Defense Logistics Agency

New EMPLOYEE Orientation HANDBOOK

The Warfighter's Logistics Combat Suport Agency

Defense Logistics Agency New Employee Orientation Handbook

Developed by
DLA Training
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FEB 10 2015

MEMORANDUM FOR NEW DEFENSE LOGISTICS AGENCY EMPLOYEES

SUBJECT: Greetings from the Director

Welcome to the Defense Logistics Agency (DLA). We are America's Combat Logistics Support Agency. Our core mission is to support the world's finest military with the supplies they need to accomplish their mission on land, at sea, in air, and in space. As Director, I am committed to ensuring you have the tools, training, and resilience to meet the challenges ahead, and creating a work environment in which you are treated as a valued member of the team.

From your first day with DLA, we have activities planned to provide a solid foundation upon which you can grow your skills and abilities as you seek to become a star performer. I encourage you to use your New Employee Checklist, complete the DLA Enterprise Newcomers Getting a Global Entrance (ENGAGE) curriculum, attend your local organization's orientation, ask questions, and seek feedback.

Your ENGAGE sponsor will help you navigate the organization and introduce your colleagues. Your supervisor will describe the duties of your position, discuss your performance expectations, and collaborate with you on your individual development plan.

We are pleased to have you join our highly skilled and agile workforce, which is the keystone to our success. These men and women work tirelessly to adapt to the changing logistics landscape. You are joining an organization with a proud tradition, and we look forward to having you as a member of our team.

ANDREW E. BUSCH
Lieutenant General, USAF
Director

Chapter 1—Introduction

Welcome

Purpose

Welcome to the Defense Logistics Agency (DLA). Your new employee orientation is designed to help you learn about the Agency, its policies and procedures, as well as your benefits, rights, and responsibilities.

The policies and procedures outlined in this handbook will give you an overview of how things are done at DLA. They should not be interpreted as contractual or legal documents. Please note that DLA policies and procedures are subject to change, and it is recommended that you refer to policy documentation for guidance relative to specific issues. (See Web sites in the appendix.)

Some positions at DLA are represented by labor unions and have collective bargaining agreements in place that include additional information and procedures. If your position is covered by a collective bargaining agreement, the provisions of the agreement must be observed.

Oath of Office

The Oath of Office is the same for each of us at DLA, the Congress of the United States (U.S.), and the members of the Military Services. We all take it very seriously. As a reminder, here is the oath:

> I do solemnly swear that I will support and defend the Constitution of the United States against all enemies, foreign and domestic; that I will bear true faith and allegiance to the same; that I take this obligation freely, without any mental reservation or purpose of evasion; and that I will well and faithfully discharge the duties of the office on which I am about to enter. So help me God.

Standards of Ethical Conduct

Issues

Many employees have affiliations and dealings with organizations outside the U.S. Government, or non-Federal entities. These affiliations and dealings may be part of official duties or they may be personal endeavors. In either case, as Federal personnel, certain laws and regulations that apply throughout the executive branch of the Government limit what DLA employees may do.

The regulations address issues such as

- gifts from outside sources and between employees
- conflicting financial interests
- impartiality
- seeking other employment
- misuse of position, and
- outside activities.

For more information

If you have questions about how the restrictions may apply to your particular situation, please contact your ethics counselor or supervisor in advance. It is much easier and safer to get advice in advance than it is to try to undo inappropriate actions. Violations can end your career as well as result in administrative, civil, or criminal penalties.

DLA Telephone/Internet Management Policy

In accordance with 5 Code of Federal Regulations (CFR), chapter XVI, part 2635.704, and Department of Defense (DOD) 5500.7, Joint Ethics Regulation, all Federal Government communication systems and equipment (including Government-owned telephones, facsimile machines, electronic mail (email), Internet systems, and commercial systems (when use is paid for by the Federal Government) shall be for **official use and authorized purposes only**.

More detailed information pertaining to the above subject may be found at https://today.dla.mil/.

DLA's Mission, Vision, Values, and Goals

Importance

As the only Logistics Combat Support Agency, DLA has a pivotal leadership role in delivering this capability. In order to understand what that means, every employee should be aware of our mission, vision, values, and goals.

DLA Mission

We are America's Combat Logistics Support Agency, we provide effective and efficient worldwide support to Warfighters and our other customers.

DLA Vision

Warfighter-focused, globally responsive, fiscally responsible supply chain leadership.

DLA Values

Our values are DLA's foundation for all of our actions. They are simple, straightforward and self-explanatory.

- Warfighter needs guide us.
- Integrity defines us.
- Diversity strengthens us.
- Excellence inspires us.

DLA Goals

The three DLA goals are:

Goal 1: Warfighter support enhancement (WSE)
Goal 2: Stewardship excellence
Goal 3: Workforce development (WD)

Strategic Plan

The strategic plan retains and enhances the well-crafted strategies and objectives refined by DLA leadership over many years. The plan outlines how DLA will achieve the goals stated above. The plan also includes a list of DLA initiatives and their relationship to DOD-focused logistics.

Please see the Defense Logistics Agency Strategic Plan Fiscal Year (FY) 10—FY 17 on the DLA Web site at www.dla.mil.director/Documents/DLAStrategic Plan.pdf.

Areas of Focus

Five focus areas

DLA Director, Lt. Gen. Andrew E. Busch, defined 5 strategic focus areas in his 2015 Director's Guidance - Defense Logistics Agency's Strategic Plan for 2015 through 2022. The 5 areas support the Agency's mission to provide innovative and affordable logistics solutions to customers around the world. They are:

- **Warfighter First**—Make promises and keep them
- **People and Culture**—Valued team members; resilient and ready for the challenge
- **Strategic Engagement**—Better outcomes through teamwork
- **Financial Stewardship**—Affordable solutions and continued accountability, and
- **Process Excellence**—Always improving; finding smarter ways to do things.

Warfighter First: reinforces the agency's commitment to its military customers and includes objectives such as reducing wait times and back orders, improving DLA's ability to meet urgent and short-term requests, and lowering life-cycle costs for major acquisition systems. Research and development efforts will increase for robotic technology and 3D printing in each of DLA's classes of supply. And the agency will work with customers and suppliers to improve counterfeit part identification rates.

People and Culture: is to create a high performing, valued, resilient and accountable workforce. Objectives range from raising employee satisfaction and retention rates to updating hiring processes with improved candidate assessments. Workforce competencies are expected to expand, especially in acquisition, information technology, lifecycle logistics and cost consciousness. Emphasis will also be placed on preparing emerging leaders for new roles and responsibilities.

Strategic Engagement: DLA will incentivize productivity and innovation among suppliers, eliminate unproductive business processes and address industrial base vulnerabilities. Other goals include using emerging technologies to improve the visibility and transparency of the agency's information technology infrastructure, an effort that's expected to result in better demand planning, more accurate forecasting of lifecycle costs, and more precise and customized contracts.

Financial Stewardship: focuses on fiscal accountability and audit readiness. The agency will develop a disciplined approach to defining and funding future requirements. Leaders and supply chain experts will continue to collaborate with customers and suppliers on reducing costs and develop pricing strategies that allow customers to get the support they need. DLA will also use acquisition principles outlined in the Defense Department's Better Buying Power initiative and adopt a culture of continuous business-process improvement.

Areas of Focus, Continued

Five focus areas, continued

Process Excellence: DLA will develop and sustain a culture that embraces continuous improvement. This includes implementing proven, repeatable processes and strategies to maintain cost savings and audit sustainment, as well as creating processes that are standard, free of redundancy, effective, efficient, and documented.

Additional Director's guidance will be released annually to help leaders implement DLA's strategic plan. Progress will be measured by strategic plans and policy experts, who will also provide detailed, constructive feedback to ensure success.

Chapter 2—DLA

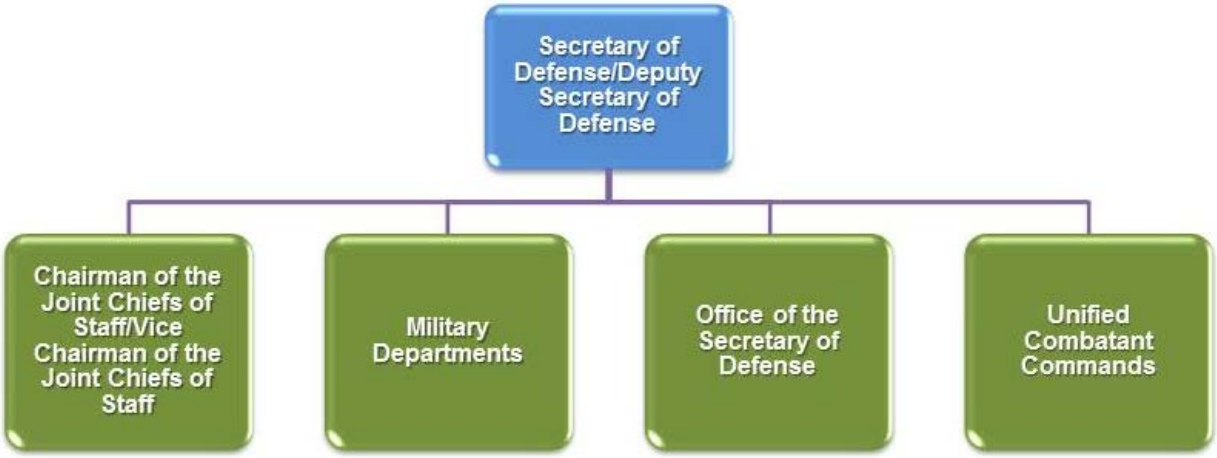
The DOD Connection

Organizational chart

The chart below depicts where DLA fits in DOD. For more information, go to the following links:

- Defense—www.defense.gov
- DOD 101—www.defense.gov/pubs/dod101/dod101.html

Secretary of Defense/Deputy Secretary of Defense:



DOD Leaders

DOD leaders

The following are DOD's top leaders:

Ashton B. Carter
The **Secretary of Defense** is the principal defense policy adviser to the President and is responsible for the formulation of general defense policy and policy related to all matters of direct concern to the DOD, and for the execution of approved policy. Under the direction of the President, the Secretary exercises authority, direction and control over the DOD. The Secretary of Defense is a member of the President's Cabinet and of the National Security Council.

Robert O. Work
The **Deputy Secretary of Defense** is delegated full power and authority to act for the Secretary of Defense and exercise the powers of the Secretary on any and all matters for which the Secretary is authorized to act pursuant to law.

Fourth Estate

"The Fourth Estate is the Department of Defense (DOD) which is not in the Departments of Army, Navy, and Air Force. The Fourth Estate is composed of defense agencies, defense field activities, and several other defense organizations, not as alike as peas in the pod. Some of these defense agency field activities are very small; some of them represent substantial size, DLA, for example, or the Defense Finance and Accounting Agency (DFAS)." Mr. David O. Cooke, former Director of Administration and Management, Office of the Secretary of Defense, said on March 9, 2000.

