



UNITED STATES MARINE CORPS  
MARINE CORPS BASE HAWAII  
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IN REPLY REFER TO:  
1300  
IS  
11 Sep 2015

POLICY LETTER 10-15

From: Commanding Officer, Marine Corps Base Hawaii  
To: Distribution List

Subj: POLICY FOR MARINE CORPS BASE HAWAII LICENSING OF - AND DUTIES AND  
RESPONSIBILITIES FOR - CARRYOUT/BAGGER PERSONNEL

Ref: (a) DoDI 1330.17, DoD Commissary Program  
(b) DoDI 1344.07, Personal Commercial Solicitation on DoD Installations  
(c) The Defense Commissary Agency (DeCA) Bagger Program dtd 16 Apr 2004

Encl: (1) License Application and Statement of Understanding for Bagging  
Groceries at Marine Corps Base (MCB) Hawaii Commissary  
(2) Commissary Bagger Standard Operating Procedures/Bagger Agreement

1. Purpose. Establish policy for MCB Hawaii licensing, duties and responsibilities for carryout/bagger personnel.

2. Cancellation. Policy Letter 1-13.

3. Information. The references establish regulations and detail guidance for MCB Hawaii regarding licensing, duties and responsibilities of carryout/bagger personnel.

a. No person has authority to enter this installation to transact personal commercial solicitation as a matter of right. Personal commercial solicitation may be permitted, when the solicitor is duly licensed under applicable Federal, State or municipal laws and has complied with installation regulations and policies. The Base Commander exercises inherent authority on the installation to create rules and regulations for carryout/bagger personnel, as a pre-requisite to the grant of permission to enter the base.

b. Carryout/bagger personnel are neither employees nor contractors of the installation, DeCA, the Armed Services, the Department of Defense or the Federal Government. The Base Commander will license individuals to grant access to enter a military installation for the express purpose of providing carryout/bagger services to authorized commissary patrons. This licensing authority is delegated solely to the Base Inspector. In conjunction, the Commissary Store Director may grant permission to licensed individuals to enter the commissary store to provide bagging and carryout services.

c. Performance of carryout/bagging services is a tool intended to enhance the quality of life for military families. Licensing of baggers will be made on a quota basis. That is, at least 60% of the baggers must be valid ID card holders. Individuals who do not hold a valid military ID card should not ordinarily be issued a license and granted access to the installation in order to provide carryout/bagging services. Exceptions may be permitted when there are insufficient military members, family members or retirees available and interested in providing such services in the local area. All baggers, whether military ID holders or not, assume equal status upon licensing and

will be "grandfathered" respective to license security, conduct and performance in the event there is a change of Commissary Store Director or Head Bagger.

d. In support of this endeavor:

(1). The Base Inspector will grant, deny or revoke authorization or license for an individual entering the installation to provide carryout/bagger services and to gather shopping carts from the commissary parking lot, inclusive, as is determined to be in the best interest of the installation. Licensing and/or relicensing of current carryout/baggers will be valid for a one year term.

(2). The Commissary Store Director can revoke a bagger's authorization to enter the store for the purpose of bagging and carrying out customers' groceries without regard to action taken by the Base Commander. The Commissary Store Director will issue a statement of understanding to be executed by individuals permitted to enter the store to provide carryout/bagging services and the gathering of shopping carts from the commissary parking lot, inclusive. The Store Director will monitor bagger operations to ensure baggers meet accepted standards of customer service.

(3). Reference (c) encloses additional guidance regarding rules, regulations, duties and responsibilities of the Head Bagger and baggers alike.

(4). All baggers must immediately reapply for a new license per this policy and are thereafter subject to annual renewal. At this time, the Base Commander has the authority to limit licensing/renewal to those who possess a valid military ID card or have some legitimate affiliation with the military community.

(5). Questions about this policy will be directed to the Base Inspector's Office at (808) 257-8861.

4. Scope. This policy letter is applicable to individuals currently employed or seeking employment with the MCB Hawaii Commissary.

  
S. C. KILLEEN

DISTRIBUTION: A

**License Application for Bagging Groceries at Marine Corps Base (MCB) Hawaii Commissary  
(Applicant Completes Items 1-3)**

This Installation license will be kept on file with DeCA.

**Data Required by the Privacy Act of 1974**

**AUTHORITY: 10 U.S.C. 3012**

**PRINCIPLE USE:** Used by the Installation to collect information necessary for the grant of a license to conduct personal commercial solicitation on MCB Hawaii.

