

References: Refer to Enclosure 1.

1. **PURPOSE:** This Instruction:

   a. Provides procedures authorized under the Department of Defense (DOD) Instruction (DODI) 3001.02, for Personnel Accountability in Conjunction with Natural or Manmade Disasters, dated May 3, 2010 (Reference (a)).

   b. Establishes and implements policies, procedures, and processes necessary to the effective and efficient conduct of official Defense Logistics Agency (DLA) business.

2. **APPLICABILITY:** This DLA Instruction (DLAI) applies to Headquarters DLA, DLA Primary Level Field Activities (PLFAs), DLA Regional Commands, and DLA Support Teams. FEPAAS will:

   a. Account for all CONUS and OCONUS DLA civilian employees, non-appropriated fund employees, interns, and their OCONUS family members;

   b. OCONUS contractors and their OCONUS family members;

   c. Excludes local national employees OCONUS.

   d. Not apply to members of the Armed Forces as they will account for themselves through applicable military personnel accountability systems.

3. **DEFINITIONS.** See Glossary

4. **POLICY:** In accordance with Reference (a), it is DLA’s policy that DLA organizations account for all CONUS and OCONUS DLA civilian employees, non-appropriated fund employees, interns, and their OCONUS family members; and OCONUS contractors and their
OCONUS family members in the event of a declared natural or manmade catastrophe or other event designated by the DOD.

**NOTE:** The FEPAAS and the Personnel Accountability Situation Reporting process does not supersede other reporting requirements such as fire, safety, casualty, criminal, damage assessment, intelligence/counterintelligence incidents or contractor performance reports, and should not be considered as a vehicle to request Headquarters assistance.

5. **RESPONSIBILITIES:** The personnel accountability responsibilities will be executed as specified in [Enclosure 2](#).

6. **PROCEDURES:** Refer to [Enclosure 3](#).

7. **PERSONNEL ACCOUNTABILITY EVENT PROCESS:** Refer to [Enclosure 4](#).

8. **STEP-BY-STEP SEQUENCE OF EVENT(S):** Refer to [Enclosure 5](#).

9. **EFFECTIVE DATE:** This Instruction is effective immediately.

   Director, DLA Strategic Plans and Policy

**Enclosures**
- Enclosure 1 – References
- Enclosure 2 – Responsibilities
- Enclosure 3 – Procedures
- Enclosure 4 – Personnel Accountability Event Process
- Enclosure 5 – Step-by-Step Sequence of Event(s)

**Glossary**
ENCLOSURE 1

REFERENCES


c. DLAI 6105 Notification for Serious Illness, Injury, or Death of Civilian Employees: https://headquarters.dla.mil/DES/policy/i6105.htm


ENCLOSURE 2

PERSONNEL ACCOUNTABILITY RESPONSIBILITIES

1. **Director, DLA:** The Director, DLA, under the authority, control, and direction of the Office of the Secretary of Defense shall oversee the development of operational policies and guidance for the effective and proper accounting of DLA personnel.

2. **Director, DLA Human Resources:** The Director, DLA Human Resources, under the authority, direction, and control of the DLA Director will:
   
   a. Oversee the provision of guidance and information throughout DLA regarding:
      
      (1) specifically declared disasters, including: Activating the personnel accounting system upon notification from the Office of the Chairman of the Joint Chiefs of Staff or Director, DLA that a disaster has been declared in a target area(s). The personnel accountability process will begin immediately or at a specified time.
      
      (2) Identifying target area(s) (e.g., states, counties, parishes, etc.) affected by the disaster where DLA personnel are obligated to account for themselves.
      
      (3) Direct Space and Naval Warfare Systems Center to send notification to the work email of all DLA managers, supervisors, and employees that are in the affected area(s).
      
   b. Inform DLA Logistics Operations by email or telephone of the crisis or natural disaster emergency and the activities located in the affected area(s).
      
      c. Monitor FEPAAS for the numbers and percentages of employees accounted and unaccounted for during and/or after a disaster in conjunction with operation.
      
      d. Ensure Headquarters DLA and PLFA Directors and Commanders are making efforts to contact managers and supervisors to account for their unaccounted employees through every reasonable means available.
      
      e. Oversee, and monitor the collection, assimilation, and provision of a single periodic report of the numbers and percentages of DLA personnel accounted for and unaccounted for in the affected area(s) to the Office of the Joint Chiefs of Staff and DLA Director upon request.