From: http://commdocs.house.gov/committees/security/has069030.000/has069030_0f.htm

Director, DLA

Lieutenant General Andrew E. Busch

Lt. Gen. Andrew E. Busch is the Director of the DLA. He is responsible for leading the Defense Department's only combat support agency specializing in logistics. The agency provides the military services with a wide range of consumable items such as food, fuel, uniforms and medical supplies, as well as the majority of the spare parts used in repairing and maintaining military equipment. In addition, DLA manages the reutilization of military equipment, provides a variety of logistics information products, as well as document automation and production services. DLA has a workforce of over 24,000 located in 48 states and 28 countries.

General Busch earned his commission in 1979 as a graduate of the U.S. Air Force Academy, Colorado Springs, Colorado. He is a logistician with a core background in fighter aircraft maintenance. As an aircraft maintenance officer, he served in a variety of sortie production roles and commanded three maintenance squadrons and a maintenance wing. He also has experience in supply, transportation and acquisition issues at the wholesale logistics level. Prior to his current assignment, he was Vice Commander, Air Force Materiel Command.

General Busch is Level III certified in life cycle logistics and Level II certified in program management. He is a designated Joint Qualified Officer.

Education

1979 Bachelor of Science degree, U.S. Air Force Academy, Colorado Springs, CO.

1981 Master of Public Administration degree, Golden Gate University

1985 Squadron Officer School, Maxwell AFB, AL.

1990 Master of Science degree in logistics management, Air Force Institute of Technology, Wright-Patterson AFB, OH.

1995 Master of Science degree in national resource strategy, Industrial College of the Armed Forces, Fort Lesley J. McNair, Washington, DC.

2005 Leadership for a Democratic Society, Federal Executive Institute, Charlottesville, VA.

Assignments

1. August 1979–December 1979, student, Aircraft Maintenance Officers Course, Chanute AFB, IL

2. December 1979–January 1983, F–4D and F–16A/B aircraft maintenance officer, 474th Tactical Fighter Wing, Nellis AFB, NV

3. January 1983–June 1986, assistant professor of aerospace studies and recruiting officer, AFROTC Detachment 400, Michigan Technological University, Houghton, MI

Director, DLA, Continued

Lieutenant General Andrew E. Busch, continued

4. June 1986–May 1989, F–117 maintenance supervisor, 4450th Tactical Group, Tonopah Test Range, NV

5. May 1989–October 1990, student, Air Force Institute of Technology, Wright-Patterson AFB, OH

6. October 1990–August 1993, Commander, 432nd Component Repair Squadron and 432nd Maintenance Squadron; and Chief of Maintenance, 13th Fighter Squadron, Misawa Air Base, JAPAN

7. August 1993–July 1994, Commander, 3rd Equipment Maintenance Squadron, Elmendorf AFB, AK

8. July 1994–June 1995, student, Industrial College of the Armed Forces, Fort Lesley J. McNair, Washington, DC

9. June 1995–January 1998, Chief, Weapons System Readiness Teams, and executive officer, Materiel Management, Headquarters Defense Logistics Agency, Fort Belvoir, VA

10. January 1998–March 2000, Deputy Director for Logistics Management and Director for Workload Transfer, Ogden Air Logistics Center, Hill AFB, UT

11. March 2000–June 2002, Chief, Propulsion Management Division, and Chief, Engine Production Division, Oklahoma City ALC, Tinker AFB, OK

12. June 2002–August 2005, Deputy Director for Logistics Operations, Directorate of Logistics and Sustainment, Headquarters Air Force Materiel Command, Wright-Patterson AFB, OH

13. August 2005–June 2007, Commander, 402nd Maintenance Wing, Warner Robins ALC, Robins AFB, GA

14. June 2007–June 2009, Commander, Defense Supply Center Richmond, Richmond, VA

15. July 2009–July 2012, Commander, Ogden Air Logistics Center, Hill AFB, UT

16. July 2012–December 2014, Vice Commander, Headquarters Air Force Materiel Command, Wright-Patterson AFB, OH

17. December 2014–Present, Director, Defense Logistics Agency, Fort Belvoir, VA

Director, DLA, Continued

Lieutenant General Andrew E. Busch, continued

Summary of Joint Assignments

1. June 1995–January 1998, Chief, Weapons System Readiness Teams, and executive officer, Materiel Management, Headquarters Defense Logistics Agency, Fort Belvoir, VA., as a lieutenant colonel

2. June 2007–June 2009, Commander, Defense Supply Center Richmond, Richmond, VA., as a brigadier general

3. December 2014–Present, Director, Defense Logistics Agency, Fort Belvoir, VA., as a lieutenant general

Major Awards and Decorations

Distinguished Service Medal with oak leaf cluster
Defense Superior Service Medal
Legion of Merit with oak leaf cluster
Defense Meritorious Service Medal
Meritorious Service Medal with four oak leaf clusters
Air Force Commendation Medal
Joint Meritorious Unit Award with oak leaf cluster

Effective Dates of Promotion

Second Lieutenant May 30, 1979
First Lieutenant May 30, 1981
Captain May 30, 1983
Major June 1, 1990
Lieutenant Colonel March 1, 1994
Colonel Feb. 1, 2000
Brigadier General June 22, 2006
Major General Aug. 2, 2009
Lieutenant General July 20, 2012

Deputy Director, DLA

Case, Edward J.

Mr. Edward J. (Ted) Case became the Vice Director of the DLA in March 2012.

During Mr. Case's 27-year career in the Navy, he served as a Supply Corps officer performing afloat and ashore tours in a wide variety of disciplines, including logistics (supply and distribution), food service management, contracting, submarine maintenance, shipyard maintenance, resource management, program management, and information technology. Mr. Case retired from the Navy as a captain on October 1, 2001.

Mr. Case has been assigned to DLA in leadership positions since June 1992. In the concluding portion of his military career he served in increasingly responsible positions in systems integration, information resources management, eBusiness, Information Technology (IT) major program leadership (including Program Manager of the DOD Standard Procurement System and Director of the Defense Procurement CIM Systems Center), as Deputy Chief Information Officer, and culminating as Associate Director of Information Operations.

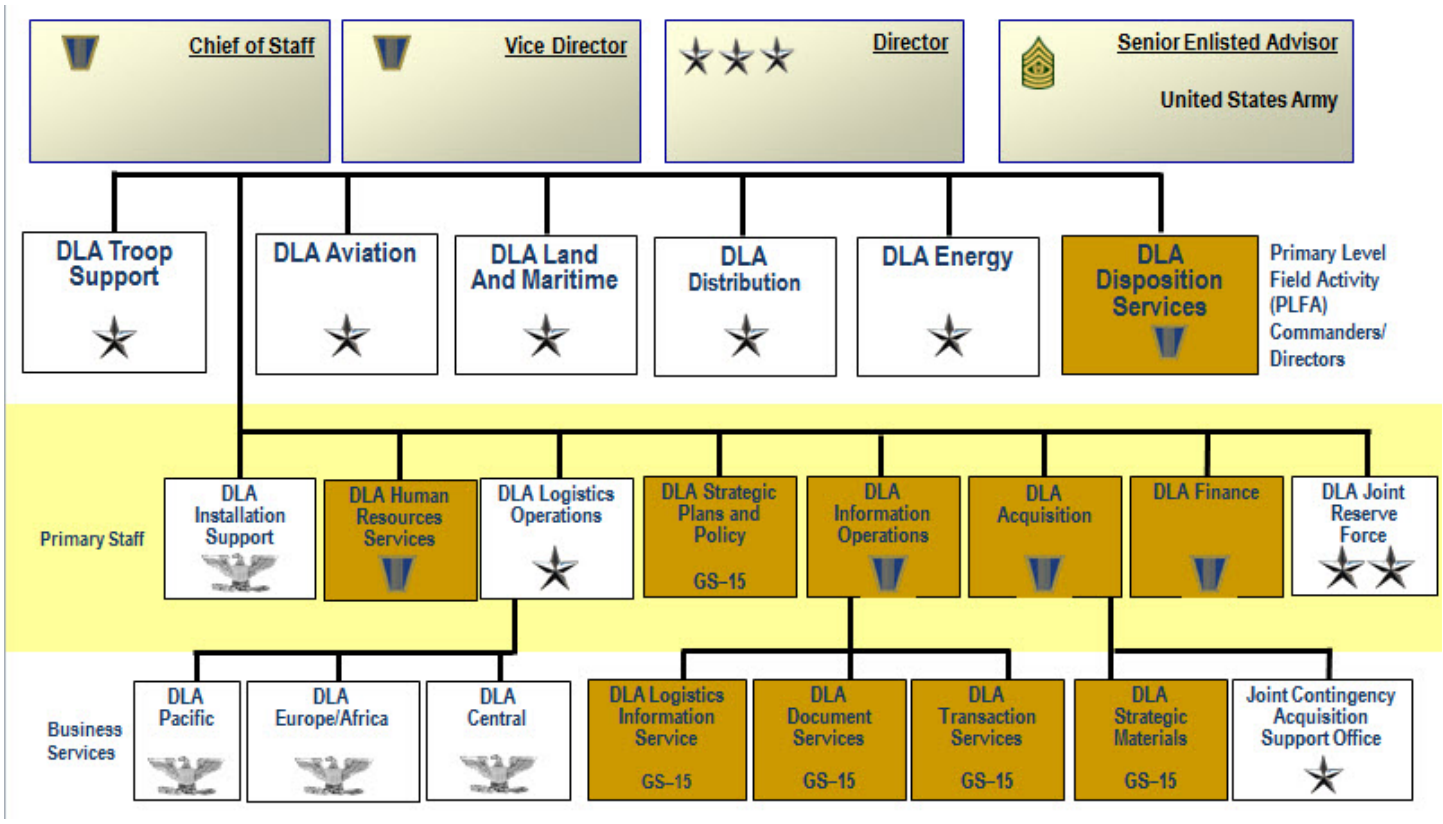
Subsequent to his retirement from the Navy, Mr. Case was inducted into the Senior Executive Service in 2001 and became DLA's Deputy Director of Information Operations (J6) and its Chief Technical Officer. He was the primary senior leader supporting the Chief Information Officer in consolidating and guiding all of the agency's IT activities across 11 sites involving a staff of more than 3,000, including modernization of principal business systems, sustainment of contemporary business systems, program management for acquiring and implementing major automated information systems, information assurance and cyber security, and overall IT strategic planning, policy guidance and operational performance. He also supported J6's DOD-wide logistics information operations including cataloging, electronic routing of logistics transactions, a logistics customer interaction center, logistics process guidance and DOD's document services. In 2010, Mr. Case assumed full responsibility for DLA's Information Operations as the Chief Information Officer.

Mr. Case is a second generation member of the Navy Supply Corps. He received a bachelor's degrees in political science and economics from King's College, in Wilkes-Barre, PA, and his Master of Science degree in computer systems management from the Naval Postgraduate School, in Monterey, CA, where he was the RADM Grace Murray Hopper Awardee for Excellence in Academics and Leadership in Computer Technology. He has received numerous other honors, including a 2008 Presidential Rank award.

DLA Organizational Structure

The big picture

The chart below depicts an overview of DLA. You will find descriptions of DLA Directorates on the following pages.