**ROUTINE USES:** Background checks and information directory

**VOLUNTARY DISCLOSURE AND EFFECT ON INDIVIDUAL NOT PROVIDING INFORMATION:** Not providing information will result in denial of bagger license.

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**1. Identification:**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Initial: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Place of Birth: \_\_\_\_\_

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**2. General Information:**

Military ID Card Holder: Yes \_\_\_ No \_\_\_ Expiration date \_\_\_\_\_

If yes, circle one of the following: Active Duty USMC Family Member Retired

Have you ever been convicted of any offense other than a traffic violation?

Yes \_\_\_ No \_\_\_ If yes, please explain on a separate sheet.

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**3. Statement of Applicant:**

a. I have read and understand MCB Hawaii Commanding Officer's Policy Letter 10-15 which details the necessity of applying for a license to receive access onto the installation for the express and sole purpose of providing bagger/carryout services to authorized commissary patrons. Receipt of a license permits access to the installation only and does not imply or guarantee access to the commissary.

b. I will be required to perform all duties and responsibilities as per current rules and regulations. Bagger/carryout services and the gathering of shopping carts from the commissary parking lot inclusive are the primary conditions of receiving a license. I understand that any violation or noncompliance may result in termination of my license.

c. I am neither an employee nor contractor of the installation, the Defense Commissary Agency (DeCA), the Armed Services, the Department of Defense or the Federal Government, and I understand that my sole source of compensation will be from tips received from customers after providing bagger/carryout service.

d. I hereby declare all information provided is factual and accurate to the best of my knowledge. I understand that refusal to answer a question or the submission of incorrect or misleading information may result in the denial, suspension, or revocation of a license.

\_\_\_\_\_  
Date Signature of Applicant  
(Applicant signs application. Take Application to Head Bagger to be placed on File)

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**(Applicant Takes Application to DeCA for Processing)**

Date Received: \_\_\_\_\_ Signature: \_\_\_\_\_  
Date Signature of Head Bagger

**(Head Bagger signs receipt. Tear off Receipt and give to Applicant)**

**License Application for Bagging Groceries at the MCB Hawaii Commissary (Continued)**

**4. Provost Marshal (Bldg 1096):**

Local Background Check: Cleared\_\_\_\_\_ Derogatory Information Present\_\_\_\_\_

Bar to Installation Check: Not Barred\_\_\_\_\_ Barred\_\_\_\_\_

\_\_\_\_\_  
Date (Verifying Official (Name, Grade, Title) Signature

**5. National Criminal Information Center Check:**

A Criminal records agency check on the above-named individual was conducted with the following results:

\_\_\_\_\_APPROVED \_\_\_\_\_ DENIED

\_\_\_\_\_  
Date (Verifying Official (Name, Grade, Title) Signature

**(Forward Application/Report to Approving Official)**

**6. Addition to active list: (Installation notifies Head Bagger when approved/disapproved)**

The above named individual has been granted a baggers license for the purpose of providing grocery bagging/carry out/cart retrieval service for patrons of the MCB Hawaii Commissary.

\_\_\_\_\_  
Date (Installation Official (Name, Grade, Title) Signature

Head Bagger will contact Applicant when Additional Baggers are needed.

Date Contact Attempted:\_\_\_\_\_

Signature: \_\_\_\_\_  
Date Signature of Head Bagger

## **Commissary Bagger Standard Operating Procedures Bagger Agreement**

The following Standard Operating Procedures/Bagger Agreement complies with Defense Commissary Agency (DeCA) guidance relative to Bagger Operations, Marine Corps Base (MCB) Hawaii Base Order and Equal Employment Opportunity (EEO) Federal Regulation.

### **PREMISE**

The position of Commissary bagger is a self-employed position and not a government job; no benefits are offered. The MCB Hawaii/DeCA Commissary is not responsible for any injuries which may occur during the work day. Commissary management and the MCB Hawaii Commander requested some items listed in the Standard Operating Procedures (SOPs).

### **HISTORY**

Commissary Baggers have been in existence since the 1950's and have become organizationally accepted in military Commissaries. The MCB Hawaii Commander and DeCA Store Director have deemed the bagger program focus as offering entry level jobs/job training via a licensing agreement to military student dependents 16 years and older while providing carryout/baggers and shopping carts return services to Commissary patrons.