3. **Director, DLA Logistics Operations:** The Director, DLA Logistics Operations will:
   
   a. Notify the Director, DLA Human Resources to activate the personnel accountability system upon notification from the Office of the Joint Chiefs of Staff that a disaster has been declared in a target area(s). The personnel accountability process will begin immediately or at a specified time.
b. Assist DLA Human Resources in monitoring FEPAAS for the numbers and percentages of employees accounted for and unaccounted for during and/or after a disaster.

c. Assist in maintaining and providing DLA Human Resources a list of DLA Logistics Operations personnel with view access to FEPAAS to execute roles and responsibilities during and/or after a disaster.

d. Ensure casualty information is reported in accordance with procedures outlined in DLAI 6106, Situation Reporting (Reference (b)). The goal of the Personnel Accountability process is to ensure the Situation Report is delivered in a timely and efficient manner and that it contains the necessary information/data to notify the Director and support staffs of any situation within the Agency that may affect or impact readiness and operational effectiveness.

4. Headquarters DLA Directors and PLFA Directors and Commanders will:

   a. Upon notification of a crisis (natural or manmade) or an exercise by work email or telephone, DLA Headquarters Directors and PLFA Directors and Commanders will ensure managers and supervisors understand their responsibility to account for themselves and their employees in the event of a disaster. This includes all assigned DLA civilian employees, non-appropriated fund employees, interns, and contractors and family members outside of the Continental United States, excluding local national employees, in the affected area(s).

   b. Ensure the implementation and execution of a Personnel Accountability program in their command.

   c. Sanction and support the Personnel Accountability program in their command.

   d. Promote the requirements of this instruction and ensure their subordinate senior management staff endorses and monitors its requirements to the organization’s employees in the event of a disaster.

   e. Notify Command Control Centers of organizations and employees in the affected area(s) in case of evacuation.

   f. Ensure the command and control centers are monitoring FEPAAS for the numbers and percentages of employees accounted for and unaccounted for during and/or after a disaster.

   g. Designate an administrative staff member to serve as Agency Administrator for the administration of the personnel accounting process within their organizations.

   h. Oversee and supervise the Personnel Accountability program with the designated Agency Administrators representative.

   i. Ensure managers and supervisors are making efforts to contact and account for their unaccounted employees through every reasonable means available during an event or evacuation.
j. Ensure new managers, supervisors, and employees understand their roles and responsibilities in the personnel accounting process and receive vital training and information to fulfill their responsibilities. Training tools for supervisors and employees are located at: http://www.hr.dla.mil/tools/fepaas.asp.

5. In FEPAAS, Managers and Supervisors will:

   a. Upon notification by work email or telephone of a crisis or natural disaster, managers and supervisors will log in to FEPAAS to account for themselves or contact the Customer Interaction Center.

   b. Ensure all assigned DLA civilians, non-appropriated employees, interns, contractors and family members outside the Continental United States, excluding local national employees in the affected area(s) are accounted for immediately.

   c. Ensure all employees understand their roles and responsibilities in the personnel accounting process and obtain training and information required to fulfill their responsibilities. Ensure employees understand their responsibility to account for themselves in the event of a disaster. This includes DLA civilian employees, non-appropriated fund employees, interns, contractors and family members outside the Continental United States, excluding local national employees.

   d. Ensure all employees are provided the necessary training and guidance to account for themselves upon the occurrence of a disaster. Personnel Accountability Training tools for supervisors and employees are located at: http://www.hr.dla.mil/tools/fepaas.asp.

   e. Encourage employees to keep their emergency contact information updated in FEPAAS or the automated and/or manual systems currently utilized by their activity.

   f. Monitor the numbers and percentages of employees accounted for and unaccounted for during and/or after a disaster and ensure that information is reported or reportable through automated systems to the Director, DLA or designee.

   g. Make every effort to contact and account for all unaccounted employees through every reasonable means available during an event or an evacuation.