HQ DLA Directorates

DLA Installation Support

DLA Installation Support provides a wide range of administrative support to DLA headquarters, allowing the other offices to concentrate on their missions. DLA Installation Support includes such varied support areas as Environmental and Safety, Corporate Installation and Planning, and Installation and Command Security. They also have responsibility for the Quality of Life programs as well as providing audiovisual and technical services for the Agency. DLA Strategic Materials is a subordinate element of DLA Installation Support.

DLA Human Resources (HR) (J1)

DLA Human Resources (J1) advises and assists the Director and the Corporate Board on all matters relating to civilian personnel staffing, employee relations, workforce development, executive development, career management, position classification, pay administration, manpower management, labor relations, incentive awards, employee and family support programs, management information, and military manpower issues.

DLA Logistics Operations (J3/4)

DLA Logistics Operations (J3/4) responsibilities include:

- Business management, supply chain management, business case rules, budget guidance, metrics, and the business plan
- Logistics policy and acquisition management, policy and metrics for procurement, quality assurance, supply management, distribution, and disposal
- Enterprise Business System (EBS): includes planning and executing Business Systems Modernization (BSM) and other enterprise systems and processes
- Customer operations: the ability to engage customers, understand their needs, and translate those needs back to the rest of DLA
- Performance monitoring: the ability to determine how effectively DLA is responding to customer needs
- Program support: the ability to drive change in DLA to enable it to meet and exceed customer needs both in the near-term and the long-term

DLA Logistics Operations (J3/4) also includes DLA Europe & Africa, DLA Pacific, and DLA Central with a mission to engage customers around the world, maximizing readiness and logistics combat power by leveraging an enterprise solution through customer operations, performance monitoring, and program support.

DLA Strategic Plans and Policy (J5)

DLA Strategic Plans and Policy (J5) provides corporate-level direction and focus to ensure DLA's wide-ranging systems, processes, organizational, and personnel initiatives are developed and deployed to achieve the Agency's overarching strategic objectives.

HQ DLA Directorates, Continued

DLA Information Operations (J6)

DLA Information Operations (J6) is DLA's knowledge broker, providing comprehensive, best-practice technological support to the DLA community, resulting in high quality information systems, efficient and economical computing, data management, electronic business, and telecommunications services. DLA Document Services and DLA Logistics Information Service are subordinate elements of J6.

DLA Acquisition (J7)

DLA Acquisition (J7) is the principal for the development, application, and oversight of DLA acquisition policy, plans, programs, operations, and functional systems. DLA Acquisition exercises broad managerial and executive responsibility to integrate Agency acquisition functions, services, and policies and procedures into a highly reliable network of logistics support for DLA's customers and a source of insight for industrial suppliers and partners.

DLA Finance (J8)

DLA Finance (J8) receives and allocates resources, analyzes execution of financial plans, and provides fiscal guidance to support the Agency. DLA Finance is focused on ensuring the best return on investment for the taxpayer.

DLA Joint Reserve Forces (J9)

DLA Joint Reserve Forces (J9) supports the DLA mission with trained, ready, and available reservists for contingency operations, surge wartime support, and planning support.

Special Staff

Special Staff provides Agency-wide support and includes the following offices:

- Small and Disadvantaged Business Utilization
- DLA General Counsel
- DLA Command Chaplain
- DLA Criminal Investigations Activity
- DLA Legislative Affairs
- Equal Employment Opportunity (EEO)
- DLA Public Affairs
- Director's Staff Group

DLA Organization Web Sites

Further information

For further information about the DLA Directorates, go to www.dla.mil/pages/about_dla.aspx.

Field activity links

The following are Web sites for the DLA field activities:

- DLA Land and Maritime—www.landandmaritime.dla.mil/
- DLA Troop Support—www.troopsupport.dla.mil/
- DLA Aviation—www.aviation.dla.mil/
- DLA Distribution—www.distribution.dla.mil/
- DLA Disposition Services—www.dispositionservices.dla.mil/
- DLA Logistics Information Service—www.logisticsinformationservice.dla.mil/
- DLA Strategic Materials—www.dnsc.dla.mil/default.asp
- DLA Energy—www.energy/dla.mil/
- DLA Document Services—www.documentservices.dla.mil/
- DLA Europe & Africa—www.dla.mil/Pages/europe_africa.aspx
- DLA Pacific—www.dla.mil/pacific/Pages/default.aspx
- DLA Central—www.dla.mil/central/Pages/default.aspx

DLA Emblem

Meaning

The emblem of DLA consists of the shield of the coat of arms of the United States, on which is perched the eagle from the DOD seal surrounded by 13 stars, within an arched tripartite scroll bearing the words “Defense Logistics Agency.” The emblem is a symbol of unity and common purpose. It alludes to the Agency's responsibility for the meeting of specific requirements of DOD, thereby emphasizing the role of the Agency in the defense of the Nation.

Colors

The colors of the design elements are those traditionally associated with the ideals of the United States and DOD. Blue, placed horizontally across the top of the shield, is symbolic of loyalty, vigilance, perseverance, and truth. Red, comprising the stripes, denotes courage, zeal, and fortitude. White is parallel with red in the striping and alludes to deeds worthy of remembrance. Black, in the lettering, is indicative of determination and constancy. Gold, as a border, represents achievement, dignity, and honor. The American bald eagle, long associated with symbolism representing the United States of America and its military establishment, has been selected as an emblem of strength. In facing to the right, the field of honor is indicated. The stars above and beside the eagle signify glory.

The emblem depicts the lineage or roots of the Agency. When the Defense Supply Agency was originally founded, its seal reflected the goals and aspirations of its mission. The original seal signified the uniqueness of the newly founded agency as well as its relationship with the armed services.

Designer

In 1976, the Defense Supply Agency commanding general, Lieutenant General Woodrow Vaughn, announced the official change in the name of the Agency to the Defense Logistics Agency, due to the additional responsibilities that the Agency had assumed since its inception. The new emblem was designed by Eleanor Howard, a DLA employee, in conjunction with the Institute of Heraldry. Its symbolism reflected the increased material management responsibilities that the new Agency inherited. (Found at www.dla.mil/HistoryOfTheDlaShield.aspx.)

To review DLA’s history, go to http://www.dla.mil/history/.

DLA's Past

Origin

The origin of DLA dates back to World War II when America's huge military buildup required the rapid procurement of vast amounts of munitions and supplies. Initially each Service was responsible for its own procurement and logistics support; however, it soon became apparent that some form of coordinated buying was required to prevent the Services from unwittingly bidding against each other for needed supplies. The Army was assigned responsibility for contracting for food for all the Services. The Navy assumed responsibility for petroleum procurement. The system worked so well that it was retained after the war and extended to other commodities.

This coordinated acquisition led to the single-manager concept, whereby one Service was made responsible not only for purchasing a commodity, but for fully managing these supplies for all of the Services. The four commodities of common supplies placed under single managers in 1955 were food, clothing, fuel, and medical supplies.

It became clear that for the single-manager concept to yield maximum efficiency some form of procedural uniformity would have to be imposed upon the complex of managers. The single-manager concept, though successful, did not provide uniform procedures. Each single manager operated under the procedures of its parent service, and customers had to use as many sets of procedures as there were commodity managers.

Following a feasibility review, the Secretary of Defense consolidated the single-manager agencies operated by the Services into the newly established Defense Supply Agency, and it became operational in January 1962. In recognition of 16 years of growth and expanded responsibilities, on January 1, 1977, officials changed the name of the Defense Supply Agency to the Defense Logistics Agency. The Goldwater Nichols Act of 1986 identified DLA as a combat support agency.

DLA Today

Role of DLA

Today, DLA's primary role is to provide supplies and services to America's military forces worldwide. DLA purchases and provides supplies to the Military Services for both peacetime and wartime missions. This support begins in joint planning sessions with the Services for parts needed for new weapon systems, extends through production, and concludes with the disposal of materiel that is obsolete, worn out, or no longer needed. DLA is headquartered at Fort Belvoir, VA.

DLA performs a worldwide logistics mission with over 21,000 skilled and dedicated civilian and military personnel in 48 states and 28 countries with over 500 sites located close to, and partnered with, customers and suppliers. The Agency's mission includes managing more than 4 million consumable items and processing more than 30 million annual distribution actions.

The Agency's responsibilities have grown to the point that today, if the Forces fight with it, wear it, eat it, burn it as fuel, or otherwise use it, DLA probably provides it and arranges for its reutilization after the consumer no longer needs it. It is a responsibility—DLA's workforce should take seriously and execute proudly.

The Agency must continue helping our customers maintain readiness at reduced cost and sustain current and future deployed operations. That is DLA's challenge, and that is what the DLA workforce will do.

DLA Communications

Introduction

DLA uses various avenues to communicate information to its employees. Three sources are described below.

Loglines

Loglines is the authorized publication for DLA's workforce of Federal civilians, active-duty military and Joint Reserve Forces augmenters at Agency activities worldwide and industry customers of DLA.
www.dla.mil/DLAPublic/DLA_Media_Center/Publications/NewsRelatedPublications.aspx.

DLA Today

This is a Web portal devoted to delivery of news and information about people, learning opportunities, employee life, mission, and innovation in DLA activities. As the official news and information resource of DLA, it will strive to deliver the news people need and want. To access DLA Today, go to https://today.dla.mil.

eWorkplace

DLA's eWorkplace is a Web-based collaborative work environment, consisting of sites that promote information exchange between users and organizations. eWorkplace enables users to store, manage, share, and track information. Types of information include documents, images, data lists, reports, forms, links, discussion threads, blogs, workflows, calendars, wiki pages, etc.

Two key features of eWorkplace are version control and permission control. Version control ensures information is up-to-date; permission control ensures appropriate access at all times.
Web site: https://eworkplace.dla.mil/Pages/Default/aspx.

Chapter 3—Civilian Personnel

Introduction

Many benefits

Civilians working for DLA find there are many benefits that are not always found in most small and many large companies:

- Choices in health and life insurance benefits
- Programs that promote safety and security within the workplace
- A family friendly workplace including parental leave and other programs
- Policies covering equal employment opportunities
- Protections to ensure that employment-related decisions are made on the basis of merit

DLA Human Resources (J1)

DLA Human Resources administers human resources programs through our Headquarters office located at Ft. Belvoir, VA (policy and oversight) and our Human Resources Services offices located in Columbus, OH and New Cumberland, PA.

Our offices have representatives available to assist you with all your Human Resources questions and needs. You will find contact information for your service representatives at this site: https://employees.hr.dla.mil/contactus/.

Automated Human Resources Tools

DLA Human Resources provides access to and maintains a robust set of automated tools to allow you to view your personnel records, make changes to your benefits, view your position description, provide a verification of employment, complete online training, etc. A list of the automated tools is located at: https://employees.hr.dla.mil/tools/. Once on this page, you may click on a link for the automated tool and a page will be returned to you with a description of the tool, a link for accessing the tool, as well as helpful user guides. You will see references to using these tools in the information provided below for various HR programs and benefits.

Employee Pay

Pay schedules

DLA employees are placed in one of two pay schedules:

- General Schedule (GS) salary system for white-collar Federal employees
- Federal Wage System (FWS) for blue-collar employees

Pay under both schedules is locality based. For GS employees, there are more than 30 metropolitan locality pay areas and a catchall "rest of the U.S." locality for everywhere else within the contiguous 48 states. The FWS includes 131 appropriated-fund and 125 nonappropriated-fund local wage areas.