### **ELIGIBLE APPLICANTS**

Priority will be given to applicants having a valid military I.D. card (i.e., active duty, reserve, retired, dependent); at least 60% of the baggers must be valid ID card holders. The DeCA Commissary Store Director will review requests from the Head Bagger (an elected individual) for the limited hire of non-military personnel on an "as needed" basis. All baggers, whether Military ID holders or not, assume equal status upon granting of a license and will be "grandfathered" respective to meeting all criteria to remain a bagger as per current policy and pertinent references. The Head Bagger is responsible for interviewing of all prospective baggers.

### **HIRING**

Applying for a bagger position does not guarantee issuance of a license. Selection will be determined by interview with the Head Bagger and background check by the Provost Marshal Office/Criminal Investigation Division. All hires will be assigned a schedule by the Head Bagger determined by the needs of the Commissary.

### **LICENSING/RENEWAL**

Licensing of baggers will be made on a quota basis. That is, at least 60% of the baggers must be valid ID card holders. Exceptions may be permitted when there are insufficient military members, family members or retirees available and interested in providing such services in the local area. All baggers must immediately reapply for a new license per this policy and are thereafter subject to annual renewal. At this time, the Base Commanding Officer has the authority to limit licensing/renewal to those who possess a valid military ID card or have some legitimate affiliation with the military community.

### **LANGUAGE**

Baggers must conduct business in the checkout/register area in the English language. The only exceptions are bagger-customer conversations when the customer is a foreign language speaker and language other than English facilitates customer comfort. The conversation must be initiated by the patron. Private conversations between baggers (whether inside or outside the Commissary) may be in any language in accordance with Federal Law.

### **SHIFTS & SCHEDULES**

Shifts and schedules will be negotiated between baggers and the Head Bagger per the needs of the employee and organization. If a bagger is to be late or not available for work on a scheduled day, they must call 24 hours in advance and notify the Head Bagger. Lateness or absence from work may result in termination. Vacations must be coordinated with the Head Bagger. Prolonged absences from work must be coordinated with the Head Bagger; however, with the exception of military duty, there is no guarantee that a prolonged absence will be approved and the license kept valid. Every accommodation will be given to medical absences (including maternity) contingent upon the needs of the organization.

## CARTS

Baggers will be responsible for ensuring shopping carts and baskets are available for authorized patrons. Baggers will gather carts and baskets from around the cash registers and the parking lot and returning them to a central queue. Selection of baggers to be “cart pushers” and for other non-tipping tasks (i.e., resupplying bags, cleaning the work area, etc.) will be filled first with volunteers and then appointed on a rotating basis. No baggers will be “exempt” from these duties.

SHIFT# 1: This shift is composed primarily of adults not attending school day classes and will be assigned bagger numbers 1 thru 39. Shift# 1 begins at 1000 hours and concludes at 1600 hours Monday thru Friday. Modification of Shift# 1 days/hours must be coordinated/approved by the Head Bagger and may be changed based on the needs of the organization. Shift# 1 schedules approved by the prior Head Bagger will be “grandfathered” and accommodated to the maximum extent possible. If a bagger works his/her assigned shift during the calendar week he/she may work additional evening/weekend hours.

SHIFT# 2: This shift is composed primarily of student baggers 16 years old (in accordance with State of Hawaii Law) and older and will be assigned even bagger numbers 40 and above. Shift# 2 baggers work primarily weekdays after school until the Commissary closes. Shift#2 days/hours must be coordinated/approved by the Head Bagger and may be changed based on the needs of the organization. Shift# 2 schedules approved by prior the Head Bagger will be “grandfathered” and accommodated to the maximum extent possible. If an employee works their assigned shift during the calendar week he/she may work additional evening/weekend hours.

SHIFT#3: This shift is composed primarily of student baggers 16 years old (in accordance with State of Hawaii Law) and older and will be assigned odd bagger numbers 41 and above. Shift# 2 baggers work primarily weekends, holidays and other odd hours. Shift# 3 days/hours must be coordinated/approved by the Head Bagger and may be changed based on the needs of the organization. Shift# 3 schedules approved by prior Head Bagger will be “grandfathered” and accommodated to the maximum extent possible. If an employee works their assigned shift during the calendar week he/she may work additional evening/weekend hours.

## DeCA COMMISSARY BAGGER AUTHORIZATION

The approved DeCA Commissary Application for license is the authority to bag groceries aboard MCB Hawaii. The Commissary Director or Head Bagger can terminate authorization to bag groceries for violating DeCA’s trust, theft, disrupting the Commissary operation, disrupting cashier operation or having a pattern of customer complaints. Authorization can also be terminated for breaking Commissary policies or the Bagger Rules and SOPs.

