



REPLY TO  
ATTENTION OF

## DEPARTMENT OF THE ARMY

UNITED STATES ARMY NATO  
REGIONAL COMMAND SOUTH  
PSC 813, BOX 156  
FPO AE 09620

ACAS-BC

7 August 2003

MEMORANDUM FOR All US Army National Element Personnel, Regional Command South

SUBJECT: Policy Memorandum #7 - US Army NSE Duty Hours - Soldier & Family Time

1. This policy is applicable to all US Army personnel assigned to US Army National Support Element (NSE) positions throughout the US Army NATO Regional Command South (AFSOUTH) Battalion and its subordinate units at locations in Portugal, Spain, Italy, Greece, and Turkey. This policy does not apply to personnel assigned to NATO Peacetime Establishment (PE) positions. The NATO supervisory chain will proscribe duty schedules for PE personnel.

2. **Duty Hours:** In order to align US Army NATO AFSOUTH NSE duty schedules with the remainder of the command, and to ensure fair and equitable requirements of NSE personnel across the AFSOUTH Battalion's area of operations, the following duty hours policy will apply to all US Army NSE personnel:

a. The senior US Army NSE officer or NCO at each location will establish duty hours for US Army NSE personnel, in coordination with the Senior Army Officer (SAO), and as applicable, the senior US Element Commander. The Battalion Staff and HHC Orderly Room will adhere to the duty hours as stated in this policy memorandum.

b. At a minimum, the Army NSE will be open for customer support from 0900 to 1700 daily, and all Army NSE personnel should be on duty in uniform (as permitted by force protection considerations) during these hours, except for lunch breaks, as outlined in the following paragraphs.

c. Army NSE personnel will conduct sergeant's time training on Thursdays from 0700 to 1300. During this training, the NSE may be closed to customer service.

d. In locations where the NATO PE personnel are routinely released at 1500 or earlier due to environmental factors (i.e. "summer hours"), the senior US Army NSE officer or NCO at that location must coordinate with me to make the case to change their Army NSE duty hours to mirror those of the NATO staff. No modifications of the duty hours may occur without my prior approval.

e. The senior Army NSE officer or NCO is responsible for conducting an organized PT program for Army NSE personnel. The HHC Commander will execute this responsibility for Battalion Staff and HHC Orderly Room personnel. PT programs will not infringe on the customer service or sergeant's time training periods.

3. **Soldier & Family Time:** Across the Army, with the exception of deployed locations, soldiers are released early for soldier & family time one day per week, in accordance with the Chief of Staff, Army (CSA) directive. This release allows soldiers to conduct business with banks, post offices, etc. without having to request additional time off during normal office hours. It also facilitates a soldier's participation in family activities such as picking children up from school, and being present for school activities. In support of this CSA initiative, the following soldier & family time policy will apply to Army NSE personnel:

a. The senior US Army NSE officer or NCO at each location will coordinate and establish soldier & family time, as indicated below, for US Army NSE personnel. This must be done in coordination with the SAO, and as applicable, the senior US Element Commander.

b. The Army NSE will be closed for customer service, and Army NSE personnel will be released from duty at 1500 at least one day per week. Typically, the early release will be on Friday, but may be established on another day, in coordination with the senior US NSE element commander and the SAO. The early release day will be consistent from week to week, and will be posted on unit training schedules to ensure predictability for soldiers and customers. For the Battalion Staff and HHC Orderly Room, soldier & family time will occur on Friday.

c. In those cases where a US or NATO holiday closes a headquarters on the day that soldier & family time is normally observed, early release on an alternate day is not authorized.

4. Unit training events as annotated on approved training schedules, and documented individual absences as approved by the chain of command take precedence over this policy.

5. I am the approval authority for all exceptions to this policy.

6. The senior US Army NSE officer or NCO at each location will ensure that all US Army NSE personnel are aware of this policy, and any approved modifications. He or she must also ensure that the customer service and Army NSE duty hours are clearly posted in soldier work areas.

7. This policy is directive in nature, and violations are chargeable under Article 92, UCMJ.

8. This policy is effective 1 September 2003, and supercedes all previous duty hour policies.



RONALD A. FROST  
LTC, AG  
Commanding