Pay adjustments for GS and FWS employees differ because separate laws and regulations authorize different surveys, methodologies, and occupational coverages.

- GS locality payments, which are authorized under the Federal Employees Pay Comparability Act of 1990, requires that Federal pay rates be comparable to non-Federal pay rates for the same levels of work within the same local pay area.

- FWS employees were specifically excluded from the GS locality pay system because they are paid under a separate prevailing rate system that reflects private sector practices that sets pay at different levels of work for trades, craft, and laborer occupations.

Thus, the Federal Government's compensation practices mirror the private sector's general practice of establishing separate and distinct pay structures and pay adjustment mechanisms for white-collar and blue-collar employees.

Pay tables

Most Federal employees are paid biweekly. To see pay tables and locality pay charts, go to the following Web sites:

- GS pay tables with locality pay charts can be found on the Office of Personnel Management (OPM) Web site at www.opm.gov/.

- FWS pay schedules for specific wage areas can be found at www.cpms.osd.mil/wage/.

The DFAS home page is located at www.dfas.mil/.

The myPay system allows you to make changes to your Federal tax information, allotments, net pay/direct deposit Electronic Funds Transfer (EFT) information, and correspondence and/or home address. You are also able to view and print your biweekly Leave and Earnings Statements (LES). You can access myPay via the DLA Automated Tools page referenced above.

Employee Pay, Continued

DLA POSITION DESCRIPTION LIBRARY

The DLA PD library is a document library from which employees can easily obtain a copy of their position description (which describes the major duties, responsibilities, and supervisory relationships of a position). DLA has a provision in our Master Labor Agreement with AFGE Council 169 that says employees will be provided a copy of their PD, and the PD library is the most efficient way of achieving that. It's a resource for all employees and management to access PDs. The link to the DLA PD Library is: https://pdqnet.hr.dla.mil/default.aspx

The first screen will look like this:
:

January 2, 2014 Home | Search | Contact HR Application Team | Help

Position Description Library

The DLA Human Resource PD Library is an application used to search, view and print DLA position descriptions.

Begin Search

Notes:

- **If you are unable to find a position description that you believe should be in the Position Description Library, please contact your servicing Human Resources team.**
- **If you have questions about how to use the Position Description Library application, please contact the DLA HR Systems Help Desk by clicking the 'Contact HR Application Team' link located at the top of most Position Description Library pages.**
  - *PD Library will be unavailable each Sunday, from 16:00 to 24:00 ET during the regular maintenance window.*

After you click on "Begin Search", enter as much information as you know and you will be taken to your PD or to a list of PD's that meet your search criteria.

If at any time, you have questions, you may contact your servicing Human Resources Team for assistance.

Advancement and Increases

Within-grade increases

Federal employees in both the GS and FWS pay schedules receive periodic within-grade increases (WGI) in pay for their grade. A WGI is an increase in an employee's rate of basic pay by advancement from one step within grade to the next after meeting requirements for length of service and satisfactory performance. The waiting periods between steps for GS and FWS employees are as follows.

General Schedule		Federal Wage System	
Advancement to Step	**Waiting period**	**Advancement to Step**	**Waiting period**
2, 3, and 4	52 calendar weeks	2	26 calendar weeks
5, 6, and 7	104 calendar weeks	3	78 calendar weeks
8, 9, and 10	156 calendar weeks	4 and 5	104 calendar weeks

Work

Schedules

DLA follows the OPM policy and procedure for work schedules—this includes the basic 40-hour workweek and flexible and compressed work schedules.

For more information about work schedule options, visit www.opm.gov/oca/worksch/.

Telework

Telework is a work arrangement in which employees work away from their traditional office at alternative sites. If you occupy a position eligible for telework, you may have the opportunity to perform official duties at home or in an approved telecenter. All telework is based on an agreement between you and your supervisor. You must have a telework agreement on file in order to take advantage of it.

Because DLA is committed to improving the quality of life of its workforce, telework has proven to be an effective tool to assist employees in balancing their private and work lives. Telework is also an effective recruitment and retention tool.

Leave

Types

The two most common types of leave are:

- Annual leave
- Sick leave

OPM provides basic policies and procedures for the administration of leave. Several types of leave options are available and can be found at http://www.opm.gov/oca/leave/html/factindx.asp.

Annual leave

Annual leave is designed to provide employees vacation periods for rest, relaxation, and time off for personal business or family needs. Your supervisor will provide more specific information about the procedures for requesting approval of annual leave.

Annual leave is earned for each pay period worked. The years of service determine how many hours are earned in each pay period. Full-time employees earn annual leave at the following rate:

Years of Service	Hours of Leave
Less than 3 years	Four hours for each pay period. For a full leave year, employees earn 104 hours (13 days).
Three years but less than 15 years	Six hours for each pay period (except for last pay period, 10 hours). For a full leave year, employees earn 160 hours (20 days).
Fifteen or more years	Eight hours for each pay period. For a full leave year, employees earn 208 hours (26 days).

Some Federal employees may carry 240 hours (30 days) of annual leave from one leave year to the next. Employees with “use or lose” leave status will be requested to schedule all such leave by mid-November.

Sick leave

Sick leave may be used for personal medical needs, care of a family member, or adoption-related purposes. All full-time employees, regardless of years of service, earn 4 hours of sick leave for each 2-week pay period. During a full leave year, you will earn 104 hours (13 days). There is no limit on the amount of sick leave that employees can accumulate throughout their Federal careers.

Unused sick leave accumulated at the end of an employee’s career is converted to years and months of service and added to the retirement annuity.

Leave, Continued

What do I do if I am sick?

When you are sick, you must call your supervisor and request sick leave. Your supervisor will give you specific details on how to do that.

If you have a medical emergency and have exhausted your own leave, you may borrow up to 240 hours of sick leave (with the appropriate approvals).

Family Friendly sick leave

Family Friendly sick leave provides for limited use of your sick leave to

- care for a family member who is incapacitated as a result of physical or mental illness, injury, pregnancy, or childbirth
- assist a family member who receives medical, dental, or optical examination or treatment, or
- make arrangements for or attend the funeral of a family member.

Family and Medical Leave Act (FMLA)

FMLA provides Federal employees who have completed 12 months of Federal civil service with a total of 12 administrative workweeks of unpaid leave (leave without pay) during any 12-month period. If you are on leave without pay under FMLA, you are responsible for the employee's share of the health benefits premium. Family and Medical Leave may be used for

- the birth of a child and care of the newborn
- the placement of a son or daughter with you for adoption or foster care
- the care of your spouse, son, daughter, or parent with a serious health condition, and
- your own serious health condition that makes you unable to perform the duties of your position.

Voluntary Leave Transfer Program

If you have a medical emergency and have exhausted your own leave, the Voluntary Leave Transfer Program allows other Federal employees to donate annual leave to you. Likewise, you may donate annual leave to a coworker in a similar situation.

Consult with your CSR in HR to review all your options before using Family and Medical Leave or the Voluntary Leave Transfer Program.

Leave, Continued

Military leave for Reservists

Up to 15 days of military leave is available for Federal employees who are reserve members of the Armed Forces or the National Guard.

Holidays

There are 10 Federal holidays for civilian employees:

- New Year's Day—January 1
- Birthday of Martin Luther King, Jr.—Third Monday in January
- Presidents' Day—Third Monday in February
- Memorial Day—Last Monday in May
- Independence Day—July 4
- Labor Day—First Monday in September
- Columbus Day—Second Monday in October
- Veterans Day—November 11
- Thanksgiving Day—Fourth Thursday in November
- Christmas Day—December 25

For more information

For more information about Federal pay and leave, go to www.opm.gov/oca/.

Chapter 4—Insurance

Benefits Information

Accessing benefits information

Benefits offered to eligible DLA employees include:

- Health benefits: Federal Employees Health Benefit Program (FEHB)
- Dental and vision: Federal Employees Dental/Vision Insurance Program (FEDVIP)
- Pre-tax health care and dependent care: Federal Flexible Spending Account Program (FSAFEDS)
- Long-term care insurance: Federal Long-Term Care Insurance Program (FLTCIP)
- Life insurance: Federal Employees Group Life Insurance Program (FEGLI)
- Retirement: Civil Service Retirement System (CSRS) and Federal Employee Retirement System (FERS)
- Savings and Investment: Thrift Savings Plan (TSP)

Assessing benefits information

Employee Benefits Information System (EBIS) is an automated tool providing 24-hour access to information you need about benefits programs.

From this site you can get detailed program information, enroll in benefits during the 60-day election period for new employees, and make changes during open season or qualifying life events. Your personal information is protected and available only to you. You may access the Web-based EBIS at www.ebis.hr.dla.

Note: Benefits transactions are processed in EBIS by you. If you have any trouble accessing EBIS or processing a transaction, contact us at www.hr.dla.mil/contactus/.

Health Insurance

Enrolling in health insurance

As a Federal employee, you have 60 days to enroll yourself and any eligible family members in a health plan offered under the FEHB Program, unless your position is excluded from coverage by law or regulation. If you meet the requirements, you will be eligible to continue group coverage into retirement.

Open Season

Each year, an Open Season is held for FEHB Program enrollees to change health plans and/or the type of enrollment they have. Eligible employees, not previously enrolled, may enroll during this time. Open Season runs from the Monday of the second full workweek in November through the Monday of the second full workweek in December.

Note: There are limited opportunities to enroll, cancel your enrollment, or change your enrollment outside of an Open Season based on qualifying life events (QLE).

Premium Conversion

All employees enrolled in the FEHB Program are automatically enrolled in premium conversion, a tax benefit that allows you to pay for your share of FEHB premiums with pre-tax dollars, unless participation is waived.

Dental and Vision Insurance

Federal Employees Dental/Vision Insurance Program (FEDVIP) eligibility

FEDVIP is available to eligible Federal and Postal employees, retirees, and their eligible family members on an enrollee-pay-all basis. Employees must be eligible for the FEHB Program in order to be eligible to enroll in FEDVIP. It does not matter if one is actually enrolled in FEHB—eligibility is the key. All annuitants (i.e., beneficiaries of an annuity) are eligible to enroll in FEDVIP.

Web sites

Find more information on FEDVIP at www.opm.gov/healthcare-insurance/dental-vision/ and www.benefeds.com/.

Federal Flexible Spending Account Program

Description

The Federal Flexible Spending Account Program (FSAFEDS) allows payment for certain health and dependent care expenses with pretax dollars. You may choose to make a voluntary allotment from your salary to your FSAFEDS account(s). You will not pay employment or income taxes on your allotments and your employing agency also avoids paying employment taxes.

Enrollment

You have **60 days** from your entry on duty to sign-up for flexible spending account(s) (FSA), or until October 1, whichever comes first. Applications for the current calendar year are not accepted from October 1 through December 31. If you wish to enroll after October 1, you will need to do so during open season for the following year.

Annual election

FSAs are not carried over from one plan year to the next. You must reenroll during the annual open season.