## WORK STANDARDS

1. As with all military organizations, the bagger operation at MCB Hawaii has an established Chain of Command. All issues/complaints/grievances will be presented to the Head Bagger/Assistant Head Bagger for resolution. Issues which cannot be resolved at the bagger level may be forwarded through the Chain of Command for further review.
2. Every bagger is expected to treat all customers with respect. Customer complaints against specific baggers will be reviewed and adjudicated as required by the Commissary Director/Head Bagger.
3. Disrespect to the Head Bagger, Assistant Head Bagger or DeCA Commissary Director/employees may result in immediate termination.
4. Disruptive behavior will not be tolerated and may result in termination. All baggers should come to work to provide optimal and professional service to the customer. Baggers leave the last impression on the customer during their Commissary visit and that impression should always be positive since it reflects not only on the bagger organization but DeCA as well.
5. Theft of tips, Commissary goods, or employee personal effects will not be tolerated and will result in immediate termination.
6. Threats, bullying, threatening behavior, or acts of violence against a bagger, patron, or DeCA employee will not be tolerated. All Baggers will notify the Head or Assistant Head Bagger or DeCA management of any threat which

they have witnessed or received. Management understands the sensitivity of the information requested and will respect the privacy of the reporting individual as appropriate.

7. The Bagger organization complies with all Federal regulations relative to discrimination and sexual harassment. Complaints relative related to the above should be made to the Head Bagger for review and resolution, as applicable. The Head Bagger will refer the complainant to the appropriate office, e.g., EEO Office, Base Inspector, should answers/resolutions not be available at the bagger level.

#### UNIFORM

The following articles of clothing are permitted and must be worn in accordance with the Base Order:

#### SHIRTS

Aloha shirts with collar and sleeves. Aloha shirts must be straight cut at the lower edge, shirt tails are not permitted. Aloha shirts may be worn either tucked into the trousers or loose. Plain white shirts with collar and sleeves must be long enough to be tucked in during shift hours. Baggers shall not perform bagging services in T-shirts.

#### TROUSERS

Black or navy blue trousers. Denim jeans of any shade of blue or black and jeans with holes in them will not be permitted.

#### SHORTS

Solid colored shorts of Navy Blue or Black. All shorts must be knee-length or longer.

#### SHOES

Covered toed shoes are required when performing bagger duty.

#### HEAD COVERINGS

Visors and hats are approved for female baggers only in accordance with the Base Order. Hats/Visors are not to be worn inside by male baggers IAW Base Policy.

#### NAME TAGS

Baggers will be issued a number and are required to wear a name tag during work hours. Name tags will be provided by the bagger and can be purchased from the trophy store at the MCX mall. Name tags may be any color except "red" and must include your bagger number.

#### GROOMING

Baggers are expected to be neat and clean in appearance at all times during work hours.

#### REFLECTIVE VESTS

Baggers will be required to wear a reflective vest during work hours. Baggers will be responsible for providing their own reflective vests and can be purchased at the Marine Corps Exchange (MCX).

#### RULES AND SOPs

Since new situations evolve daily; the following is not intended to include all operations and procedural possibilities, but to provide general guidance for the safety and smooth operation of the Bagger services. Additional questions should be addressed to the Head Bagger. These rules and procedures may be reviewed and changed at any time, but at least annually upon election of Head Bagger. Non adherence to the following rules and operating procedures may result in disciplinary action to include suspension or termination.

1. All Baggers must enter the Commissary in accordance with the DeCA Commissary Director procedure/guidance.
2. Baggers must park their cars/vehicles in accordance with DeCA Commissary Director procedure/guidance.
3. Items purchased in the Commissary are subject to search and verification of purchase. Items not taken to the car immediately must be accompanied by a sales receipt at all times. If inspected, failure to produce a receipt will be

interpreted as theft and the employee will be terminated.

