

DRMS Directive 5410.1

DRMS-DD

March 15, 2002

RECEPTION OF VISITORS
REPORTING AND COORDINATION OF VISITS

A. REFERENCE. **DRMS Directive 5410.1, Reception of Visitors - Reporting and Coordination of Visits, January 27, 1997**, (hereby superseded).

B. PURPOSE. This directive provides guidance to establish policy and responsibility for command level visitors to the Defense Reutilization and Marketing Service (DRMS). **Supersedes reference.**

C. APPLICABILITY AND SCOPE. This directive applies to all organizational elements of DRMS, and identifies special considerations concerning foreign visitors.

D. DEFINITIONS.

1. Command Level Visit. A command level visit involves considerable command level participation, for which the Command Support Office (DRMS-DD) assumes primary responsibility. These are generally for high-level Government employees, i.e., GS-15/military 06 and above, SES/flag officers, foreign dignitaries, and others as directed by the command office.

2. Visitor Focal Point. An individual within each directorate/office designated to assist with visits.

3. Foreign National. Any person not a U.S. citizen, immigrant alien, or U.S. national.

4. Foreign Representative. Either a foreign national or a representative of a foreign interest.

5. Lower Level Visit. Coordination of lower level visits is primarily through the directorate/office being visited. The directorate/office visitor focal point arranges for meetings and round table discussions using minimal support from DRMS-DD.

6. Public Relations Groups. Visitors to DRMS from trade associations, civic groups, clubs, schools, news media and other general interest groups.

7. Visitor Welcome Packet. A packet prepared for the expected visitor. This package contains a welcome letter from the Commander; visitor book containing background fact sheets; several brochures of DRMS, the Federal Center and the Battle Creek area; parking permit; map of the vicinity; and visitor badge (for command level visits only).

E. POLICY.

1. Use strict adherence to personnel and information security procedures when planning for visitors. Consideration will include controlling the release of classified/unclassified information, protection of DLA resources and the safety of the visitors while they are here. A discussion of classified defense information

will not take place with a DRMS visitor until their security clearance is verified by the Office of Command Security (DRMS-**DDS**). Provide copies of security related information to DRMS-**DD**. DRMS-**DDS** will coordinate the need for access to classified material. For detailed assistance due to complexity of various security requirements, as it applies to visitors to DLA activities, contact DRMS-**DDS**.

2. Prior to approving a foreign request for information, training or visit authorization, DRMS-**DDS**, in coordination with DLA-**J347**, must ascertain that the request and requester (or visitor) are legitimate in terms of U.S. policies and purposes.

3. When dealing with foreign national visitors, there are special restrictions governing the releases of classified and unclassified but sensitive information. Foreign liaison touches upon sensitive national policies and purposes, regardless of the level or purpose of the liaison. The Foreign Liaison Program requires prompt submission of liaison requests and the exercise of discretion, tact and sensitivity, both to the legitimate interests and expectations of foreign nationals, and to the official policies and purposes of the U.S. Government.

4. Standard approved presentations covering the DRMS organization, DRMS mission functions and operational flow of directorates/offices will be available. Use these briefings for modification for presentation to various types of visiting groups (i.e., foreign, community and diplomatic visitors).

5. Each directorate/office will designate a visitor focal point and an alternate to support and coordinate with the DRMS Command Support Office on all command visitors, briefings and presentations.

6. The Visitor Program Manager will conduct command level courtesy calls and exit interviews as required.

7. DLA primary staffing elements on their first visit to DRMS will receive the DRMS Command Overview and a general orientation with several briefings related to their interface with DRMS.

F. RESPONSIBILITIES.

1. The DRMS **Command Office** (DRMS-**DD**) will assign a Visitor Program Manager.

2. Visitor Program Manager, Command Support Office (DRMS-**DD**) will:

- a. Provide command level direction and policy for the visitor program.
- b. Serve as focal point for all DRMS visitors to the building, even when no formal meetings or presentations are expected. Notification of visit will begin through the directorate's/office's focal point. **To notify DRMS-DD go to <https://techweb.drms.dla.mil/VisitorNotice> and fill out the Visitor Notice section.**
- c. Prepare for all command level visits.
- d. Coordinate and oversee all lower level visits with the applicable directorate/office visitor focal point.
- e. Upon receiving a request for visit, training or information by foreign representatives(s), notify DRMS-**DDS** by DLA Form 1588, Foreign Liaison Visit Log (Enclosure **1**).
- f. Initiate a round table discussion in order to prepare an agenda/itinerary for coordination and command level approval.
- g. Ensure all directorate/office visitor focal points are aware of revisions to visitation procedures by holding quarterly meetings.
- h. Ascertain level of visit and provide all visitors the level of attention required.
- i. Interface with the command office and the directors as necessary for visits to obtain guidance or dissemination of information.