Types of FSAs

Two FSAs are offered to eligible employees:

- Health Care FSA (HCFSA)
- Dependent Care FSA (DCFSA)

More information may be found at www.opm.gov/insure/flexible/index.asp.

Federal Long-Term Care Insurance

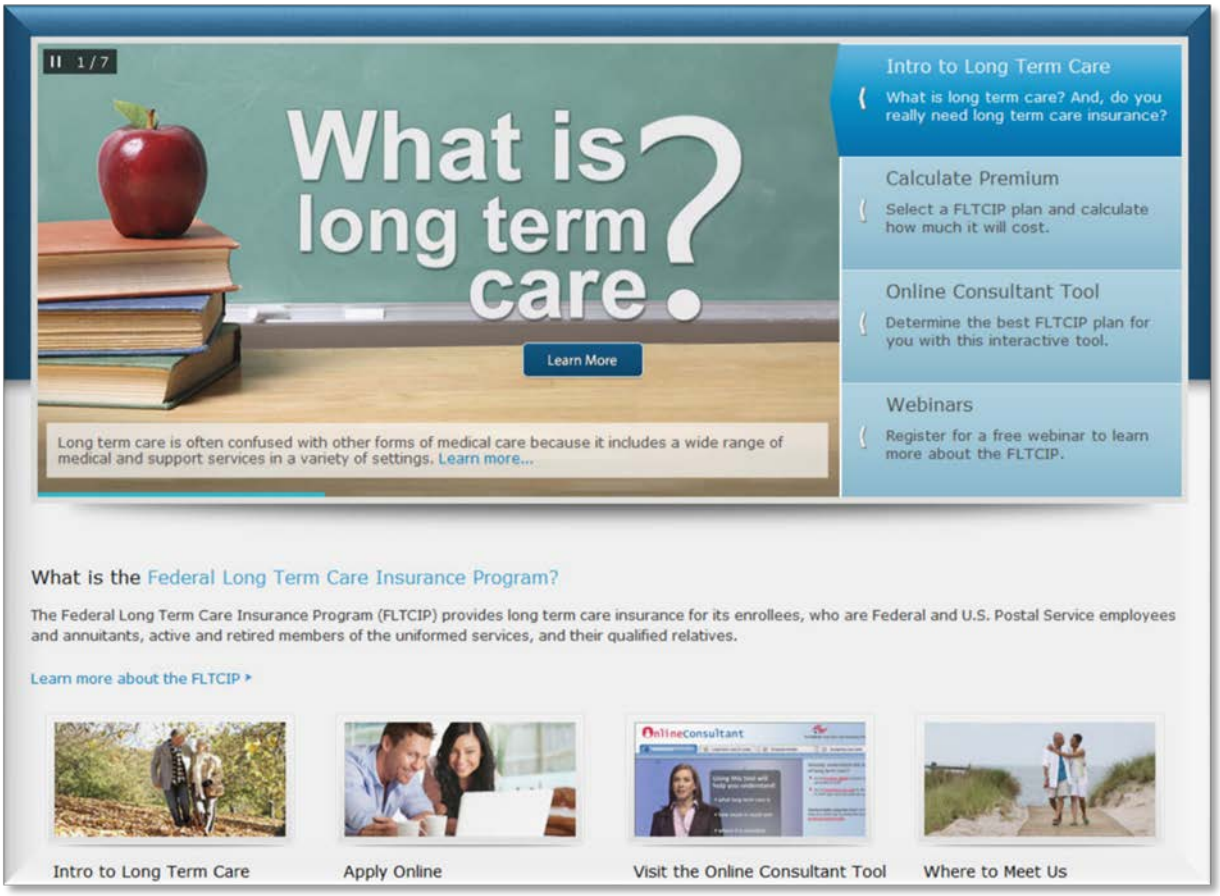
Description

FLTCIP is an important benefit for more than 20 million members of the Federal family and qualified relatives. OPM is currently contracted with John Hancock to provide this insurance.

Frequently asked questions, guidance for agency human resources offices, and background information on the program are available on OPM's Web site. The FLTCIP Web site contains the applications, an overview of the Federal program, a premium calculator, an outline of coverage, and other useful information.

For more information

Visit the Web site at www.ltcfeds.com/.



Federal Employees Group Life Insurance

Purchasing

FEGLI Program allows you to purchase term life insurance for yourself and eligible family members. This program offers several choices in selecting the level of life insurance that is right for you. Most Federal employees, including part-time employees, are eligible to enroll. Participation is entirely **voluntary**.

Kind of insurance

FEGLI is group term coverage. It is not whole life insurance and does not build cash value. You cannot obtain a loan by borrowing from this insurance. New Federal employees are automatically enrolled in Basic. If you do not want this insurance, you must waive it.

Types

There are three optional types of life insurance under the FEGLI Program—Standard Option, Optional, and Family Coverage. You have 60 days from your entry on duty date to elect optional insurance. If you waive basic and/or optional insurance, you will only be able to elect it later through:

1. A rare open season.

2. A QLE.

3. After 1 year has passed since waiving the insurance, paying for a physical, and being approved to elect coverage by FEGLI. Family coverage cannot be elected using this method.

Web site

The following Web site contains more information on Federal life insurance: www.opm.gov/insure/life/index.asp.

Basic insurance amount

The Basic insurance amount is based on your actual current pay. Use these steps to determine your Basic insurance amount:

1. Take your annual rate of basic pay.
2. Round up to the next higher thousand.
3. Add $2,000.

Note: The minimum Basic insurance amount is $10,000. Any employee whose annual pay is less than $8,000 has $10,000 in Basic insurance.

Federal Employees Group Life Insurance, Continued

Option A (Standard Optional Insurance)

Option A coverage is $10,000.

Option B (Additional Optional Insurance)

Option B coverage comes in multiples of 1–5 your annual pay (after your pay has been rounded to the next higher thousand). It does not include the extra $2,000 added for your Basic insurance amount.

Option C (Family Optional Insurance)

Option C provides coverage for your spouse and eligible dependent children. When you elect Option C, all eligible family members are covered. You may elect multiples of 1–5. Each multiple is worth $5,000 for your spouse and $2,500 for each eligible dependent child.

The following Web site contains more information: www.opm.gov/insure/life/index.asp.

Chapter 5—Retirement

Federal Employees Retirement System

Types of retirement systems

There are two retirement systems:

1. **Civil Service Retirement System (CSRS)**
   CSRS applies to individuals who were employed prior to 1984. CSRS will **not** be covered in this handbook. For more information about CSRS, please visit the following Web site: www.opm.gov/retirement-services/csrs-information/.

2. **Federal Employees Retirement System (FERS)**
   The FERS system is a three-tiered retirement plan. The three components are:

Three-Tiered Plan

- Basic Benefit Plan
- Thrift Savings Plan (TSP)
- Social Security benefits

Thrift Savings Plan

Description

TSP is a **defined contribution** plan. The retirement income that you receive from your TSP account will depend on how much you (and your agency, if you are a FERS employee) have contributed to your account during your working years and the earnings on those contributions.

Employee contributions

FERS and CSRS employees, as well as certain other employees, can contribute to TSP regardless of their work schedule. You can contribute either a percentage of your basic pay each pay period or a fixed dollar amount. If you make your contributions as a percentage of your pay, the amount of your contributions will automatically increase as you receive pay raises.

New enrollments

Newly hired employees are automatically enrolled in the TSP at a 3 percent contribution level. You can stop, start, or change the amount of your TSP contributions at any time. (Some agencies and services require you to file your contribution elections electronically.) Your election will be effective no later than the first full pay period after your agency or service receives it.

TSP benefits

Making changes to your TSP does not require an open season:

- You can make an election to adjust the amount of your contributions at any time. This is especially helpful to employees who wish to maximize their annual contributions, or to FERS employees who wish to distribute their contributions over the course of the year in order to maximize agency matching contributions.

- If you must terminate your contributions for any reason, you are not required to wait. There are no open seasons. You can restart at any time.

Thrift Savings Plan, Continued

How it works

Matching contributions apply to the first 5 percent of pay that you contribute each pay period. Your contributions are matched dollar-for-dollar for the first 3 percent of pay you contribute each pay period and 50 cents on the dollar for the next 2 percent of pay. Your agency will not match the contributions that you make above 5 percent of your pay each pay period. (See table below.)

The fact that your agency adds to your contributions will make your TSP account grow faster. Your Agency automatic (1 percent) and matching contributions can add up to 5 percent of your basic pay. Here's how they add up:

Percent of Basic Pay Contributed to Your Account (FERS Employees Only)			
Individual Contribution	**Agency Contribution**		**Total Contribution**
	Automatic (1%)	**Agency Matching**	
0%	1%	0%	1%
1%	1%	1%	3%
2%	1%	2%	5%
3%	1%	3%	7%
4%	1%	3.5%	8.5%
5%	1%	4%	10%

Age 50 or older

If you are age 50 or older you may be eligible to make catch-up contributions. Catch-up contributions are supplemental tax-deferred contributions available to TSP participants age 50 or older who are already contributing the maximum amount of regular TSP contributions for which they are eligible. If you are eligible, you can submit an election at any time to make these contributions; you do not have to wait for an open season. Your agency does not match catch-up contributions.

Web site

The following Web site contains more information on TSP: www.tsp.gov/.

Chapter 6—Equal Employment Opportunity Program

Policy on EEO

DEFENSE LOGISTICS AGENCY
HEADQUARTERS
8725 JOHN J. KINGMAN ROAD
FORT BELVOIR, VIRGINIA 22060-6221

MAR 02 2015

MEMORANDUM FOR ALL DEFENSE LOGISTICS AGENCY (DLA) EMPLOYEES

SUBJECT: Policy on Equal Employment Opportunity (EEO)

Ensuring EEO to our employees and applicants for employment directly enables us to execute Warfighter-focused, globally responsive, fiscally responsible supply chain leadership. DLA will recruit, hire, promote, train, and retain employees from all backgrounds who are committed to working together to accomplish our mission.

Discrimination, in any form, will not be tolerated. We will continue to foster a culture that values equality of opportunity, diversity, and inclusion for all employees and applicants for employment regardless of their race, color, religion, sex (including pregnancy and gender identity), sexual orientation, national origin, age (40 and over), disability, or genetic information. Retaliation against any person because that person opposed an unlawful policy and/or practice, or participated in the EEO complaint process is illegal and incongruent with DLA core values.

Managers and supervisors will maintain a workplace free of harassment and discriminatory practices and policies, and are subject to discipline if it is found they have discriminated or retaliated. Employees and applicants who feel they have been subjected to discrimination may file an EEO complaint and seek redress by contacting their servicing EEO office not later than 45 calendar days from the date of the alleged discriminatory act. When workplace disputes arise, supervisors and employees are expected to make a good faith, constructive effort to resolve the matter at the earliest possible stage.

DLA is committed to the principles of equal employment opportunity. At DLA, Warfighter needs guide us, integrity defines us, diversity strengthens us, and excellence inspires us. All DLA managers, supervisors, and employees must do their part to uphold the tenets of equal employment opportunity.

