
  - h. Not destroy, damage, or abuse government property.
  - i. Maintain a neat, clean appearance and follow generally accepted standards of personal  
hygiene.
  - j. Perform my bagging services in a neat and orderly manner, keep the commissary area clean  
of all bagger-generated trash, and return carryout carts and nesting carts to the designated areas.
  - k. Make proper payment for groceries which have been damaged or lost through my fault, as  
determined by the head bagger.

l. Comply with all local, state, and federal requirements as they affect self-employed individuals.

m. If authorized commissary shopping privileges, I will restrict my shopping activities to that time prior to commencing bagging/carryout services, during my scheduled lunch break, and after I have finished bagging services for the day. My shopping activities will be consistent with the scheduled operating hours of the commissary.

n. I will provide carryout services unless the customer wishes to carry out his/her own purchases.

5. I will bag groceries in a manner which minimizes the chance of damage to breakable, delicate, or perishable items. The actual method used to satisfy this requirement will be determined by me, or the head bagger. Unless otherwise requested, I will use the following:

a. I will use only single plastic or paper bags except in those instances where the customer requests double bagging.

b. I will bag dry goods together and place heavier items, such as sugar and flour, on the bottom. I will place lighter items on the top.

c. I will use insulated bags/plastic bags for ice cream and frozen food products as appropriate.

d. I will bag refrigerated items together.

e. I will bag fresh produce items together. I will place heavier items on the bottom and lighter/softer items on the top.

f. I will place only bread and pastry on top of the eggs.

g. I will place pies on top, flat and with right side up.

6. While providing bagger services, I will follow the schedules established by the head bagger and any instructions necessary to implement the schedules. I understand that a head bagger will be elected to represent and coordinate baggers, by the current baggers annually in February, or more frequently if the BSB or AST Commander declares that an election is necessary. I understand and accept as a condition of this license, that compensation for the head bagger will be agreed upon by vote of the baggers at the time of election.

\_\_\_\_\_  
LICENSEE PRINTED NAME

\_\_\_\_\_  
LICENSEE SIGNATURE

\_\_\_\_\_  
DATE

HEAD BAGGER POINT OF CONTACT \_\_\_\_\_