- j. Assemble the welcome packet.
- k. Provide visitor packages, letters, and visitors packet to the visitor's hotel the day prior to the visit.
- l. Conduct In Process Reviews (IPRs) with visitor focal points as needed to ensure successful and timely completion of all pre-visit tasks.
- m. Conduct meetings with supervisor as needed to ensure successful and timely completion of all pre-visit tasks.
- n. Serve as single point of contact for graphics, photographic and print plant on preparation of material for visits.
- o. Set up briefing room prior to and clean up after visit.
- p. Arrange for luncheons/socials in conjunction with host directorate/office.
- q. Maintain Visitor Notification Program on the HQ Internal page.**
- r. Provide information by fax to **DSS-DS** (DLA's Administrative Support Center's Command Support Office) regarding VIP visitors from outside agencies (1 week prior to visit). Provide summary report to **DSS-DS** following the visit.
- s. Arrange for parking permits, nameplates and welcome signs for each visit. Obtain visitor badges from security.
- t. Maintain this DRMS directive in a current status and review it **biennially**.

4. Heads of Directorates/Offices will:

- a. Assign a Visitor Focal Point for the directorate/office.
- b. Ensure the requirements of DLAR 5205.21, DLA Foreign Liaison/Disclosure Program, are complete concerning foreign visitors, to include having foreign visitor point of contact designated and provide visitor information to the Visitor Program Manager (DRMS-DD).
- c. Determine which of the directorate/office visitor focal points will be responsible for each visit and who will be the backup.
- d. Assure that the duties of the visitor focal point supersede all other responsibilities for the duration of the visit, except where specifically exempted.
- e. Provide the Command Support Office (DRMS-DD) with a suggested list of briefing topics to be given to the visitors.

5. The Directorate/Office Visitor Focal Point will:

- a. Notify DRMS-DD for host directorate/office visits upon receipt of any information regarding a proposed or planned visit by going to <https://techweb.drms.dla.mil/VisitorNotice> or by visiting the DRMS HQ home page. Completely fill out the form with the entire visitor identifying information. Submit a follow-up form if visit date changes or more information becomes available. Notify DRMS-DD, Visitor Program Manager via phone if the visit is cancelled.**
- b. Serve as single point of contact for DRMS-DD ensuring all duties are complete within designated timeframes.
- c. Gather agenda topics from their directorate/office and submit to DRMS-DD.
- d. Prepare all directorate/office briefing charts in accordance with PowerPoint standards provided by the Command Support Office.
- e. Perform a quality review of all briefing charts.
- f. Ensure DRMS-DD receives a disk or Lan location plus a hard copy of each briefing chart prior to presentation of briefings.
- g. Schedule briefing dry runs and notify appropriate personnel.
- h. Ensure administrative and clerical support is provided for host directorate/office visits during formal briefings.
- i. Interface and coordinate with DRMS-DD and DRMS-DX as required.
- j. Arrange for socials/luncheon for host directorate/office visitors in conjunction with the DRMS Command Support Office.
- k. Act in capacity of Visitor Program Manager on host visits which do not qualify as command level visits.
- l. Maintain a log of all visitors.

6. The Office of Public Affairs, DRMS-**J** will:

- a. Serve as the focal point for control and coordination of all visits to DRMS by public relations groups, as defined in paragraph **D6**.
- b. Determine need for and schedule press conferences when applicable, arrange photography and write press releases.
- c. Stock the following materials and make them available to DRMS-**DD** for DRMS Visitor Packages: DRMS History, DLA Bios, Crier and Michigan tourist information.

7. The Office of Command Security (DRMS-**DDS**) will:

- a. Coordinate security clearance requirements prior to visit and verify the level of a visitor's security clearance in the event the visitor will need classified access.
- b. Provide protection of classified material carried by or presented to visitors.
- c. Ensure protection of foreign visitors, when required, through liaison with Federal, State or local law enforcement agencies.
- d. Monitor visits by foreign personnel for compliance with DRMS security policies and with terms of visit authorizations.

8. The Safety, Health, Equipment Division, Office of Field Support (DRMS-**KH**) will coordinate and refer medical and dental care, on an individual basis, if required, when a visit is for an extended period (generally 1 week or more) or in the event of an emergency.

G. EFFECTIVE DATE AND IMPLEMENTATION. Implement this directive upon **signature by the DRMS Executive Assistant**.

H. INFORMATION REQUIREMENTS. The following **web site** and reports are in existence for use by this directive:

1. **DRMS Visitor Program**, <https://techweb.drms.dla.mil/VisitorsNotice>
2. DLA Form 1588, Foreign Liaison Visitor Log.

BY ORDER OF THE COMMANDER

/s/
JANINE DES VOIGNES
Executive Assistant

1 Enclosure

Enclosure 1
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<DLA Form 1588>