ANDREW E. BUSCH
Lieutenant General, USAF
Director

Policy Statement on Diversity and Inclusion

DEFENSE LOGISTICS AGENCY
HEADQUARTERS
8725 JOHN J. KINGMAN ROAD
FORT BELVOIR, VIRGINIA 22060-6221

FEB 2015

MEMORANDUM FOR ALL DEFENSE LOGISTICS AGENCY (DLA) EMPLOYEES

SUBJECT: Policy Statement on Diversity and Inclusion

...We gain a strategic advantage through the diversity of our total force and create a culture of inclusion where individuals are drawn to serve, are valued, and actively contribute to overall mission success.

The Defense Logistics Agency (DLA) honors and echoes the spirit of the Department of Defense, Human Goals Charter and is also fully committed to the precepts of diversity and inclusion at DLA.

With the shifting demographics of our Nation, DLA understands that the future success of our Agency is dependent upon our ability to attract and retain the right people with the right skills, experience, and expertise. To do this, it is imperative that we are proactive and strategic in our workforce planning. We must also strive to maintain a work environment where differences in culture, lifestyles, socio-economic background, views and perspectives are valued, respected and embraced. We cannot lose sight of our greatest asset -- our people. By corporately adopting guiding principles of equality, diversity, and inclusion in business processes and policy, we will move from a Federal EEO compliance mindset to one of innovation and the integration of best practices to ensure mission success, both today and in the future.

Each member of the DLA workforce plays a critical role in the Agency's efforts to maintain a diverse and inclusive workplace. Remembering that "Diversity is our Strength," all employees must commit to respect and honor the contributions of their colleagues regardless of differences. Additionally, as the Agency's decision-makers, DLA's collective cadre of senior leaders, managers, and supervisors bear the responsibility to ensure our success in maintaining a diverse and inclusive workplace through recruitment, hiring, and personnel management.

Thank you for your support and commitment. I look forward to working with each of you.

ANDREW E. BUSCH
Lieutenant General, USAF
Director

Policy on Reasonable Accommodations for Persons with Disabilities

DEFENSE LOGISTICS AGENCY
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FORT BELVOIR, VIRGINIA 22060-6221

FEB 18 2015

MEMORANDUM FOR ALL DEFENSE LOGISTICS AGENCY (DLA) EMPLOYEES

SUBJECT: Policy on Reasonable Accommodations for Persons with Disabilities

The Defense Logistics Agency (DLA) is committed to ensuring that all qualified employees and applicants with disabilities enjoy the benefits and privileges of employment equal to those enjoyed by similarly situated employees and applicants without disabilities. It is the policy of DLA to provide reasonable accommodations in compliance with the Americans with Disabilities Amendment Act of 2008, Sections 501 and 508 of Rehabilitation Act of 1973 as amended, and all relevant federal laws and regulations.

A reasonable accommodation is defined as a modification to the work environment or processes that enable a qualified individual with a disability to perform the duties of a job, apply and compete for a job/career opportunity, and/or participate in Agency programs or activities.

It is an employee's or applicant's responsibility to request a reasonable accommodation either orally or in writing. Employees should notify his/her first line supervisor or servicing Disability Program Coordinator. Applicants should advise a Human Resource representative. A DLA employee who believes that he/she was unlawfully denied a reasonable accommodation may file a discrimination complaint through his/her local EEO office within 45 days of the denial.

DLA is committed to providing reasonable accommodations to qualified employees with disabilities to transform disabilities into enabling abilities and improve DLA productivity and employee cohesiveness.

ANDREW E. BUSCH
Lieutenant General, USAF
Director

Policy on Prevention of Sexual Harassment

DEFENSE LOGISTICS AGENCY
HEADQUARTERS
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FORT BELVOIR, VIRGINIA 22060-6221

FEB 18 2015

MEMORANDUM FOR ALL DEFENSE LOGISTICS AGENCY (DLA) EMPLOYEES

SUBJECT: Policy on Prevention of Sexual Harassment

The Defense Logistics Agency (DLA) will not tolerate sexual harassment in any form at any level. Corrective action will be taken when any manager, supervisor, or employee is found to have engaged in sexual harassment.

Sexual harassment is an unwelcome, hostile, or offensive conduct by a military or civilian manager, supervisor, employee or a non-employee (contractor) based on an employee's sex. Examples include sexual advances, requests for sexual favors, or physical conduct of a sexual nature. Offensive conduct may be sexual harassment when submission or rejection of the conduct is explicitly or implicitly a condition of employment; submission or rejection of the conduct is a basis for employment decisions; or, the conduct interferes with work performance or creates a hostile place in which to work. A victim may be anyone affected by the conduct, not just the person at which the conduct is directed.

An employee who believes he/she is a victim of sexual harassment should tell the alleged harasser that the behavior is inappropriate, unwelcome, and the behavior must stop. He/she should also report the behavior to a supervisor or manager, someone else in his/her chain of command, or a DLA Equal Employment Opportunity (EEO) official. Any employee who observes conduct that could be sexual harassment should report the behavior to a management official. Supervisors and managers will immediately report all allegations of sexual harassment to the EEO office.

All reports of sexual harassment will be investigated fully and promptly. There will be no retaliation for reporting sexual harassment or filing a sexual harassment complaint. Management must ensure the workplace is sexual harassment free. Managers and supervisors will inform all military and civilian personnel or DLA contractors of this policy.

ANDREW E. BUSCH
Lieutenant General, USAF
Director

Diversity at DLA

DLA strength

DLA's vision is organizational excellence through an environment where people and their individual differences and contributions are valued. Differences, as well as similarities, are strength. To that end, DLA focuses on the current workforce, those seeking to enter the DLA workforce, and managers and supervisors seeking to obtain the best talent.

Equitable treatment

DLA ensures equitable treatment through various processes that include:

- Affirmative employment plans for minorities and women
- Affirmative employment plans for people with disabilities
- Special emphasis programs
- Prevention of sexual harassment programs
- Accommodation support, onsite program evaluation, and diversity training

For more information on equitable treatment, go to the following Web site: www.dla.mil/do/default.asp.

DLA Equal Employment Opportunity Processes

EEO law

Federal law protects federal employees and job applicants from discrimination because of race, color, reprisal, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information. The law also provides protections from retaliation against individuals who oppose employment discrimination, file a complaint of discrimination, or participate in the EEO complaint process (even if the individual is not the complainant.)

EEO Complaints Process

Any DLA employee or applicant for employment who believes they have been discriminated against has a right to file a complaint. DLA employees or job applicants should contact the serving Primary Level Field Activity (PLFA) EEO office to begin the informal EEO complaints process.

To ensure the full protection of the employees or applicants rights, contact should be made with the PLFA EEO office within 45 calendar days from the day that the alleged discrimination occurred.

Reasonable Accommodation for Individuals with Disabilities

DLA employees who have a disability and require a workplace modification to support the performance of their duties may request a reasonable accommodation at any time. To initiate the Agency's interactive reasonable accommodation process, employees should advise their immediate supervisor of the need for accommodation. Employees may also contact the Disability Program Coordinator (DPC) assigned to their respective servicing Primary Level Field Activity EEO office. More detailed information regarding the Agency's process can be found in the DLA Procedures for Requesting Reasonable Accommodations.

Additionally, to assist the agency in its emergency planning efforts, DLA employees are encouraged to advise their supervisor of their specific needs during emergency situations. Disclosing the nature and details of the disability is not required.

Mandatory EEO Training Requirements

All new DLA employees are required to complete the following training in accordance with the following schedule:

- Prevention of Sexual Harassment for Supervisors and Managers (within first 90 Days)
- Prevention of Sexual Harassment for Employees (within first 90 days)
- Notification of Federal Employee Anti-discrimination and Retaliation (within first 90 Days)
- Reasonable Accommodations for Managers and Supervisors (within first 45 Days)
- Reasonable Accommodation for Employees (within first 90 days)

DLA Notification and Federal Employee Antidiscrimination and Retaliation Act Notice

Notification and Federal Employee Antidiscrimination and Retaliation (No FEAR) Act

On May 15, 2002, Congress enacted the "Notification and Federal Employee Antidiscrimination and Retaliation Act of 2002," which is known as the No FEAR Act. One purpose of the Act is to "require Federal agencies be accountable for violations of antidiscrimination and whistleblower protection laws." Pub. L. 107–174, summary. In support of this purpose, Congress found that "agencies cannot run effectively if those agencies practice or tolerate discrimination." Public Law 107–174, title I, General Provisions, section 101(1). The DLA provides this NO FEAR Act notice to current employees, former employees, and applicants for employment to inform you of the rights and protections available to you under Federal antidiscrimination, whistleblower protection, and retaliation laws.

Antidiscrimination Laws

An agency cannot discriminate against an employee or applicant with respect to the terms, condition or privileges of employment on the basis of race, color, religion, sex, national origin, age, disability, marital status, or political affiliation. Discrimination on these bases is prohibited by one or more of the following status: 5 U.S.S. 2302(b) (1), 29 U.S.C. 206(d), 29 U.S.C. 631, 29 U.S.C 633a, 29 US.C. 791 and 42 U.S.C. 2000e-16.

If you believe that you have been the victim of unlawful discrimination on the basis of race, color, religion, sex, national origin or disability, you must contact an EEO counselor within 45 calendar days of the alleged discriminatory action, or, in the case of a personnel action, within 45 calendar days of the effective date of the action, before you can file a formal complaint of discrimination with the Agency. See, e.g., 29 CFR 1614. If you believe that you have been the victim of unlawful discrimination on the basis of age, you must either contact an EEO counselor as noted above or give the Equal Employment Opportunity Commission (EEOC) notice of intent to sue within 180 days of the alleged discriminatory action. If you alleging discrimination based on marital status or political affiliation, you may file a written complaint with the U.S. Office of Special Counsel (OSC).

In the alternative (or in some cases, in addition), you may pursue a discrimination complaint by filing a grievance through the Agency's administrative or negotiated grievance procedures, if such procedures apply and are available.

Whistleblower Protection Laws

An employee with authority to take, direct others to take, recommend or approve any personnel action must not use that authority to take or fail to take, or threaten to take or fail to take, a personnel action against an employee or applicant because of disclosure of information by that individual that is reasonably believed to evidence violations of law, rule or regulation; gross mismanagement; gross waste of funds; an abuse of authority; or a substantial and specific danger to public health or safety, unless disclosure of such information is specifically prohibited by law and such information is specifically required by Executive Order (EO) to be kept in the interest of national defense or the conduct of foreign affairs.

DLA No FEAR Act Notice, Continued

Retaliation for against an employee or applicant protection

Retaliation against an employee or applicant for making a protected disclosure is prohibited by 5 U.S.C. 2302(b) (8). If you believe that you have been the victim of whistleblower retaliation, you may file a written complaint (Form OSC–11) with the U.S. Office of Special Counsel at 1730 M Street N.W., Suite 218, Washington, DC 20036–4505 or online through the OSC Web site: www.osc.gov.

Retaliation for engaging in protected activity

A Federal agency cannot retaliate against an employee or applicant because that individual exercises his or her rights under any Federal antidiscrimination or whistleblower protections laws listed above. If you believe that you are the victim of retaliation for engaging in protected activity, you must follow, as appropriate, the procedures described in the Antidiscrimination Laws and Whistleblower Protection Laws sections or, if applicable, the administrative or negotiated grievance procedures in order to pursue any legal remedy.