6. In FEPAAS, Agency Administrator will:

   a. Upon notification by work email or telephone of a crisis or natural disaster, log into FEPAAS and account for themselves and assist managers and supervisors to account for all assigned DLA civilian employees, non-appropriated fund employees, interns, contractors, and family members outside the Continental United States, excluding local nationals employees, in the affected area(s).

   b. Disseminate available information and guidance and acquaint managers and supervisors in the organizations of their responsibilities for accomplishing their role in the personnel
accounting process including training for the use of automated personnel accounting systems and other requirements.

c. Provide assistance to managers and supervisors to ensure employees understand their responsibility to account for themselves in the event of a disaster. This includes DLA civilian employees, non-appropriated fund employees, interns, contractors, and family members outside the Continental United States, excluding local nationals employees.

d. Provide assistance to managers and supervisors to ensure that contact information (e.g., home and cell phone numbers, email addresses (other than work), emergency contact phone numbers, etc.) is updated and maintained in a secure environment for all assigned employees.

e. Monitor the numbers and percentages of employees accounted for and unaccounted for during and/or after a disaster and ensure that information is reported or reportable through automated systems to the Director, DLA or designee.

f. Assist managers and supervisors to ensure new managers, supervisors, and employees understand their roles and responsibilities in the personnel accounting process and receive vital training and information to fulfill their responsibilities. Will take actions to ensure that new managers, supervisors, and employees receive required FEPAAS training is the responsibility of the management of each activity.

7. In FEPAAS, DLA Customer Interaction Center will:

a. Upon notification by DLA Human Resources of a crisis or natural disaster, the Customer Interaction Center will maintain the DLA emergency toll free number 1-800-334-3414, commercial 269-961-7625, and DSN 312-661-7625 for use in the event of a crisis or natural disaster.

b. Account for all employees that call the emergency 1-800 numbers when employees are unable to account for themselves or their family members outside of the Continental United States in the affected area(s).

c. Maintain the emergency numbers once the crisis or natural disaster has been terminated by DOD or DLA.

8. Employees, including CONUS and OCONUS DLA civilian employees, non-appropriated fund employees, interns, and their OCONUS family members; and OCONUS contractors and their OCONUS family members will:

a. Upon notification of a crisis (natural or manmade) or exercise by work email or telephone, employees will make every effort to account for themselves and family members outside of the Continental United States through FEPAAS at [https://fepaas.whs.mil](https://fepaas.whs.mil) that are in the affected area(s) or contact supervisor or contact customer interaction center.
b. Make every effort to ensure contact information (e.g., family members outside of the
Continental United States, home and cell phone numbers, personal and work email addresses,
emergency contact telephone numbers, etc.) is current in FEPAAS.

c. Ensure updated contact information is provided to managers and supervisors (e.g.,
email address (other than work), home and cell phone numbers) as required.

d. Review and maintain an awareness of this guidance, related documents, and their
responsibilities in fulfilling requirements of the personnel accounting process.
ENCLOSURE 3

PERSONNEL ACCOUNTABILITY PROCEDURES

1. During a disaster, if a DLA employee is unable to log onto FEPAAS at https://fepaas.whs.mil or contact someone in their supervisory chain, the employee must make every effort to contact the Customer Interaction Center 1-800-334-3414, commercial 1-269-961-7625 or the Defense Switched Network (DSN) 312-661-7625. The employees should identify themselves with the following information: name, where assigned (office code), telephone number, email address, status of family members outside of the continental United States, who, if anyone, has been contacted in their immediate chain of command, any emergency requirements, and whether they are moving to another location (safe haven).

2. The hearing impaired should call Text Telephone (TTY) 1-866-605-6566, commercial 1-269-961-7800, or DSN 312-661-7800. DLA has contracts with the Federal Occupational Health for Employee Assistance Program Services. Access to Federal Occupational Health counselors is available via a toll free number (1-800-222-0364 or TTY 1-888-262-7848), and assistance is available 24 hours a day, 365 days a year.

