

**BY ORDER OF THE COMMANDER
512TH AIRLIFT WING**

**512 AIRLIFT WING INSTRUCTIONS
10-404**



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Operations

**UNIT RECALL AND PERSONNEL
ACCOUNTABILITY**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements Air Force Manual 10-206, *Operational Reporting (OPREP)*, Air Force Instruction (AFI) 36-3802, *Force Support Readiness Programs*, Air Force Policy Directive (AFPD) 36-38, *Personnel Readiness Reporting and Accountability*, and Department of Defense Instruction (DoDI) 3001.02, *Personnel Accountability in Conjunction with National Emergencies or Natural Disasters*. This instruction outlines procedures for the notification and assembly of personnel under actual, alert, and test conditions, as well as personnel accountability procedures. This instruction applies to all members assigned to 512th Airlift Wing units. This instruction addresses information protected by the Privacy Act of 1974, authorized under Title 10, United States Code (U.S.C.), 8013 and Executive Order 9397. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the Air Force (AF) Form 847, Recommendation for Change of Publication; send it directly to the OPR. The use of the Air Force Personnel Accountability and Assessment System (AFPAAS) and Emergency Mass Notification System (EMNS) is mandatory for all assigned forces. This instruction does not pertain to Individual Mobilization Augmentees (IMAs). Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual (AFMAN) 33-363, Management of Records, and disposed of IAW the Air Force Records Disposition Schedule (RDS) located at <https://www.my.af.mil/gcss-af61a/afrims/afrims>.

SUMMARY OF CHANGES

This document has been substantially revised and needs to be completely reviewed. This instruction replaces the superseded AFRCI 10-404_512 Airlift Wing Supplement, and reflects the newest guidance on EMNS requirements.

1. General.

1.1. The ability of a commander to recall and disseminate information to his or her unit members is one of the basic premises for a unit to mobilize and meet its wartime commitments. To accomplish this, the commander must have a plan that ensures he or she will be able to contact and assemble all assigned personnel within any required response times.

1.2. National emergencies or other contingencies require the capability to notify personnel or recall them to their place of duty. This instruction establishes the requirement for all 512 AW organizations to produce recall rosters and develop processes to facilitate timely notification and recall of personnel by utilizing an EMNS. Depending on the reason for a recall, certain personnel may be excused as determined by specific governing directives or the senior officer in charge.

1.3. Operations Security (OPSEC) applies to all activities that prepare, sustain, or employ forces during all phases of operations. Sensitive, unclassified and critical information concerning personnel, logistics, training and operational matters which, when properly correlated to reveal operational capability, must be protected by all personnel. It is the responsibility of commanders, directors, and supervisors to ensure compliance with OPSEC procedures and practices. As a minimum, information that is considered critical information, must be protected, controlled and limited in dissemination to only those who have an operational need to know. Additionally, any transmission/documentation of this information should be closely reviewed to consider marking/handling as Controlled Unclassified Information (CUI), For Official Use Only (FOUO) or classified, if appropriate.

2. Responsibilities.

2.1. Wing Commander will:

2.1.1. Ensure each unit has a recall plan in place to meet wartime and peacetime recall requirements.

2.1.2. Identify in writing, a primary and alternate Wing Recall Program Manager to serve as EMNS Program Managers.

2.1.3. Ensure accurate and timely reporting of recall results.

2.1.4. Ensure the plan includes accountability procedures to be used during a natural disaster or national emergency, IAW AFI 36-3802, (e.g., AFPAAS).

2.1.4.1. Ensure personnel understand that the EMNS is a notification system, and no accountability takes place within the EMNS. All Accountability takes place in AFPAAS.

2.1.4.2. Will ensure unit commanders are aware of their responsibilities as outlined in this instruction and have fully addressed the need to account for the categories of