Disciplinary actions

Each agency retains the right, where appropriate, to discipline a Federal employee who has engaged in discriminatory or retaliatory conduct, up to and including removal. If OSC has initiated an investigation under 5 U.S.C. 1214, however, according to 5 U.S.C. 1214(f), agencies must seek approval from the Special Counsel to discipline employees for, among another activities, engaging in prohibited retaliation. Nothing in the No FEAR Act alters existing laws or permits an agency to take unfounded disciplinary action against a Federal employee or to violate the procedural rights of a Federal employee who has been accused of discrimination.

Existing rights unchanged

Pursuant to section 205 of the No FEAR Act, neither the Act nor this notice creates, expands or reduces any rights otherwise available to any employee, former employee or applicant under the laws of the United States, including the provisions of law specified in 5 U.S.C. 2302(d).

Additional information

For information regarding the No FEAR Act regulations, refer to 5 CFR 724, or contact the DLA Corporate EEO Office at 703–767–1100. Additional information regarding Federal antidiscrimination, whistleblower protection and retaliation laws can be found at www.eeoco.gov and www.osc.gov.

Chapter 7—Employee Information

Introduction

Types of help available

DLA provides a number of programs that are helpful to employees:

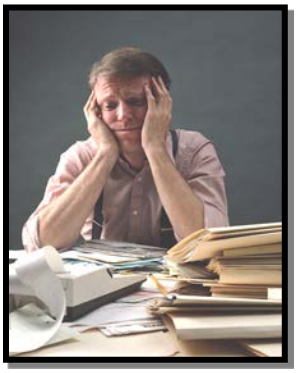
- Employee Assistance Program (EAP)
- WorkLife Program

See the information that follows on these programs.

Employee Assistance Program

Description

EAP is a service that is available to all employees. This confidential program is cost-free and is designed to give employees the opportunity to obtain assistance to cope with problems that may adversely affect their job performance, conduct, and/or personal health. This program can provide assistance for employees to overcome such problems as alcohol and drug abuse, financial and legal problems, work and family pressures, and job stress. The goal of the program is to restore employees to full productivity. To request services, call 1–800–523–5668 (TDD: 1–800–882–7610).



EAP is staffed by experienced counselors who are available to help employees identify and address problems. All sessions with a counselor are completely confidential. Participation in the program is strictly voluntary and is the decision of the employee. EAP counselors are available 24 hours a day, 7 days a week.

Accessing services

To access services, call 1–800–222–0364 (TDD: 1–800–882–7610) or log on to the Web site www.magellanassist.com/. On the home page, click the “New User” button. You will then be asked to enter your EAP toll-free number (1–800–222–0364). Next, you will be asked to select a user name and password (to register), or you may click the “Continue Unregistered” button (by scrolling down to the end of the screen). Program information is also available through your organization by contacting your servicing HR representative or supervisor.

WorkLife Program

Description

DLA cares about its employees' well-being—both at work and at home. That's why DLA offers the WorkLife Program, an employer-paid benefit designed to help employees and their families better manage work and life issues. The program provides assistance to military and civilian personnel and their families with life events.

The program offers information and provides advice on subjects such as:

- Family matters
- Finances
- Legal issues
- Health
- Education and more

Web site

To access the WorkLife Program, simply log on to the Web site at www.magellanassist.com, or call 1–800–222–0364 (TDD: 1–888–262–7848) to speak with a highly trained specialist.

Government-Owned Vehicles

Official use only

When you use a Government-Owned Vehicle (GOV), it is your responsibility to use the vehicle properly. By law, this means you may use the vehicle only for **official purposes**.

An official purpose is one directly related to authorized activities or the performance of official duties. If you are not using the vehicle for an activity that is directly and indisputably undertaken to perform a mission function, or to further the interests of the U.S. Government, it's probably not an official purpose.

Discipline for unauthorized use

If you are a **civil servant** and willfully use a GOV in an unauthorized manner, or approve someone's unauthorized use of a GOV, the law requires your suspension for at least 1 month without pay, or (longer if the circumstances warrant), and possible removal from office.

If you are a military member, unauthorized use of a GOV can be disciplined under the Uniform Code of Military Justice, including trial by court-martial or nonjudicial punishment. For additional information, contact your local Office of Counsel or Installation Services.

Office Etiquette

Our customers

The primary customer of DLA is the military community. Other customers are colleagues that work together daily to accomplish the mission. Below are a few things to keep in mind about how we treat our customers and our co-workers and how we present ourselves to them.

Dress and appearance

The Military services have very strict rules about presenting a professional appearance that includes neat, clean uniforms and foot attire as well as conservative hairstyles and little obvious facial hair. The DLA civilian workforce is expected to wear neat and clean attire suitable for the work performed with consideration given as to whether or not they work with customers on a face-to-face basis.

Greetings

When a senior ranking officer enters the room or the immediate work area, stand up to show respect for their rank or position. Shake hands with the guest, if appropriate. This courtesy is expected of both men and women. Members of the Senior Executive Service (SES) should be accorded the same courtesy and respect given to military generals and admirals.

Introductions

A man is introduced to a woman; a younger adult is introduced to an older adult; a lower ranked military member is introduced to one of higher rank.

Shaking hands

Shake hands whenever you meet or greet someone or when parting company. Use a firm, business like handshake.

Telephone etiquette

When answering the phone, state the name of your organization and your name. Similarly, when calling someone, state your name and the name of the organization you represent.

Chapter 8—DLA Finance

Customer Service

Customer Service Representative

You have an HR customer service representative (CSR) who helps you with the following information:

- Employee pay inquiries
- Updates to the pay system through W–4s, allotments, union dues, etc.
- Time and attendance (T&A) data
- Pay problems
- Payroll offices

To find the contact for your particular location, go to the DLA HR, Customer Account Team Information page at www.hr.dla.mil/ContactUs/.

The person responsible for the input of your T&A data can provide you with additional pay information, or you can visit www.dfas.mil/.

Modifying deductions

DLA employees can also modify certain deductions, obtain leave and earning statements, and obtain W–2s from myPay located at this Web site: https://mypay.dfas.mil/mypay.aspx

Web Access

Types of information

This section describes how to access

- myPay
- Work Number System, and
- DLA's Electronic Official Personnel Folder.

myPay: The key to controlling your pay

The myPay system allows you to make changes to your Federal tax information, allotments, net pay/direct deposit Electronic Funds Transfer (EFT) information, and correspondence and/or home address. You are also able to view and print your LESs. You can access myPay via the Internet at https://mypay.dfas.mil/mypay.aspx.

Work Number System

By using the Work Number System you can automatically retrieve employment and/or salary verifications. The two types of verifications available are Basic and Basic Plus.

- **Basic** is used for job reference checks that may be required for a new job, apartment lease, etc. To use the Basic, you must provide the verifier with the DLA code (10365), your Social Security number, and the 1–800–367–5690 telephone number.

- **Basic Plus** is used for loan applications that require salary verifications. To use the Basic Plus, you must provide the verifier with the DLA code (10365), your Social Security number, your six-digit Salary Key, and the 1–800–367–5690 telephone number.

Obtain a Salary Key

To obtain a Salary Key:

1. Dial 1–800–367–2884, or go to www.theworknumber.com/.

2. Enter the DLA Agency code 10365.

3. Enter your Social Security number.

4. Enter your personal identification number (PIN). Your PIN is the month and year of your birth (four digits). Example: Your birthday is in May and you were born in 1949; your PIN is 0549. Do not give your PIN to any verifier.

You may have three Salary Keys at one time. Once you give a Salary Key to a verifier, it may not be used again. To obtain, review, or cancel a Salary Key, dial 1–800–367–2884 or go to the following Web site: www.theworknumber.com/.

If you or the verifier experiences any difficulties with the system, call the Client Service Center at 1–800–996–7566.

DLA Travel Services

DLA Travel Services

Uniformed Service Members and Civilian Employees when traveling for DLA are required to use the Defense Travel System (DTS) for processing official Government travel authorizations, reservations, and vouchers. Reservists who are DLA civilian employees will use DTS for their official DLA travel and their Military Service's travel system for travel related to their reserve assignments.

DTS

The DTS is a fully integrated, automated, end-to-end travel management system that enables DOD travelers to create **Temporary Duty (TDY) travel** authorizations, prepare reservations, receive approvals, generate travel vouchers, and receive a split reimbursement between their bank accounts and the Government Travel Charge Card (GTCC) vendor. It is a paperless Web-based system that requires the use of DOD Public Key Infrastructure (PKI) certificates for digital signatures. To transfer an existing DTS profile to DLA or to set up a new user profile contact the DLA Travel Services via email at DLATravelServices@dla.mil

The Defense Travel Management Office (DTMO) Web site, www.defensetravel.dod.mil, is a useful source for travel programs and services, training, references, news, and events. Additional training and references are available through the Travel Explorer (TRAX), www.defensetravel.dod.mil/Passport.

To access the DTS Web site, go to the following: www.defensetravel.osd.mil/

Government Travel Card Program

The GTCC provides travelers with a safe, effective, convenient, and commercially available method to pay for expenses associated with official travel.

The DOD policy is that the Government-sponsored, contractor-issued travel card will be used to pay for ALL TDY official travel expenses. Currently DLA does not permit the use of the GTCC for Permanent Duty Travel. Personal use of the travel card or using the travel card to pay for someone else's travel expenses is prohibited. To transfer an existing travel card to DLA or apply for a new travel card contact the DTS via email at www.DLATravelServices@dla.mil.