3. The Director, DLA Human Resources or Designated Representative(s) will:
   a. Activate FEPAAS upon notification of a crisis or natural disaster by creating an event through FEPAAS of the affected area(s) and identify all DLA Activities and employees in the affected area(s).
   b. Request the Joint Logistics Operation Center send an email notification to the Command Control Centers of organizations in the affected area(s).
   c. Monitor FEPAAS during an event to determine the numbers and percentages of employees accounted for and unaccounted for during the event.
   d. Provide personnel accountability reports when directed.

4. DLA Headquarters Directors, PLFAs, or Designated Representative(s) will:
   a. Upon notification of crisis (natural or manmade) or exercise by work email or telephone of a crisis or natural disaster, log into FEPAAS at https://fepaas.whs.mil to account for themselves and all assigned DLA civilian employees, non-appropriated fund employees, interns, contractors and family members outside of the Continental United States, excluding local nationals employees, in the affected area(s).
   b. Monitor FEPAAS during an event to determine the numbers and percentages of assigned employees accounted for and unaccounted for during the event.
   c. Oversee requirements of their appointed Administrator.
5. In FEPAAS, Managers and Supervisors will:
   a. Upon notification by work email or telephone of a crisis or natural disaster, log into FEPAAS at https://fepaas.whs.mil to account for themselves and all assigned DLA civilian employees, non-appropriated fund employees, interns, contractors, and family members outside of the Continental United States, excluding local nationals employees, in the affected area(s) through FEPAAS.
   b. Monitor FEPAAS during an event to determine the numbers and percentages of assigned employees accounted for and unaccounted for during the event.

6. In FEPAAS, Agency Administrator will:
   a. Upon notification by work email or telephone of a crisis or natural disaster, log into FEPAAS at https://fepaas.whs.mil to account for themselves and assist managers and supervisors in accounting for all assigned DLA civilian employees, non-appropriated fund employees, interns, contractors, and family members outside of the United States, excluding local nationals employees, in the affected area(s).
   b. Assist managers and supervisors in monitoring FEPAAS accountability of employees during an event to determine the numbers and percentages of assigned employees accounted for and unaccounted for during the event.

7. In FEPAAS, DLA Customer Interaction Center will:
   a. Log into FEPPAS at https://fepaas.whs.mil to account for all employees that call the emergency 1-800 numbers when the employees are unable to account for themselves or family members outside of the continental United States in the affected area(s).
   b. Direct employees to the DLA Employee Assistance Program counselors’ toll free number (1-800-222-0364 or TTY 1-888-262-7848), if needed.

8. Employees, including CONUS and OCONUS DLA civilian employees, non-appropriated fund employees, interns, and their OCONUS family members; and OCONUS contractors and their OCONUS family members will:
   a. Upon notification of a crisis or natural disaster by work email or telephone, log into FEPAAS at https://fepaas.whs.mil to account for themselves and their family members.
   b. If unable to account for themselves or their family members through FEPAAS, employees should contact their manager or supervisor. If unable to contact a manager or supervisor, call the Customer Interaction Center emergency 1-800 numbers. For the purpose of this instruction, contacting manager and supervisor includes leaving a message on the appropriate work voice mail system.
c. If in the affected area(s) and did not receive notification to account for yourself and family members, contact your manager or supervisor immediately. If unable to contact the commander, call the Customer Interaction Center to account for yourself and family members outside of the Continental United States.
ENCLOSURE 4

PERSONNEL ACCOUNTABILITY EVENT PROCESS

Event Occurs

DOD/DLA (J1) Determines GAOI

DOD/DLA (J1) Gives “Order to Account”

DOD/DLA (J1) Request FEPAAS data Refresh

J1 identifies Activities & Personnel in the GAOI

Create FEPAAS Event

Flag personnel to Report

J1 authorizes SPAWAR to send email/text notifications to Personnel.