- personnel described in DoDI 3001.02 as soon as possible, but not later than 48 hours after Total Force Accountability (TFA) is directed.
- 2.1.4.3. Will ensure all assigned personnel are familiar with AFPAAS and their responsibility, if displaced, to contact their leadership, keep them informed of their location, and account for their family members.
- 2.1.5. Ensure the wing exercises and conducts a no-notice communications test, as required, to demonstrate the ability to contact all assigned wing personnel.
- 2.1.6. Enforce the use of the EMNS as the primary tool for emergency notifications and recalls.
- 2.2. Group and Unit Commanders will:
- 2.2.1. Identify in writing, a primary and alternate recall program monitor.
- 2.2.2. Ensure all new personnel are briefed on the use of the EMNS tool during unit processing and all members are familiar with the recall process, as well as the importance of each member to maintain updated contact information in the EMNS and in AFPAAS.
- 2.2.3. Ensure unit AFPAAS Commanding Officer Representatives (COR) create and distribute AFPAAS Wallet Cards to all unit members.
- 2.3. Wing Recall Program Managers will:
- 2.3.1. Receive training from the 436 AW Command Post (CP) personnel on EMNS administration and management, as well as serve as the primary liaison with the 436 AW CP regarding program requirements.
- 2.3.2. Oversee the Unit Recall Program Monitors.
- 2.3.3. Distribute a standardized unit recall roster template for use by all 512 AW units, as well as unit member training briefings and pamphlets.
- 2.3.4. Manually create EMNS profiles for key alerters in all Geographical Separated Units (GSUs), as required.
- 2.4. 512 AW Wing Operations Center (WOC) will:
- 2.4.1. Serve as the primary information conduit to the 436 AW CP for initiating and monitoring Wing recall progression.
- 2.4.2. Upon direction of the 512 AW/CC, direct the CP to initiate an actual recall or accountability notification, and submit reports to Headquarters Air Force Reserve Command (HQ AFRC), as required.
- 2.4.3. Maintain a current recall roster for each assigned unit to include GSUs.
- 2.5. Unit Recall Program Monitors will:
- 2.5.1. Ensure unit recall programs fall within the guidelines and intent of this instruction.
- 2.5.2. Create a recall roster and distribute to unit-defined key alerters.
- 2.5.3. Establish a program to ensure newly assigned personnel enter their contact information in the EMNS either by Common Access Card registration, or by manual entry in the system.

2.5.4. Develop a positive validation system for verification of individual, address, and telephone data. Accurate information is essential for a current recall roster of all assigned personnel, as it is used for notification under alert, actual recall, and test conditions.

2.5.5. Provide the WOC with a current copy of unit recall roster, as changes occur, but no less than biannually during the months of March and September.

2.5.6. Become qualified through training from a Wing Recall Program Manager to maintain the EMNS database for their unit by validating unit data in conjunction with recall roster updates.

2.5.7. Be responsible for the education of all unit personnel on program requirements and distribute program information provided by the Wing Recall Program Managers.

2.5.8. Report recall and communications test results with timely updates for proper reporting.

2.5.9. Ensure measures are in place for in/out processing to add/delete unit members from the EMNS database before they are gained or separated from the unit.

2.6. Unit Members will:

2.6.1. Provide updated contact information to unit recall program monitors.

2.6.1.1. All military and civilians (bargaining/non-bargaining) must provide an after-hours contact number in the EMNS for emergency notification. Contractors and non-appropriated funds personnel are encouraged to provide contact information in the EMNS, but are not mandated to do so. All members are responsible for the accuracy of their own contact information.

2.6.1.2. Provide the following mandatory information in the EMNS: assigned unit, after-hours text messaging number and personal email address. Any member which does not have a text messaging number must provide an after-hours home and/or mobile phone number.

2.6.1.3. Personal information in the EMNS database can be updated through the link on the 512 AW SharePoint site or through the EMNS self-service module. Specific instructions will be provided to unit members.

2.6.2. Maintain a copy of the unit AFPAAS Wallet Card.

2.6.3. Respond to all EMNS alerts and unit recall notifications as soon as possible, and contact their assigned unit with any questions regarding alert notifications.

2.6.4. Verify official Defense Enrollment Eligibility Reporting System (DEERS) contact information through the AFPAAS website (<https://afpaas.af.mil>). Updates or changes to DEERS contact information may be performed in milConnect. All other changes to DEERS information must be performed through the FSS Customer Support. DAF civilians must also keep MyBiz updated with current contact information.

2.7. 512 FSS/SCO office will ensure each AFRC workstation is loaded with the current version and correct Virtual Private System (VPS) of the EMNS/Alerts client software.

3. Recall Rosters. Units will create a recall roster that:

- 3.1. Includes specific instructions for use, notification types and phraseology, and procedures for reporting results of an actual or test notification to the recall program monitor.
- 3.2. Uses the standardized recall roster template provided, or a format approved by the Wing Recall Program Managers.
- 3.3. Shall be marked “FOR OFFICIAL USE ONLY” and contain the following verbiage IAW AFI 33-332: “The information herein is FOR OFFICIAL USE ONLY (FOUO) information which must be protected under the Freedom of Information Act (5 U.S.C 552) and/or the Privacy Act of 1974 (5 U.S.C. 552a). Unauthorized disclosure or misuse of this PERSONAL INFORMATION may result in disciplinary action, criminal and/or civil penalties.”
- 3.4. Identifies unit key alerters.
- 3.5. Contains the Air Force Personnel Center/Personnel Recovery Center (AFPC/PRC) toll-free number (1-800-435-9941) and the AFPAAS website (<https://afpaas.af.mil>), as well as the respective Unit Control Center (UCC) and WOC phone numbers.