4. The bagger is responsible for any personal item brought into the Commissary or vehicle parked in the Commissary parking lot. The Commissary will not be responsible for damage to or theft of property or vehicles.
5. Baggers must work their entire shift unless approved by the Head/Assistant Head Bagger. The evening shift ends when all customers have left the Commissary.
6. Baggers should be available to work additional hours as requested by the Head/Assistant Head Bagger.
7. Baggers must call in to report late arrivals or absence from their shift; absences require 24 hour notice. The call in point of contact is the Head Bagger or individual designated by the head bagger. DeCA/Commissary Director will not be the point of contact for baggers needing to report absence/sick status.
8. In accordance with DeCA Commissary Director Policy, smoke breaks will be conducted in the designated smoking area at the MCX end of the Commissary. Smoke breaks should be limited to two per shift and be no longer than 10 minutes each, with authorization of the Head/Assistant Head Bagger.
9. A 30 minute lunch break is allowed for each minimum six hour shift. One 15 minute break is allowed for shifts of less than six hour duration. Longer breaks may be allowed to accommodate employee needs. Any previously approved schedules will be reviewed on a 'case by case' basis and be accommodated by the Head Bagger when feasible.
10. Baggers are required to watch the lines and provide immediate backup.
11. Baggers will refrain from defamatory conversations with other baggers, DeCA employees and/or customers.
12. Any Bagger found stealing tips will be terminated and may be subject to legal ramifications.
13. Baggers will assume that each order is to be carried outside unless informed by the customer or cashier. Any bagger found trying to get the customer to take out their own groceries so that they can stay at the register may be suspended or terminated.
14. Baggers may not solicit tips from or complain about the tips received by customers.
15. Baggers may not count their tips in public.
16. If a bagger is involved in an incident during his/her shift, it must be reported to the Head/Assistant Head Bagger.
17. Profane language and cursing will not be tolerated.
18. Workplace violence, bullying or threatening will not be tolerated.
19. Cell phone usage is not allowed while bagging. Important calls must be taken outside.
20. iPods and other music devices may not be used in the bagger area.
21. Baggers must wait their turn in line. Line jumping will not be tolerated. Open check-out lanes with customers will be filled first. Baggers must backup next available check out with customers as needed.
22. Baggers may not hold places in line, except to converse or assist the Head/Assistant Head Bagger or to backup on a closed register.



23. A bagger/backup bagger must stay at a closed register until an order is completed. If no tip is received the bagger/backup bagger may go to the head of the line.
24. Receipt of a tip of \$1 or more by the primary bagger requires the primary bagger to return to the baggers line. Cheating on tips is considered theft and will be dealt with severely.
25. The primary bagger on an order is responsible for all lost or broken items for orders which are delivered to the customer's car utilizing bagger services. "Blue Cart" orders which are removed from the Commissary by the customer will be marked as "999" by cashiers. Baggers are not responsible for lost or damaged items on "999" orders.
26. Baggers will adhere to the same standards of cleanliness as other personnel employed in the Commissary.
27. The Express Lanes are under the purview of the Head Bagger. Assignment of duties on express is a privilege granted to baggers by the Head Bagger for good conduct/service or a special event (birthday/last day etc.). It should never be construed as a right, since monies generated by the Express Lane constitutes the Head Bagger's salary/compensation.
28. Per DeCA guidelines, election of the Head Bagger will occur in February each year. Baggers who wish to run for Head Bagger must submit their requests to the Commissary Director for approval. Voting will be held by secret ballot and will be overseen by a disinterested party.
29. The Head Bagger is the point of contact for queuing of carts from behind the checkouts and retrieval of carts from the Commissary/exchange parking lot every 15-30 minutes or as often as needed, per Commissary management discretion.
30. Selection of baggers to be "cart retrievers" or "cart pushers" will be filled on a voluntary basis first and then on a rotating basis. No bagger should be exempt from this duty. In the event a bagger is physically unable to perform this task, the Head Bagger will determine, on a case by case basis, if a limited waiver (1-30 days) is warranted. The bagger will have to provide medical documentation for consideration. Upon waiver expiration, if the bagger is still not physically capable of performing this task, a joint decision by the Head Bagger and/or Commissary Director will be made on whether the bagger will be given a second (and last) waiver or to terminate employment. The Head Bagger may develop alternative methods for retrieving carts such as taking up a voluntary collection from baggers wishing to pay someone else to do it, etc.

#### DISCIPLINE

Only the Head Bagger and Commissary Director have the authority to discipline (e.g., counsel, suspend or terminate) baggers for violations of the Commissary Rules and Regulations or the Bagger Rules and SOPs.

Termination can be automatic for the following:

1. If a bagger bullies, vilifies or threatens anyone with physical harm.
2. If a bagger is caught stealing.
3. If a bagger displays poor attendance or constant tardiness.
4. If a bagger solicits, sells or uses illicit drugs or alcoholic beverages.

Disciplinary action is at the discretion of the Head Bagger and Commissary Director.

We are baggers and our purpose is to offer optimal and professional bagging services to the MCB Hawaii Commissary customer. As baggers, we should work together for the benefit of all baggers. We are not required to like each other; however, we should strive to assist each other for the common good. Adherence to the rules helps each one of us to benefit equally.

Head Bagger  
Assistant Head Bagger