Employees self-accounts

Activity Reps:
Account; View Reports; Inform Leadership;

DOD/DLA (J1) Terminates “Order to Account”
ENCLOSURE 5

STEP-BY-STEP SEQUENCE OF EVENTS

1. Event occurs:
   a. DOD and/or DLA Human Resources, (J1) determines geographical area of interest.
   b. DOD and/or J1 give “Order to Account”.
   c. DOD and/or J1 will request Defense Manpower Data Center to refresh data in FEPAAS.
   d. J1 immediately identifies activities and personnel in the affected area(s):

2. Create event in FEPAAS:
   a. Flagged personnel to be for accounted in FEPAAS in the affected area.
   b. Notify the Joint Logistics Operations Center of the event by email.
   c. DLA Human Resources authorizes Space and Naval Warfare Systems Center to send emails (work/personal) and text message notifications to managers/supervisors and employees to account for themselves and employees.

3. Upon email/text notifications of the event:
   a. Employees will account for themselves through FEPAAS at https://fepaas.whs.mil. If internet access is not available contact:

      (1) Manager/supervisor.

      (2) Customer Interaction Center 1-800 numbers.

4. Managers/Supervisors and PLFA Designated Representatives will:
   a. Review accountability status of assigned personnel.
   b. Continue to account/monitor for employees until 100 percent accountability is achieved. Common Access Cards are required for manager and supervisors to account for employees in FEPAAS.
   c. Report all casualties and serious injury/illness within 4 hours of an event in accordance with DLA Situation Report procedures.
   d. Monitor the system until the emergency is terminated by DOD and/or DLA.
These terms and their definitions are for the purpose of this Instruction.

**Accounted for:** An employee status and whereabouts have been confirmed by a manager or supervisor or other means:

a. The employee is physically present.

b. The person has been contacted or has made contact (i.e., by telephone or other means).

c. The employee is in an official status of unauthorized absence, desertion, deceased, or missing.

d. The employee indicates his or her family members (FAMILY MEMBERS OUTSIDE OF THE CONTINENTAL UNITED STATES ONLY) are accounted for or accountability is verified through FEPAAS or other means.

**Civilian Employee:** Appropriated fund (DOD civilian employees) and non-appropriated fund employees. This does not include foreign national employees outside of the Continental United States.

**Contractor:** An employee of a firm, corporation, partnership, association, or other legal non-Federal entity that enters into a contract directly with the DOD to furnish services, supplies, or construction and working in and/or on a DOD facility, including commercial facilities. Foreign governments, representatives of foreign governments, or foreign corporations wholly owned by foreign governments that have entered into contracts with DOD are not defense contractors.

**DOD Affiliated Personnel:** Individuals who are members of groups associated with DOD. These groups include Military Service members, National Guard members, Selected Reserve members, DOD civilian employees, paid from appropriated or nonappropriated funds, DOD-funded contractors, and dependent family members of DOD-affiliated personnel. This definition does not include the Individual Ready Reserve and Military or DOD civilian retirees and annuitants.

**Family member:** The family members of DOD-affiliated personnel including:

a. Family members of active duty and selected reserve members who are identification card holders and those members reflected in the Defense Enrollment Eligibility Reporting System without an identification card (e.g., children under 10 years of age).

b. Family members of civilian employees and contractors located outside the Continental United States who are eligible to receive benefits.

**Geographical Area of Interest:** The area where the disaster or event occurred.
Hospital: Injured or hospitalized as a result of the current emergency or crisis.

Leave: authorized leave (e.g., annual, sick, or compensatory time).

OCONUS: Locations outside the continental United States, including the States of Hawaii and Alaska, the Commonwealth of Puerto Rico, Guam, Northern Mariana Islands, and United States territories.

Personnel Accountability: The process of determining the status and whereabouts of all assigned or attached personnel at the social security number level of detail.

Present/Available for Duty: Telework or training.

Reported: An employee’s accounting status is recorded in FEPAAS.

Unreported: No accounting status is recorded in FEPAAS.

Safe Haven: Red Cross Shelter, American Embassy, Military Protective Custody as a result of an emergency/crisis.

TDY/TAD: Temporary duty/military training.