4. Recall Notification Process.

- 4.1. The commander is responsible for contacting assigned personnel. Notification should not stop until 100 percent personnel notification is achieved, unless directed otherwise.
- 4.2. At the direction of the 512 AW/CC, the CP will initiate unit recalls via the EMNS as the primary means of notification, with manual pyramid recall procedures being the alternate means. If a pyramid recall is directed by the 512 AW/CC, the WOC will initiate unit recalls by contacting each Group Commander and AMDS Commander.
- 4.3. Upon direction from AFRC Public Affairs, the 512 AW/CC will use the news media to expedite notification. 512 AW Public Affairs will provide guidance concerning the release of this information.
- 4.4. For all notification types, the EMNS will target all assigned 512 AW personnel. For GSUs, the EMNS will only target the key alerters with EMNS profiles. GSU key alerters will notify the remaining unit personnel utilizing manual pyramid recall procedures.
- 4.5. When notifying unit members, relay the message directly to the member. EMNS acknowledgement procedures will be utilized to ensure the intended member received the message when EMNS alerts are used. Messages to co-workers, family members, answering machines, etc., do not constitute contact.
- 4.6. Notification Types. The types of notifications listed below will be specified on both unit recall rosters, and in all EMNS alerts.
 - 4.6.1. TYPE 1: ALL PERSONNEL RECALL. All civilian and military personnel report to duty. Script: “This is (name and organization) with a type one (All Personnel) recall. Pass this notification in accordance with your pyramid alert roster and report for duty by _____ hours to your normal duty station. If assigned to a UTC, bring your mobility bag.”
 - 4.6.2. TYPE 2: ESSENTIAL PERSONNEL RECALL. Only military personnel will report to duty. Non-Essential personnel will report as otherwise directed. Script: “This is (name and organization) with a type two (Essential Personnel Report) recall. Pass this

notification in accordance with your alert pyramid roster and military report for duty by _____ hours to your normal duty station. If assigned to a UTC, bring your mobility bag.”

4.6.3. TYPE 3: TELEPHONE RECALL. All personnel will be notified but will not immediately report to their duty section or assembly area. Members will report at normal duty time. Script: “This is (name and organization) with a type three (Telephone Recall). Pass this notification in accordance with your pyramid alert roster and report for duty at your normal time.”

4.6.4. TYPE 4: TELEPHONE STANDBY NOTIFICATION. All personnel will be notified but will not immediately report to their duty section or assembly area. Members will remain at home and be available for further instructions. Script: “This is (name and organization) with a type four (Telephone Standby Notification). Pass this notification in accordance with your pyramid alert roster and remain on telephone standby for further instructions.”

4.6.5. TYPE 5: ALERT NOTIFICATION. When authorized by the Secretary of the Air Force, affected reservists may be alerted for possible recall. Whenever possible, these members are given reasonable advance notice before they must report. The following alert phraseology is provided as a Script: “This is (name, and organization) with a type 5 (Alert Notification). You are placed on alert for possible short-notice recall to active duty. This is not a notice to report. This alert is to allow time for you to arrange your personal and business affairs. You will remain in this alert status until recalled or notified of alert cancellation.”

4.6.6. TYPE 6. COMMUNICATIONS TEST. When directed by AFRC/CV, WG/CC or Unit Commander, all personnel will be notified. Script: “This is (name and organization) with a type six (Communications Test). Assembly is NOT required. Please follow the instructions to acknowledge receipt of this notification.” Continue with any further instructions or guidance based on commander input. For Communication tests, non-participating members identified by Personnel Readiness Unit (PRU), members on leave, TDY, or deployed will be considered contacted.

4.6.7. TYPE 7 PERSONNEL ACCOUNTABILITY NOTIFICATION. When directed by AFRC/CC, AW/CC or Unit Commander, all personnel will be notified. Script: “This is (name and organization) with a type seven (Personnel Accountability Notification). An accountability event has been directed. If you are in the geographic area of interest of XXXXXXXXXXXXX counties, then you must log into the AFPAAS site and account for yourself and DEERS enrolled dependents. This site can be reached through the Air Force Portal. If you do not have access to a computer and you are in the area of interest, call 1-800-435-9941 to perform accountability. Please note, responding to this alert will not perform any accountability actions.”