DLA Travel Services, Continued

DLA Travel Services, continued

Cardholders responsibilities:

Cardholders **must**:

Use card for OFFICIAL travel expenses ONLY

- Track expenses while on travel in order to have accurate information for filing travel claims
- File travel claim within 5 business days of return from TDY
- Pay all undisputed charges in full by the bill due date
- Know how to contact their Activity Program Coordinator (APC)
- Contact their APC if they have any questions about use of the card
- Immediately report a lost or stolen card to APC
- Register for Electronic Access System (EAS) online and ensure contact information (i.e. home address, telephone number, etc.) is kept current: https://home.cards.citidirect.com/CommercialCard/Cards.html

Cardholders **must not**:

- Use the GTCC for personal use
- Obtain Automated Teller Machine (ATM) travel withdrawals for expenses that can be charged to the GTCC
- Obtain ATM travel withdrawals unless in a travel status and no earlier than 3 business days before travel commences
- Allow monthly bill to become overdue
- Wait for receipt of the monthly bill to file travel claims
- Pay for another individual's travel expenses

DLA Travel Services, Continued

Web sites

The Joint Travel Regulations for Uniformed Service Members and Civilian is the governing regulation for DOD Official Travel and the DOD Financial Management Regulation, volume 9, chapter 3, is the governing regulation for the Government Travel Card Program. Go to the following Web sites for more information:

- Joint Travel Regulations: http://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf
- Financial Management Regulation: www.comptroller.defense.gov/fmr/
- DTS Travel: www.defensetravel.osd.mil/dts/site/index.jsp
- DTS Training: www.defensetravel.dod.mil/Training/DTS/Training_Main.cfm

Chapter 9—Military Personnel Information

Working at DLA

Military Information

For Military personnel information please refer to the Military Playbook. The Web site is: https://eworkplace.dla.mil/sites/C28/N1003/Shared%20Documents/DLA_Playbook_2014_3rd_Edition.pdf

Military Insignia

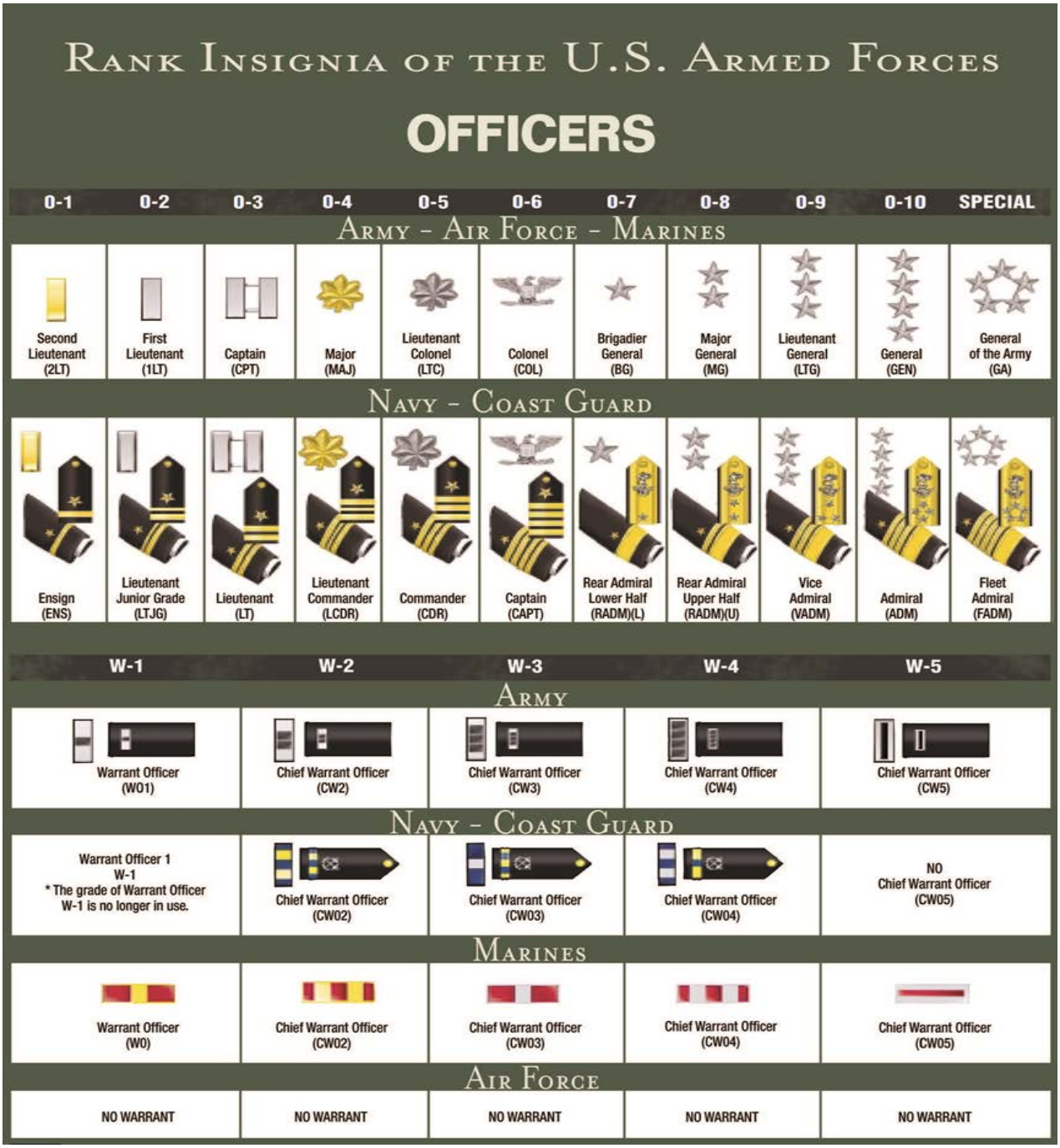
Officers and enlisted

Military Insignia for both the officers and enlisted ranks of the different Services are shown below and on the following page.

You may also review them by using the following Web site: http://www.Army.mil/symbols.

Military Insignia, Continued

Officers and enlisted, continued



Acronyms

APC	Activity Program Coordinator
ATM	Automated Teller Machine
BRAC	Base Realignment and Closure
BSM	Business Systems Modernization
CFR	Code of Federal Regulations
CSR	Customer Service Representative
CSRS	Civil Service Retirement System
DCFSA	Dependent Care Flexible Spending Account
DCPS	Defense Civilian Pay System
DFAS	Defense Finance and Accounting Service
DLA	Defense Logistics Agency
DOD	Department of Defense
DPC	Disability Program Coordinator
DTMO	Defense Travel Management Office
DTS	Defense Travel System
EAP	Employee Assistance Program
EAS	Electronic Access System
EBIS	Employee Benefit Information System
EBS	Enterprise Business System
EEO	Equal Employment Opportunity
EEOC	Equal employment Opportunity Center
EFT	Electronic Funds Transfer
Email	Electronic Mail
EO	Executive Order
EOPF	Electronic Official Personnel File
FEDVIP	Federal Employees Dental and Vision Insurance Program
FEGLI	Federal Employee Group Life Insurance
FEHB	Federal Employee Health Benefits
FERS	Federal Employee Retirement System
FLTCIP	Federal Long Term Care Insurance Program
FMLA	Family and Medical Leave Act
FSA	Flexible Spending Account
FSAFEDS	Federal Flexible Spending Accounts Program
FWS	Federal Wage System
FY	Fiscal Year
GOV	Government-Owned Vehicle
GS	General Schedule
GTCC	Government Travel Credit Card
HCFSA	Health Care Flexible Spending Account
HMO	Health Maintenance Organization
HR	Human Resources
IRS	Internal Revenue Service
LES	Leave and Earnings Statement
OPM	Office of Personnel Management

Acronyms, Continued

OSC	Office of Special Counsel
PCS	Permanent Change of Station
PD	Position Description
PIN	Personal Identification Number
PKI	Public Key Infrastructure
PLFA	Primary Level Field Activity
QLE	Qualifying Life Event
SES	Senior Executive Service
SF	Standard Form
T&A	Time and Attendance
TDY	Temporary Duty
TRAX	Travel Explorer
TSP	Thrift Savings Plan
U.S.	United States
WD	Workforce Development
WGI	Within-Grade Increases
WSE	Warfighter Support Enhancement

Additional DLA-related acronyms can be found at the following Web site:
www.dla.mil/documents/acronyms.pdf

Web Sites

Information	Web Site
Congress	http://thomas.loc.gov
CSRS	www.opm.gov/retire/pre/csrs/index.asp
Customer Assistance Handbook	www.dla.mil/logisticsoperations/Pages/Communications.aspx
Defense Finance and Accounting Service	www.dfas.mil/
Defense Travel System	www.defensetravel.osd.mil/
DLA Aviation	www.aviation.dla.mil/
DLA Directorates	www.dla.mil/Pages/teamdla.aspx
DLA Distribution	www.distribution.dla.mil/
DLA Energy	www.energy.dla.mil/
DLA Europe & Africa	www.dla.mil/Pages/europe_africa.aspx
DLA HR, Customer Account Team Information	www.hr.dla.mil/ContactUs/
DLA Job Announcements	www.hr.dla.mil/
DLA Logistics Information Service	www.logisticsinformationservice.dla.mil/
DLA Disposition Services	www.dispositionservices.dla.mil/
DLA Document Services	www.documentservices.dla.mil/
DLA Land and Maritime	www.landandmaritime.dla.mil/
DLA Pacific	www.dla.mil/pacific/Pages/default.aspx
DLA's history	www.dla.mil/history/
DLA-related acronyms	www.dla.mil/documents/acronyms.pdf
DLA Strategic Materials	www.dnsc.dla.mil/
DLA Strategic Plan	www.dla.mil/director/pages.strategic_plan_10_17.aspx
DLA Today	https://today.dla.mil
DLA Troop Support	www.troopsupport.dla.mil/
DOD 101	www.defense.gov/about/dod101.aspx
DTS Training	www.defensetravel.dod.mil/Training/DTS/Training_Main.cfm
EBIS, EBIS/PAL	www.ebis.hr.dla www.hr.dla.mil/resources/benefits/ebis/
Employee Assistance Program	www.magellanassist.com/default.aspx?extern=FOH4YOU
Equal Employment Opportunity	www.dla.mil/do/default.asp
eWorkplace	https://eworkplace.dla.mil
Federal Agencies and Commissions	www.firstgov.gov
Federal Employee Dental/ Vision Insurance Program (FEDVIP)	www.dr.dla.mil/gov/insure/dental-vision/asp and www.benefeds.com
Federal Employee Group Life Insurance Program (FEGLI)	www.opm.gov/insure/life/index.asp

Web Sites, Continued

Federal Employees Health Benefit program (FEHB)	www.opm.gov/healthcare-insuredhealthcare www.hr.dla.mil/resources/benefits/fehb.asp
Federal Flexible Spending Account Program (FSAFEDS)	www.opm.gov/insure/flexible/index.asp
Federal job announcements	www.usajobs.gov/
Federal life insurance	www.opm.gov/insure/life/index.asp
Federal Long-Term Care Insurance Program (FLTCIP)	www.ltcfeds.com
Federal pay and leave	www.opm.gov/oca/
Federal Wage System (FWS) Pay Schedules	www.cpms.osd.mil/wage/wage.html
FERS	www.opm.gov/retirement-services/fers-information/
Financial Management Regulation	www.comptroller.defense.gov//fmr/
Government Travel Card	www.DLATravelServices@dla.mil
Health insurance	www.opm.gov/insure/health/
Human resources (DLA)	www.hr.dla.mil
Leave and Earnings Statement (LES)	https://mypay.dfas.mil/mypay.aspx
Leave options	www.opm.gov/oca/leave/html/factindx.asp
Loglines	www.dla.mil/loglines/pages/default.aspx
Long-term care insurance	www.ltcfeds.com/
Marines	www.marines.mil/Pages/Default.aspx
Military Insignias, enlisted	www.defense.gov/about/insignias/enlisted.aspx
Military Insignias, officers	www.defense.gov/about/insignias/officers.aspx
myPay	https://mypay.dfas.mil/mypay.aspx
National Association of Retired Federal Employees (NARFE) Home page	www.narfe.org/
Office of Personnel Management (OPM)	www.opm.gov/
One Book	https://eworkplace.dla.mil/sites/prg/Pages/OneBook.aspx
OPM's savings	www.opm.gov/retire/pre/botdg/training/index.asp
Salary Key	www.theworknumber.com/
Social Security	www.ssa.gov/
Time and attendance Thrift Savings Plan (TSP)	www.dfas.mil/ www.tsp.gov