4.6.8. TYPE 8 INFORMATION NOTIFICATION. When directed by the WG/CC to disseminate information to all assigned personnel. Script: “This is (name and organization) with a type eight (Information Notification). Assembly is NOT required. Please follow the instructions to acknowledge receipt of this notification.” Continue with any further instructions or guidance based on commander input. For information

notifications, non-participating members identified by Personnel Readiness Unit (PRU), members on leave, TDY, or deployed will be considered contacted.

5. Recall Reporting Procedures.

5.1. Commanders, through their respective unit/group control centers (UCCs/GCCs), will report recall progress/results every 6 hours starting from reference time to the WOC, until recall is complete. Recall is not complete until every applicable member is contacted.

5.1.1. If the EMNS is used as the sole means of recall/notification, the WOC will solicit updates from the CP on recall progression every 3 hours and update the UCCs/GCCs of progress using the 512 WOC Enterprise Information Management (EIM) site (<https://eim2.amc.af.mil/sites/436icc/512%20WOC/default.aspx>) every 6 hours starting from the reference time, until recall is complete. GCCs/UCCs will update their respective commanders.

5.1.2. If manual pyramid recall/notification procedures are used in the event the EMNS is not functional or feasible, commanders, through their respective UCCs/GCCs, will report recall progress using the 512 WOC EIM site every 6 hours starting from reference time to the WOC, until recall is complete. In the event the EIM system is not functional, UCCs/GCCs should use any means available to report recall progress to the WOC.

5.1.3. For GSUs, key alerters will follow procedures in [paragraph 5.1.2](#) after they receive the EMNS alert and execute pyramid recall procedures.

6. Personnel Accountability.

6.1. AFRC policy for personnel accountability and management responsibility is found in AFI 36-3802.

6.1.1. AFPAAS is the system used to attain and report TFA for all assigned 512 AW personnel.

6.1.2. Applicable members requiring accountability are outlined in DoDI 3001.02. The 512 FSS IPR will release official guidance further defining accountability requirements for each AFPAAS accountability event.

6.1.3. Each unit's Commanding Officer Representative (COR) will maintain a unit AFPAAS Wallet Card and distribute to every unit member.

6.2. Personnel Accountability Notification and AFPAAS Reporting.

6.2.1. When a Type 7 Personnel Accountability Notification is directed, the EMNS will be the primary means of notification for all assigned 512 AW members. GSU key alerters will be responsible for passing the EMNS notification to applicable unit personnel. Responding to the EMNS alert will not perform any accountability actions in AFPAAS or to the unit.

6.2.2. Applicable members in the Geographic Area of Interest (GAOI) must log into the AFPAAS site or call the toll-free number to account for themselves and their DEERS enrolled dependents, and notify their unit. Unit CORs will assist assigned personnel and their families with updating AFPAAS, as required, and inform the 512 FSS IPR.

6.2.3. For applicable members outside the GAOI, the only action required is to acknowledge the EMNS alert notification.

6.2.4. The 512 FSS IPR will oversee AFPAAS reporting and report accountability progress to the 512 AW/CC and AFRC, until the accountability event is complete.

GREGORY P. HAYNES, Col, USAF
Commander

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFMAN 10-206, *Operational Reporting (OPREP)*, 18 June 2018

AFI 36-3802, *Force Support Readiness Programs*, 9 January 2019

AFMAN 33-363, *Management of Records*, 1 March 2008

AFPD 36-38, *Personnel Readiness Reporting and Accountability*, 1 June 2016

DoDI 3001.02, *Personnel Accountability in Conjunction with National Emergencies or Natural Disasters*, 3 May 2010

Terms

Activation—The ordering of units and individual members of the reserve components to active duty under legislative authority granted to the President, Congress, or the Secretaries of the Military Departments. Activation expands active duty forces through voluntary and involuntary/mobilization authorities.

Alert—An emergency notification to warn personnel of an impending action which requires increased readiness or mobilization.

Assembly—All personnel reporting for duty at their unit of assignment.

Communications Test—A test of the effectiveness of unit's notification procedures. Assembly is not required.

Contact—For notification purposes, contact is complete when a unit member is notified, in person, of a communications test, alert or recall and acknowledges receipt and understanding.

Recall—Actual recall to personnel by competent authority.

Mobilization—The process by which the nation makes the transition from a normal state of peacetime preparedness to a warfighting posture. It involves the assembly, organization, and application of the nation's resources for national defense and it encompasses all activities necessary to prepare systematically and selectively for war. A federal active duty status applying specifically to Title 10 U.S.C. 12302 (Partial Mobilization) and Title 10 U.S.C. 12301(a) (Full/Total Mobilization) in which an Airman is involuntarily called to active duty for the period specified in the applicable statute.